



# CITIZEN'S CHARTER

H A N D B O O K

2021

2nd Edition





**CITY GOVERNMENT OF BATAC  
ILOCOS NORTE**

**CITIZEN'S CHARTER  
2021, 2<sup>nd</sup> EDITION**

# MESSAGE

The City Government of Batac never cease in raising its standards of public service and continually pursue an honest, sincere and genuine in keeping up reforms in our systems that are meant to always leave a mark to all those we serve.

We likewise are certain that the fundamental principles in making our City more progressive are integrity, accountability and transparency. Thenceforth, as we continue to serve the public efficiently and effectively, we have updated the City's Citizens Charter (2021, 2nd Edition) whereby cutting red tape and prevents corruption in the bureaucracy.

This handbook will guide every clientele in our locality in knowing the standards of every transaction for the services they ought to deserve. Similarly, it emphasizes that we are serious in representing the public in the government and that we are committed in providing client-friendly services bounded by the provisions of RA No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations.

With this, I am hoping that, as we aim for excellence in public service, we must be abided by a government that is "by, of, and for the people" wherein all the transacting public are at ease in doing their business transactions without unnecessary bureaucracies. We must do our utmost effort in the delivery of internal as well as external services to our constituents because Public Service is a Public Trust"

"Pabilgen ni Bataqueño para iti Sapasap a Progreso"

  
ENGR. ALBERT D. CHUA  
City Mayor





## **I. Mandate:**

The City Government of Batac is mandated by the Local Government Code of 1991 to ensure the general welfare of its constituents and support among other things, the following:

- Preservation and enrichment of culture;
- Promotion of health and safety;
- Enhancement of the right of the people to a balanced ecology;
- Development of appropriate and self-reliant scientific and technological capabilities;
- Improvement of public moral;
- Enhancement of economic prosperity and social justice;
- Promotion of full employment among the residents;
- Maintenance of peace and order;
- Preservation of the comfort and convenience of the inhabitants

## **II. Vision:**

City of Batac, “Home of Great Leaders”, envisioned as the center of agriculture, health, education, commerce and industry, and a home that abounds with opportunities for growth of the God-fearing, educated, self-reliant, peace loving and friendly citizenry living in an ecologically-balance, sustainable and disaster resilient environment governed by a dynamic, transparent and responsive political leadership.

## **III. Mission:**

To provide effective and efficient public service to Bataqueños empowering them to become active partners in ensuring political, social, cultural, ecological and economic development for a better quality of life in harmony with God, man and nature.



#### **IV. Service Pledge:**

We the Officials and Employees of the City of Batac committed to institutionalize Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Pursuant to the guidelines of the Law, we specifically commit to:

1. Serve all applicants or requesting parties who are within the premises of the City Hall prior to the end of official working hours and during lunch break and services shall be bounded with integrity, professionalism and dedication;
2. Provide equal treatment to all our constituents irrespective of color, race, religion, gender and political affiliation;
3. Provide quality service for optimum satisfaction of our customers
4. Promote the application and implementation of effective government practices demonstrating the value of integrity, honesty & professionalism to efficiently deliver government service and to prevent graft and corruption;
5. Implement simplified requirements that will reduce red-tape and to expedite government actions to all clients by re-engineering our systems and procedures
6. To lessen processing time and reduce regulatory burden for both business and non-business transacting clients;
7. Attend to all clienteles/constituents complaints by establishing an effective feedback mechanism and take appropriate actions to further improve the LGU's service delivery through our public assistance desk, Saranay Base, hotline number 169 and our website [www.batac.gov.ph](http://www.batac.gov.ph)
8. Conclusively, WE Pledge to continue to return back every centavo worth of your taxes in the form of essential service and economic benefits through responsive delivery of basic services as embodied in the Local Government Code and the Executive and Legislative Agenda of the City Government



## V. LIST OF SERVICES

	Page Number
<b>OFFICE OF THE CITY MAYOR PERSONAL STAFF AND RECORDS SECTION - External Services</b>	14
1. Securing Mayor's Clearance	15
2. Request for Mayor's Approval to Hang Steamers	
3. Request for Mayor's Approval to Conduct Advertising And Promotional Activities	18
4. Request for Assistance for a Group Tour or Lakbay-Aral	20
5. Request for Solemnization of Marriage	22
6. Request for the use of the Imelda Cultural Center/City Basketball Court, City Tourist Buses /Coaster, KALIPI Training Center and City Equipments	23
7. Request for Financial Assistance for National Government Agencies and Non-Government Organizations	26
8. Request for the use of the City Ambulance	28
9. Securing Mayor's Endorsement to Cut Tree(s)	31
10. Request for Mayor's Permit for a Not-for-Hire (Private) Tricycle	26
11. Securing Mayor's Permit for Fund Raising Activities/Solicitation	34
12. Securing Mayor's Permit to Conduct Motorcade or Procession	36
13. Seeking Mayor's Approval on Barangay Request(s)	38
14. Request for a Discounted Rate of Burial Lot at the City Cemetery	40
15. Application for the City Scholarship Program of the City	42
<b>CITY HUMAN RESOURCE MANAGEMENT OFFICE - External Services</b>	43
1. Inquiries on Application for Employment	44
2. Application for Employment/Promotion	45
3. Technical Assistance for the Filing of Application for GSIS Benefit Claims of Departed Employees	50
4. Conduct of Investigation by the Administrative Disciplinary Committee (ADC) on Administrative Complaint/s against an Employee/ Employees' Misbehavior in the Conduct of their Official Duties	53
<b>CITY HUMAN RESOURCE MANAGEMENT OFFICE - Internal Services</b>	56
1. Application for Leave	57
2. Cancellation of Leave	59
3. Monetization of Leave Credits	60



4. Issuance of Service Record/Certificate of Employment and other HR Records	62
5. Issuance of Authority to Travel (Local Travel)	63
6. Issuance of Authority to Travel (Abroad)	65
7. Submission of Approved Trip Authorization	66
8. Issuance of a Copy of Monthly Summary of Leave	67
9. Submission of Approved Application for Resignation and Securing Acceptance of Separation from the Service	68
10. Technical Assistance for the Filing of Application for GSIS Benefits Claims	69
11. Initial Processing of Terminal Leave Benefit	71
<b>CITY BUDGET OFFICE - External Services</b>	<b>73</b>
1. Preliminary Review of Barangay Annual/Supplemental Budget	74
2. Preliminary Review of SK Annual/Supplemental Budget	76
<b>CITY BUDGET OFFICE - Internal Services</b>	<b>78</b>
1. Certify Existence of Available Appropriation/Allotment	79
<b>OFFICE OF THE CITY ACCOUNTANT - External Services</b>	<b>80</b>
1. Receiving of Reports and Forms and Recording Financial Transactions of 43 Barangays	81
<b>OFFICE OF THE CITY ACCOUNTANT - Internal Services</b>	<b>82</b>
1. Facilitate Request for net Take Home Pay, Photocopy of Payrolls and Certification	83
2. Issuance of Tax Certificates	84
<b>OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR - External Services</b>	<b>85</b>
1. Securing of Zoning Certification for Business Establishment Permit	86
2. Securing of Zoning/Locational Clearance for Building Construction	89
3. Securing of Mayor's Permit on Zoning for Fence Construction	94
4. Securing of Mayor's Permit on Zoning for Fence Construction	99
5. Securing a Zoning Certificate for Land Use	104



6. Requesting Research Assistance/Request for Data	107
7. Requesting Preparation of Program of Work for the Proposed Barangay Project to be Funded by Barangay Development Fund	110
8. Requesting Technical Assistance in the Preparation of Barangay Annual Investment Program (AIP) and the Brgy. 20% Dev't Fund	112
9. Availing of Cemetery/Burial Plot at the City Public Cemetery	113
10. Securing Development Plans	115

**OFFICE OF THE SANGGUNIANG PANLUNGSOD - External Services** 125

1. Requesting Research Assistance	126
2. Procedure for The Issuance and Renewal of Motorized Tricycle Operator's Permit (MTOPO)	127
3. Securing Certified True Copy of City Council Document	129

**OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER - External Services** 130

1. Aid to Individual in Crisis Situation (AICS)	131
2. Securing of Certificate of Indigency	133
3. Securing of Social Case Study Report	134
4. Application for Pre-Marriage Counseling (PMC)	136
5. Senior Citizen's Identification Cards	137
6. The City of Batac, Financial Assistance / Social Pension Program Indigent Senior Citizens	139
7. Expanded Batac Pre-Centenarian and Centenarian and Nonagenarian Award	141
8. Person with Disability Identification Cards	143
9. Solo Parent's Identification Cards	144
10. Assistance to Women and Children who are Victims of Domestic Violence	146
11. Issuance of Purchase Slip/Booklet to Senior Citizen (SC) and Person with Disability (PWD)	147
12. Enrollment of Children with Disabilities in the Stimulation and Therapeutic Activity Center (STAC)	148
13. Provision of Physical Therapy Treatment Sessions to Children with Disabilities	149
14. Provision of Fine Motor Development Sessions to Children with Disabilities	150
15. Provision of Special Education Sessions to Children with Disabilities	151
16. Enrollment of Children in Child Development Center	152
17. Center Based-Early Childhood-Care and Development	153
18. Provision of Emergency Shelter Assistance	154
19. Case Management for Children in Conflict with the LAW (CICL)	156

**OFFICE OF THE CITY HEALTH OFFICER - External Services** 157





1. Provision of Medical Consultation and Treatment	159
2. Provision of Immunization Services	160
3. Provision of Prenatal Check-up	161
4. Provision of Family Planning Services	163
5. Issuance of Medical Certificate	164
6. Dental Health Services	165
7. Nutrition Assessment and Counselling	166
8. Check up for At-risk Preschool Children	168
9. Normal Deliveries	170
10. Blood Chemistry Examination	172
11. Routine Laboratory Tests	174
12. Microbiology and Serology Examination	176
13. COVID-19 Qualitative Rapid Antigen Testing	178
14. COVID-19 Specimen Collection/Swabbing for RT-PCR Test	179
15. Request for Anti Rabies Vaccine	181
16. Issuance of Sanitary Permit and Health Certificate	182
17. Request for Solution/s for Sanitation Related Complaints	184
<b>OFFICE OF THE MAYOR – LABOR AND EMPLOYMENT SECTION - External Services</b>	<b>186</b>
1. Provisional of Job Referral for Local Employment	187
2. Provision of Labor Market Information	188
3. Posting of Job Vacancies	189
4. Provision of Overseas Employment Facilitation Services	190
5. Provision of Overseas Employment Facilitation Services for Employers	191
6. Provision of Employment Facilitation Services for Local Employers	194
7. Availing of Special Program for Employment of Students	196
<b>OFFICE OF THE CITY MAYOR – COMMUNITY AFFAIRS AND DEVELOPMENT OFFICE - External Services</b>	<b>198</b>
1. Tarpaulin/Media Layout/Design and Printing	199
2. Provision of Public Information	200
3. Assistance in the Generation of Digital Vaccination Certificate	201
<b>OFFICE OF THE MAYOR – PUBLIC SAFETY, INFORMATION AND ASSISTANCE DIVISION - External Services</b>	<b>202</b>
1. Request to Announce Information to Barangays	203
2. Request to View CCTV Footage	204
3. Request to Copy CCTV Footage	205



<b>OFFICE OF THE CITY MAYOR – ENVIRONMENTAL MANAGEMENT SECTION - External Services</b>	<b>206</b>
1. Garbage Hauling Permit	207
2. Environmental Issues and Concerns for Immediate Action	209
3. Preparation of Requested Program of Work	210
<b>CITY CIVIL REGISTRY OFFICE - External Services</b>	<b>212</b>
1. Timely Registration of Certificate of Live Birth of Legitimate Child	213
2. Timely Registration of Certificate of Live Birth of Illegitimate Child	215
3. Registration of Certificate of Death	217
4. Timely Registration of Certificate of Marriage	219
5. Issuance of Transcription of Birth, Marriage and Death and Markings of Certified Machine Copy	220
6. Registration of Legal Instruments - (Legitimation)	223
7. Registration of Legal Instrument - (Affidavit to Use the Surname of the Father)	226
8. Registration of Legal Instrument - (Affidavit of Admission of Paternity/ Acknowledgement)	229
9. Registration of Court Decrees (Decree of Annulment, Adoption, Presumptive Death, and Rectification/Revocation/Rescission of Adoption, Cancellation or Correction of Entries Re: Year of Birth, Citizenship and Civil Status	231
10. Securing Marriage License	235
11. Filing for Petition for Change of First Name and Correction of Clerical Error under Republic Act 9048 and Republic Act 10172	239
12. Application of Supplemental Report	245
13. Request for Advance Endorsement (Piecemeal) of Civil Registry Documents to Philippine Statistics Authority for Issuance of Security Paper	248
14. Request for the Endorsement of Civil Registry Records to the Office of the Civil Registrar General - Philippine Statistics Authority	250
15. Late Registration of Birth, Marriage or Death	252
16. Out-of-Town Registration of Birth	255
17. Securing Excavation Permit	258
18. Requesting PSA Authenticated Copy of Civil Registry Documents (Birth, Marriage, Death Certificated, CENOMAR, Advisory of Marriage) on Security Paper through the BREQS Program	260
<b>CITY TREASURY OFFICE - External Services</b>	<b>263</b>
1. Assessment of Business Taxes, Fees and Other Charges	264
2. Payment of Business Taxes, Fees and Other Charges	265
3. Securing Tax Clearance (Business)	266



4. Payment of Updated Real Property Taxes	267
5. Payment of Delinquent Real Property Taxes	268
6. Securing Community Tax Certificate	269
7. Securing Professional Tax Registration	270
8. Payment of Other Taxes, Permit, Fees, and Service Charges	271
9. Issuance of Certified Photocopy of Official Receipts and Other Documents	272
10. Securing Certificate of Non-Tax Delinquency	274
11. Securing Transfer Tax Certification	276
12. Branding and Securing Certificate of Ownership of Large Cattles	278
13. Calibration of Weights and Measures (Outside Public Market)	279
14. Disbursements through Cash	280
15. Administrative Division	281
16. Requisition of Accountable Forms	282

**OFFICE OF THE CITY ASSESSOR - External Services** 283

1. Issuance of Certified True Copy of Tax Declaration	284
2. Issuance of Certified Photocopy of Vicinity Maps	285
3. Issuance of Certifications Relative to Assessment and Ownership of Real	286
4. Issuance of Certified Photocopy of Supporting Documents of Transfer, Revisions Subdivisions, Consolidations, etc.	287
5. Updating of Tax Declaration of Transfer of Ownership of Real Properties	288
6. Updating of Tax Declaration of Unconformed Certificate of Title	290
7. Corrections of Entries in the Tax Declaration (Name and Area only)	292
8. Appraisal and Assessment of Buildings and Improvements	294
9. Appraisal and Assessment of Machineries	296
10. Revision of the Classification and Actual Use of Property	298
11. Revise Tax Declaration in Conformity with the Approved Subdivision /Consolidation Plan	301
12. Updating of Inadvertently Omitted Tax Declaration during Previous Revisions	303
13. Lot Verification in the Cadastral/Section Maps	305
14. Identification of Tax Declaration of Lots declared Unknown	306
15. Declaration of a Parcel of Land for the First Time	309
16. Verifying History of Real Property	312
17. Annotation and Cancellation of Encumbrance in the Field Appraisal and Tax Declaration	313
18. Issuance of Notice of Assessment to Property Owners Who Do Not Have Any Records or Reference	314

**OFFICE OF THE CITY TREASURER – MARKET SECTION  
- External Services** 315

1. Payment of Rental Fees at the Batac Public Market and Riverside	
--	--



Empanadahan	316
2. Payment of Market Entrance Fees at the Public Market	318
3. Payment of Terminal Parking and Passage Fees for Buses and Jeepneys	322
4. Payment of Parking Fees of Trucks and other Conveyance Discharging Merchandise at the Batac Public Market	323
5. Calibration of Weights and Measures	324
6. Issuance of Sticker for Annual Fixed Tax for Delivery Trucks/Van	326

## **OFFICE OF THE CITY MAYOR – MARKET SECTION**

### **- External Services** 327

1. Securing Certification as a Registered Stallholder/Vendor	328
2. Securing Certification as Ceased Stallholder	330
3. Securing Certification of Non-Delinquency and Assessment of Gross Sales for the Renewal of Business License	331
4. Processing of Application to Lease a Vacant Stall	332
5. Complaints Against Illegal Vending and Other Market-Related Concerns	333
6. Processing of Application for the Conduct of Street Market or Baratillo	334
7. Payment for Hanging of Advertisement Tarpaulins and Conduct of Promotional Activities	335

## **OFFICE OF THE CITY MAYOR - BUSINESS PERMITS AND LICENSES SECTION - External Services**

336

1. Securing Mayor's Permit to Conduct Business for Renewal	337
2. Securing Mayor's Permit to Conduct Business for New	340
3. Application of Business Closure	343
4. Issuance of Certificates (No Business, No Record, No Payment, Renewed Mayor's Permit and other Certificates)	345
5. Securing Mayor's Permit to Conduct Group Activities, Advertisement, Promotional Activities, Parade, Motorcade and Hanging of Streamers	347
6. Issuance of Certified True Copy of Mayor's Permit and other Certificates	349
7. Business Information/Account Modification (Change of Business Owner, Change of Business Name, Change of Business Location, Change or Addition of line of Business Activity and Change of Kind of Business as to Ownership)	350
8. Issuance of Duplicate Copy of Mayor's Permit	352
9. Issuance of Mayor's Permit (Mobile Vendor)	353
10. Issuance of Mayor's Permit (Butcher, Trade Fair, Baratillo, Ambulant and Itinerant Amusement Operators, Cellular/Communication Tower)	355
11. Issuance of Special Permit for Cockfighting	357



<b>OFFICE OF THE CITY MAYOR – TOURISM AND EVENTS SECTION - External Services</b>	<b>359</b>
1. Arrange Tours for City Visitors and Guests	360
2. Provide Assistance to Media groups	361
3. Provide Assistance to Research individuals/groups	363
4. Provide Assistance to DOT Accreditation	365
5. Administer the Annual Organizing Committee of Hotels and Restaurant Owners in the City of Batang	367
6. Provide Assistance to Provincial/Municipal Events	368
7. Supports One Barangay One Product (OBOP)	369
8. Supports Culture and Arts Activities	370
9. Lend Cultural Event props	371
10. Support Tourism Related Awareness Programs	372
<b>CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE - External Services</b>	<b>373</b>
1. Search, Rescue and Clearing Operations During Disaster/s and Fortuitous Events	374
2. Request for Inspection and Validation of Damaged Infrastructure/ Agricultural Infrastructure Due to the Occurrence of Calamity	375
3. Request for Training Services on Disaster Management, Basic Life Support and First Aid	376
4. Ambulance Patient Service / Patient Transport Service	377
<b>OFFICE OF THE CITY ENGINEER - External Services</b>	<b>378</b>
1. Request for Program of Works for any Infrastructure Project	379
2. Implementation of City Infrastructure Projects	382
3. Request for Utilization of Equipment	385
4. Request for Rental of Heavy Equipment/Government Vehicle	387
5. Administrative Support Services	388
<b>OFFICE OF THE CITY ENGINEER - Internal Services</b>	<b>391</b>
1. Motorpool Services	392
<b>OFFICE OF THE CITY BUILDING OFFICIAL - External Services</b>	<b>394</b>
1. Securing Building Permit	395
2. Securing Certificate of Occupancy	411
3. Securing Certificate of Annual Building Inspection	418
4. Securing Electrical Permit (Ancillary Permit)	426
5. Securing Permit for Temporary Service Connection	431



6. Securing Fencing Permit (Accessory Permit)	435
7. Securing Demolition Permit (Accessory Permit)	440
8. Securing Sign Permit (Accessory Permit)	444
9. Securing Ground Preparation and Excavation Permit (Accessory Permit)	449
10. Securing Mechanical, Architectural, Electronics, Civil/Structural and other Accessory Permits	453
11. Issuance Certification	461

## **OFFICE OF THE GENERAL SERVICES OFFICER**

### **External Services** 463

1. Preparation of Design, Plans and Program of Work	464
2. Installation of Tarpaulins/Tents/Bleachers/Stage and Provision of Facilities, Sound System, Chairs, Tables and Other Equipment	465
3. Collection of Garbage of Various Barangays and Business Establishment	468
4. Installation, Repair and Maintenance of Streetlights, Office Building, Office Equipment and other Facilities of the City Government of Batac	469
5. Issuance of Service Vehicle, Driver, Fuel and Oil	471
6. Assist in the Procurement Process	473
7. Inspection and Acceptance of Delivered Goods	476
8. Issuance of Deliveries	478
9. Payment of Electric, Water and Internet Bill of City Owned Facilities	479
10. Payment of Insurance and Registration of City Owned Properties	480

### **OFFICE OF THE CITY AGRICULTURISTS - External Services** 481

1. Provision of High Quality Seeds and Other Agricultural Inputs, Production Materials and Other Agricultural Interventions	482
2. Crop Protection Assistance/ Services	483
3. Agri-Infrastructure Services	484
4. Fish Production and Management Services	485
5. Seed Certification	486
6. Re-Strengthening of Agri-Related Civil Society Organization	487
7. Crop Insurance Assistance	488
8. Pre and Post-Harvest Facilities	489
9. Livelihood Assistance	490
10. Issuance of Certificate as Bonafide Farmer	491
11. Request for Forest/Fruit Tree Seedlings to Support the Clean and Green Program of the City	492
12. Request for Inspection of Building Permit Application along Irrigation Canal, Creek and other Bodies of Water	493

### **OFFICE OF THE CITY VETERINARIAN - External Services** 494



1. Anti-rabies Vaccination and Treat Sick Pets	495
2. Hemosept Vaccination (Large Animals)	496
3. Hog Vaccination and Others	497
4. Veterinary Health Certificate	498
5. Veterinary Health Certificate (For Slaughter)	499
6. Issuance of Shipping Permit	500
7. Vaccination Certification	501

**OFFICE OF THE CITY VETERINARIAN – SLAUGHTERHOUSE SECTION – External Services** 502

1. Weighing Slip	503
2. Meat Inspection Certificate	504
3. Research Samples	506

**VI. FEEDBACK AND COMPLAINTS** 507

**VII. LIST OF OFFICES** 510

**CLIENT SATISFACTION FEEDBACK FORM** 513

**SP RESOLUTION** 514



# **OFFICE OF THE CITY MAYOR PERSONNEL STAFF AND RECORDS SECTION**

## **External Services**





## 1. Securing Mayor's Clearance

Residents of the City may secure a Mayor's Clearance for purposes of employment, application for driver's license, and application for firearm license. The Mayor's Clearance certifies the individual is a resident of the city, of good moral character, and is a law-abiding citizen.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents of the City of Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay		
2. Official Receipt – Mayor's Clearance		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete requirements	1. Receives and checks the completeness and correctness of the requirements presented and prepares the clearance.	<ul style="list-style-type: none"> <li>●Local Purpose - <b>P150.00</b></li> <li>●For Abroad - <b>P250.00</b></li> </ul>	3-5 Minutes	<p style="text-align: center;"><i>City Mayor</i> Or <i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor</p>
2. Affix signature on the clearance	2. Verifies the completeness and correctness of the requirements presented and signs the clearance	<ul style="list-style-type: none"> <li>●For Firearm License - <b>P1,000.00</b></li> </ul>		
3. Receive the clearance	3. Releases the Clearance			
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>●Local Purpose - <b>P150.00</b> <b>+ 30.00 (Documentary Stamp Tax)</b></li> <li>●For Abroad - <b>P250.00</b></li> <li>●For Firearm License - <b>P1,000.00</b></li> </ul>	<b>3-5 minutes</b>	



## 2. Request for Mayor's Approval to Hang Streamers

Anyone who intends to hang streamer(s) should first get the approval of the Mayor. This is a pre-requisite before the Business Permits and License Section could issue a Mayor's Permit to hang streamer(s).

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who intends to hang streamers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Mayor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Office of the City Mayor	1. Receives the letter request and instructs the client to wait for feedback within 3 days or to follow up request after two days at the Office of the City Mayor	None	5 minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor
	1.1 Records the letter request			
	1.2 Forward the letter to the City Administrator/City Mayor for review and approval			
	1.3 Reads and reviews the letter-request and writes marginal notes/approval in the letter	None	10 minutes	<i>City Administrator</i> <i>City Mayor</i>
	1.4 Calls the attention of the client and informs him/her the City Mayor's action/approval on the request, then forwards a copy of the letter to the Business Permits and license section, and to the General Services Office.	None	10 minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor



2. Follow-up the approval of the letter request at the Office of Business Permits and License Section	2. Assesses fees for the hanging of the streamer, continues to transact with the client for the issuance of a Mayor's Permit	None	10 minutes	<i>Administrative Officer III Or Administrative Officer I Or Clerk III Or Administrative Assistant I Office of the City Mayor</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>35 minutes</b>	



### 3. Request for Mayor's Approval to Conduct Advertising and Promotional Activities

Anyone who intends to conduct advertising and promotional activities should first get the approval of the Mayor before conducting said activities.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who intends to conduct advertising and promotional activities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Mayor.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Office of the City Mayor	1.Receives the documents and instructs the clients to wait for feedback within 2 days or to follow up request after two days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I Or Clerk III Or Administrative Assistant I Office of the City Mayor</i>
	1.1 Records the documents then forwards them to the Mayor/ City Administrator	None	5 Minutes	
	1.2 Reads and reviews the documents and writes marginal notes/approval in the letter	None	10 Minutes or upon availability of the Mayor	<i>City Mayor City Administrator</i>
	1.3 Calls the attention of the client and informs him/her the Mayor's action/approval on the request, then forwards a copy of the documents to the Business Permits and License Section, and to the General Services Office	None	10 Minutes	<i>Administrative Officer III Or Administrative Officer I Or Clerk III Or Administrative Assistant I Office of the City Mayor</i>
2. Follow-up the approval of the letter-request at the Office of Business	2. Assesses fees for the activity, continues to transact with the client for the	None	10 Minutes	



Permits and License Section	issuance of a Mayor's Permit			
<b>TOTAL:</b>		<b>NONE</b>	<b>40 minutes</b>	
<b><i>***Processing time may exceed or shortened depending on the availability of the City Mayor</i></b>				



#### 4. Request for Assistance for a Group Tour or *Lakbay-Aral*

Groups, associations, or institutions who intend to visit the City of Batac as part of their Group Tour or *Lakbay-Aral* should coordinate with the Office of the Mayor and seek approval of the City Mayor.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Groups, Associations or Institutions who intend to visit the City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Mayor.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the Office of the City Mayor	1. Receives the complete requirements and instructs the client to wait for feedback within 3 days or to follow-up request after 2 days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor
	1.1 Records the documents and forwards the same to the Mayor/City Administrator			
	1.2 Reads the letter-request and writes his marginal notes/approval in the letter	None	10 Minutes or upon availability of the Mayor	<i>City Mayor</i> <i>City Administrator</i>
	1.3 Calls the attention of the client and informs him/her the Mayor's action/approval on the request, then reroutes copy of the documents containing the Mayor's instruction to the Office Concerned to act on the requested activities for the Group Tour or <i>Lakbay-Aral</i>	None	15 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor



2. Follow-up the action taken by the City Mayor on the request	Instructs the requestee to coordinate with the concerned office which will act on the activities/matters requested in relation to the Group Tour or <i>Lakbay-Aral</i>	None	10 Minutes	<i>Administrative Officer III Or Administrative Officer I Or Clerk III Or Administrative Assistant I Office of the City Mayor</i>
3. Coordinate with the office assigned by the City Mayor	Acts on the activities requested			<i>Office Concerned</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>40 minutes</b>	
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				



## 5. Request for Solemnization of Marriage

Couples may request the City Mayor to solemnize their marriage at the Office of the Mayor.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Couples who request the City Mayor to solemnize their marriage.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage License or Affidavit of Cohabitation if the parties are living together for a minimum of five (5) years		Office of the City Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek approval of the City Mayor for the desired schedule of solemnization of marriage	1. Checks the availability of the Mayor and gets his approval.	None	5 Minutes	<i>Administrative Officer I Office of the City Mayor</i>
2. Submit marriage license/affidavit of cohabitation	2. Receives the document and record the schedule of marriage	None	5 Minutes	
3. Go to the Civil Registrar and submit affidavit of cohabitation	Prepares the Certificate of Marriage		10 Minutes	<i>Local Civil Registry Office Staff</i>
4. Come back to the office on the scheduled date of marriage	4. Solemnizes the Marriage	None	1 hour	<i>City Mayor</i>
	4.1 Registers Certificate of Marriage at the Office of the Local Civil Registrar	None	15 Minutes	<i>Local Civil Registry Office Staff</i>
5. Receive the Original copy of the Certificate of Marriage	Releases the original copy of the Certificate of Marriage	None	3 Minutes	<i>Local Civil Registry Office Staff</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 38 minutes</b>	





## 6. Request for the use of the Imelda Cultural Center/City Basketball Court, KALIPI Training Center, City Tourist Buses/Coaster, and City Equipment

The public may avail of the use of facilities and equipment of the City Government.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	The public may avail the use of Equipment and Facilities of the City Government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission of Letter-Request addressed to the City Mayor				
2. The purpose and the desired schedule of use of a particular facility/equipment should be included in the letter				
3. Full Payment of Fees		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit a letter-request to the Office of the City Mayor	1. Receives the letter-request and instructs the client to wait for feedback within 3 days or to follow-up request after two days at the Office of the Mayor	<u>Imelda Cultural Center/ Basketball Court</u> ●DAYTIME - <b>P1,600.00</b> ●NIGHTIME – <b>P1,800.00</b>	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Office of the City Mayor
	1.1 Receives and records the letter-request; checks the availability of the equipment/facility then forwards the letter to the City Administrator for review and approval.	<u>Kalipi Training Center</u> ● <b>P6,000.00</b> - Maximum of four (4) hours (daytime) ● <b>8,500.00</b> - Maximum of four (4) hours (night time) ● <b>1,500.00</b> - Additional fee in every succeeding hour of use	10 Minutes	
	1.2 Reviews the requirements and writes marginal notes/approval in the letter.	<u>Tourist Bus/ Coaster (Rental – Excluding Gasoline)</u> ● <b>P10,000.00</b> –	10 Minutes or upon availability of the Mayor	<i>City Mayor</i>
	1.3 Coordinates with the concerned office(s) and give the office(s) a copy of		10 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or



	the letter-request; coordinate with the requestee as regards the Mayor's action on the request.	Tourist Bus rental for one day (from any town in Ilocos Norte to La Union/Manila) ● <b>12,000.00</b> - Per day if the use is more than two days ● <b>8,000.00</b> –		<i>Clerk III</i> Office of the City Mayor
2. Follow-up the request at the Office of the Mayor	Gives a copy of the letter-request with the marginal notes of the Mayor; gives instructions to the requestee.	Coaster rental for one day (from any town in Ilocos Norte to La Union/Manila) ● <b>500.00</b> - Additional fee in every succeeding hour of use ●Fuel/Oil and Toll Fees - to be borne by the client	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Office of the City Mayor
3. Pay at the office of the City Treasurer	Collects payment and issues Official Receipt	None	5 Minutes	<i>Treasury Office</i>
4. Present receipt to the Office of the Mayor	4. Records payment and the Official Receipt Number	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor
5. Finalize all the details of the request	5. Records then coordinates the final details of the request with the concerned office(s)	None	15 Minutes	
<b>TOTAL:</b>		<b><u>Imelda Cultural Center/ Basketball Court</u></b> ● <b>DAYTIME - P1,000.00</b> ● <b>NIGHTIME - P2,000.00</b> <b><u>Kalipi Training Center</u></b> ● <b>P6,000.00 - Maximum of four (4) hours (daytime)</b> ● <b>8,500.00 - Maximum of four (4) hours</b>	5 Minutes	



	<p>(night time) ●1,500.00 - Additional fee in every succeeding hour of use</p> <p><u>City Tourist Bus/ Coaster</u> (Rental – Excluding Gasoline) ●P10,000.00 - Tourist Bus rental for one day (from any town in Ilocos Norte to La Union/Manila) ●12,000.00 - Per day if the use is more than two days ●8,000.00 - Coaster rental for one day (from any town in Ilocos Norte to La Union/Manila) ●500.00 - Additional fee in every succeeding hour of use ●Fuel/Oil and Toll Fees - to be borne by the client</p>		
--	---	--	--

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



## 7. Request for Financial Assistance for National Government Agencies and Non-Government Organizations

National Government Agencies and Non-Government Organizations may request for financial assistance from the City Government for registration fees, travelling allowances, and other necessary expenses in attending competitions, seminars, and other official businesses/transactions.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agencies and Non-Government Organizations may request for financial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission of Letter-Request addressed to the City Mayor				
2. Supporting documents that justify the use of the requested financial assistance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the City Mayor	1. Receives the letter-request and instructs the client to wait for feedback within 3 days or to follow-up request after two days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i>
	1.1 Receives and records the letter-request; checks the availability of the equipment/facility then forwards the letter to the Mayor/ City Administrator for review and approval.	None	10 Minutes	Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Office of the City Mayor
	1.2 Reviews the requirement's and writes marginal notes/approval in the letter.	None	10 Minutes or upon availability of the Mayor	<i>City Administrator</i> <i>City Mayor</i>
	1.3 If approved, endorse to the office concern to prepare the voucher.	None	20 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i>



				Office of the City Mayor
		<b>TOTAL:</b>	<b>NONE</b>	<b>45 minutes</b>
<b><i>***Processing time may exceed or shortened depending on the availability of the City Mayor</i></b>				



## 8. Request for the use of the City Ambulance

The public may avail of the use of the city ambulance upon submitting a letter-request to be approved by the City Mayor and upon payment of the necessary fees.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	The public may avail the use of the City Ambulance.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submission of Letter-Request addressed to the City Mayor				
2. The purpose and the desired schedule of us should be included.				
3. Full payment of fees.		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the Office of the City Health Officer as regards the use of the City ambulance	1. Evaluate the purpose of use and checks the availability of the city ambulance.	None	10 Minutes	City Health Officer City Health Office
	1.1 Informs the office of the Mayor as regards the request and the availability of the city ambulance	None	5 Minutes	
	1.2 Records the availability of the ambulance.	None	5 Minutes	
2. Submit a letter-request to the Office of the City Mayor	2. Receives and records the letter-request	None	5 Minutes	Administrative Officer III Or Administrative Officer I Or Clerk III
	2.1 Checks the availability of the ambulance and forwards the letter to the City Administrator/Mayor for review and approval	None	5 Minutes	Or Administrative Assistant I Office of the City Mayor
	2.2 Reads the letter-request and writes marginal notes/approval in the letter	None	10 Minutes, upon availability of the Mayor	City Administrator City Mayor



	2.3 Informs the City Health Officer of the approval of the request	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer II Office of the City Mayor</i>
3. Follow-up request at the Office of the Mayor	3. Gives a copy of the letter-request with the marginal notes/approval of the Mayor to the requestee; transacts with the requestee as regards the payment for gasoline expenses, per diem of the driver(s), and the exact time and date of ambulance' use	None	10 Minutes	<i>Administrative Officer III Or Administrative Officer II Office of the City Mayor</i>
	3.1 Coordinates with the driver(s) of the ambulance, and with the Human Resource Management Office for driver(s)' Authority to Travel on Official Time	None	15 Minutes	
4. Coordinate with the driver(s) for the final details of the use of the ambulance	4. Coordinates with the client for final details of the travel and use of the ambulance	None	10 Minutes	<i>Drivers City Health Office</i>
5. Pay at the Office of the City Treasurer for the gasoline expenses and per diem of the driver(s)	Collect payment	Free of charge within the City of Batac  Php500.00 within the Province  Php1,500.00 within the Region  Php3,000.00 outside Region I	5 Minutes	<i>City Treasury Office Staff</i>



		(Fees for fuel/oil to be used; Per diem of the driver(s))		
		<b>Free of charge within the City of Batac</b>  <b>Php500.00 within the Province</b>  <b>Php1,500.00 within the Region</b>  <b>Php3,000.00 outside Region I</b>  (Fees for fuel/oil to be used; Per diem of the driver(s))	<b>1 hour &amp; 20 minutes</b>	
<b>TOTAL:</b>				
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				





## 9. Securing Mayor's Endorsement to Cut Tree(s)

Anyone who intends to cut tree(s) shall first secure a Letter of Endorsement from the Office of the City Mayor, which is addressed to the Department of Environment and Natural Resources (DENR). This is a requirement of the DENR in issuing Permit to Cut Tree(s).

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone who intends to cut tree(s).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission of Letter-request addressed to the City Mayor				
2. Endorsement or Certification of no objection to cut tree(s) issued by the Punong Barangay		Punong Barangay		
3. Proof of ownership of Lot where the tree(s) is/are planted, e.g. Land Title or Tax Declaration				
4. If Lot is not owned by the requestee, letter of authorization issued by the lot owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the Office of the City Mayor	1. Receives the complete requirements and instructs the client to follow-up after two days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Or <i>Administrative Aide IV</i> Office of the City Mayor  <i>City Mayor</i> <i>City Administrator</i>
	1.1 Records the documents and forwards them to the Mayor	None	5 Minutes	
	1.2 Receive and check the completeness and correctness of the requirements and forward them to the Mayor/City Administrator for review	None	5 Minutes	



	1.3 Reviews the documents and instruct the staff to prepare a Letter of Endorsement	None	10 Minutes, or upon availability of the Mayor	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i>
	1.4 Prepares endorsement for signature of the Mayor	None	10 Minutes	Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
	1.5 Checks and signs the endorsement	None	10 Minutes, or upon availability of the Mayor	<i>City Mayor</i> <i>City Administrator</i>
	2. Releases the Endorsement Letter	None	3 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Assistant I</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
<b>TOTAL:</b>		<b>NONE</b>	<b>51 minutes</b>	
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				



## 10. Request for Mayor's Permit for a Not-For-Hire (Private) Tricycle

An operator of a Not-For-Hire Tricycle shall secure first a Mayor's Permit before he/she could operate a private tricycle. A sidecar number will be assigned and indicated in the Mayor's Permit.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	An operator of a not-for-hire tricycle.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out and notarized application form		Office of the City Mayor		
2. Photocopies of the Certificate of Registration and Official Receipt		Land Transportation Office		
3. Deed of Sale, if the tricycle is not yet registered under the name of the applicant				
4. Official Receipt		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request application form	1. Issues application form	Php 200.00	2 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
2. Submit all the required documents	2. Records the documents and forwards them to the Mayor		5 Minutes	
	2.1 Receive and check the completeness and correctness of the document submitted		5 Minutes	
	2.2 Issues a sidecar number and records data in the logbook; prepares Mayor's Permit		5 Minutes	
	2.3 Signs the Mayor's Permit	10 Minutes, or upon availability of the Mayor	<i>City Mayor</i>	
3. Receive the Mayor's Permit	Releases the Mayor's Permit		3 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
<b>TOTAL:</b>		<b>200.00</b>	<b>30 minutes</b>	



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

### 11. Securing Mayor's Permit for Fund Raising Activities/Solicitation

National Government Agency, Non-government organization, Corporation, Association, or any institution shall first secure a Mayor's Permit before it could conduct a fund-raising activity or solicitation.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Government Agency, Non-Government Organization, Corporation, Association or any Institution			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submission of Letter-request addressed to the City Mayor				
2. Financial Statement of previous fund raising activity/solicitation which was approved by the City Mayor				
3. Documents that support the Legal Operation of the NGO or Association (E.g. Accreditation Papers)				
4. Official Receipt		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and supporting documents to the Office of the City Mayor	1.1 Receives the documents and instructs the client to wait for feedback within 3 days or to follow-up request after two days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Clerk III</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
	1.2 Records the documents	None	2 Minutes	
	1.3 Sees to it that financial statement of previous fund raising/solicitation (if there is a previous request approved by the Mayor) has been submitted to the office, then forwards the documents to the City Mayor for review and approval	None	5 Minutes	



	1.4 Reads the letter-request; checks and writes marginal notes/approval in the letter.	None	10 Minutes, or upon availability of the Mayor	<i>City Mayor</i>
	1.5 Calls the attention of the client and informs him/her the Mayor's action on the request.	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I Office of the City Mayor</i>
	1.6 Prepares the Mayor's Permit	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I Or Administrative Aide IV Or Administrative Assistant II Office of the City Mayor</i>
	1.7 Signs the Mayor's Permit	None	10 Minutes, or upon availability of the Mayor	<i>City Mayor</i>
2. Follow-up the request at the Office of the Mayor; verifies the action taken by the Mayor on the request.	Gives a copy of the letter-request with the marginal notes of the Mayor; gives instructions to the client.	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I Office of the City Mayor</i>
3. Pay at the Office of the City Treasurer	Collects Payment and issues Official Receipt	Php 500.00	5 Minutes	<i>City Treasury Office Staff</i>
4. Present receipt to the Office of the Mayor	Records Payment	None	2 Minutes	<i>Administrative Officer III Or Administrative Officer II</i>
5. Receive the Mayor's Permit	Releases the Mayor's Permit	None	3 Minutes	<i>Administrative Aide IV Or Administrative Assistant II Office of the City Mayor</i>
<b>TOTAL:</b>		<b>500.00</b>	<b>60 minutes</b>	
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				



## 12. Securing Mayor's Permit to Conduct Motorcade or Procession

Any organization, association, institution, or government entity should first secure a Mayor's Permit before it could conduct a motorcade or procession in the City of Batang.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any organization, association, institution or Government entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submission of Letter-request addressed to the City Mayor				
2. Official Receipt		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter-request to the Office of the City Mayor	1. Receives the letter-request and instructs the client to wait for feedback within 3 days or to follow-up request after two days at the Office of the Mayor	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I</i>
	1.1 Receives and records the letter-request; sees to it that there will be no conflict of schedule of the activity, then forwards the letter to the City Administrator/Mayor for review and approval.	None	10 Minutes	<i>Administrative Aide IV Or Administrative Assistant II Office of the City Mayor</i>
	1.2 Reads the letter-request; checks and writes marginal notes/approval in the letter.	None	10 Minutes, or upon availability of the Mayor	<i>City Administrator City Mayor</i>
	1.3 Calls the attention of the client and informs him/her the Mayor's action on the request.	None	5 Minutes	<i>Administrative Assistant II Or Administrative Officer I Office of the City Mayor</i>
	1.4 Forward the letter with the marginal note of the City Mayor to the Business Licensing Office for payment	None	5 Minutes	<i>Administrative Officer I Or Administrative Assistant II Or Administrative Aide IV Office of the City Mayor</i>



2. Follow-up the request at the Office of the Mayor; verifies the action taken by the Mayor as reflected in his marginal notes on the letter-request	2. Gives a copy of the letter-request with the marginal notes of the Mayor	None	5 Minutes	<i>Administrative Officer III Or Administrative Officer I Or Administrative Aide IV Office of the City Mayor</i>
3. Pay at the Office of the City Treasurer	3. Collects Payment and issues Official Receipt	Php 1,000.00	5 Minutes	<i>City Treasury Office Staff</i>
4. Present receipt at the Office of the Mayo	4. Records Payment	None	5 Minutes	<i>Administrative Officer I Or Administrative Assistant II Office of the City Mayor</i>
<b>TOTAL:</b>		<b>1,000.00</b>	<b>50 minutes</b>	
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				



### 13. Seeking Mayor's Approval on Barangay Request(s)

Information Barangay Officials and other barangay organizations may submit their request(s) to the Office of the Mayor for approval. Requests pertain to solutions of problems, issues, needs, improvements, and other concerns in the barangays.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay Officials and other Barangay Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submission of letter-request addressed to the City Mayor				
2. Program of Works, if capable to the request				
3. Other Supporting documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Barangay Request Form	1. Gives Barangay Request Form	None	2 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
2. Submit accomplished request form and supporting document(s) to the Office of the Mayor	2. Receives and records the documents and instructs client to wait for feedback within 3 days or to follow-up request the following day at the Office of the Mayor	None	10 Minutes	
	2.1 Reviews and evaluates the request and writes marginal notes in the form	None	15 Minutes, or upon availability of the Mayor	
	2.2 Records the Mayor's action on the request; reroutes a copy of the request to concerned office assigned to act on the request; informs the requestee of the feedback on the request.	None	20 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> Office of the City Mayor
3. Follow-up the request at the Office of the Mayor; verifies feedback which was earlier informed by the Staff to the requestee.	3. Gives a copy of the documents with the marginal notes of the Mayor; instructs client to coordinate with the	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Officer I</i> Or <i>Administrative Assistant II</i> Or





	office assigned by the Mayor to action the request.			<i>Administrative Aide IV Office of the City Mayor</i>
4. Coordinate with the office assigned by the Mayor to act on the request	Acts on the request			<i>Concerned Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>50 minutes</b>	
<b><i>***Processing time may exceed or shortened depending on the availability of the City Mayor</i></b>				



#### 14. Request for a Discounted Rate of Burial Lot at the City Cemetery

A *bonafide* resident of the City who belongs, or whose immediate family member belongs to the Top 10 Priority Indigents as reflected in the Masterlist of Indigents of the City Social Welfare and Development Office of the City of Batac may request for a discounted rate of the use of burial lot at the city cemetery.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	A <i>bonafide</i> resident of the City of Batac who belongs, or whose immediate family member belongs to the top 10 priority indigents.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Office of the City Social Welfare and Development Officer		
2. Certificate of Indigency from Barangay Captain		Punong Barangay		
3. Death Certificate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request with the complete requirements to the Office of the City Mayor	1. Receives the letter-request and the requirements;	None	5 Minutes	<i>Administrative Officer III</i> Or <i>Administrative Assistant</i> Or <i>Administrative Officer I</i> Or <i>Administrative Aide IV</i> Or <i>Clerk III</i> Office of the City Mayor
	1.1 Instructs client to wait for feedback a day after the submission of the requirements	None	2 Minutes	
	1.2 Records the letter-request and forwards the same to the City Mayor for review, evaluation and approval	None	5 Minutes	
	1.3 Reads and reviews the letter-request and the supporting documents then writes marginal notes/approval in the letter.	None	10 Minutes	
	1.4 Forwards a copy of the letter and the supporting documents to the	None	10 Minutes	<i>Administrative Officer I</i>



	City Planning and Development Office			Or <i>Administrative Aide Iv</i>
2. Follow-up the approval of the letter-request at the Office of the Mayor	Releases copy of the approval of the Mayor and instructs client to coordinate with the City Planning and Development Office	None	5 Minutes	Or <i>Administrative Officer III</i> Office of the City Mayor
<b>TOTAL:</b>		<b>NONE</b>	<b>37 Minutes</b>	
<b><i>***Processing time may exceed or shortened depending on the availability of the City Mayor</i></b>				



## 15. Application for the City Scholarship Program of the City

The City Scholarship Program offers Scholars for Junior High School and College Scholars which are poor but deserving students and a *bonafide* resident of the City of Batac. Date of Submission in the Application of the Scholarship will be posted in the Facebook Account of the City and in-front of the Office of the City Mayor. This is done two (2) months before School Year Opening.

<b>Office or Division:</b>	Office of the City Mayor & Office of the City Mayor – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Poor but deserving students and resident of the City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Students Form 138 (Progress Report Card)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements together with the Filled-up Application Form to the Office of the City Mayor	1. Receives the complete requirements of the applicant	None	5 minutes	<i>Administrative Officer I</i> Office of the City Mayor
	1.1 Instruct client to wait for a message or call on the scheduled interview by the Screening Committee	None	2 minutes	<i>Administrative Officer I</i> Office of the City Mayor
	1.2 Record Applicants for review, evaluation and interview by the City Scholarship Committee	None	Depends on the number of Scholars	<i>Administrative Officer I</i> Office of the City Mayor
	1.3 Screening of Applicants	None	Depends on the number of Scholars	<i>Members of the City Scholarship Committee</i>
	1.4 Collate and record all applicants passed by the Screening Committee	None	Depends on the number of Scholars	<i>Administrative Officer I</i> Office of the City Mayor
<b>TOTAL:</b>		<b>NONE</b>	<b>Depends on the number of Scholars</b>	
<b>***Processing time may exceed or shortened depending on the availability of the City Mayor</b>				



# **CITY HUMAN RESOURCE MANAGEMENT OFFICE**

## **External Services**



## 1. Inquiries on Application for Employment

Applicants may inquire about the filing of their application for employment.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Jobseekers; all interested applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook	1. Give the Logbook to the client	None	5 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
2. Ask for requirements of application for employment	2. Give checklist of requirements and PESO Employment Information System (PEIS)	None	5 minutes	
3. Receives instructions	3. Give a brief instructions regarding the submission of application and requirements	None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>15 Minutes</b>	



## 2. Application for Employment / Promotion

Applicants may submit application for employment / promotion and undergo through the Recruitment, Selection and Placement (RSP) process of the City Government.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	All interested applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR NEW APPLICANTS:</b>				
1. Application letter				
2. Resume / Personal Data Sheet				
3. Authenticated copy of Transcript of Records		College/University attended		
4. Certificate of employment, if any		Previous employer		
5. Authenticated copy of Eligibility Certificate; if any		Civil Service Commission; Professional Regulation Commission		
6. Accomplished PEIS form		Public Employment Service Office		
<b>FOR APPLICANTS – FOR PROMOTION:</b>				
1. Application letter				
2. Personal Data Sheet				
3. Authenticated copy of Transcript of Records		College/University attended		
4. Authenticated copy of Eligibility Certificate		Civil Service Commission; Philippine Regulatory Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Posting of Vacant Positions and Receiving of Applications of Interested</b>				
1. Check posting of vacancies at the City Government of Batac (CGB) website (batac.gov.ph), bulletin board and offices	1. Post vacancies	None	15 minutes	<i>Administrative Assistant II Or Administrative Aide IV Or Administrative Officer IV CHRMO</i>
2. Submit application letter at the Office of the Mayor	2. Wait for transmittal of application letter/s with marginal note of the City Mayor from the Office of the Mayor	None	c/o Office of the City Mayor	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
3. Wait for feedback/s through text message/s	3. Upon receipt of the applications from the Office of the City Mayor:			
	a. Record application/s in the electronic file	None	1 day	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
	b. Assess applicant's	None	2 days	<i>Administrative Officer IV</i>



	qualification based on the qualification standard of the position			Or City Human Resource Management Officer CHRMO
4. Received a text message on the status application	4. Give feedback through text message.  Note: a. If applicant failed to meet the minimum requirements, applicant will be rejected. b. If applicant is qualified, applicant will further undergo recruitment process	None	10 minutes	Administrative Assistant II CHRMO Or Administrative Officer IV CHRMO
<b>TOTAL (A. Posting &amp; Receiving of Applications)</b>		<b>NONE</b>	<b>3 days &amp; 25 minutes</b>	
<b>B. Initial Screening Process for Qualified Applicants</b>				
1. For qualified applicants, wait for further notification on the schedule of initial interview	1. Set schedule for the initial interview	None	No. of days depend on other work and environmental factors	City Human Resource Management Officer CHRMO
2. Receive notification on the schedule of initial interview	2. Send notification on the schedule of initial interview	None	5 minutes/ applicant	Administrative Assistant II Or Administrative Officer IV Or City Human Resource Management Officer CHRMO
3. Report for the initial interview	3. Conduct initial interview	None	20 minutes/ applicant	Administrative Officer IV Or Administrative Officer V Or City Human Resource Management Officer CHRMO
4. Take aptitude test and structured interview	4. Give aptitude test and structured interview	None	2 hours	Administrative Assistant II CHRMO Or
5. Take instructions	5. Give instructions in taking the Online Competency Test	None	15 minutes	Administrative Officer IV CHRMO





6. Take Online Competency Test (take home)  Note: <i>Applicant is given maximum of two (2) days to finish and submit the results through email.</i>	6. Wait for the submission of results	None	2 days <i>(waiting for the result of the online competency test of applicant)</i>	
7. Submit results through e-mail (hrmobatac@gmail.com); wait for feedback	7. Download results	None	1 hour <i>(upon receipt of the result from the applicant)</i>	
<b>For technical positions (Secondary Interview), if necessary:</b>				
8. Wait for notification for secondary interview by the head of office	8. Forward the applications together with the results of initial screening to concerned offices	None	1 day	<i>Administrative Assistant II Or Administrative Officer IV CHRMO</i>
9. Receive notification through text message	9. Send notification on the conduct of secondary interview	None	5 minutes/ applicant (c/o Concerned Offices)	<i>Heads of Office</i>
10. Report for interview	10. Conduct interview	None	20 minutes/ applicant (c/o Concerned Offices)	<i>Heads of Office</i>
11. Wait for feedback	11. Submit results of interview to the HRMO	None	1 day	<i>Heads of Office</i>
	11.1 Prepare partial comparative evaluation report of the applicants	None	30 minutes/ applicant	<i>Administrative Assistant II Or Administrative Officer IV CHRMO</i>
	11.2 Prepare shortlist of applicants	None	1 hour (depends on the number of applicants)	
	11.3 Review shortlist of applicants	None	2 hours (depends on the number of applicants)	<i>City Human Resource Management Officer CHRMO</i>
	11.4 Coordinate schedule of Human	None	3 hours	



	Resource Merit Promotion and Selection Board meeting; submit initial comparative evaluation report to the Office of the Mayor			
<b>TOTAL (B. Initial Screening Process)</b>		<b>NONE</b>	<b>2 days, 6 hours &amp; 55 minutes</b>	
<b>C. Final Interview with the Human Resource Merit Promotion and Selection Board (HRMPSB)</b>				
1. Receive notification on the conduct of Human Resource Merit Promotion and Selection Board (interview by the HRMPSB)	1. Send notification of the conduct of HRMPSB meeting to the members, shortlisted applicants	None	1 day	<i>Administrative Assistant II Or Administrative Officer IV CHRMO</i>
2. Report for interview with the HRMPSB	2. Conduct HRMPSB meeting	None	3 hours	<i>HRMPSB members</i>
3. Wait for feedback	3. Prepare Final Comparative Evaluation Report and HRMPSB Resolution	None None	30 minutes/ applicant	<i>Administrative Assistant II Or Administrative Officer IV Or City Human Resource Management Officer CHRMO</i>
	3.1 Submit documents to the Office of the Mayor		5 minutes	
4. Wait for feedback	4. Select applicants for possible appointment	None	5 days	<i>City Mayor Office of the City Mayor</i>
	4.1 Conduct Background Investigation (B.I.)	None	3 days	<i>Background Investigators</i>
	4.2 Report result of B.I. to the City Mayor	None	1 hour	<i>City Human Resource Management Officer CHRMO</i>
5. Wait for feedback	5. Make initial/final selection of applicants to be hired	None	1 day	<i>City Mayor Office of the City Mayor</i>
6. Receive notification on the status of application	6. Notify applicants on the status of application	None	5 minutes/ applicant	<i>Administrative Assistant II Or Administrative Officer IV CHRMO</i>



<b>TOTAL (C. Final Interview by the HRMPSB)</b>		<b>NONE</b>	<b>10 days, 4 hours &amp; 40 minutes</b>	
<b>D. Pre-employment Requirements and Preparation of Appointments of Selected Applicants</b>				
1. Report to the HRMO (those who are initially/finally selected)	1. Instruct selected applicants to undergo medical/physical/psychological examination, whichever is applicable	None	15 minutes/ applicant	<i>Administrative Assistant II Or Administrative Officer IV Or City Human Resource Management Officer CHRMO</i>
2. Undergo medical/physical/psychological examination	2. Wait for results	None	1 month (depends on the schedule/availability of the facility)	
3. Receive feedback	3. Send notification on the final status of application	None	5 minutes/ applicant	<i>Administrative Assistant II CHRMO Or Administrative Officer IV CHRMO</i>
4. Report to HRMO (those who are finally selected)	4. Prepare appointment checklist; give final instructions to selected applicants	None	10 minutes/ applicant	<i>Administrative Assistant II Or Administrative Officer IV</i>
5. Receive notification for the signing of the appointment papers	5. Process appointment papers	None	1 hour/ applicant	
6. Report to the HRMO, review and sign appointment papers	6. Review and finalized appointment papers	None	1 hour/ applicant	<i>Administrative Officer V and City Human Resource Management Officer CHRMO</i>
<b>TOTAL (Securing of Pre-employment Requirements &amp; Preparation of Appointment Papers)</b>		<b>NONE</b>	<b>1 month, 2 hours &amp; 30 minutes</b>	
<b>Remarks:</b>				
<b>Turn-Around Time for Original Appointment (New Employees):</b>			<b>45-120 days</b>	
<b>Turn-Around Time for Promotion:</b>			<b>45-90 days</b>	



### 3. Technical Assistance for the Filing of Application for GSIS Benefit Claims of Departed Employees

Authorized representative/ legal beneficiary/ claimant of GSIS benefits of a departed CGB employee may ask for technical assistance for the review requirements and filling-out of application for GSIS benefit claims.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legal beneficiary/ies of departed CGB employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Forms <ul style="list-style-type: none"> <li>Application for Retirement/Separation/Life Insurance Benefits</li> <li>Application for Funeral Benefits</li> </ul>		GSIS		
2. Additional forms, if the employee has at least 15 years of creditable service <ul style="list-style-type: none"> <li>Application for Survivorship</li> <li>Affidavit of Surviving Heirs/Surviving Spouse Guardian or Minor or Dependent Children</li> </ul>		GSIS		
3. Checklist of Requirements		GSIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the customer's Logbook	1. Ask the client to sign in the customer's Logbook	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> CHRMO
2. Present all the accomplished application forms, checklist of requirements and other documents required	2. Review the accomplished application forms; write corrections, if there are any	None	12 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO



	<p>2.1 Review the required documents presented against the checklist; identify and list lacking documents</p> <p>2.2 Give instructions on the finalization of filling-out the application forms, give list of lacking documents</p> <p>2.3 Instruct client to come back immediately after the completion of the application forms and requirements</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	
3. Prepare complete documents; present the documents	3. Review the documents; if complete, type the data entry required from the HR; forward complete documents to the HRMO for further review and signature	None	30 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
4. Wait for the final approval/signature of the HRMO	4. Review the application forms and the documents; Sign the application form	None	30 minutes	<i>City Human Resource Management Officer</i> CHRMO
	4.1 Forward the documents to the person-in-charge	None	3 minutes	<i>City Human Resource Management Officer</i> CHRMO
	4.2 Receive the documents; Arrange the documents	None	10 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
	4.3 Record the transaction in the logbook	None	10 minutes	<i>Administrative Officer V</i> CHRMO



5. Receive the documents; sign in the receiving logbook	5. Release the documents. Hand in the logbook for the client's signature. Give Instructions	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>2 hours &amp; 5 minutes</b>	



#### 4. Conduct of Investigation by the Administrative Disciplinary Committee (ADC) on Administrative Complaint/s against an Employee/Employees' Misbehavior in the Conduct of their Official Duties

Complaint/s which the City Mayor found merit for investigation will be endorsed to the Administrative Disciplinary Committee for investigation and proper action.

<b>Office or Division:</b>		City Human Resource Management Office (CHRMO)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All constituents concerned / affected by the misbehavior of an employee/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A copy of written report/complaint bearing the marginal note of the City Mayor to investigate the matter		Office of the Mayor – Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the written complaint with directive/s from the City Mayor to investigate the matter	1. Receive and record the document	None	15 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	1.1 Review the complaint and the directive of the City Mayor. Refer to the Revised Rules on Administrative Cases (RRACS)	None	1 hour	<i>City Human Resource Management Officer</i> CHRMO
2. Wait for feedback	2. Take the initial process of investigation			
	2.1 Prepare Memorandum requiring the employee to explain in writing why no Administrative Case should be filed against him/her	None	20 minutes	<i>City Human Resource Management Officer</i> CHRMO



	2.2 Forward the Memorandum to the Office of the Mayor for signature	None	5 minutes	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
	2.3 Review and sign the Memorandum	None	4 hours	<i>City Mayor Office of the City Mayor</i>
	2.4 Retrieve the signed Memorandum	None	5 minutes	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
	2.5 Issue Memorandum to the employee	None	10 minutes	
3. Receive feedback	3. Update the complainant on the action taken by the Office, through call or text message	None	5 minutes	<i>Administrative Officer IV CHRMO</i>
	3.1 Receive and record explanation letter of the employee with the marginal note of the City Mayor	None	10 minutes	<i>Administrative Assistant II CHRMO Or Administrative Aide IV CHRMO</i>
	3.2 Review the explanation of the employee and the marginal note of the City Mayor to determine the proper action to take	None	1 hour	<i>City Human Resource Management Officer CHRMO</i>
	<i>If the City Mayor found merit for further investigation as reflected in his marginal note in the concerned employee's explanation:</i>			





	3.3 Prepare necessary documents and notices regarding the conduct of investigation by the ADC	None	1 hour	<i>Administrative Officer IV Or City Human Resource Management Officer CHRMO</i>
	3.4 Conduct Investigation	None	Depends upon the schedule to be set by the Chairman of the ADC	<i>Members of the ADC</i>
<b>TOTAL</b>		<b>NONE</b>	<b>8 hours &amp; 10 minutes</b>	



# **CITY HUMAN RESOURCE MANAGEMENT OFFICE**

## **Internal Services**



## 1. Application for Leave

Application for Leave must be filed by all employees who intend to go on Vacation Leave / Special Privilege Leave or had incurred Sick Leave. Application for Vacation Leave / Special Privilege Leave must be filed at least five (5) days before the intended leave of absence, while the Application for Sick Leave must be filed within ten (10) working days after the Sick Leave was incurred.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Leave (3 copies of CSC Form No. 6 Revised 2020)		Human Resource Management Office		
2. Medical Certificate for the following: a. Sick Leave exceeding 5 successive days b. Maternity/Paternity Leave c. Rehabilitation Leave d. Other instances requiring medical		Clinic/hospital where consultation was made		
3. Clearance from money, property and work accountability for vacation leave of 30 calendar days or more and for availing Maternity Leave				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Application for Leave form and required documents	1. Receive and check application for leave form and other documents	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
2. Wait for the approval of the Application for Leave	2. Review and process Application for Leave	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.1 Electronically Record the Leave of Absence			
	2.2 Deduct and compute leave of absence in the Leave Ledger Card			
	2.3 Type data entries in the Application for Leave form	None	5 minutes	
	2.4 Review and sign the processed Application for Leave	None	5 minutes/ leave application	<i>City Human Resource Management Officer</i> CHRMO



	<p>2.5 Collect all signed Applications for Leave and forward to the Office of the City Administrator;</p> <p><i>In the absence of the City Administrator, Applications for Leave will be forwarded to the Office of the Mayor</i></p>	None	5 minutes	<p><i>Administrative Assistant II Or Administrative Aide IV CHRMO</i></p>
	2.6 Review and sign Application for Leave	None	4 hours	<p><i>City Administrator / City Mayor</i></p>
	2.7 Retrieve all signed leave applications	None	5 minutes	<p><i>Administrative Assistant II Or Administrative Aide IV CHRMO</i></p>
	2.8 Electronically record signed leave applications	None	5 minutes per application	<p><i>Administrative Assistant II Or Administrative Aide IV CHRMO</i></p>
3. Claim and receive copy of approved / disapproved Application for Leave	3. Give copy of approved / disapproved Application for leave	None	5 minutes	<p><i>Administrative Assistant II Or Administrative Aide IV CHRMO</i></p>
4. Sign in the receiving logbook	4. Give the receiving logbook	None	5 minutes	<p><i>Administrative Assistant II Or Administrative Aide IV CHRMO</i></p>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 hours &amp; 50 minutes</b>	

*Note: Applications submitted after 3:00 PM shall be processed the next working day. The processing time is for one client being served at one time; time may be exceeded or shortened depending on the approval of the City Administrator / City Mayor and the number of Applications for Leave to be signed.*



## 2. Cancellation of Approved Leave

City employees may request to cancel their approved Application for Leave in case their scheduled leave will not / did not push through.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Approved application for leave		Client's file		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Application for Cancellation of Leave Form	1. Give Form	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
2. Accomplish the form and get approval from the supervisor	2. Wait for the submission of the form	None	c/o concerned office	
3. Submit the form with the approved Application for Leave to be cancelled	3. Receive and record the documents	None	10 minutes	
4. Wait for the approval of the application to cancel approved leave	4. Process application for cancellation of approved leave	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	4.1 Forward to the CHRMO for approval/signature	None	5 minutes	
	4.2 Forward approved Application for Cancellation of Leave to the person-in-charge	None	5 minutes	
5. Claim approved Application for Cancellation of Approved Leave; Receive the document; Sign in the office file copy	5. Release the document and ask the employee to sign in the office file copy	None	5 minutes	<i>Administrative Assistant II</i> CHRMO  Or <i>Administrative Aide IV</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>40 minutes</b>	
<i>Note: Applications submitted after 3:00 PM shall be processed the next working day. Time may be exceeded or shortened depending on the approval of the concerned Head of Office of the applicant.</i>				



### 3. Monetization of Leave Credits

Upon issuance of a Memorandum on Monetization of Leave Credits, city employees may apply for monetization of leave credits. The minimum and maximum number of days to be monetized depend upon the total accrued leave credits of the employees.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees who have at least 15 earned vacation leave credits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Application for Leave Form		Human Resource Management Office; respective offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Application for Leave Form	1. Give Application for Leave Form	None	5 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
2. Accomplish the form and get approval from the supervisor	2. Wait for the submission of the form	None	c/o concerned office	
3. Submit the approved Application for Leave	3. Receive and record the documents	None	10 minutes	
4. Wait for the processing of the voucher of the monetization of leave credits; if there are necessary corrections in the applications, report to the HRMO for clarifications and corrections	4. Review the Application for Leave form. Check data entries and proper filling-out of the form. Check complete signatures. Verify if the applicant is qualified to avail the number of leaves he/she applied to monetize	None	30 minutes / applicant	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	4.1 Apply corrections	None	5 minutes / applicant	
	4.2 Prepare a matrix reflecting the names of applicants, number of days applied for and equivalent amount of monetization to determine if the allocation is enough to accommodate the applications	None	1 hour	



	<p><i>Note: If allocation is insufficient, first time applicants and first level employees will be prioritized.</i></p> <p>4.3 Forward the reviewed and corrected applications to the CHRMO for his further review and signature</p> <p>4.4 Review and sign the applications. Give instructions to the person-in-charge</p> <p>4.5 Forward applications to the Office of the City Administrator for review and approval</p> <p>4.6 Receive the applications from the Office of the City Administrator; review and arrange the documents and forward to the Office of the City Accountant for further processing</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes / application</p> <p>15 minutes</p> <p>10 minutes / application</p>	<p><i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO</p> <p><i>City Human Resource Management Officer</i> CHRMO</p> <p><i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO</p>
5. Receive notification. Wait for further notice from the Office of the City Treasurer	5. Notify the applicants through messenger / heads of office on the status of the processing of the monetization	None	10 minutes	<p><i>Administrative Officer IV</i> CHRMO Or <i>Administrative Officer V</i> CHRMO Or <i>City Human Resource Management Officer</i> CHRMO</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 hours and 40 minutes/ application</b>	
<p><i>Note: The amount of time to process the applications may exceed the estimated time, depending on the number of applicants and the date the applicants filed their application for monetization.</i></p>				



#### 4. Issuance of Service Record/Certificate of Employment and other HR Records

Human Resource-related records like service record, certificate of employment, agency clearance form, and other HR certifications/documents may be secured for purposes of applications for loan, credit card, retirement/separation, terminal leave benefits, employment, etc.

<b>Office or Division:</b>		City Human Resource Management Office (CHRMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		All incumbent and former employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished request form		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a request form	1. Give request form	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
2. Fill-out request form; Submit to the person in-charge	2. Receive accomplished request form	None	5 minutes	
3. Wait for 1-2 days processing	3. Process and prepare document	None	1-2 days	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
4. Present Official Receipt; Claim document; sign in the logbook	4. Record and issue document	P100.00 (for Certificate of Employment and other HR certifications)	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>1-2 days &amp; 15 minutes</b>	
Reference for the collection of P100.00 fee: Ordinance No. 3SP 2014-05 (An Ordinance Enacting the 2014 Local Revenue Code of the City of Batac) Chapter III. Permit and Regulatory Fees, Article 3A.01, Other Regulatory Fees #19. Other Certifications				





## 5. Issuance of Authority to Travel (Local Travel)

Employees who will go on official travel outside the Province of Ilocos Norte shall secure an Authority to Travel.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. a. Invitation letter approved by the City Mayor		Office of the Mayor - Records Section		
b. Accomplished Request Form, in case of travel through invitation of government agencies		Human Resource Management Office		
2. Letter-request of employee duly approved by the City Mayor		Office of the Mayor - Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved invitation / request letter and accomplished authority to travel form with the required documents	1. Review and record approved invitation letter 1.1 Review request form	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
2. Wait for the document to be prepared	2. Prepare Authority to Travel for signature of the City Mayor	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.1 Electronically record the document	None	5 minutes	
	2.2 Forward document to the CHRMO for review	None	5 minutes	
	2.3 Review and return the document to the person-in-charge	None	5 minutes	<i>City Human Resource Management Officer</i> CHRMO
	2.4 Forward the document to the Office of the Mayor for the Mayor's signature	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.5 Review and sign the document	None	8 hours	<i>City Mayor</i> Office of the Mayor



	2.6 Retrieve the document	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.7 Record the retrieved document	None	5 minutes	
3. Claim document; sign in the logbook	3. Record and issue document	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>8 hours &amp; 55 minutes</b>	
<i>Note: Applications submitted after 3:00 PM shall be processed the next working day.</i>				



## 6. Issuance of Authority to Travel Abroad

Employees who will go on personal travel abroad for less than three (3) months shall secure an Authority to Travel.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request for permission to travel abroad duly approved by the City Mayor		Office of the Mayor - Records Section		
2. Approved Application for Leave		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application for Leave and approved letter-request	1. Receive and record Application for Leave and approved letter-request	None	10 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
2. Wait for the preparation of the Authority to Travel Abroad	2. Prepare Authority to Travel for signature of the City Mayor	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.1 Electronically record the document	None	5 minutes	
	2.2 Forward document to the CHRMO for review	None	5 minutes	
	2.3 Review and return the document to the person-in-charge	None	5 minutes	<i>City Human Resource Management Officer</i> CHRMO
	2.4 Forward the document to the Office of the Mayor for Signature	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.5 Review and sign the document	None	1-2 days	<i>City Mayor</i> Office of the Mayor
	2.6 Retrieve the document	None	5 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	2.7 Record the retrieved document	None	5 minutes	
3. Claim document; sign in the logbook	3. Record and issue document	None	5 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>1-2 days &amp; 55 minutes</b>	



*Note: Applications submitted after 3:00 P.M. shall be processed the next working day.*

### 7. Submission of Approved Trip Authorization

Employees who have official duties on field within the province shall secure an approved Trip Authorization (TA) before going on official local travel.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees and Job Order Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any applicable document justifying the need to go on field (e.g. Approved request for inspection; Approved invitation to attend a meeting, etc.)		Office of the Mayor - Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 2 copies of approved TA with supporting documents	1. Receive approved TA	None	5 minutes	<i>Administrative Assistant II CHRMO Or Administrative Aide IV CHRMO</i>
2. Receive copy of approved TA marked with "received"	2. Return copy of TA with "received" mark	None	5 minutes	
	2.1 Electronically record approved TA.	None	5 minutes	
	2.2 File TA	None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>20 minutes</b>	



## 8. Issuance of a Copy of Monthly Summary of Leave

Offices who are required to attach a Monthly Summary of Leave and Undertime in their claim benefit vouchers may request for a copy from the HRMO.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All offices who are entitled to incentives (e.g. Hazard Pay, Night Shift Differential, etc.)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request duly approved by the City Mayor		Office of the Mayor - Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter-request	1. Receive and record letter-request	None	10 minutes	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
2. Wait for 1-2 days	2. Prepare / photocopy the document	None	1-2 days	
	2.1 Sign the document	None	5 minutes	<i>City Human Resource Management Officer CHRMO</i>
3. Receive the document	3. Issue the document	None	5 minutes  <i>Note: Summary of Leave is prepared on the first week of every month</i>	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1-2 days &amp; 20minutes</b>	



## 9. Submission of Approved Application for Resignation and Securing Acceptance of Separation from the Service

Employees who opt to leave the City Government through resignation are required to submit an approved application for resignation and secure final acceptance/ approval.

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of resignation duly approved by the City Mayor		Office of the Mayor - Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of resignation/ separation / retirement	1. Receive and record approved letter of resignation	None	10 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
2. Wait for the final approval of the Acceptance Letter of Resignation	2. Review documents	None	10 minutes	<i>City Human Resource Management Officer</i> CHRMO
	2.1 Prepare Acceptance Letter for signature of the City Mayor	None	10 minutes	
	2.2 Review Acceptance Letter	None	10 minutes	
	2.3 Record Acceptance Letter	None	10 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
	2.4 Transmit Acceptance Letter to the Office of the Mayor	None	5 minutes	
	2.5 Sign Acceptance Letter	None	4 hours	<i>City Mayor</i> Office of the City Mayor
	2.6 Retrieve the document	None	10 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
	2.7 Record the signed document	None	5 minutes	
3. Sign in the customer's logbook; sign the acceptance letter; sign file copy of the acceptance letter; receive the document	3. Give instructions; hand in the logbook; issue the document	None	10 minutes	<i>Administrative Assistant II</i> CHRMO Or <i>Administrative Aide IV</i> CHRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>5 hours &amp; 20 minutes</b>	
<i>Note: Documents submitted after 3:00P.M. shall be processed the next working day.</i>				



## 10. Technical Assistance for the Filing of Application for GSIS Benefit Claims

Employees who are retiring /separating from the service may ask for technical assistance for the filing of their application for GSIS benefit claims

<b>Office or Division:</b>	City Human Resource Management Office (CHRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of separation / retirement duly approved by the City Mayor		Office of the Mayor – Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of separation / retirement	1. Receive and record approved letter of separation / retirement	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
2. Secure request form	2. Give request form	None	5 minutes	
3. Fill-out request form; request a copy of Service Record; submit request	3. Receive and review Request Form	None	5 minutes	
4. Secure GSIS Application form; Receive instructions	4. Give application form	None	10 minutes	<i>Administrative Assistant II</i> Or <i>Administrative Aide IV</i> CHRMO
	4.1 Give instructions on how to fill-out the form	None	10 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
5. Wait for the review and preparation of the service records; Fill out the forms	5. Ask the client to come back after 2 days to give time for the review and finalization of the Service Record; and to give time to the client to fill out the form	None	5 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer V</i> CHRMO
	5.1 Review electronic and manual Service Record vis-à-vis File 201; if there are incorrect entries; edit then print	None	2 days	
	5.2 If there are corrections, correct data entries in the	None		



	electronic and manual service record card			
6. Submit accomplished GSIS application; wait for the documents to be signed by the CHRMO	6. Receive and review accomplished GSIS application	None	20 minutes	<i>Administrative Officer IV CHRMO Or Administrative Officer V CHRMO</i>
	6.1 Type/write complete data entries	None	10 minutes	
	6.2 Attach Service Record to the GSIS Application Form and forward to the CHRMO for review and signature	None	3 minutes	
	6.3 Review and sign the documents	None	30 minutes	<i>City Human Resource Management Officer CHRMO</i>
	6.4 Forward documents to person in-charge	None	5 minutes	
	6.5 Photocopy application for office' file	None	7 minutes	<i>Administrative Officer V CHRMO</i>
7. Receive the documents; sign in the receiving logbook	7. Release the documents. Hand in the receiving logbook for client's signature. Give instructions	None	10 minutes	<i>Administrative Officer V Or City Human Resource Management Officer CHRMO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days, 2 hours &amp; 10 minutes</b>	





## 11. Initial Processing of Terminal Leave Benefit

Employees who had been separated from the service shall request for the release of their Terminal Leave Benefits (TLB). The TLB shall be initially processed and forward to the Office of the City Accountant for further processing.

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for the processing and release of Terminal Leave Benefits duly approved by the City Mayor		Office of the Mayor - Records Section		
2. Clearance from money and property accountability		Form: HRMO; signature of concerned heads: various offices		
3. SALN as of last day of service				
4. Copy of latest Notice of Salary Adjustment/Step Increment				
5. Certification of No Pending Criminal/Administrative Case		Client's file		
6. Copy of latest appointment		Client's file		
7. Acceptance of Resignation/Approval of Retirement		Office of the Mayor - Records Section		
8. Authorization to deduct all financial obligations with the CGB (for department heads)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the customer's logbook	1. Ask the client to sign in the customer's logbook	None	5 minutes	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
2. Submit complete requirements	2. Receive and review the requirements submitted	None	30 minutes	<i>Administrative Officer V City Human Resource Management Officer CHRMO</i>
3. Wait for notice on the update of TLB	3. Process other documents required by the Office of the City Accountant	None	5 days	
	• Audited employee's leave			<i>Administrative Aide IV</i>
	• Certified Photocopy of employees leave card as of last day of service			<i>Administrative Aide I</i>



	<ul style="list-style-type: none"> <li>• Leave application</li> </ul>			<i>Administrative Officer V, City Mayor – Office of the Mayor</i>
	<ul style="list-style-type: none"> <li>• Computation of Terminal Leave Benefits</li> </ul>			<i>City Human Resource Management Officer CHRMO</i>
	<ul style="list-style-type: none"> <li>• Review of the processed documents</li> </ul>			<i>City Human Resource Management Officer CHRMO</i>
	3.1 Transmit TLB voucher to the Office of the City Accountant	None	10 minutes	<i>Administrative Assistant II Or Administrative Aide IV CHRMO</i>
4. Receive information on the status of the TLB	4. Inform client on the status of the TLB thru text message or call	None	5 minutes	<i>Administrative Officer V Or City Human Resource Management Officer CHRMO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days &amp; 50 minutes</b>	



# **CITY BUDGET OFFICE**

## **External Services**



## 1. Preliminary Review of Barangay Annual/Supplemental Budget

In accordance to Section 475 of the Local Government Code of 1991 or Republic Act 7160 and all other subsequent guidelines, this office shall assist the Sanggunian concerned in reviewing the approved budgets of the component local government units. Hence, all Annual and Supplemental budgets of the 43 barangays shall undergo preliminary review prior to the submission to the City Council.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Annual Budget</b>				
1. Transmittal Letter		Barangay Council Concerned		
2. Appropriation Ordinance				
3. Budget Message				
4. Barangay Budgets preparation forms				
5. Barangay Development Council Resolution				
6. Annual Investment Program (AIP)				
7. GAD related projects/activities				
8. Barangay Disaster Risk Reduction Management Plan				
9. Annual Procurement Plan				
10. Certification of savings (for Barangays with beginning Balances)				
11. Barangay Resolution approving reversions (for Barangays with beginning balances)				
<b>Supplemental Budget</b>				
1. Transmittal Letter		Barangay Council Concerned		
2. Budget Message				
3. Appropriation Ordinance				
4. Barangay Budget Preparation Forms				
5. Statement of Appropriation				
6. Barangay Development Council Resolution				
7. Supplemental Annual Investment Program (If Applicable)				
8. Supplemental Procurement Plan (If Applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit the Annual/ Supplemental Budget for Preliminary review	1. Receive, Record and endorse proposed Annual /Supplemental Budget for preliminary review from the	None	4 minutes	Administrative Aide VI Or Administrative Assistant II Or Administrative Officer II City Budget Office



	Sangguniang Panlungsod			
	1.1 Review Annual/ Supplemental Budget proposal attachments	None	1 hour	<i>Administrative Aide VI Or Administrative Assistant II Or Administrative Officer II City Budget Office</i>
	1.2 Review Annual/Supplemental Budget Forms and Attachments	None	5 days	<i>City Budget Officer Or Administrative Officer Or Administrative Officer II</i>
	1.3 Review with the Local Finance Committee	None	2 hours	<i>Or Administrative Assistant II City Budget Office</i>
2. Receive the Preliminary Review	2. Forward Results of Preliminary Review by the Local Finance Committee	None	5 minutes	<i>Administrative Aide VI Or Administrative Assistant II Or Administrative Officer II City Budget Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days 3 hours &amp; 9 minutes</b>	



## 2. Preliminary Review of Sangguniang Kabataan (SK) Annual/Supplemental Budget

In accordance to the Local Government Code of 1991, Republic Act No. 10742 otherwise known as Sangguniang Kabataan Reform Act of 2015 and its Implementing Rules and Regulations and all other subsequent guidelines, this office shall assist the Sanggunian concerned in reviewing the approved budgets of the component local government units. Hence, all SK Annual and Supplemental budgets of the 43 barangays shall undergo preliminary review prior to its submission to the approval of the City Council.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Annual Budget</b>		Sangguniang Kabataan Concerned		
1. Transmittal Letter				
2. SK Resolution Approving Annual Budget				
3. SK Resolution Approving the Annual Barangay Youth Development Program				
4. SK Resolution Approving the Comprehensive Barangay Youth Development Plan				
5. SK Resolution Endorsing the Comprehensive Barangay Youth Development Plan				
6. Minutes of Meetings				
7. Annual Procurement Plan				
<b>Supplemental Budget</b>		Sangguniang Kabataan Concerned		
1. Resolution Approving the Supplemental Budget of the SK				
2. Resolution Approving the Supplemental ABYIP (If Applicable)				
3. Resolution Approving Supplemental CBYDP (If Applicable)				
4. Certificate of Funding Source				
5. Supplemental Procurement Plan				
6. Minutes of Meeting				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit the Annual/ Supplemental Budget for Preliminary review	1. Receive, Record and endorse proposed Annual /Supplemental Budget for preliminary review from the Sangguniang Panlungsod	None	4 minutes	<i>Administrative Aide VI</i> Or <i>Administrative Assistant II</i> Or <i>Administrative Officer II</i> City Budget Office



	1.1 Review Annual/ Supplemental Budget proposal attachments	None	1 hour	
	1.2 Review Annual/Supplemental Budget Forms and Attachments	None	5 days	<i>City Budget Officer Or Administrative Officer II Or Administrative Assistant II City Budget Office</i>
	1.3 Review with the Local Finance Committee	None	2 hours	
2. Receive the Preliminary Review	2. Forward Results of Preliminary Review by the Local Finance Committee	None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days 3 hours &amp; 9 minutes</b>	



# **CITY BUDGET OFFICE**

## **Internal Services**





# 1. Certificate of Availability of Appropriation and Allotment

To verify the existence or availability of appropriation/budget that is intended for a specific account or expenditure and obligations that may be charged, the Certificate of Availability of Appropriations and Allotment is being issued.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit signed purchase request (P.R.)/ program of work (POW)/ Program Proposal	1. Receive and Evaluate the submitted documents	None	3 minutes	<i>Administrative Aide IV Or Administrative Assistant II Or Administrative Officer II City Budget Office</i>
	1.1 Check balances from the RAAO	None	8 minutes	
	1.2 Prepare Obligation Request and charge against appropriate account	None	7 minutes	
	1.3 Review and Sign Obligation Request	None	11 minutes	<i>City Budget Officer Or Administrative Officer IV Or Administrative Officer II City Budget Office</i>
	1.4 Record the signed obligation requested	None	6 minutes	<i>Administrative Aide IV Or Administrative Assistant II Or Administrative Officer II City Budget Office</i>
2. Receive the obligation request	2. Release the obligation request	None	6 minutes	<i>Administrative Aide IV Or Administrative Assistant II Or Administrative Officer II City Budget Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>41 minutes</b>	



# **OFFICE OF THE CITY ACCOUNTANT**

## **External Services**



## 1. Receiving of Reports and Forms and Recording Financial Transactions of 43 Barangays

The Office of the City Accountant shall keep the financial records of barangays as prescribed by the Commission on Audit (COA).

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Treasurers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal letter		Barangay Treasurer		
2. Monthly Philippine Public Sector Accounting Standards (PPSAS) reports and forms		Barangay Treasurer		
3. Barangay cash book		Barangay Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the transmittal letter, PPSAS reports and forms and cashbook	1. Receives the submitted documents	None	3 minutes	<i>Administrative Assistant II</i> Office of the City Accountant
	1.1 Records and verifies the correctness of all the entries in the PPSAS reports and cashbook	None	2 hours	
	1.2 Prepares the Certificate of Compliance	None		
	1.3 Approves the Certificate of Compliance	None	5 minutes	<i>City Accountant</i> Office of the City Accountant
2. Receive the Certificate of Compliance	2. Issues the approved document	None	3 minutes	<i>Administrative Assistant II</i> Office of the City Accountant
<b>TOTAL:</b>		<b>NONE</b>	<b>2 hours &amp; 11 minutes</b>	



# **OFFICE OF THE CITY ACCOUNTANT**

## **Internal Services**



## 1. Facilitate Request for Net Take Home Pay, Photocopy of Payrolls and Certification.

An employee may request said documents for any legal purpose it may serve him.

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form (1 original)		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the Office of the City Accountant	1. Provides Application Form	None	1 minute	<i>Administrative Officer II</i> Office of the City Accountant
2. Fill out the Application Form	2. Wait for the Application to be filled out	None	3 minutes	<i>Administrative Officer II</i> Office of the City Accountant
3. Submit the Application Form and wait for the document requested to be released	3. Checks records to validate data	None	30 minutes	<i>Administrative Officer II</i> Office of the City Accountant
	3.1 Prepares the requested document			
	3.2 Signs the requested document	None	2 minutes	<i>City Accountant</i> Office of the City Accountant
4. Receive the document requested	4. Releases the requested document	None	2 minutes	<i>Administrative Officer II</i> Office of the City Accountant
<b>TOTAL:</b>		<b>NONE</b>	<b>38 minutes</b>	



## 2. Issuance of Tax Certificates

Certified copy of the signed/approved BIR Form 2316 is issued to an employee of the City Government as per request due to loss of the previously issued BIR Form for any legal purpose it may serve him.

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Prepared by the employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the City Accountant	1. Receives the letter request and forwards it to concerned personnel	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.1 Checks the availability of the requested BIR Form 2316	None	30 minutes	<i>Administrative Officer II</i> Office of the City Accountant
	1.2 Photocopies BIR Form 2316	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Signs the document	None	5 minutes	<i>City Accountant</i> Office of the City Accountant
2. Receive certified copy of BIR Form 2316	2. Issues the requested document	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
<b>TOTAL:</b>		<b>NONE</b>	<b>46 minutes</b>	





## 1. Securing of Zoning Certification for Business Establishments Permit

All business establishment owners or all those who intends to engage in business shall secure a Zoning/Locational Certification to ensure that the place of business conforms with the Comprehensive Land Use Plan and Zoning Ordinance of the City.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All, Business Owners, Operators/entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Unified Application form dully accomplished &amp; approved by the Business Permits &amp; Licensing Office with attached COMPLETE documentary requirements such as:</p> <p>1.1 Proof of right of applicant to use location as Business Address which may include any of the following:</p> <p>a. If OWNED, Proof of Ownership- Original Certificate of Title/Transfer certificate of Title/Latest Tax Declaration</p> <p>b. If NOT OWNED by the Applicant, duly notarized – Contract of Lease/ Memorandum of Agreement/ consent of property owner</p> <p>1.2 Sketch Plan of the location, clearly showing where business premises is located</p> <p>Note: For Businesses and manufacturing/industrial firms considered highly technical i.e. poultry, piggery, rice mill, funeral parlor, cemeteries/columbarium, crematorium, gas refilling stations and other manufacturing firms will be considered complex.</p> <p>Other necessary documentary requirements prescribed by other existing laws and regulations be submitted within 90 days upon released of the Business/Mayor's Permit.</p>		Business Permits & Licensing Office – Business One Stop Shop (BOSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application form dully filled out &	1. Accepts/ Receives application	None	2 minutes	Zoning Officer I Or





<p>approved by the Business Permits &amp; Licensing Office with attached <b>COMPLETE</b> documentary requirements as per checklist</p>	<p>forms with attached <b>COMPLETE</b> documentary requirements, VERIFY application details and input data in the system</p>			<p><i>Zoning Officer II</i> Or <i>Information System Analyst II</i> Or <i>Computer Operator III</i> Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i> or <i>Computer Operator I</i> Or <i>Administrative Aide IV</i> Or <i>City Planning &amp; Development Coordinator</i></p> <p>City Planning and Development Coordinator Office-BOSS</p>
	<p>1.2 Prepare Zoning Certification, provided it complies with the all the requirements of existing laws and regulations. <i>For Video Arcades, Computer Shops and other similar establishments ONLY: Prepares Letter of Agreement as per City Ordinance No. 26, s. 2008 – An Ordinance Regulating the Use of the Facilities of Amusement Centers by Minors during school hours on school days and providing penalties for violations thereof</i></p>	None	1 minute	
	<p>1.3 Signs the Zoning Certification</p>	None	1 minute	<p><i>City Planning &amp; Development Coordinator</i> City Planning &amp; Development Coordinator Office</p>
	<p>1.4 Issues / Releases the Zoning Certification and the Letter Agreement in the case of Video Arcades, Computer Shops and other similar establishments, then endorses to the Office of the City</p>	None	1 minute	<p><i>City Planning and Development Coordinator</i> Or <i>Information Systems Analyst II</i> or <i>Computer Operator III</i> Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i></p>



	Treasurers for the one-time assessment at BOSS			Or <i>Zoning Officer II</i> or <i>Computer Operator I</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office/BOSS
	1.5 Assess business tax, fees and other regulatory charges to include Zoning Certification and issues Tax Order Payment	None		<i>City Treasurer</i> Or <i>City Treasury Staff</i> City Treasury Office
2. Receive the Order of payment and pay the one-time assessment at the BPLS-BOSS Cashier at Counter 3 & 4	2.Collects and issues Official Receipt	New Business Establishments – P500.00*  Renewal – P300.00*		<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> Treasury Office-BOSS
3.Receive the Approved Zoning Certification together with the Mayor’s Permit at BPLS Frontline Counter	3.BPLO (BOSS) Release the Mayor’s Permit and the Zoning Certification	None		<i>Administrative Aide IV</i> Or <i>Licensing Officer II</i> Or <i>Licensing Officer I</i> Or <i>License Inspector II</i> OTM-BPLS at BOSS
<b>TOTAL:</b>			<b>5 minutes</b> **	

\*Based on the 2014 Local Revenue Code of the City of Batac, Section 3F.02

\*\*Processing time of the Zoning Certification may exceed 5 minutes depending on the number of applications being processed simultaneously to include the new requirements as per DILG-DTI-DICT Joint Memorandum Circular No. 01, Series, 2016, dated August 30, 2016. While processing time on payments will depend on the Office of the City Treasurer while in the releasing of the Zoning Certificate together with the Mayor’s Permit and other Regulatory Certificates also depends on the issuing Department/Office).



## 2. Securing of Zoning/ Locational Clearance for Building Construction

Prior to the application of a building permit whether residential, commercial, institutional & other purposes, must secure first a Locational Clearance to ensure that the place of construction is in conformity with the Comprehensive Land Use Plan and Zoning Ordinance of the City.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Developers, Entities, Individuals applying for building permit (new construction, renovation, rehabilitation, alteration, expansion)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished and notarized Zoning/ Locational Clearance Application Form		City Planning and Development Coordinator Office-Zoning Division - One-Stop Shop for Construction Permits (OSCP)		
2. Photocopy of the Certificate of Title If in case not registered in the name of applicant, any of the following duly notarized: - Deed of Absolute Sale - Affidavit of Consent from the Lot Owner - Deed of Donation - Contract of lease - Special Power of Attorney		Land Registry Authority  Applicant		
3. Latest Tax Declaration of Real Property		Office of the City Assessor / Registered Lot Owners		
4. Photocopy of Tax Clearance / Latest Tax Receipt		Office of the City Treasurer/Applicant		
5. Barangay Clearance of the proposed site		Barangay Hall of the project located		
6. Cadastral/Section Map		Office of the City Assessor		
7. One (1) set of Building plan including the Site Development Plan and Vicinity Map signed and sealed by a Licensed Architect / Civil Engineer and Electrical Engineer and other licensed Professionals		Applicant/Concerned Professionals		
8. One (1) photocopy of Detailed Bill of Materials signed and sealed by a Licensed Civil Engineer		Applicant/Concerned Professionals		
9. One (1) Photocopy of Approved Lot Survey Plan signed & sealed by a Geodetic Engineer, if needed		Applicant/Concerned Geodetic Engineer		
10. One (1) Photocopy of Environmental Compliance Certificate (ECC) if needed		DENR - EMB		
11. One (1) photocopy of other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification from SP, Conversion Order from DAR, etc.) if needed		Applicant/Concerned Offices/Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form/s and list of requirements from the	1. Gives application form/s needed by the applicants and	None	5 minutes	Zoning Officer II Or Zoning Officer I



OSSCP - ZONING SECTION – Office of the City Planning and Development Coordinator	explain the necessary data needed in the application form/s and requirements			Office of the City Planning and Development Coordinator - OSSP
2. Present and submit to OSCP – Zoning Section of the CPDC office the <b>COMPLETE, ACCURATE &amp; TRUE</b> requirements/ documents and register in the logbook	2. Receives, review, verify and evaluates presented/ submitted <b>COMPLETE, ACCURATE &amp; TRUE</b> documents/ requirements if it is in conformity with the CLUP and ZO of the City	None	15 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>City Planning and Development Coordinator</i> Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i> Office of the City Planning and Development Coordinator - OSCP
	2.1 Conduct site inspection/validation of the proposed project and prepare inspection report  <i>Note: For applications submitted from 8AM to 12 Noon- inspection will be conducted in the afternoon while for applications received from 1:00 to 5:00 PM inspection will take place the following day.</i>	None	For Urban Barangays - within 4 hours  For Rural Barangays - 1 day	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Project Development Officer II</i> Office of the City Planning and Development Coordinator-OSCP
	2.2 Submit the inspection report to the CPDC for review and evaluation	None	2 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator-OSCP
	2.3 Evaluate and Review the inspection report for recommendation	None	10 minutes	<i>City Planning and Development Coordinator</i> Office of the City Planning and Development Coordinator
	If it is NON-CONFORMING with	None	2 minutes	<i>City Planning and Development Coordinator</i>



	the CLUP & ZO return the application to the client thru the OBO-OSCP (OBO will inform the Client to get the Application Form **)			Office of the City Planning and Development Coordinator or Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator - OSCP
	If it is IN-CONFORMITY with the CLUP & ZO of the City, INPUT the COMPLETE, ACCURATE & TRUE details/facts/particulars of application in the SYSTEM then assess/compute and prepare/print-out the Order of Payment	None	10 minutes	Zoning Officer II Or Zoning Officer I Or City Planning and Development Coordinator Or Project Development Officer II Or Planning Officer I Office of the City Planning and Development Coordinator - OSCP
	2.4. Send Text messages to clients to receive the Order of Payment	None	2 Minutes	Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator-OSCP
3.Receives Order of Payment and proceeds to the Revenue Collection Clerks at OSCP for payment of fees	3. Gives the Official Receipts of the Locational Clearance	Based on the 2014 Local Revenue Code of the City of Batac*	5 minutes	Revenue Collection Clerk Office of the City Treasurer - OSCP
4. Presents / Submits the Official Receipt	4.Receives the Official Receipt and endorse to the OBO-OSCP. (OBO will instructs the applicants to wait for a text message for the release of his/ her Zoning / Locational Clearance **)	None	2 Minutes	Zoning Officer II Or Zoning Officer I Or City Planning and Development Coordinator Or Project Development Officer II Or Planning Officer I



				Office of the City Planning and Development Coordinator -OSCP
	4.1 Prepares & Print the Zoning / Locational Clearance and records it in the logbook	None	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Planning Officer I</i> Office of the City Planning and Development Coordinator
	4.3 Reevaluates the Zoning/ Locational Clearance and recommends approval	None	3 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator -OSCP
	4.4 Signs and approves the Zoning/ Locational Clearance	None	1 minute	<i>City Planning and Development Coordinator</i> Office of the City Planning and Development Coordinator
	4.5 Endorse the Approved Zoning/Locational Clearance to OBO-OSCP (OBO will Inform applicants through text message that his/her Zoning/Locational Clearance are ready for release**)	None	2 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator
5. Receives the Zoning/Locational Clearance	5. Releases the Zoning/Locational Clearance and records it in the logbook	None	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator-OSCP
<b>TOTAL:</b>		<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>For Urban Barangays – 5 hours &amp; 9 minutes***</b>  <b>For Rural Barangays - 1 day, 1 hour and 9 minutes***</b>	



*\*Based on the 2014 Local Revenue Code of the City of Batac, Section 3F.03*

*\*\*DILG-DPWH-DTI-DOTr Joint Memorandum Circular No. 2018-01, dated January 4, 2018*

*\*\*Processing time of the Locational Clearance may exceed depending on the number of applications being processed simultaneously. Processing time on the Payment will depend on the Office of the City Treasurer while in the releasing of the Locational Clearance together with the Building Permit, FSC & FSEC also depends on the other issuing department/ Office/ Agencies.*



### 3. Securing of Mayor's Permit on Zoning for Building Construction

An applicant must secure a Mayor's Permit on Zoning for Building Construction to support his/her application for Locational Clearance to ensure that the place of construction is in conformity with the Comprehensive Land Use Plan, Forest Land Use Plan, Zoning Ordinance of the City and other existing governing rules and regulations.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Developers; Individuals applying for building permit (new construction, renovation, rehabilitation, renovation, alteration, expansion)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Zoning/Locational Clearance Application with COMPLETE, ACCURATE & TRUE attached required documents such as:		City Planning and Development Coordinator Office-Zoning Division - One-Stop Shop for Construction Permits (OSCP)		
a. Photocopy of the Certificate of Title If in case not registered in the name of applicant, any of the following duly notarized: - Deed of Absolute Sale - Affidavit of Consent from the Lot Owner - Deed of Donation - Contract of lease - Special Power of Attorney		Land Registry Authority  Applicant		
b. Two (2) Photo Copy of Latest Tax Declaration of Real Property		Office of the City Assessor / Registered Lot Owners		
c. Two (2) Photocopy of Tax Clearance / Latest Tax Receipt		Office of the City Treasurer/Applicant		
d. Two (2) Photo Copy of Barangay Clearance of the proposed site		Barangay Hall of the project located		
e. Two (2) Photocopy of Cadastral/Section Map		Office of the City Assessor		
f. One (1) set Photocopy of Building plan including the Site Development Plan and Vicinity Map signed and sealed by a Licensed Architect / Civil Engineer and Electrical Engineer and other professionals.		Applicant/Concerned Professionals		
g. One (1) photocopy of Detailed Bill of Materials signed and sealed by a Licensed Civil Engineer		Applicant/Concerned Professionals		
h. One (1) Photocopy of Approved Lot Survey Plan signed & sealed by a Geodetic Engineer, if needed		Applicant/Concerned Geodetic Engineer		
i. One (1) Photocopy of Environmental Compliance Certificate (ECC) if needed		DENR - EMB		
j. One (1) photocopy of other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification from SP, Conversion Order from DAR, etc.)		Applicant/Concerned Offices/Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submit the Zoning/Locational Clearance Application Form with COMPLETE, ACCURATE & TRUE attached required documents to ZONING SECTION – Office of the City Planning and Development Coordinator at the OSCP	1. Receives verify and evaluates the duly accomplished Zoning/Locational Clearance Application Form with COMPLETE, ACCURATE & TRUE attached required documents	None	15 minutes	Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator - OSCP
	1.1 Submit the Locational Clearance Validation/Inspection Report to CPDC	None	5 minutes	Zoning Officer II Or Zoning Officer I Or Project Development Officer II Office of the City Planning and Development Coordinator-OSCP
	1.2 Re-Evaluate and Review the inspection report for recommendation	None	10 minutes	City Planning and Development Coordinator Office of the City Planning and Development Coordinator
	If it is NON-CONFORMING with the CLUP, FLUP & ZO and other governing rules and regulations, return the application to the client thru the OBO at OSCP**	None	2 minutes	City Planning and Development Coordinator Office of the City Planning and Development Coordinator or Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator - OSCP
	If it is IN-CONFORMITY with the CLUP, FLUP & ZO & other governing rules and regulations. INPUT the COMPLETE, ACCURATE & TRUE details/facts/particulars of application in the SYSTEM then assess/compute and	None	5 minutes	Zoning Officer II Or Zoning Officer I Or City Planning and Development Coordinator Or Project Development Officer II Or Planning Officer I



	prepare/print-out the Order of Payment  Assess/Compute and Prepares the Order of Payment			Office of the City Planning and Development Coordinator - OSCP
	1.3. Send Text messages for the client to get the Order of Payment	None	2 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Project Development Officer II</i> <i>Office of the City Planning and Development Coordinator-OSCP</i>
2.Receives Order of Payment and proceeds to the Revenue Collection Clerks at the OSCP	2. Gives the Order of payment for the Mayor's Permit on Zoning	Based on the 2014 Local Revenue Code of the City of Batac*,	5 minutes	<i>Revenue collection Clerk I/II</i> <i>Treasury Office at OSCP</i>
3. Presents / Submits the Official Receipt	3. Receives the Official Receipt and endorse to the OBO at OSCP (OBO will inform the Client to wait for the release of the Permit**)	None	2 Minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Planning Officer I</i> <i>Office of the City Planning and Development Coordinator -OSCP</i>
	3.1 Prepares Mayor's Permit on Zoning for Building and records it the logbook	None	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i> <i>Office of the City Planning and Development Coordinator</i>
	3.2.Reevalutes and Sign the Permit for the recommendation for its approval	None	5 minutes	<i>City Planning and Development Coordinator and</i> <i>Zoning Officer II</i> Or <i>Zoning Officer I</i> <i>Office of the City Planning and Development Coordinator</i>



	3.3 Forwards the documents to the Office of the Mayor for review, evaluation, approval and signature, then records it in the logbook	None	5 minutes	<i>City Planning and Development Coordinator</i> Or <i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Planning Officer I</i> Or <i>Administrative Aide IV</i> Office of the City Planning and Development Coordinator
	3.4 Receive, review & Evaluate the documents	None	15 minutes	<i>Administrative Officer II</i> Or <i>Administrative Officer I</i> Or <i>Admin Aide IV</i> Or <i>Admin Assistant II</i> Office of the Mayor - Records
	3.5 Forward documents to the Local Chief Executive for approval and signature.	None	10 minutes	<i>Executive Assistant IV</i> Or <i>Private Secretary</i> Or <i>Admin Aide VI</i> Office of the Mayor-Secretariat
	3.7 Approve and sign the Mayor's Permit on Building Construction	None	23 hours 35 minutes	<i>Local Chief Executive</i> <i>Office of the Mayor</i>
	3.8. Receives the duly signed Mayor's Permit on Building from the Mayor's Office and records in the logbook	None	3 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator
	3.9. Endorse the approved Mayor's Permit on Building Construction to OBO at OSCP. (OBO will inform the Client for the release of the Permit**)	None	2 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator-OSCP
4. Receives the Mayor's Permit on Zoning for	4. Releases the Mayor's Permit	None	2 minutes	<i>Zoning Officer II</i> Or



Building and sign in the Logbook				Zoning Officer I Office of the City Planning and Development Coordinator-OSCP
<b>TOTAL:</b>			<b>1 day, 1 hour and 8 minutes***</b>	

\*Based on the 2014 Local Revenue Code of the City of Batac, Section 3F.01

\*\* DILG-DPWH-DTI-DOTr Joint Memorandum Circular No. 2018-01, dated January 4, 2018

\*\*\*Note: Processing time of the Mayor's Permit on Building Construction may exceed depending on the number of applications being processed simultaneously. Processing time on the endorsement of the Permit to the CPDCO from the Mayor's Office and Payment will depend on the Office of the City Treasurer while in the releasing of the Mayor's Permit together with other required regulatory Fees and Building Permit likewise depends on the other issuing Department/Office/Agencies.)



#### 4. Securing of Mayor’s Permit on Zoning for Fence Construction

Prior to the application of a Fencing permit an applicant must secure first a Mayor’s Permit on Zoning for Fence Construction to ensure that the place of construction is in conformity with the Comprehensive Land Use Plan, Forest Land Use Plan, Zoning Ordinance of the City and other existing governing rules and regulations.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Developers; Individuals applying for Fencing permit (new construction, alteration/rehabilitation, renovation, addition, expansion)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Application Form on Mayor’s Permit on Fence Construction		City Planning and Development Coordinator Office-Zoning Division - One-Stop Shop for Construction Permits (OSSCP)		
2. Photocopy of the Certificate of Title If in case not registered in the name of applicant, any of the following duly notarized: - Deed of Absolute Sale - Affidavit of Consent from the Lot Owner - Deed of Donation - Contract of lease - Special Power of Attorney		Land Registry Authority  Applicant		
3. Latest Tax Declaration of Real Property		Office of the City Assessor / Registered Lot Owners		
4. Photocopy of Tax Clearance / Latest Tax Receipt		Office of the City Treasurer/Applicant		
5. Barangay Clearance of the proposed site		Barangay Hall of the project located		
6. Cadastral/Section Map		Office of the City Assessor		
7. One (1) set of Fencing plan including the Site Development Plan and Vicinity Map signed and sealed by a Licensed Architect / Civil Engineer		Applicant/Concerned Professionals		
8. One (1) photocopy of Detailed Bill of Materials signed and sealed by a Licensed Civil Engineer		Applicant/Concerned Professionals		
9. One (1) Photocopy of Approved Lot Survey Plan signed & sealed by a Geodetic Engineer, if needed		Applicant/Concerned Geodetic Engineer		
10. One (1) photocopy of other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification from SP, Conversion Order from DAR, etc.)		Applicant/Concerned Offices/Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form/s and list of requirements from the OSSCP - ZONING SECTION – Office of the City Planning and	1. Gives application form/s needed by the applicants and explain the necessary data needed in the	None	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> City Planning and Development Coordinator Office OSSCP



Development Coordinator	application form/s and requirements			
2. Present and submit to OSCP – Zoning Section of the CPDC office the <b>COMPLETE, ACCURATE &amp; TRUE</b> requirements/ documents and register in the logbook	2. Receives, checks, verify and evaluates presented/ submitted <b>COMPLETE, ACCURATE &amp; TRUE</b> documents/ requirements if it is in conformity with the CLUP, FLUP, and ZO of the City and other governing rules and regulations.	None	15 Minutes	Zoning Officer II Or Zoning Officer I Or City Planning and Development Coordinator Or Project Development Officer II Or Planning Officer I Office of the City Planning and Development Coordinator - OSSCP
	2.1. Conduct site inspection/validation of the proposed project and prepare inspection report <i>Note: For applications submitted from 8AM to 12 Noon-inspection will be conducted in the afternoon while for applications received from 1:00 to 5:00 PM inspection will take place the following day.</i>	None	For Urban Barangays - <b>within 4 hours</b>  For Rural Barangays - <b>1 day</b>	Zoning Officer II Or Zoning Officer I Or Project Development Officer II Office of the City Planning and Development Coordinator-OSSCP
	2.2. Submit the inspection report to the CPDC for review and evaluation	None	2 Minutes	Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator-OSCP
	2.3 Evaluate and Review the inspection report for recommendation	None	10 minutes	City Planning and Development Coordinator Or Planning Officer I Office of the City Planning and Development Coordinator
	If it is NON-CONFORMING with the CLUP, FLUP & ZO and other governing rules and regulations, return the application to the Client thru the OBO-	None	2 minutes	City Planning and Development Coordinator Office of the City Planning and Development Coordinator or Zoning Officer II Or



	OSCP (OBO will inform the client to get his application form**)			<i>Zoning Officer I Office of the City Planning and Development Coordinator - OSCP</i>
	If it is in CONFORMITY with the CLUP, ZO, FLUP & other governing rules and regulations, Input the <b>COMPLETE, ACCURATE &amp; TRUE</b> details/facts/particulars of application in the system, Assess/compute and sign Order of Payment	None	10 minutes	<i>Zoning Officer II Or Zoning Officer I Or Planning Officer I Or Project development Officer II Or City Planning &amp; Development Coordinator Office of the City Planning and Development Coordinator</i>
	2.4. Send Text messages for the client to get the order of payment	None	2 Minutes	<i>Zoning Officer II Or Zoning Officer I Or Project Development Officer II Or Planning Officer I Office of the City Planning and Development Coordinator-OSCP</i>
3.Receives Order of Payment and proceeds to the Revenue Collection Clerks at OSCP for payment of fees	3. Gives the Order of payment for the Mayor's Permit on Fence Construction	Based on the 2014 Local Revenue Code of the City of Batac*	5 Minutes	<i>Revenue Collection Clerk I Or Revenue Collection Clerk II City Treasurer's Office OSCP</i>
4. Presents/Submits the Official Receipt to Zoning Section - OSCP	4. Receives the Official Receipt and endorse to OBO-OSCP (OBO will instruct the applicants to wait for a text message for the release of his/her Mayor's Permit**) on Fence Construction	None	2 minutes	<i>Zoning Officer II Or Zoning Officer I Or Project Development Officer II Or Planning Officer I Office of the City Planning and Development Coordinator-OSCP</i>



	4.1 Prepares & Print the Mayor's Permit on Fence Construction and records it in the logbook	None	5 Minutes	Zoning Officer II Or Zoning Officer I Or City Planning and Development Coordinator Or Project Development Officer II Or Planning Officer I Office of the City Planning and Development Coordinator
	4.2 Reevaluates the Mayor's Permit on Fence Construction and recommends approval	None	5 minutes	Zoning Officer II Or Zoning Officer I And City Planning & Development Coordinator City Planning and Development Coordinator
	4.3 Signs and approves the Mayor's Permit on Fence Construction for recommendation to the LCE	None	5 minutes	Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator
	Receive, review & Evaluate the documents	None	15 minutes	Administrative Officer II Or Administrative Officer I Or Admin Aide IV Or Admin Assistant II Office of the Mayor - Records
	Forward documents to the Local Chief Executive for approval and signature.	None	10 minutes	Executive Assistant IV Or Private Secretary Or Admin Aide VI Office of the Mayor-Secretariat
	Approve and sign the Mayor's Permit on Building Construction	None	23 hours 35 minutes	Local Chief Executive Office of the Mayor
	4.4 Receives the duly signed Mayor's Permit on Building	None	3 minutes	Zoning Officer II Or Zoning Officer I





	from the Mayor's Office and records in the logbook			Office of the City Planning and Development Coordinator
	4.5 Endorse the approved Mayor's Permit on Building Construction to OBO at OSCP. ( OBO will inform the Client for the release of the Permit**)	None	2 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator-OSCP
4. Receives the Mayor's Permit on Fence Construction and sign in the receiving logbook	4. Releases the Mayor's Permit on Fence Construction	None	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Office of the City Planning and Development Coordinator-OSSCP
<b>TOTAL:</b>			<b>For Urban Barangays – 1 day, 5 hours &amp; 18 minutes***</b>  <b>For Rural Barangays - 2 days 5 hour &amp; 18 minutes***</b>	

\*Based on the 2014 Local Revenue Code of the City of Batac, Section 3F.01

\*\* DILG-DPWH-DTI- DOTr Joint Memorandum Circular No. 2018-01, dated January 4, 2018

\*\*\*Processing time of the Mayor's Permit on Fence Construction may exceed depending on the number of applications being processed simultaneously. Processing time may also be extended depending on the instruction/approval of City Mayor's Office and Payment will depend on the Office of the City Treasurer while in the releasing of the Mayor's Permit together with other required regulatory Fees and Fencing Permit likewise depends on the other issuing Department/Office/Agencies.)



## 5. Securing a Zoning Certification in Conformity with the approved Comprehensive Land Use Plan of the City of Batac

Zoning Certificate is issued to any applicant for the purpose of certifying the land use of a lot based on the approved Comprehensive Land Use Plan and the allowed or permitted uses zonified/ specified in the Zoning Ordinance of the City.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individuals applying for land title, transfer of title, land conversion clearance, loan application (GSIS, SSS, Pag-ibig)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		Office of the City Planning & Development Coordinator		
2. Authorization Letter ( if authorized Representative)		Applicant		
3. Vicinity Map/Location Map indicating clearly the exact location of the site to include appropriate landmarks		Applicant		
4. Certified True Copy of Latest Tax Declaration		City Assessor's Office		
5. Section Map		City Assessor's Office		
6. One (1) Certified True Copy of Original Certificate of Title/s (OCT)/Transfer Certificate of Title/s (TCT)		LRA/Applicant		
7. One (1) photocopy of Current Real Property Tax Payment Receipt.		City Assessor's Office		
8. Lot Survey Plan duly signed by a Licensed Geodetic Engineer, if needed		Applicant/Owner/Licensed Geodetic Engineer		
9. Proof of Ownership If property NOT OWNED, Duly notarized Deed of Sale, Affidavit of Consent, Deed of Partition, Deed of Donation, Special Power of Attorney or any legal document as proof of right over the property		Applicant/Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished Application Form with attached completer required documents	1. Checks and reviews submitted duly accomplished application form, requirements/ documents	Residential Use - <b>Php 500.00*</b>	5 minutes	<i>City Planning and Development Coordinator</i> Or <i>Information System Analyst II</i> Or <i>Computer Operator III</i>
	1.1 Verifies approved land use in the GIS Data Base, Land Use Map and Zoning Ordinance, Prepares Order of Payment	Commercial Use - <b>Php 800.00*</b>  Institutional Use -	20 minutes	Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i> Or



	1.2 Input applicant information in the system	<b>Php 600.00*</b>  Industrial Use - <b>Php 1,500.00*</b>  Special Uses - <b>Php 1,500.00*</b>	5 minutes	<i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Computer Operator I</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office
2. Receives Order of Payment and proceeds to the City Treasurer's Office for payment of fee	2. Signs and Issues Order of Payment	Agricultura l Use - <b>Php 200.00*</b>	3 minutes	<i>City Planning and Development Coordinator</i> Or <i>Project Development Officer II</i> Or <i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Planning Officer I</i> City Planning and Development Coordinator Office
3. Presents/ Submits the Official Receipt to the person in charge at the City Planning and Development Coordinator Office	3. Receives the Official Receipt and Prepares the Zoning Certificate		15 minutes	<i>Project Development Officer II</i> Or <i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Planning Officer I</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office
	3.1 Review as to accuracy of the Zoning Certification, approves and signs		3 minutes	<i>City Planning and Development Coordinator</i>
4. Receives the Zoning Certificate	4. Releases the zoning Certificate and records it in the logbook		5 minutes	<i>City Planning and Development Coordinator</i> Or <i>Project Development Officer II</i> Or <i>Zoning Officer II</i> Or <i>Zoning Officer I</i>



				Or Planning Officer I Or Administrative Aide IV City Planning and Development Coordinator Office
		<b>TOTAL:</b>	<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>56 minutes**</b>

*\* Based on the 2014 Local Revenue Code of the City of Batac, Section 3F.06*

*\*\*Processing time of the Zoning Certification may exceed depending on the number of applications being processed simultaneously. Processing time may also be extended depending on the time of Payment at the Office of the City Treasurer.*



## 6. Requesting Research Assistance/ Request for Data from CPDO

Recognizing the importance of the people’s right to government information, and guided by Executive Order No. 2 of President Rodrigo R. Duterte, and City Ordinance No. 5SP 2020-27, the City Government deems it necessary to provide Clienteles right to information subject to exceptions provided by law and jurisprudence.

Information/Data about the city and its development plans are obtainable at the Office of the City Planning and Development Office. Such as:

- a. Socio-economic Profile
- b. Comprehensive Land Use Plan
- c. Comprehensive Development Plan
- d. Forest Land Use Plan
- e. Local Transport Route Plan
- f. Other City Data
- g. City/Barangay maps

No request for information/data shall be denied unless it clearly falls under any of the exceptions in the inventory of Freedom of Information (FOI) exceptions.

<b>Office or Division:</b>	City Planning and Development Coordinator Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C, G2G		
<b>Who may avail:</b>	Students, Developers and Public/Private Agencies/Individuals/Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter request		Requestee	
1.1 Affirming the name and contact information of the requesting party and stating the reason/purpose of the information/data requested			
1.2 addressed to the Local Chief Executive or the designate FOI Focal Person/FOI Receiving Officer/City Planning and Development Coordinator.			
1.3 Request Letter of STUDENTS shall be with permission from the state universities and colleges signed by the authority (i.e. Dean, Instructors, Head of Office) (1 Original)			School
1.4 Request Letter of GOVERNMENT ENTITIES shall be with permission from the Head of the Agency/Office (1 Original)			Government Office
1.5 Request Letter of PRIVATE INDIVIDUALS letter request from the authority (1 Original)		Requestee	
2. Any Valid ID		Requestee	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the approve Letter Request	1. Verify and checks if information/data requested is available, then inform the availability of the data/information requested (may refer and/or suggest other probable sources of information, or may instruct on the extent of time to prepare the requested documents) if needed	None	10 minutes	<i>Project Development Officer II</i> or <i>Planning Officer I</i> Or <i>Information Systems Analyst I</i> or <i>Administrative Aide IV</i> City Planning and Development Office
	1.1 Make ready the needed documents/data	None	2 minutes	<i>Project Development Officer II</i> or <i>Planning Officer I</i> Or <i>Information Systems Analyst I</i> or <i>Administrative Aide IV</i> City Planning and Development Office
	1.2 Assess the Fees to be paid then prepare Order of Payment	None	5 minutes	<i>Project Development Officer II</i> or <i>Planning Officer I</i> Or or <i>Administrative Aide IV</i> City Planning and Development Office
2. Receives Order of Payment and proceeds to the Office of the City Treasurer	2. Gives the Official Receipts of the Local Clearance	Based on the 2014 Local Revenue Code of the City of Batang*	5 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
3. Presents / Submits the Official Receipt	3. Receives the Official Receipt			<i>Project Development Officer II</i>



	3.1 Prepare/print or photocopy the needed data/document and endorse to the City Planning and Development Coordinator to certify the document/s	None	2 minutes	or Planning Officer I Or Information Systems Analyst I or Administrative Aide IV City Planning and Development Office
	3.2 Go over the accuracy and veracity of the data/documents, certify and sign	None	5 minutes	City Planning and Development Coordinator City Planning and Development Office
4. Receives the requested data/information and sign in the log book	4. Release the requested data/information and/or certified document/s and records it in the logbook	None	5 minutes	Project Development Officer II or Planning Officer I Or Administrative Aide IV City Planning and Development Office
<b>TOTAL:</b>		<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>36 minutes**</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac, Article F, Section 3F.03.VII.*

*\*\*Total processing time may exceed depending on the number of information/data requested, the number of applications being processed simultaneously and the payment processing time at the Treasury Office.*



## 7. Requesting Preparation of Program of Work for the Proposed Barangay Project to be funded by Barangay Development Fund

Barangay Officials may request assistance in the preparation of Program of Works (POW) for proposed barangay projects to be funded from the Barangay Development Fund.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All City Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to City Planning and Development Coordinator		Requestee		
2. Barangay Resolution signed and approved by the requesting barangay indicating the approved budget allocation for the proposed project.		Barangay Government		
3. Approved Annual Investment Program and 20% Development Fund		Barangay Government		
4. Location Map/Vicinity Map of the Proposed project site		City Assessor's Office		
5. Pictures of the Proposed Project/Project site		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Barangay Resolution and Request for the proposed project	1. Verifies Barangay Resolution and attached documents	None	5 minutes	<i>City Planning and Development Coordinator Or Project Development Officer II Or Zoning Officer II Or Zoning Officer I City Planning and Development Coordinator Office</i>
	1.1 Surveys/ Validates/ inspect proposed project site	None	One (1) day	
	1.2 Prepares Drawing/ sketch plan of the proposed project	None	One (1) day	
	1.3 Prepares Program of Work based from the Sketch Plan and the allocated budget for the project, to include estimates of the work, items, quantities and costs.	None	Two (2) days	
	1.4 Endorse the POW for the approval of the City Planning & Development Coordinator	None	2 minutes	





	1.5 Checks, verifies and approve the POW	None	10 minutes	<i>City Planning and Development Coordinator City Planning and Development Coordinator Office</i>
2. Receives the Program of Work and write name and signature in the logbook	2. Releases the program of Work and records it in the logbook	None	2 minutes	<i>City Planning and Development Coordinator Or Project Development Officer II Or Administrative Aide IV City Planning and Development Coordinator Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 days &amp; 19 minutes*</b>	

*\*Total processing time may exceed depending on the number of requested POW being processed simultaneously.*



## 8. Requesting Technical Assistance in the Preparation of Barangay Annual Investment Program (AIP) and the Barangay 20% Development Fund

Barangay officials may request technical assistance in the preparation of the Barangay Annual Investment Program (AIP) and the Barangay 20% Development Fund.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All City Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to City Planning and Development Coordinator				
2. Duly approved Annual Investment Program (AIP) and 20% Barangay Development Fund by the Punong Barangay				
3. Barangay Resolution approving the different projects, programs and activities of the barangay included in the AIP and 20% Development Fund				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Letter Request Barangay Resolution, and duly signed AIP and 20% Development Fund	1. Receives Barangay Resolution, Letter Request and duly approved AIP and 20% Development Fund, records in the logbook and forwards to the CPDC for review	None	5 minutes	Planning Officer I Or Administrative Aide IV City Planning and Development Coordinator Office
	1.1 Reviews the AIP and 20% Development Fund	None	20 minutes	City Planning and Development Coordinator
2. Receives the reviewed AIP and 20% Development Fund	2. Releases the reviewed AIP and 20% Development Fund and records in the logbook	None	5 minutes	Planning Officer I Or Administrative Aide IV City Planning and Development Coordinator Office
<b>TOTAL:</b>		<b>NONE</b>	<b>30 minutes*</b>	

\*Total processing time may exceed depending on the number of requested AIP & 20% DF being reviewed simultaneously.



## 9. Availing of Cemetery/Burial Plot and/or Cemetery Plot Renewal at the City Public Cemetery

As per existing laws and regulations, no person may be buried or interred permanently or temporarily, other than in properly designated cemeteries or burial ground, hence, it is must to avail cemetery plot for departed loved ones/friends and relatives.

<b>Office or Division:</b>	City Planning and Development Coordinator Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the Availment of Cemetery Plot:				
1. Application Form		City Planning and Development Coordinator Office		
2. One (1) Photocopy of Certificate of Death duly signed by the Attending Physician or City Health Officer and already registered at the City Registrar's Office.		City Civil Registry Office		
3. Letter Request approved by the LCE and CSWDO Certificate of Indigency (if indigent)		Applicant		
4. Excavation Permit (opening of tomb/underground grave)		City Civil Registry Office; City Health Office		
For Burial/Cemetery Plot Renewal :				
1. Letter Request		Applicant		
2. Contract Agreement, if applicable		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents a Photocopy of Certificate of Death duly signed by the Attending Physician or City Health Officer and already registered at the City Registrar's Office.	1. Checks and verifies the Death Certificate and issues an Application Form	None	3 minutes	<i>City Planning and Development Coordinator</i> Or <i>Information System Analyst II</i> Or <i>Computer Operator III</i> Or <i>Project Development Officer II</i> Or <i>Zoning Officer II</i> Or <i>Planning Officer I</i> Or <i>Zoning Officer I</i> Or <i>Computer Operator I</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office



2. Properly fill-up the Application Form and submit it to the Person in Charge	2. Checks the duly filled-up application form and forwards it to the City Planning and Development Coordinator (CPDC) for approval	None	5 minutes	<i>Information System Analyst II</i> Or <i>Computer Operator III</i> Or <i>Project Development Officer II</i> Or <i>Planning Officer I</i> Or <i>Zoning Officer II</i> Or <i>Zoning Officer I</i> Or <i>Computer Operator I</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office
	2.1 Approves the application form and writes down note to prepare the Order of Payment	None	2 minutes	
	2.2 Prepares the Order of Payment	None	3 minutes	
3. Receives Order of Payment and proceeds to the City Treasurer's Office (CTO) for payment of fees/ charges.	3. Signs and Issues Order of Payment	Based on the 2014 Local Revenue Code of the City of Batac*	5 minutes	<i>Revenue Collection Clerks</i> Office of the City Treasurer
4. Presents/Submits the Official Receipt to the person in charge at the City Planning and Development Coordinator Office	4. Receives, checks the Official Receipt then designates/ assigns a plot at the City Public Cemetery at Brgy. Tabug	None	30 minutes	<i>Zoning Officer I</i> Or <i>Computer Operator I</i> Or <i>Information System Analyst II</i> Or <i>Computer Operator III</i> Or <i>Administrative Aide IV</i> City Planning and Development Coordinator Office
<b>TOTAL:</b>		<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>45 minutes</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac. Article D. Section 5D.01*



## 10. Securing Development Plans

A registered owner or developer of a parcel of land who wishes to convert the same into a Subdivision or Condominium or Townhouse Project (PD 957 or BP 220) shall apply to the City Planning and Development Office for the Preliminary and Final Approval and Locational Clearance (P/FALC) and/or Preliminary Subdivision Development Plan(PSDP). 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.

<b>Office or Division:</b>	City Planning and Development Coordinator Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision and condominium Projects under PD 957 or BP 220
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
A. For Preliminary Approval and Locational Clearance(PALC)/Preliminary Subdivision Development Plan(PSDP)/ Socialized Housing/Industrial/Commercial Subdivision/Farmlot Subdivision/Memorial Park/Cemetery Project	
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	Owner/Developer
2. One (1) set of the following documents duly signed and sealed by a licensed geodetic engineer	Owner/Developer
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.	



<p>b. Topographic Plan to include existing conditions as follows</p> <ol style="list-style-type: none"> <li>(1) Boundary Lines: bearings, distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM);</li> <li>(2) Streets, easements, width and elevation of road right-of-way within the project and adjacent subdivisions/ areas.</li> <li>(3) Utilities within and adjacent to the proposed elevations of sanitary and storm or combined sewers; location or gas lines, fire hydrants, electric and telephone poles and street lights 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.</li> <li>(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.</li> <li>(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.</li> <li>(6) Proposed public improvements: highway or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.</li> </ol> <p>c. Survey Plan of the lot(s) as described in TCT(s)/OCT(s)</p>	
<p>3. Five (5) Photocopies and 1 Original Certified True Copy of Transfer of Certificate (TCT)/OCT</p>	<p>Owner/Developer</p>
<p>1. Five (5) Photocopies and 1 Original 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>



<p>2. Five (5) Photocopies and 1 Original of Latest Tax Receipt (Real Property Tax)</p>	<p>Owner/Developer</p>
<p>3. In case of the applicant is not the registered owner of the lot – 5 photocopies of each document</p> <ul style="list-style-type: none"> <li>a) Duly notarized copy of contract of lease</li> <li>b) Duly notarized copy of the deed of absolute sale</li> <li>c) Duly notarized copy of written consent</li> <li>d) Duly notarized copy of Special Power of attorney</li> <li>e) Duly notarized copy of Joint Venture Agreement</li> <li>f) Duly notarized copy Extra Judicial Settlement ***Please bring the original copy for validation</li> </ul>	<p>Owner/Developer</p>
<p>4. Five (5) Photocopies and 1 Original 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.</p>	<p>Owner/Developer</p>
<p>5. One (1) Original Letter request addressed to the City Planning &amp; Development Coordinator/Zoning Enforcement Officer.</p>	<p>CPDC Office</p>
<p>6. Five (5) Photocopies and 1 Original Barangay Resolution of No Objection.</p>	<p>Barangay Hall</p>
<p>B. For application for subdivision Final Approval and Development Permit – Subdivision/Condominium/ Socialized Housing/ Industrial/Commercial Subdivision/Farmland Subdivision/Memorial Park/Cemetery Project</p>	<p>Owner/Developer</p>
<ul style="list-style-type: none"> <li>1. Five (5) Photocopies and 1 Original of all requirements for application for preliminary subdivision development plan</li> <li>2. One (1) Photocopy and 1 Original 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: <ul style="list-style-type: none"> <li>a. Roads easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any.</li> <li>b. Lot numbers, lines and areas and block numbers</li> </ul> </li> </ul>	



<p>c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. The subdivision development plan shall be prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer (Amended per HLURB Board Res. No. 794, Series of 2006)</p>	<p>Owner/Developer</p>
<p>3. Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:</p> <p>a. At least 5 photocopies of road (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, curb 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 wall, rip rapping and retaining wall.</p> <p>b. At least 5 photocopies 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>Owner/Developer</p>
<p>c. At least 5 photocopies of site grading plan with the finished contour lines superimposed on the existing ground the</p>	<p>Owner/Developer</p>







<p>f. Corporation by-laws and all implementing amendments and</p> <p>g. For new corporations (3) years and below) statement of capitalization and sources of income and cash flow to support work program</p>		Owner/Developer		
<p>10. Five (5) photocopies and 1 Original of each document such as Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals</p>		NWRB		
<p>11. Five (5) photocopies and 1 Original of each document such as Application for permit to drill from the National Water Resources Board (NWRB)</p>		Owner/Developer		
<p>12. Five (5) photocopies and 1 Original of each document such as Traffic impact assessment (TIA) for projects 30 hectares and above</p>		Owner/Developer		
<p>13. One Original and One Photocopy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the implementing Rules and Regulations of PD 957, (per Board Resolution No. 839, series of 2009)</p>		Owner/Developer		
<p>14. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:</p> <p>a. Surname;</p> <p>b. First Name;</p> <p>c. Middle Name;</p> <p>d. Maiden Name, in case of married woman professional;</p> <p>e. Professional license number, date of issue and expiration of its validity;</p> <p>f. Professional tax receipt and date of issue</p> <p>g. Taxpayer's Identification Number (TIN)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application from and the list of requirements at the City Planning and Development Office.	1. Inform/Orient client regarding the required documents	None	20 minutes	City Planning & Development Coordinator/Zoning Enforcement Officer Or Zoning Officer I/II



				or <i>Project Development Officer II</i> or <i>Planning Officer I</i> Or <i>Administrative Aide IV</i> City Planning and Development Office
2. Submit all the requirements to the CPDO – Zoning Administration Unit.	2. Receive and check the completeness of the requirements	None	<b>30 minutes</b>	<i>City Planning &amp; Development Coordinator/Zoning Enforcement Officer</i> Or <i>Zoning Officer I/II</i> or <i>Project Development Officer II</i> or <i>Planning Officer I</i> Or <i>Administrative Aide IV</i> City Planning and Development Office
	2.1 Review plans/documents and verify submitted requirements  All the documents submitted by the applicants are subject to evaluation to check their conformity with the implementing Rules and Regulations for Subdivision (P.D 957, BP 220, EO 648, RA 7279) and other related laws and with the Comprehensive Land Use Plan	None	10 days	<i>City Planning &amp; Development Coordinator/Zoning Enforcement Officer</i> Or <i>Zoning Officer I/II</i> or <i>Project Development Officer II</i> City Planning and Development Office
	2.2 Conduct site inspection and prepare Evaluation Report	None	3 days	<i>City Planning &amp; Development Coordinator/Zoning Enforcement Officer</i> Or



				<i>Zoning Officer I/II or Project Development Officer II City Planning and Development Office</i>
	2.3 Review, verify and sign Evaluation Report for consideration of the Sangguniang Panlungsod for recommendation to the LCE	None	15 minutes	<i>City Planning &amp; Development Coordinator/Zoning Enforcement Officer Office of the City Planning &amp; Development Coordinator</i>
	2.4 Assess and Prepare Order of Payment and inform the client thru text message	None	10 minutes	<i>City Planning &amp; Development Coordinator/Zoning Enforcement Officer Or Zoning Officer I/II or Project Development Officer II or Planning Officer I Or Administrative Aide IV City Planning and Development Office</i>
3. Receives Order of Payment and proceeds to the Office of the City Treasurer	3.0 Gives the order of [payment of the development permit	Based on the 2014 Local Revenue Code of the City of Batac*	5 minutes	<i>Revenue Collection Clerk Office of the City Treasurer</i>
4. Presents / Submits the Official Receipt	4. Receives the Official Receipt and record in the logbook	None	2 minutes	<i>Zoning Officer I/II Or Project Development Officer II or Planning Officer I Or Administrative Aide IV  City Planning and Development Office</i>



	4.1 Submit Application Form and Evaluation Report with attached Official Receipt to SP Office	None	10 minutes	Zoning Officer I/II Or Project Development Officer II or Planning Officer I Or Administrative Aide IV  City Planning and Development Coordinator Office
	4.2 Deliberate, and Approve Development Permit	None	5 days	Sangguniang Panlungsod
	4.3 Receives the duly approved Development Permit from the Office of the Sangguniang Panlungsod and records in the logbook	None	3 minutes	Zoning Officer I/II Or Project Development Officer II or Planning Officer I Or Administrative Aide IV Office of the City Planning and Development Coordinator
4. Receives the Development Permit/Locational Clearance and sign in the receiving logbook	4. Releases the Mayor's Permit on Fence Construction	None	5 minutes	Zoning Officer II Or Zoning Officer I Office of the City Planning and Development Coordinator
<b>TOTAL:</b>		<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>18 DAYS &amp; 1 HOUR and 30 minutes**</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac. Section 3F.03.II. Section 3F.03.III, Section 3F.03.IV, Section 3F.03.V, Section 3F.03.VI*

*\*\*Processing Time may exceed per document depending on the number of applications being processed 1-2 weeks for those which are in conflict with approved Land Use and those that are considered hazardous to their adjacent environment 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring natural environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned*



*agencies for further consultation/decision/approval. Further, the processing time will commence on the completeness of the requirements submitted.*



# **OFFICE OF THE SANGGUNIANG PANLUNGSOD**

## **External Services**



## 1. Requesting Research Assistance

Students, government agencies, non-government organizations and researchers may gather information/documents in relation to ordinances and other legislative measures of the Sangguniang Panlungsod Office.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request		To be prepared and provided by the requestee		
2. Valid I.D.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter-request	1. Receives and processes the letter request	None	2 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of the Sangguniang Panlungsod
2. Present the approved letter-request	2. Retrieves and checks the needed documents	None	10 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of the Sangguniang Panlungsod
<b>TOTAL:</b>		<b>N/A</b>	<b>12 minutes</b>	





## 2. Procedure for The Issuance and Renewal of Motorized Tricycle Operator's Permit (MTOPI)

Motorized Tricycle Operator's Permit (MTOPI) is the document issued by the Sangguniang Panlungsod granting franchise or license to a person allowing him to operate a tricycle-for-hire within the territorial jurisdiction of Batac (par. 3 (vi), Section 458 of RA 7160).

The MTOPI shall be valid for a period of three (3) year from the issuance thereof, renewable on or before the anniversary date thereof. (Section 20, Ordinance No. 4SP 2016-01). Failure to renew said MTOPI after the lapse of three (3) months from the anniversary date shall result to its immediate and unconditional cancellation/revocation. Section 2, Ordinance No. 08 S. 1998).

<b>Office or Division:</b>	Office of The Vice Mayor/Sangguniang Panlungsod (Franchise Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Franchise Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy Barangay Clearance		Barangay of Origin		
2. Photocopy of the community tax certificate		Barangay of Origin		
3. Photocopy of Official Receipt (OR) issued by the Land Transportation Office		Land Transportation Office		
4. Photocopy of the Certificate of Registration (CR) of the Motorcycle		Land Transportation Office		
5. Attendance to Seminar/Orientation on Traffic Rules and Regulations (Schedule: Every Wednesdays, 8:00 A.M. at the Sangguniang Panlungsod Session Hall)		Office of the Vice Mayor/Sangguniang Panlungsod Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form with Checklist from the Office of the Vice Mayor	1. Provides the client with application form and checklist	None	3 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of The Vice Mayor/Sangguniang Panlungsod (Franchise Section)
2. Submit filled-up/accomplished application form with complete requirements duly Notarized	2. Receives application form, inform the client the scheduled briefing to be attended by the operator/driver; the date of release of the approved MTOPI	None	5 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of The Vice Mayor/Sangguniang Panlungsod (Franchise Section)
3. Attend briefing to be held at the SP Session Hall	3. Briefs clients on traffic rules and regulations	None	1 hour	<i>Sangguniang Panlungsod Members</i> (Committee on Transportation)



4. Come back after 7 days from the date of briefing for the actual physical inspection of the unit/s	4. Inspect the unit to determine its road worthiness	None	10 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of The Vice Mayor/Sangguniang Panlungsod (Franchise Section)
5. Pay the required fees at the Office of the City Treasurer	5. Collects payment and issues official receipt	Renewal Fee <b>10.00</b> Inspection Fee <b>10.00</b> Annual Franchise Fee <b>300.00</b> Mayor's Permit Fee <b>100.00</b> Laminated MTOP <b>30.00</b> Sticker Fee <b>20.00</b> <i>*Upon request:</i> Fare Guide <b>30.00</b>	5 minutes	<i>Revenue Collectors</i> Office of the City Treasurer
6. Present the Official Receipt at the Office of the Vice Mayor - Franchise Section	6. Prepares the MTOP and forwards it to the SP Secretary and Vice Mayor for their certification/signature and final approval/signature respectively	None	10 minutes	<i>City Vice Mayor</i> Or <i>SP Secretary</i> Office of The Vice Mayor/Sangguniang Panlungsod
7. Claim approved laminated MTOP and sticker	7. Release sticker and laminated MTOP	None	10 minutes	<i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of The Vice Mayor/Sangguniang Panlungsod
<b>TOTAL:</b>		<b>470.00</b>	<b>1 hour &amp; 43 minutes</b>	



### 3. Securing Certified True Copy of City Council Document

The public can request a certified true copy of City Council documents such as Resolutions and Ordinances for information or reference.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request		To be prepared and provided by the requestee		
2. Valid I.D.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request to the Office of the Sangguniang Panlungsod	1. Receives and processes the letter request	None	5 minutes	<i>Sp Secretary</i> Or <i>Administrative Officer II</i> Or <i>Administrative Aide VI</i> Office of the Sangguniang Panlungsod
2. Pay the required fees at the Office of the City Treasurer. * Make sure to secure Official Receipt that will be issued upon payment	2. Collects payment issues receipt	15.00 (for each page)	5 minutes	<i>Revenue Collectors</i> Office of the City Treasurer
3. Return to the Sangguniang Office and present Official Receipt for processing the document	3. Records payment and releases the document	None	3 minutes	<i>Administrative Officer II</i> Office of the Sangguniang Panlungsod
<b>TOTAL:</b>		<b>15.00 (for each page)</b>	<b>13 minutes</b>	



# **OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER**

## **External Services**



## 1. Aid to INDIVIDUAL in CRISIS SITUATION (AICS)

Individuals who are in-crisis situation may ask assistance from the City Government of Batac through the City Social Social Welfare & Development Office. Aid to Individual in Crisis Situation refers to the program of providing needed intervention and help to distressed individual/families cope up with crisis brought about by death, disability, serious illness, separation, loss of income and other similar occurrences. Assistance may be in the form of stress debriefing, counseling and financial assistance. The amount of monetary assistance shall be based on the assessment of the social worker subject to the availability of funds.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Distressed individuals/families, Indigent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency and Residency Or Certificate of the Client is in Need of Assistance		Office of the Barangay Captain		
2. Any Valid Identification Card		Client/Person to be interviewed		
3. Personal Letter Addressed to the Mayor		Client/Person to be Interviewed		
4. <b>Other Documents depending on the circumstances of the client</b>				
<b>Burial Assistance</b>				
Death Certificate - Original/Certified True Copy		Local Civil Registrar Office		
Funeral Contract		Funeral Home/Parlor		
<b>Medical Assistance (For Medicines/Assistive Devices )</b>				
Updated Original Medical Certificate/Abstract with signature of attending physician and with dry seal		Hospital / Attending Physician		
Photocopy of Updated Medical Prescription		Attending Physician		
<b>Medical Procedures</b>				
Laboratory/Medical Examination Request and Treatment Quotation		Attending Physician		
<b>Payment of Hospital Bills</b>				
Final Hospital Bill/Statement of Account (Outstanding Balance)		Hospital / Attending Physician		
<b>Transportation Assistance</b>				
Police Certification (for victims of pickpockets or illegal recruitment and etc.)		Police Station		
Other supporting document/s such as, but not limited to, justification of the social worker		CSWDO		
<b>Educational Assistance</b>				
Enrolment Assessment Form Or Certificate of Enrolment Or Registration		School		
<b>Food Assistance</b>				
Project Proposal /Social Case Study Report		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Register in the Office Logbook & Submit documents/requirements	1. Receives/reviews required documents	None	1 minute	<i>Administrative Aide IV Or Administrative Assistant II</i>
2. Provide Information	2. Conducts interview to applicant	None	10 minutes	<i>Or Social Welfare Assistant Or SWO I Or SWO II CSWDO</i>
	2.1 Assess/Evaluate the eligibility of client	None	10 minutes	<i>SWO I Or SWO II Or Dept. Head CSWDO</i>
	2.2 Log the received documents from CSWDO	None	5 minutes	<i>Office of the City Mayor Staff</i>
	2.3 Approve the amount of financial assistance	None	5 minutes	<i>City Mayor Office of the City Mayor</i>
	2.4 Preparation of voucher	None	10 minutes	<i>Administrative Assistant II CSWDO</i>
	2.5 Sign the voucher	None	2 minutes	<i>Dept. Head CSWDO</i>
	2.6 Process voucher at Budget Office, Accounting and Treasury Office	None	5 days	<i>Administrative Aide IV Budget Officer, Accounting Office, Treasury Office</i>
	2.7 Inform client for the availability of financial assistance	None	2 minutes	<i>Administrative Aide IV Or SWO I Or SWO II Or Dept. Head CSWDO</i>
3. Receive cash for the financial assistance	3. Release of financial assistance	None	3 minutes	<i>Treasury Office Staff</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days &amp; 48 minutes</b>	



## 2. Securing of Certificate of Indigency

Indigent (Individual/Family) who are bonafide resident of the City of Batac may request for the issuance of Certificate of Indigency from the City Government of Batac through the CSWDO who may wish to avail services from government organizations and non-government organizations

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Individuals or client who want to avail of other welfare services of other government and non-government organizations Other purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency and Residency	Office of the Barangay Captain
2. CTC/valid Identification Card	Client
3. Other Documents, like	
<b>Assistance for Electrical Connection</b>	
Application Form	City Building Office
Picture of the House	Client
<b>Scholarship</b>	
Certificate of Enrollment	School
Income Tax Return	Bureau of Internal Revenue (BIR)
<b>Free Legal Assistance</b>	
Certification on Non-Property Holdings	City Assessor's Office
Certificate of Non-Income Tax Filer	BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the Office Log Book & Submit requirements	1. Receives/Reviews requirements	None	1 minute	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i>
2. Provides Information	2. Interviews client	None	5 minutes	<i>Social Welfare Assistant</i> Or <i>SWO I</i> Or <i>SWO II</i> <i>CSWDO</i>
	2.1 If home visit is not necessary, the social worker prepares and print the Certificate of Indigency	None	10 minutes	<i>SWO I</i> Or <i>SWO II</i> <i>CSWDO</i>
	2.2 Approval and Release of Certificate	None	1 minute	<i>Dept. Head</i> <i>CSWDO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>17 minutes</b>	



### 3. Securing of Social Case Study Report

Indigents/Distressed individual/family can request the issuance of a Social Case Study Report from the City Government through the City Social Welfare and Development Office. A Social Case Study Report contains basic information on the client's family, the client's family, the problem, the impression and initial assessment of the case and the recommended interventions. It is a requirement to avail social services.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any bonafide resident of the City of Batac who belongs to marginalized families Or client in need of assistance.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Any valid Identification Card		Person needing the Social Case Study Report		
2.Certificate of Indigency & Residency /Certificate of the Client is in Need of Assistance ; and depending on the circumstance of the client		Office of the Barangay Captain		
Other Documents				
<b>For Burial Assistance</b>				
Death Certificate		Local Civil Registrar		
Funeral Contract		Funeral Homes		
<b>For Medication</b>				
Medical Certificate/Medical Certificate		Hospital / Attending Physician		
Medicines Prescription		Hospital / Attending Physician		
<b>For Hospitalization</b>				
Medical Certification/Medical Abstract		Hospital where the patient is confined		
Final Bill/Statement of Account		Hospital where the patient is confined		
<b>For Transportation Assistance</b>				
3. Police Blotter (victim of pickpockets or illegal recruitment and etc.)		Philippine National Police Station		
<b>For Education</b>				
Enrollment Assessment Form or Certificate of Enrolment or Registration		School where the student is enrolled		
Validated School ID of the student beneficiary		School where the student is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office Log Book and Submit requirements	1. Receives/Reviews requirements	None	1 minute	Administrative Aide IV Or Administrative Assistant II
2. Provide Information	2. Interviews Client to get pertinent information	None	30 minutes	Social Welfare Assistant Or SWO I Or SWO II CSWDO
	2.1 If home visit is not necessary, the social worker	None	30 minutes	SWO I Or SWO II





	prepares and print the Social Case Study Report with the client			CSWDO
	2.2 Review and Approval of the SCSR	None	5 minutes	<i>Department Head CSWDO</i>
3. Receive copy of the Social Case Study Report (SCSR)	3. Release copy of the Social Case Study Report	None	1 minute	<i>Administrative Aide IV Or Administrative Assistant II Or Social Welfare Assistant Or SWO I Or SWO II CSWDO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 7 minutes</b>	



#### 4. Application for Pre-Marriage Counseling (PMC)

To provide prospective couples realistic overview on marriage and relationship, building the family, maternal and neonatal child health and nutrition, family planning and responsible parenthood. A PMC session is required by law before the issuance of the marriage license.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Would-be Couple in the City who will enter into marriage			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PMC Request Slip		City Civil Registrar Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration in the Office Logbook	1. Assist the Client in filling out the Log Book	None	1 minute	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i>
2. Submit the requirement	2. Receive the PMC Request Slip	None	1 minute	Or <i>Social Welfare Assistant</i> Or <i>SWO I</i> Or <i>SWO II</i> <i>CSWDO</i> <i>CSWDO Staff</i>
3. Fill Out Marriage Inventory Form	3. Assist Would-be couple fill out the form	None	15 minutes	<i>POPCOM Worker II</i> <i>SWO II</i> (Marriage Counsellors)
4. Receives Certification of Completion of the Marriage Inventory Form & Schedule of Pre-Marriage Counseling	4. Issue Certificate of Completion of the Marriage Inventory Form and schedule of Pre-Marriage Counseling	None	1 minute	<i>POPCOM Worker II</i> <i>SWO II</i> (Marriage Counsellors)
<b>TOTAL:</b>		<b>NONE</b>	<b>8 hours &amp; 8 minutes</b>	



## 5. Senior Citizens Identification Cards

Senior Citizen or Elderly Person of the City of Batac and is at least sixty (60) years of age may apply for the issuance of Senior Citizens' Affairs under the City Social Welfare and Development Office.

Senior Citizen Identification Card entitles the elderly to enjoy the benefits that help ease their financial and health burdens, enhance the quality of their life, and enable them to continue contributing to society.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of any proof of birth (i.e. birth certificate, baptismal certificate, driver's license, postal I.D, voter's id/certification, etc.)		Philippine Statistics Authority/ Local Civil Registrar Office Applicant-Senior Citizen		
3. 2 pcs 1x1 colored / black and white picture (latest)		Applicant-Senior Citizen		
4. Marriage Certificate / Contract for married Woman		Applicant-Senior Citizen		
1. Photocopy of any proof of birth (i.e. birth certificate, baptismal certificate, driver's license, postal I.D, voter's id/certification, etc.)		Philippine Statistics Authority/ Local Civil Registrar Office Applicant-Senior Citizen		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office logbook 1.2 Fill-up application form	1. Provides the application form	None	5 minutes	OSCA Job Order/Administrative Aide III
2. Present accomplished application form and requirements	2. Check the accomplished form and reviews requirements	None	3 minutes	OSCA Job Order/Administrative Aide III
	3. Prepares OSCA ID	None	5 minutes	OSCA Job Order/Administrative Aide III
	4. Forward OSCA ID to OSCA Head and Mayor for signature	None	5 working days	OSCA Job Order/Administrative Aide III Or City Mayor
3. Receives OSCA ID	5. Issue OSCA ID	None	5 minutes	OSCA Job Order Administrative Aide I Or Administrative Aide III



TOTAL:	NONE	5 working days & 18 minutes	
--------	------	-----------------------------	--



## 6. The City of Batac, Financial Assistance / Social Pension Program for Indigent Senior Citizens

Provision of P500.00 per month to qualified senior citizen, to augment their daily subsistence particularly food and medicine, the assistance will be distributed quarterly.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent Senior Citizen who is frail, sickly or with disability without pension from SSS, GSIS or from any sources of pension in government and private agencies Indigent Senior Citizen without permanent source of income , compensation or financial assistance from relatives to support basic needs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Photocopy of Senior Citizen ID		Applicant/Office of the Senior Citizens' Affairs (OSCA)		
2. Birth Certificate		Local Civil Registrar/Philippine Statistics Authority		
3. Certificate of Residency and has no permanent source of income/compensation and no constant financial assistance from relatives for basic needs		Office of the Barangay Captain		
4. Letter of Recommendation		Barangay Senior Citizens 'Coordinator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office logbook & Fill-up Application Form	1. Assist applicant fill up form	None	5 minutes	<i>OSCA Job Order Or Administrative Asst. II CSWDO</i>
2. Submit accomplished application form and requirements	2. Receives application form and Requirements	None	1 minute	
	2.1 Review requirements	None	5 minutes	<i>Administrative Asst. II CSWDO</i>
	2.2 Conduct home visit for assessment/verification	None	5 minutes	<i>Administrative Asst. II Or SWO I Or SWO II CSWDO</i>
	2.3 Enlistment of the applicant in the Master List of Beneficiaries , if eligible	None	5 minutes	<i>Administrative Asst. II CSWDO</i>
	2.4 Preparation of payroll ,voucher for approval	None	12 days	<i>Administrative Asst. II CSWDO  City Budget Office, City Accounting Office, City Treasurer's Office</i>



	2.5 Program Check approval	None	5 minutes	<i>City Mayor Office of the City Mayor</i>
3. Receive Financial Assistance/ Social Pension	3. Social Pension payout	None	1 hour	<i>City Treasurer's Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>12 days, 1 hour &amp; 21 minutes</b>	



## 7. Expanded Batac Pre-Centenarian and Centenarian and Nonagenarian Award

Provision of additional cash incentive by the City of Batac to the Nonagenarian, Pre-Centenarian and Centenarian Awardee

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<p>For Centenarian Awardee- Aged 100, Natural born and native citizen of the City of Batac or a not born, but registered resident of the City of Batac;</p> <p>For Pre-Centenarian Awardee-Aged 96-99, who is a Natural Born and Native Citizen of the City of Batac, or a Not Born, but Registered Resident of the City of Batac;</p> <p>Gratuity in Perpetuity, A Centenarian starting his/her 101 anniversary, and every year thereafter, until death</p> <p>For Nonagenarian Awardee-Aged 90-95 who is a Natural Born and Native Citizen of the City of Batac, or a Not Born, but Registered Resident of the City of Batac</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen's Identification (ID) Card indicating the year of birth		Office of the Senior Citizens' Affairs		
Birth Certificate		Local Civil Registrar (LCR) or the Philippine Statistic Authority (PSA)		
Barangay Endorsement		Office of the Punong Barangay,		
<p>Others: : Any two (2) of the following secondary documents may also be accepted in the absence of Birth Certificate</p> <p>Marriage Certificate</p> <p>Birth Certificates of children borne by/of the centenarian</p> <p>Baptismal and/or Confirmation records of centenarian certified by the parish church and other religious denomination</p> <p>Old School or Employment Records showing date of birth of centenarian</p>		<p>Local Civil Registrar (LCR) or the Philippine Statistic Authority (PSA)</p> <p>Local Civil Registrar (LCR) or the Philippine Statistic Authority (PSA)</p> <p>Parish Church and other Religious Denomination</p> <p>School and Employment</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office logbook & Fill-up Application Form	1. Assist applicant fill up form	None	5 minute	OSCA Job Order Or



2. Submit accomplished application form and requirements	2. Receives application form and Requirements	None	1 minute	<i>Administrative Asst. II</i> CSWDO
	2.1 Review requirements	None	5 minutes	<i>Administrative Asst. II</i> CSWDO
	2.2 Verification of beneficiary	None	5 minutes	<i>Administrative Asst. II</i> Or SWO I Or SWO II CSWDO
	2.3 Preparation of payroll ,voucher for approval	None	7 days	<i>Administrative Asst. II</i> CSWDO  <i>City Budget Office,</i> <i>City Accounting Office,</i> <i>City Treasurer's Office</i>
3. Receive financial award	3. Release check	None	5 minutes	<i>City Treasurer's Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>7 days and 26 minutes</b>	





## 8. Person with Disability Identification Cards

Persons with Disability of the City of Batac may apply for the issuance of Persons with Disability Identification Card from the City Government of Batac. This card serves as proof for availing of the benefits and privileges for PWDs. PWDs are entitled to be granted discounts that can help in easing medical expenses and other types of purchases. This card is free and valid for three (3) years.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons with Disability are the following: <ul style="list-style-type: none"> <li>• Deaf/Hard of Hearing</li> <li>• Intellectual Disability</li> <li>• Learning Disability</li> <li>• Mental Disability</li> <li>• Orthopedic Disability</li> <li>• Physical Disability</li> <li>• Psychosocial Disability</li> <li>• Speech/Language Disability</li> <li>• Visual Disability</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-up Application Form		CSWDO / OSCA Office		
2. Medical Certificate from Physician indicating the type of Disability		Attending Physician/Hospital		
3. 2 pcs 1x1 colored / black and white picture (latest)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office logbook and Submit documents / requirements	1. Receives / reviews required documents	None	3 minutes	<i>STAC Staff</i> CSWDO
	1.1 Prepare the PWD ID	None	5 days	
	1.2 Signature	None	5 minutes	<i>City Mayor</i> Office of the Mayor
2. Receives OSCA ID	2. Issue OSCA ID	None	5 minutes	<i>STAC Staff</i> CSWDO
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days 2 hours &amp; 8 minutes</b>	



## 9. Solo Parent's Identification Cards

A Solo Parent who is a bona fide resident of the City of Batac may apply for the issuance of Solo Parent's ID card from the City Government through the City Social Welfare & Development Office. The validity of the ID is one year and is renewable.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<p>A solo parent is any individual who falls under any of the ff. categories:</p> <ol style="list-style-type: none"> <li>1. A woman who gives birth as a result of rape and other crimes against chastity;</li> <li>2. Parent left solo or alone with the responsibility of parenthood due to the following: <ul style="list-style-type: none"> <li>• Death of a spouse;</li> <li>• While the spouse is detained or serving sentence for a criminal conviction for at least one (1) year</li> <li>• Due to physical and/or mental incapacity of spouse as certified by a public medical practitioner;</li> <li>• due to legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children;</li> <li>• due to declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children;</li> <li>• due to abandonment of spouse for at least one (1) year;</li> </ul> </li> <li>3. Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;</li> <li>4. Any other person who solely provides parental care and support to a child or children;</li> </ol> <p>Any family member who assumes the responsibility of the head of a family as a result of the death, abandonment, disappearance, or prolonged absence of the parents or solo parent.</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-up Application Form		CSWDO		
2. Barangay Certificate of Residency		Barangay		
3. Appropriate documentation/evidence that applicant is a solo parent (Death Certificate of Spouse, Affidavit of 3 Disinterested Persons, Annulment/Divorced)		Client/Lawyer of the Client		
4. Income Tax Return or any Document that will establish income level of the solo parent		Client		
5. Birth Certificate of the children 17 years old and below		Client		
6. 2 pcs 1x1 colored / black and white picture (latest)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Register in the Office Logbook and Submit documents/ requirements	1. Receives/ reviews required documents	None	3 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Or <i>Social Welfare Assistant</i> Or SWO I Or SWO II CSWDO
2. Wait for the Home Visitation and Collateral Interview (case to case basis)	2. Assessment/ Evaluation of the Solo Parent Situation	None	28 days	SWO I Or SWO II Or <i>Dept. Head</i> CSWDO
	2.1 Prepare SCSR base on the interview with the client	None	1 day	
	2.2 Submit the SCSR to CSWDO for approval and signature	None	1 hour	SWO I Or SWO II CSWDO
	2.3 Prepare the Solo Parent ID for signature of the CSWDO and the City Mayor	None	1 day	<i>Admin. Asst. II</i> CSWDO
3. Receive the Solo Parent ID	3. Inform and release the Solo Parent ID of the client	None	5 minutes	<i>Admin Aide I</i> Or <i>Admin. Aide III</i> Or <i>Admin. Aide IV</i> CSWDO
<b>TOTAL:</b>		<b>NONE</b>	<b>30 days 1 hours &amp; 8 minutes</b>	



## 10. Assistance to Women and Children who are Victims of Domestic Violence

Women and their children who are victims of domestic violence may seek assistance from the City Government of the city of Batac through the City Social Welfare and Development Office.

The CSWDO provides social work intervention to women & children victims of domestic violence and abuses

- Rescue and recovery of victims
- Counselling
- Referrals to other service agencies
- Support Services

<b>Office or Division:</b>		City Social Welfare and Development Office (CSWDO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Women and Children who are victims of Domestic Violence.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay/Police Blotter		Barangay / PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office Logbook and Submit documents/ requirements	1. Receives/ reviews required documents	None	3 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Or <i>Social Welfare Assistant</i> Or <i>SWO I</i> Or <i>SWO II</i> <i>CSWDO</i>
2. Provide information	2. Conduct interview	None	15 minutes	<i>POPCOM Worker II</i> Or <i>SWO I</i> Or <i>SWO II</i> Or <i>Dept. Head CSWDO</i>
	2.1 Assessment/ Evaluation of clients situation	None	1 day	
3. Receives interventions (Counseling & Referral)	3. Provides interventions (Counseling & Referral)	None	30 minutes	<i>SWO I</i> Or <i>SWO II</i> Or <i>Dept. Head CSWDO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day &amp; 48 minutes</b>	



## 11. Issuance of Purchase Slip/Booklet to Senior Citizen (SC) and Person with Disability (PWD)

Purchase Slip/Booklet shall be presented to the drug store, grocery store, or department store for discount.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizen and Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen ID / PWD ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office Logbook and Submit documents/ requirements	1. Receives/ reviews required documents	None	1 minute	<i>Admin Aide I Or Admin Aide III</i>
	1.1 Process Purchase slip and Booklet	None	3 minutes	<i>Day Care Worker I Or Social Welfare Asst.</i>
2. Receive Purchase Slip/ Booklet	2. Issue Purchase Slip/ Booklet	None	1 minute	<i>Or Physical Therapist Day Care Worker I/Focal Person on PWD</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 minutes</b>	



## 12. Enrollment of Children with Disabilities in the Stimulation and Therapeutic Activity Center (STAC)

Identified children with disabilities are admitted to avail free comprehensive Physical Rehabilitation, Special Education and Stimulation Activities.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-14			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physician's Referral		Attending Physician / Hospital		
2. Medical Certificate		Attending Physician / Hospital		
3. Referral from teacher (for SPED and Fine Motor Development Session)		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office Logbook and Submit documents/ requirements	1. Receives/ reviews required documents	None	3 minutes	<i>Day Care Worker I Or Social Welfare Asst. Or Physical Therapist Day Care Worker I/Focal Person on PWD</i>
2. Fill up the Intake Form	2. Provide the Intake Form	None	5 minutes	
	2.1 Conduct interview to parents/guardians of the CWD	None	15 minutes	
	2.2 Refer the client according to needed services	None	2 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>25 minutes</b>	



### 13. Provision of Physical Therapy Treatment Sessions to Children with Disabilities

Physical Therapy sessions are geared toward achieving the children with disabilities the highest level of function by conducting Therapeutic exercises and Physical Therapy activities.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-14			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attends Physical therapy Treatment Sessions	1. Assess client's condition before the treatment session	None	3 minutes	<i>Physical Therapist</i> CSWDO
2. Receives Treatment	2. Provide Physical Therapy Treatment	None	1 hour	
3. Receives Supplementary Feeding	3. Provide Supplementary Feeding	None	30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 33 minutes</b>	



## 14. Provision of Fine Motor Development Sessions to Children with Disabilities

Modified activities which aim to attain the highest level of function and independence are conducted on children with disabilities.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-14			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attends Physical therapy Treatment Sessions	1. Assess client's condition before the treatment session	None	3 minutes	<i>Physical Therapist</i> CSWDO
2. Receives Treatment	2. Provide Physical Therapy Treatment	None	1 hour	
3. Receives Supplementary Feeding	3. Provide Supplementary Feeding	None	30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 33 minutes</b>	





## 15. Provision of Special Education Sessions to Children with Disabilities

Conduct of Special Education sessions to prepare the children with disabilities to be mainstreamed and integrated into regular schools.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-14			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends Special Education Session	1. Assess client's condition before the treatment session	None	3 minutes	CDW I (SPED) CSWDO
2. Receives Treatment	2. Provide Special Education Session	None	1 hour	
3. Receives Supplementary Feeding	3. Provide Supplementary Feeding	None	30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 33 minutes</b>	



## 16. Enrollment of Children in Child Development Center

Children ages 0-4.11 years old may avail Child Development Service Program in Child Development Centers of the City Government of Batac through the CSWDO-Child Development Center. The CDSP is the provision of integrated delivery of services on health, nutrition, early education, and social development.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-4.11			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate of the Child		PSA/Client		
2. Yellow Card/Baby Book		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office Logbook and Submit documents/ requirements	1. Receives/ reviews required documents	None	3 minutes	<i>Child Development Teachers/Workers CSWDO</i>
2. Presence of the Child	2. Administer ECCD-Early Childhood Care and Development Checklist for the initial assessment/ evaluation	None	15 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>18 minutes</b>	



## 17. Center Based-Early Childhood-Care and Development

Center-Based Early Childhood Care and Development is the provision of quality early learning experiences to children enrolled in Child Development Centers.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children with Disabilities ages 0-4.11			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attends Child Development Sessions	1. Conduct ECCD Sessions	None	4 hours	<i>Child Development Teachers/Workers CSWDO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 hours</b>	



## 18. Provision of Emergency Shelter Assistance

Individuals/Families who are victims of natural and manmade calamities can ask financial assistance to the City Government of Batac through the CSWDO to assist reconstruct totally destroyed house and repair partially destroyed house.

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	House owner with either totally or partially damaged house			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency or Residency from Barangay Captain		Office of the Barangay Captain		
2. Valid Identification Card		Person Needing the Assistance		
3. Picture of Damaged House		Person Needing the Assistance		
4. Certification from any 3 of the members of the City Disaster Risk Reduction Management Council (CDRRMC)		City Disaster Risk Reduction Management Council (CDRRMC)		
5. Other Documents :Certification		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office Log Book & submit required documents	1. Assist client and verify documents submitted	None	2 minutes	<i>Administrative Aide III</i> Or <i>Administrative Asst. II</i> CSWDO
2. Provides Information	2. Interviews client/applicant	None	10 minutes	<i>CSWDO Staff</i>
	2.1 Assess/ Evaluates the eligibility of the client	None	10 minutes	<i>Administrative Assistant II</i> Or <i>SWO I</i> Or <i>SWO II</i> Or <i>Dept. Head</i> CSWDO
	2.2. Prepares Project Proposal			
	2.3 Log the received documents from CSWDO	None	2 minutes	<i>Office of the City Mayor Staff</i>
	2.4 Approve the amount of assistance	None	5 minutes	<i>City Mayor</i>
	2.5 Preparation of Voucher and OBRE	None	10 minutes	<i>Administrative Assistant II</i> CSWDO
	2.6 Sign the voucher	None	2 minutes	<i>Dept. Head</i> CSWDO



	2.7 Process voucher	None	5 days	<i>City Budget Office, City Accounting Office, City Treasurer's Office</i>
	2.8 Approve Assistance	None		<i>City Mayor</i>
3. Receive the Emergency Shelter Assistance	3. Release financial assistance	None	1 minute	<i>City Treasurer's Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days &amp; 42 minutes</b>	



## 19. Case Management for Children in Conflict with the LAW (CICL)

Provide assistance to marginalized members of the society particularly those Children at Risk / Children in Conflict with the Law (CICL)

<b>Office or Division:</b>	City Social Welfare and Development Office (CSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	House owner with either totally or partially damaged house			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement		Philippine National Police Or Office of the Barangay Captain		
2. Birth Certificate		Local Civil Registrar/Philippine Statistic Authority (PSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Office Log Book & submit required documents	1. Assist client and verify documents submitted	None	1 minute	SWO I Or SWO II Or Dept. Head CSWDO
2. Provides Information	2. Interviews/Asses CICL	None	30 minutes	
2.1 Answer Index of Discernment Tool	2.1 Assist CICL answer Discernment Tool			None
	2.2 Conduct Home Visit			
	2.3 Prepare Social Case Study Report /Assessment Report determining whether the CICL acted with or without Discernment			
	2.4 Prepare Diversion Contract/ Intervention Program			
	2.5 Submit Assessment Report at the court			SWO I Or SWO II Or Dept. Head CSWDO
3. Attend Counseling /Diversion/Intervention Program	Case Management	None		



TOTAL:	NONE	5 days & 31 minutes	
--------	------	------------------------	--

# **CITY HEALTH OFFICE**

## **External Services**



## 1. Provision of Medical Consultation and Treatment

Diagnose and treat illnesses and give appropriate management to any person/individual who needs medical assistance/attention.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interviews patient for pertinent medical history and fill out Health Declaration Form	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife</i> City Health Office
2. Register at information desk	2. Interview the client and ask family folder's name and address	None	3 Minutes	<i>Midwife</i> And <i>Nurse</i> City Health Office
3. Wait for the family folder to be called for admission	3. Retrieve family folder and attach queuing number	None	10 Minutes	<i>Midwife</i> City Health Office
4. Present self for admission	4. Call for the patient's family folder  4.1 greets and ask for the patient's name.  4.2 Interviews patient and ask for the chief complaint/s  4.3 Get vital signs, weight and height.  4.4 Give the family folder to the patient  4.5 Submit at the Information Desk	None	20 Minutes	<i>Midwife</i> And <i>Nurse</i> City Health Office
5. Give the family folder to the Doctor's Assistant and wait for your folder to be called	5. Register family folder and call the patient	None	20 Minutes	<i>Nurse</i> City Health Office
6. Present self for consultation	6. Performs consultation,	None	20 Minutes	<i>Rural Health Physician</i> Or





	assessment and examination and advise for follow up and give the family folder to the patient			<i>City Health Officer</i> City Health Office
7. Proceed to Drug Dispensing Unit	7. Receive the family folder; give the medicines, health educate and instruct proper dosage; record and discharge patient	None	15 minutes	<i>Nurse</i> City Health Office
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 48 minutes</b>	



## 2. Provision of Immunization Services

All children 0-23 months old must receive the complete doses of vaccination against the 7 immunizable diseases as mandated by the Department of Health.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	all 0-23 month old children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Immunization Record		Hospital/Birthing home		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2. Present child for immunization	2. Greets and ask for the immunization record and assess if child is eligible to receive immunization  2.1 Weighs child and get height  2.2 Check and record for vaccine needed	None	15 minutes	<i>Nurse City Health Office</i>
3. Proceed to immunization room	3. Immunize the child	None	10 minutes	<i>Nurse City Health Office</i>
4. Take note of the next immunization	4. Inform mother of the next immunization schedule and health educate and inform possible side effects	None	5 minutes	<i>Midwife City Health Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>50 minutes</b>	



### 3. Provision of Prenatal Check-up

All pregnant must have at least 4 prenatal check-ups to decrease or eliminate maternal or neonatal deaths.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All pregnant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	Midwife And Nurse City Health Office
2. Approach health personnel	2. Write client's name and address at the logbook	None	5 minutes	



<p>3. Present self for check-up</p>	<p>3. Greets and ask for the mother's booklet and retrieve family folder</p> <p>3.1 Interview client and request for laboratory examinations (HBsAg, CBC, Syphilis Screening)</p> <p>3.2 Take blood pressure, weight and height for BMI computation and compute Age of Gestation (AOG) and expected date of delivery; measure fundic height, perform leopard's maneuver and check fetal heart tone</p> <p>3.3 Provide micronutrients, deworming and iodized salt</p> <p>3.4 Provide immunization against diphtheria and tetanus</p> <p>3.5 Health educate and advise client of the next visit</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Midwife And Nurse City Health Office</i></p>
<b>TOTAL:</b>		<b>NONE</b>	<b>55 minutes</b>	



#### 4. Provision of Family Planning Services

All women of reproductive age (15-49 years old) who wants to avail of the modern family planning methods must be provided with chosen commodities.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All women of reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2. Approach health personnel	2. Greets and interview client  2.1 Fill out the family planning form  2.2 Take and record vital signs  2.3 Explain the different modern family planning method	None	30 minutes	
3. The client will choose among the family planning method available	3. Assess if the client is eligible for the chosen method through the MEC WHEEL	None	5 minutes	
4. Sign family planning form for acknowledgement of the method to be used	4. Explain the form for signature and advise client for the next schedule	None	30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 25 minutes</b>	



## 5. Issuance of Medical Certificate

Medical certificate and other certifications signed by the City Health Officer/Rural Health Physician are issued upon request

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory results (Medical Certificate for employment)		Government & Private Hospitals/Clinic		
2. Patient's Medical Record( Medical Certificate for PWD and sick and gender certification)		City Health Office-Admitting Area		
3. Health Declaration Form		CHO-Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2.Fill-out the client logbook and submit to the person in-charge	2.Give the logbook to the client; received the logbook and prepare certificate	None	15 minutes	<i>Clerk City Health Office</i>
3.Claim the document and pay for corresponding fee	3.Collect the payment and give official receipt	Php. 100.00	5 minutes	<i>Revenue Collection Clerk Office of the City Treasurer</i>
4. Present the Official receipt, Laboratory results and Medical certificate and get the certificate after being signed	4. Review, sign and issue medical certificate	None	15 minutes	<i>Rural Health Physician Or City Health Officer City Health Office</i>
<b>TOTAL:</b>		<b>100.00</b>	<b>55 minutes</b>	

\*The 2014 Local Revenue Code Article C, Section 5C.01



## 6. Dental Health Services

Composed of curative and preventive treatments.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals with oral health problems			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2. Register in the clients logbook	2. Retrieve dental on file (old patient)/prepare new individual dental treatment form (new patient)  2.1 Takes and record vital signs	None	15 minutes	<i>Dentist Provincial Health Office</i>
3. Patient submits to dental exam	3. Examines, evaluate and treat patient  3.1 Makes final instruction	None	20 minutes	
4. Proceed to cashier and pay corresponding fee and get receipt	4. Collects payment and issue official receipt	None	5 minutes	<i>Revenue Collection Clerk Office of the City Treasurer</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour</b>	



## 7. Nutrition Assessment and Counselling

Individual assessment on their nutritional status and assist and counsel client on the proper nutrition practices to prevent/ eradicate malnutrition.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	0-59 months old, pregnant women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present self and sign the health declaration form	1. With proper PPE, interview the client using the health declaration form  1.1 Check for the client's body temperature  1.2 Instruct client to wash hands thoroughly at the designated wash area  1.3 Instruct client to sit at designated area observing social distancing	None	20 minutes	<i>City Nutrition Action Officer</i> City Health Office
2. Register on the logbook	2. Instruct client / client's companion to fill-in the logbook	None	5 minutes	<i>City Nutrition Action Officer</i> City Health Office
3. The client for immunization and pre-natal check up will have their height and weight assessment	3. Nutrition Assessment and Counselling with focus on proper nutrition practices	None	10 minutes	<i>City Nutrition Action Officer</i> City Health Office





<p>4.The client will seat in the lobby and watch the IEC materials provide for them</p>	<p>4. Provide available information, education and campaign materials and its brief description that client could utilize while at home</p> <p>4.1 Coordinate with BNS at the Barangay level for a follow up visit/ home visit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>City Nutrition Action Officer</i> City Health Office</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>45 minutes</b>	



## 8. Check-up for At-Risk Preschool Children

Monitoring, Counselling and Consultation of the identified At-risk preschool children.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	0-59 months old at risk pre-school children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self and sign the health declaration form	1. With proper PPE, interview the client using the health declaration form  1.1 Check for the client's body temperature  1.2 Instruct client to wash hands thoroughly at the designated wash area  1.3 Instruct client to sit at designated area observing social distancing	None	20 minutes	City Nutrition Action Officer City Health Office
2. At- risk Preschool children with their caregiver comes in for check up	2. Check if the client has an OTC record filed - If there is a record, retrieve it - If no record, make a new record for the client and ask for the Personal information of client	None	5 minutes	City Nutrition Action Officer City Health Office
	2.1 Assess for the height, weight and MUAC measurement of the client and determine his/her nutritional status  2.2 Consultation and Counselling and	None	20 Minutes	City Nutrition Action Officer City Health Office



	Prescription of medicine	None	10 minutes	
	2.3 Dispensing of Medicine prescribed by the doctor and other food supplements with proper instruction on how to take such	None	15 minutes	
	2.4 Advise caregivers for the next follow up check up	None	5 minutes	
	2.5 Coordinate with BNS at the Barangay level for the monitoring of weight/height of the client	None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 20 minutes</b>	



## 9. Normal Deliveries

Pregnant women who are qualified to deliver at the Lying-In must have at least 4 visits and with recent check-up at the City Health Office and with previous normal deliveries.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pregnant women who have at least 4 visits and with recent check-up at the City Health Office; Pregnant women with previous normal deliveries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ultrasound		Any preferred institution with ultrasound		
2. Complete Blood Count, Blood Typing, Urinalysis, Hepatitis B Screening and Syphilis Screening		City Health Office- Clinical Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	Midwife And Nurse City Health Office
2. Pregnant client comes in	2. Retrieve clinical record from files (If there is any)	None	5 minutes	Midwife And Nurse City Health Office
	2.1 Check clinical record (Previous check-ups, Ultrasound & laboratory results)	None	10 minutes	
	2.2 Assess patient (BP, PR, RR, FHT)	None	5 minutes	
	2.3 Initial Internal Examination	None	5 minutes	
	2.4 Inform Doctor (On Call)	None	5 minutes	
	2.5 Assess/examines/evaluates patient's condition	None	10 minutes	
	2.6 Admit Patient Carries out Doctor's Orders (For Person Under Quarantine, the staff shall refer	None	5 minutes	



	the patient to a Higher Facility)			
	2.7 Prepare partograph	None	5 minutes	
	2.8 Prepare client record	None	5 minutes	
	2.9 Continue to monitor progress of labor	None	8 hours (depends on the interval of contraction)	
	2.10 Transport patient to the Delivery Room	None		
	2.11 Ampule oxytocin IM after placenta out	None	1 minute	
	2.12 Essential Intra Partum Newborn Care (EINC)	None	1 minute 1 hour & 30 minutes	
	2.13 Transport patient to the Maternal Ward	None	1 minute	
	2.14 Monitor vital signs of the mother until stable	None	3 minutes	
	2.15 Recording	None	5 minutes	
	2.16 Newborn Screening	None	20 minutes	
3. Wait for discharge	3. Advice postpartum, newborn care services and breastfeeding (visit after 24 hrs, 1 week & 1 month) before discharge	None	20 minutes	Midwife And Nurse City Health Office
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day 3 hours &amp; 46 minutes</b>	



## 10. Blood Chemistry Examination

For general check-up and monitoring of diabetic and hypertensive patients.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory request form		City Health Officer or Referring Physician		
2. Official receipt		Cashier		
3. Health Declaration Form		CHO-Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After filling out the Health Declaration Form (HDF), proper sanitation and temperature check in the admitting section, go to the laboratory and present the request form issued by the City Health Officer or referring physician to the laboratory staff.	1. Receive the HDF and request form of the patient then perform the following laboratory tests requested by the City Health Officer or referring physician provided the required fasting was met.			<i>Medical Technologist</i> City Health Office
2. Patient will be asked by the laboratory staff if the required fasting was met (If yes patient will be given a control number. In giving the control number lab staff will prioritize the senior citizens, pregnant and PWD patients.				
2. Patient will be asked by the laboratory staff if the required fasting was met (If yes patient will be given a control number. In giving the control number lab staff will prioritize the senior citizens, pregnant and PWD patients.				
3. Patient is instructed to sit down in the waiting area and wait for his/her name to be called.				
4. Patient will proceed to the extraction area for blood extraction.				



5. Payment slip will be given to the patient after extraction.				
6. Patient is advise to pay to the cashier and present their receipt to the laboratory staff.				
7. Patient is advise to come back after 3 hours to get the lab result.				
8. Laboratory staff will release the result/s to the patient and advise them to present their result/s to the City Health Officer / referring physician for consultation.				
1. Fasting Blood Sugar	Monday to Friday 7:45 - 8:45 A.M (Extraction time with after 12MN fasting)	PHP 140.00	4 hours	<i>Medical Technologist City Health Office</i>
2. Cholesterol		PHP 180.00	4 hours	
3. Triglyceride		PHP 280.00	4 hours	
4. Blood Uric Acid		PHP 170.00	4 hours	
5. Blood Urea Nitrogen		PHP 150.00	4 hours	
6. Creatinine		PHP 210.00	4 hours	
7. SGPT		PHP 138.00	4 hours	
8. SGOT		PHP 138.00	4 hours	
9. Lipid Profile		PHP 900.00	4 hours	
10. Complete Blood Chemistry		PHP 1500.00	5 hours	
<b>TOTAL:</b>		<b>Depends on the request.</b>	<b>4 hours/5 hours</b>	

\*The 2014 Local Revenue Code Article C, Section 5C.01



## 11. Routine Laboratory Test

For medical, employment and business permit purposes.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory request form		City Health Officer or Referring Physician		
2. Official receipt.		Cashier		
3. Health Declaration Form		CHO-Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After filling out the Health Declaration Form (HDF) in the admitting section, proper sanitation and temperature check will be done.				<i>Medical Technologist</i> City Health Office
2. Go to the laboratory and present the request form issued by the City Health Officer or referring physician together with the receipt to the laboratory staff.				
3. Laboratory staff will check the routine test/s to be done.				
4. Specimen bottle/s will be given to patient requesting for urinalysis and fecalysis				
5. Blood extraction will be done to patient with hematology and serology tests request.				
6. Patient is advise to come back after 1 hour. Present the receipt to get the lab result.				
7. Lab staff will release the result/s to the patient and advise them to present their result/s to the City Health Officer / referring physician for consultation.				
8. Clients securing business permits are advise to present their				





laboratory result/s to the sanitary inspectors.				
1. Complete Blood Count	Monday to Friday 8:00 A.M - 12:00NN 1:00 - 5:00 P.M	PHP 200.00	1 hour & 30 minutes	<i>Medical Technologist City Health Office</i>
2. Platelet Count		PHP 150.00	1 hour & 30 minutes	
3. Hemoglobin		PHP 70.00	1 hour & 30 minutes	
4. Hematocrit		PHP 70.00	1 hour & 30 minutes	
5. Blood Typing		PHP 70.00	1 hour & 30 minutes	
6. Urinalysis		PHP 90.00	1 hour & 30 minutes	
7. Pregnancy Test	Monday to Friday 1:00 - 4:00 P.M	PHP 130.00	1 hour & 30 minutes	
8. Fecalysis		PHP 70.00	1 hour & 30 minutes	
9. Hepatitis B Screening		PHP 220.00	1 hour & 30 minutes	
10. Typhidot		PHP 400.00	1 hour & 30 minutes	
11. Widal		PHP 220.00	1 hour & 30 minutes	
12. Slit Skin Smear		PHP 220.00	3 days	
<b>TOTAL:</b>			<b>3 days/ 1 hour &amp; 30 minutes</b>	

*\*The 2014 Local Revenue Code Article C, Section 5C.01*



## 12. Microbiology and Serology Examination

Strict adherence to the implementation of DOH programs that provide services to patients eligible to avail it for free.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral form		PMDT or Organic Nurse		
2. Laboratory request form		City Health Officer or Referring Physician		
3. Health Declaration Form		CHO - Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. MICROBIOLOGY</b> 1. 1. Submit the referral form and HDF to the PMDT or Organic Nurse. 2. The PMDT or Organic Nurse will instruct the patient on proper specimen collection.	1. Receive the specimen from PMDT or Organic Nurse			<i>Medical Technologist City Health Office</i>
A. Sputum Examination (TB-DOTS DSSM)	A. Monday to Thursday 8:00 - 10:30 A.M	None	3 days	
B. GeneXpert - MTB/RIF Assay	B. Monday to Thursday 8:00 - 10:00 A.M	None	3 days	
<b>II. SEROLOGY</b> 1. After filling out the Health Declaration Form (HDF) in the admitting section, proper sanitation and temperature check will be done. 2. Go to the laboratory and present the request form issued by the City Health Officer or referring physician to the laboratory staff. 3. Laboratory staff will check the serology test/s to be done.	1. Receive and perform the following laboratory tests requested by the City Health Officer or referring physician.			



4. Blood extraction will be done to patients.				<i>Medical Technologist City Health Office</i>
5. Patient is advise to come back after 1 hour to get the lab result.				
6. Lab staff will release the result/s to the patient and advise them to present their result/s to the City Health Officer / referring physician for consultation (for Syphilis and DNS1 Screening test only).				
7. Patient is advise to get the HIV result to the HIV counselor.				
A. HIV Screening Test	A. Monday to Friday 2:00 - 4:00 P.M (Receive consent form)	None	1 Hour and 30 minutes	
B. Syphilis Rapid Screening Test	B. Monday to Friday 8:00 A.M - 12:00 NN 1:00 - 5:00 P.M	None	1 Hour and 30 minutes	
C. DNS1Ag Screening Test	C. Monday to Friday 8:00 A.M - 12:00 NN 1:00 - 5:00 P.M	None	1 Hour and 30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>3 days/ 1 hour &amp; 30 minutes</b>	

*\*The 2014 Local Revenue Code Article C, Section 5C.01*



### 13. COVID-19 Qualitative Rapid Antigen Testing

Strict adherence to the implementation of DOH programs that provide services to patients eligible to avail it for free.

<b>Office or Division:</b>	City Health Office / Provincial Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Locally Stranded Individuals (LSIs), Government Employees on Official Business Trip And BJMP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral form		PHO/ CHO/Referring Agency		
2. Laboratory request form		PHO/CHO/Referring Agency		
3. Client Consent For Procedure		PHO/CHO Nurse/Midwife-In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>COVID-19 Qualitative Rapid Antibody Test</b>				
1. Nurse/Office of the Mayor will notify in advance the laboratory staff on the scheduled rapid testing.	Receive the duly-accomplished forms and perform the requested laboratory test.			<i>Medical Technologist City Health Office</i>
2. Nurse/Midwife-In-Charge will accompany patient to the designated specimen collection and testing area and present the following duly-accomplished forms: Referral/Laboratory Request Form; Client Consent for Procedure.				
3. Laboratory staff will check the duly-accomplished forms.				
4. Nasopharyngeal swab will be done to the patient.				
5. Lab. staff will release the result to the Nurse/Midwife-In-Charge.				
COVID-19 Qualitative Rapid Antigen Test	By schedule	None	1 hour and 30 minutes	<i>Medical Technologist City Health Office</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>35 minutes</b>	



## 14. COVID-19 Specimen Collection/Swabbing for RT-PCR Test

All animal bite clients may consult the City Health Office for evaluation.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Suspect Case for COVID-19 and Contacts of Confirmed Positive COVID-19 Case; PDLs for transfer to national penitentiary			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral form		PHO/ CHO/Referring Agency		
2. Laboratory request form		PHO/ CHO/Referring Agency		
3. Case Investigation Form		CHO Nurse		
4. Philhealth MDR		Philhealth Office		
5. Certificate of Indigency		Office of the Mayor/Barangay Officials		
6. Client Consent For Procedure		PHO/CHO Nurse/Midwife-In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>COVID-19 Specimen Collection/Swabbing for RT-PCR Test</b>				
1. Upon completion of all needed documents for swabbing the Disease Surveillance Officer(DSO) will notify the laboratory staff, a day before the scheduled specimen collection/swabbing for RT-PCR.	Receive the duly-accomplished forms and perform the requested specimen collection/swabbing.			
2. Midwife-In-Charge(Fetcher) will accompany patient to the designated specimen collection and testing area and present the following duly-accomplished forms/needed documents: Case Investigation Form;Client Consent For Procedure; PHIC or Certificate of Indigency and Birth Certificate if no Philhealth; Philhealth MDR.				
3. Midwife-in-Charge (Reception) will check the names and ask signs and symptoms if any then ask the patient to				



sign in the Client Consent for Procedure.				
4. Specimen collection/swabbing will be done to the patient.				
5. Lab. staff will properly seal and store the naso and oropharyngeal swab specimen for transport by the CHO Nurse to the MMMH & MC Molecular Laboratory				
COVID-19 Specimen Collection/Swabbing for RT-PCR Test	By schedule	None	1 hour and 30 minutes	<i>Medical Technologist</i> City Health Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 hour and 30 minutes</b>	



## 15. Request for Anti Rabies Vaccine

All animal bite clients may consult the City Health Office for evaluation.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal bite clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2. Bring records to the Doctor	2. Interviews and examines patient and orders anti rabies vaccination	None	15 minutes	<i>Rural Health Physician Or City Health Officer City Health Office</i>
	2.1 Orders anti rabies vaccination	None	5 minutes	
3. Present self for anti-rabies injection	3. Explains the procedure and injects the patient with anti-rabies vaccine	None	5 minutes	<i>Nurse City Health Office</i>
	3.1 Advise patient of the succeeding schedules of vaccination	None	10 minutes	
<b>TOTAL:</b>		<b>N/A</b>	<b>55 minutes</b>	



## 16. Issuance of Sanitary Permit and Health Certificate

All business owners and their workers must secure Sanitary Permit and Health Certificate as required by the implementing rules and regulation of Sanitary Code of the Philippines (PD 856).

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business			
<b>Who may avail:</b>	All business owners and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished business application form		Business Permit and Licensing Office		
2. Laboratory tests		City Health Office Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Information Desk and approach Health Personnel concerned for admission and recording	1. Interviews patient for pertinent medical history and fill out Health Declaration Form	None	20 minutes	<i>Midwife And Nurse City Health Office</i>
2. Present duly accomplished business application form	2. Interviews clients as to type of establishments and number of employees, issue laboratory request	None	5 minutes	<i>Sanitation Inspector City Health Office</i>
3. Pay laboratory fees and Health ID's	3. Collect fees and issue Official receipt	depends upon the laboratory test required	3 minutes	<i>Revenue Collection Clerk City Treasury Office</i>
4. Proceed to Clinical Laboratory for examination	4. Verifies request form and official receipt	None	5 minutes	<i>Medical Technologist City Health Office</i>
	4.1 Performs Laboratory procedure. Collect and file Health Declaration Form	None	30 minutes	
5. Present Official receipt and claim laboratory results		None	3 minutes	





6. Submit Laboratory results	6. Receives and note results	None	5 minutes	Sanitation Inspector City Health Office
	<b>IF with findings,</b> Instruct and refer to Dr. Dimpna Cecilia D. Sare	None	2 minutes	
	6.1 Records, prepares and signs Health Certificates and Sanitary Permit	None	5 minutes	
7. Present complete documents to the City Health Officer for final approval	7. Reviews, sign and release the document	None	5 minutes	Rural Health Physician Or City Health Officer City Health Office
8. Receives the duly signed documents	8. Releases the approved/signed documents	None	1 minute	
<b>TOTAL:</b>		<b>N/A</b>	<b>1 hour &amp; 24 minutes</b>	



## 17. Request for Solution/s for Sanitation Related Complaints

Any individual may request for solutions on sanitation-related complaint at the City Health Office provided the said complaint was already filed and heard at the Barangay Level but not resolved with finality at the said level.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any individual resident from the City of Batac with valid complaint			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint letter duly signed by the complainant				
2. Endorsement letter from the Barangay Chairman		Barangay where the complaint is located		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File complaint letter	1. Receives the letter of complaint	None	20 minutes	<i>Sanitation Inspector</i> City Health Office



2. Give information to Sanitation Inspectors	2. Gets information and conducts field investigation to verify complaint	None	30 minutes	<i>Sanitation Inspector</i> City Health Office
wait for 17 days	2.1 Issues Sanitary Order to violator (14 days to comply)	None	30 minutes	
	2.2 Discuss results of investigation with the violator and complainant	None	2 hours	
	2.3 Conducts reinspection to verify compliance with the Sanitary Order	None	17 days from receipt of 1st SO	
wait for additional 18 days if unresolved	2.4 Serves 2nd Sanitary Order if case is unresolved (15 days to comply)	None	2 hours	
	2.5 Recommends closure order (for Business establishment) to the Mayor	None	18 days from receipt of 2nd SO	
	2.6 Forwards case to the Sangguniang Panglungsod (For environmental sanitation cases)	None	1 hour	
<b>TOTAL:</b>		<b>N/A</b>	<b>35 days, 6 hours, 25 minutes</b>	



# **OFFICE OF THE MAYOR – LABOR AND EMPLOYMENT SECTION**

## **External Services**



## 1. Provision of Job Referral for Local Employment

Employment assistance may be given to jobseekers through referral. Career Advocacy, that will guide them in going through the recruitment and hiring process of different companies, may also be given.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resume with 2 x 2 picture				
2. Transcript of Records or form 138		Client's file / former school		
3. NBI Clearance		National Bureau of Investigation		
4. Certificate of Training, if applicable				
5. Certificate/s of Employment, if applicable		Former employer/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the client's logbook	1. Hand in the clients' logbook	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
2. Submit complete requirements	2. Review the requirements	None	10 minutes	
3. Fill-out manpower registry form	3. Give Form	None	10 minutes	
4. Receive copy of job vacancies available	4. Provide list of job vacancies available	None	3 minutes	
5. Undergo interview	5. Conduct interview	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
	<i>Conduct Career Advocacy, if needed</i>	None	15 minutes	
6. Wait for the referral letter	6. Prepare referral letter; forward to PESO Manager for his signature	None	15 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Office of the Mayor - Labor and Employment Section  <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
	6.1 Review and sign referral letter	None	5 minutes	
	6.2 Forward to person-in-charge	None	3 minutes	
7. Receive referral letter; sign in the receiving logbook or file copy of the referral letter	7. Record and issue the document	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i>



				Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 26 minutes</b>	

## 2. Provision of Labor Market Information

Labor Market Information may be provided through the Skills Registry System.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen & G2B – Government to Business			
<b>Who may avail:</b>	All applicants and registered employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For registered employers:</b>				
1. Company profile				
2. List of job vacancies including hiring requirements				
3. Nature of work/area of assignments				
<b>For applicants:</b>				
1. Resume				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call or visit the office, ask or submit request for Labor Market Information	1. Record request in the logbook	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
2. Wait for feedback	2. Review request; give instructions to the person-in-charge	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment
	2.1 Prepare the document/information requested	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Office of the Mayor - Labor and Employment Section
3. Receive Labor Market Information; sign in the receiving logbook	3. Provide the requested labor market information; record document and ask the client to sign in the receiving logbook	None	10 minutes	<i>Labor and Employment Officer II</i> Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>NONE</b>	<b>35 minutes</b>	



### 3. Posting of Job Vacancies

Job vacancies of registered employers may be posted by the City Government of Batac in the City Government's Facebook Page and in conspicuous place in the City.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Registered employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Profile of the company				
2. List of job vacancies including hiring requirements				
3. Nature of work/area of assignments				
4. List of documents to be submitted by applicants				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete requirements	1. Record request; forward to the Labor and Employment Officer II / PESO Manager	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
2. Wait for feedback	2. Review submitted documents; give instructions to person-in-charge	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
3. Coordinate request and receive feedback	3. Give feedback; post job vacancies in bulletin board and FB page	None	30 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>NONE</b>	<b>45 minutes</b>	



#### 4. Provision of Overseas Employment Facilities Services

Overseas employment assistance may be given to jobseekers. It is ensured that recruitment agencies are duly licensed by the Philippine Overseas Employment Agency.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Resume		Client		
2. Employment /Training Certificate/s		Former employer/s Training Office/s		
3. License (professional workers), if applicable		Professional Regulatory Commission		
4. Passport		Department of Foreign Affairs		
5. NBI Clearance		National Bureau of Investigation		
6. PSA Birth Certificate		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out agency forms	1. Provide form	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
2. Receive information; wait for announcement on the conduct of Special Recruitment Activity (SRA)	2. Advise applicant to wait for announcement on the conduct of Special Recruitment Activity (SRA)	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
3. Prepare job papers	3. Advise applicant to prepare job requirements	None	5 minutes	
4. Receive notice regarding the schedule of the conduct of SRA	4. Inform the applicant of the conduct of SRA thru FB page announcement	None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>30 minutes</b>	





## 5. Provision of Overseas Employment Facilitation Services for Employers

Overseas employment facilitation services may be given before any recruitment activity by placement agencies is conducted.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Registered placement agencies/employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent to conduct Special Recruitment Activity				
2. Mayor's Permit to Operate Overseas Employment Recruitment				
3. Company Profile				
4. Company TIN				
5. Job Vacancy / List of Job Vacancies				
6. SEC or DTI Registration				
7. Certificate of License from POEA				
8. Affidavit of Undertaking (reflecting the authorized representative of the Company to recruit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request to conduct Special Recruitment Activity (SRA), with complete requirements	1. Record request and other documents	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	1.1 Review documents	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
2. Wait for feedback	<i>If documents are complete:</i> 2. Forward to the Office of the Mayor for approval	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	2.1 Review documents and make appropriate action	None	4 hours	<i>City Mayor</i> Office of the City Mayor  <i>Administrative Aide IV</i>



	2.2 Retrieve document from the Office of the Mayor	None	15 minutes	Or <i>Administrative Aide VI</i>
3. Receive update and instructions	3. Inform client on the approval of the request; instruct client to pay the Business Permits and License Section (BPLS) for the Certificate of No Objection	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
4. Pay Certificate of No objection; wait for the signature of the City Mayor	4. Prepare Certificate of No Objection to Conduct Special Recruitment Activity, record document	Php 100.00	20 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i>
	4.1 Forward document to the Office of the Mayor for signature	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	4.2 Review and sign the document	None	4 hours	<i>City Mayor</i> Office of the City Mayor
	4.3 Retrieve and record document	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
5. Receive notification	5. Notify client to claim Certificate of No Objection	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
6. Present Official Receipt and claim Certificate of No Objection	6. Issue Certificate of No Objection; instruct client to secure Permit from the POEA to conduct Special Recruitment Activity	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
7. Secure SRA	7. Wait for the SRA	c/o POEA	c/o POEA	
8. Present SRA, take note of instructions	8. Instruct client to present SRA issued by the POEA to the BPLS for the issuance of Mayor's Permit to Conduct	None	10 Minutes	<i>PESO Manager</i> Office of the Mayor - Labor and Employment Section



	Special Recruitment Activity in the City			
9. Pay Mayor's Permit and transact at the BPLS	9. Review documents; collect payment and prepare Mayor's Permit	Php 500.00/day	c/o BPLS	<i>Administrative Aide IV</i> Or <i>Licensing Officer I</i> Office of the Mayor - Business Permits & Licenses Section
10. Present Mayor's Permit	10. Coordinate the conduct of SRA in the City of Batac	None	30 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
11. Conduct Special Recruitment Activity (SRA)	11. Monitor the conduct of SRA	None	Whole duration of the activity requested (e.g. 8 hours)	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
12. Submit Terminal Report	12. Receive and record Terminal Report and forward to the PESO Manager	None	20 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Office of the Mayor - Labor and Employment Section
13. Receive copy of the signed Terminal Report	13. Sign Terminal Report and give a copy to the company's representative	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>Php 600.00</b>	<b>18 hours &amp; 15 minutes</b>	

*Note: The number of days for the completion of this service may exceed; and depend upon the processing time of other offices involved in the delivery of this service.*

*Reference for the collection of P100.00 & P500.00 fees: Ordinance No. 3SP 2014-05 (An Ordinance Enacting the 2014 Local Revenue Code of the City of Batac) Chapter III. Permit and Regulatory Fees, Article 3A.01, Other Regulatory Fees #19. Other Certifications & Article 3Q.01, #5. Other Group Activities.*



## 6. Provision of Employment Facilitation Services for Local Employers

Local employment facilitation services may be given before any recruitment activity of local establishments, sub-contractor agencies, or companies is conducted.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Registered placement agencies/employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter to intent to conduct Local Recruitment Activity		Client		
2. Mayor's Permit		Business Permits and License Section		
3. Company Profile		Client		
4. Company TIN		Client		
5. Job Vacancy / List of Job Vacancies		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally submit or e-mail letter-request to conduct Recruitment Activity, with complete requirements (pesobatac@gmail.com)	1. Record request and other documents	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	1.1 Review documents	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
	1.2 Forward complete documents to the Office of the Mayor for approval	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	1.3 Review and take appropriate action on the request	None	4 hours	<i>City Mayor</i> Office of the Mayor
	1.4 Retrieve documents	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	1.5 Check the written feedback from the Mayor;	None	10 minutes	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i>



	Give instructions to person-in-charge			Office of the Mayor - Labor and Employment Section
2. Receive notification through e-mail or text message	2. Notify client re the status of the request	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
	<b>A. if approved:</b>			
3. Pay Fees for the Recruitment Activity at the Business Permits and License Section (BPLS)	3. Instruct client to pay fees at the BPLS	Php 500.00	c/o BPLO	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
4. Present Official Receipt	4. Prepare authority to conduct Local Recruitment Activity	None	20 minutes	
5. Receive Authority to Conduct Recruitment Activity	5. Issue Authority to Conduct Recruitment Activity	None	5 minutes	
6. Prepare for the scheduled conduct of the Activity	6. Post/disseminate through the City Website and Facebook Page re the conduct of the activity	None	20 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
	6.1 Coordinate to the General Services Office re the venue of the activity	None	20 minutes	
7. Report to the PESO on the day of scheduled activity; conduct the activity	7. Ensure that venue is ready	None	20 minutes	
	<b>B. if disapproved:</b>			
8. Receive notification	8. Notify the client	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>Php 500.00</b>	<b>6 hours &amp; 25 minutes</b>	



Reference for the collection of P500.00 fee: Ordinance No. 3SP 2014-05 (An Ordinance Enacting the 2014 Local Revenue Code of the City of Batac) Chapter III. Permit and Regulatory Fees, Article 3Q.01, #5. Other Group Activities.

## 7. Availing of Special Program for Employment of Students

Poor but deserving students may apply and avail of the benefits of the Special Program for Employment of Students (SPES) through employment during school vacation. This Program is under RA 7323, as amended by RA 9547.

<b>Office or Division:</b>	Office of the Mayor - Labor and Employment Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming Grade 12 or college level students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished SPES Application Form (SPES Form 01)		Office of the Mayor - Labor and Employment Section		
2. PSA Copy of Birth Certificate		Philippine Statistics Authority		
3. Certification of General Weighted Average (passing) by the School Registrar; or Certified Photocopy of Form 138; or Certified True Photocopy of Classcards		School of the applicant		
4. Copy of latest income tax return of parent/s; or Certification issued by the Bureau of Internal Revenue (BIR) that the parent/s is/are exempted from payment of tax; or Certificate of Indigence of parent/s from the Punong Barangay		Employer/s of parent/s; Bureau of Internal Revenue; Punong Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Registration Form and complete requirements	1. Receive application for SPES and complete requirements	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
2. Wait for the assessment of the completeness of documents submitted	2. Check the completeness of requirements and accuracy of information	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
	2.1 Sort applicants; identify qualified applicants	None	8 hours	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i>



				Office of the Mayor - Labor and Employment Section
3. Receive notification of screening	3. Send notification of screening through text message	None	1 hour	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment
4. Undergo interview	4. Conduct interview	None	20 minutes / applicant	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment
5. Receive referral letter	5. Prepare and issue referral letter to a participating agency	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
6. Receive notification of acceptance	6. Notify SPES grantee of his/her acceptance to the program	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Office of the Mayor - Labor and Employment Section
7. Receive notification on attendance to the Orientation	7. Notify SPES grantee of the conduct of Orientation	None	3 minutes / grantee	Office of the Mayor - Labor and Employment Section
8. Attend Orientation	8. Conduct Orientation	None	1 hour	<i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment
9. Sign Contract	9. Prepare Contract  9.1 Facilitate signing of contract	None	20 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide VI</i> Or <i>Labor and Employment Officer II</i> Or <i>PESO Manager</i> Office of the Mayor - Labor and Employment Section
<b>TOTAL:</b>		<b>NONE</b>	<b>11 hours &amp; 18 minutes</b>	



# **OFFICE OF THE MAYOR – COMMUNITY AFFAIRS AND DEVELOPMENT SECTION**

## **External Services**





## 1. Tarpaulin/Media Layout/Design and Printing

Barangays, different departments and other agencies may avail of the free tarpaulin design and printing for the programs, events, IEC campaigns and other purposes from the City Government of Batac.

<b>Office or Division:</b>	Office of the Mayor-Community Affairs and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangays, Departments, Other Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly accomplished request form for departments and barangays		Community Affairs and Development Office		
2. Duly approved request with specifications				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	1. Validates completeness and correctness of details	None	30 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Community Affairs and Development Section
	1.1 Layout/design the material			
	a. Simple banner	None	2 days	
	b. Complex materials	None	5 days	
	1.2 Verifies correctness and appropriateness of details	None	1 hour	<i>Community Affairs Officer</i> Office of the Mayor – Community Affairs and Development Section
2. Receives the material	2. Issues material	None	15 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Community Affairs and Development Section
<b>TOTAL:</b>		<b>NONE</b>	<b>Simple Banner: 2 days, 1 hour &amp; 45 minutes</b>  <b>Complex materials: 5 days 1 hour &amp; 45 minutes</b>	



## 2. Provision of Public Information

The City Government of Batac provides public information as requested by the various stakeholders/general public to sustain its relationship with its constituents, promote its programs/projects/activities/services and encourage citizen's participation in its pursuit for continuous development.

<b>Office or Division:</b>	Office of the Mayor-Community Affairs and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C = Government to Citizen			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the City Mayor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the approved letter request to the office	1. Review and record request	None	10 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Community Affairs and Development Section
	1.1 Retrieve/prepare information/document	None	30 minutes	<i>Administrative Aide IV</i> Or <i>Community Affairs Officer</i> Office of the Mayor – Community Affairs and Development Section
	1.2 Verifies correctness of information	None	15 minutes	<i>Community Affairs Officer</i> Office of the Mayor – Community Affairs and Development Section
2. Receives the information/document	2. Issues information/document	None	5 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Community Affairs and Development Section
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour</b>	



### 3. Assistance in the Generation of Digital Vaccination Certificate

Constituents may generate a standardized digital vaccination certificate (DVC) for COVID-19 vaccination directly through the VaxCertPH Portal or may seek assistance at the Community Affairs and Development Office.

<b>Office or Division:</b>	Office of the Mayor-Community Affairs and Development Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Populace			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Vaccination card	1. Validates completeness and correctness of details	None	15 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Community Affairs and Development Section
	1.1 Input needed information in the portal	None	15 minutes	
	1.2 Generate the Print in the DVC			
<b>TOTAL:</b>		<b>NONE</b>	<b>30 minutes</b>	



# **OFFICE OF THE MAYOR – PUBLIC SAFETY, INFORMATION AND ASSISTANCE DIVISION**

## **External Services**



## 1. Request to Announce Information to Barangays

Official information may be announced to barangays through the Saranay Base.

<b>Office or Division:</b>	Office of the Mayor - Public Safety, Information and Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Offices of the City Government of Batang			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter-request to make announcement to the barangays through the Saranay Base		Records Section - Office of the Mayor		
2. Approved typewritten announcement				
3. Approved list of barangays where announcement should be made				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<i>Administrative Aide IV</i> Office of the Mayor – Public Safety, Information and Assistance Division
1. Sign in the Client Logbook	1. Give the Logbook to the client	None	3 minutes	
2. Submit approved letter- request to make announcement, and other requirements	2. Receive and record the approved letter-request and other requirements	None	10 minutes	
3. Wait for a few minutes	3. Review the letter-request and requirements submitted	None	5 minutes	
4. Make clarifications	4. Verify matters, if needed	None	5 minutes	
	4.1 Make the announcement	None	37 minutes (depends on the quantity of barangays where announcement should be made)	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour</b>	



## 2. Request to View CCTV Footage

Concerned constituents may request to view a certain CCTV footage to enlighten an issue or solve a concern.

<b>Office or Division:</b>	Office of the Mayor - Public Safety, Information and Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Concerned constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter-request to view a CCTV footage. The request is addressed to and approved by the City Mayor / Acting Mayor / Officer-in-Charge of the City.		Records Section - Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook	1. Give the Logbook to the client	None	3 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Public Safety, Information and Assistance Division
2. Submit approved letter- request to view a CCTV footage.	2. Receive and record the approved letter-request	None	5 minutes	
3. Wait for the requested CCTV footage	3. Search for the needed CCTV footage	None	10 minutes	
4. View the requested CCTV footage	4. Show the requested CCTV footage	None	10 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>28 minutes</b>	



### 3. Request to Copy CCTV Footage

The concerned members of the Philippine National Police may request for a copy of a CCTV footage to be used as evidence in case filed at the Office of the City Prosecutor or at any court.

<b>Office or Division:</b>	Office of the Mayor - Public Safety, Information and Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Concerned members of the Philippine National Police			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter-request to copy a CCTV footage. The request is addressed and approved by the City Mayor / Acting Mayor / Officer-in-Charge of the City.		Records Section - Office of the Mayor		
2. Thumb Drive				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook	1. Give the Logbook to the client	None	3 minutes	<i>Administrative Aide IV</i> Office of the Mayor – Public Safety, Information and Assistance Division
2. Submit approved letter- request to copy a CCTV footage.	2. Receive and record the approved letter-request	None	5 minutes	
3. Wait for the requested CCTV footage	3. Search for the needed CCTV footage.	None	10 minutes	
4. View the requested CCTV footage	4. Show the requested CCTV footage	None	10 minutes	
5. Get a copy of the requested CCTV footage	5. Copy the CCTV footage using the thumb drive of the requestee	None	10 minutes	
6. Sign in the logbook.	6. Record the release of the CCTV footage	None	5 minutes	
7. Receive the thumb drive	7. Give the thumb drive	None	2 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>45 minutes</b>	



# **OFFICE OF THE MAYOR - ENVIRONMENTAL MANAGEMENT SECTION**

## **External Services**





## 1. Garbage Hauling Permit

Some institutions, and business establishments generate big volume of waste and needed to be disposed immediately in order not to affect their operation and to keep their surroundings clean.

<b>Office or Division:</b>	Office of the Mayor – Environmental Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Business establishments and institutions of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (2 original copies, with complete details on the kind of waste to be disposed, volume of waste, type of vehicle and plate number)		From the client		
2. Copy of Business Permit (1 Photocopy)		City Business Permits and Licensing Office		
3. Copy of ECC or CNS (if any) (1 photocopy)		From DENR-EMB R1		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book of the City Environmental Management Section	1. Give the log book to the client	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
2. Submit the required documents to EMS for assessment and verification	2. Receive the required documents and check for completeness.	None	3 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
	2.1 Make a short interview on the purpose of the request	None	5 minutes	
	2.2 Seek for City Mayor's approval to grant the request	None	1 day	<i>City Mayor</i> Office of the Mayor Or <i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
3. Seek for schedule of inspection	3. Inform the client for the schedule of inspection	None	3 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
4. Assist the inspection team	4. Inspection process	None	10 minutes	
	4.1 Prepare the certificate to be signed by City EMO Designate	None	5 minutes	



5. Wait for the communication from the Environmental Management Section	5. Inform the client if the certificate is ready to pick-up	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
6. Return to the Environmental Management Section for the release of the permit and pay necessary fees if applicable	6. Issue the certificate	None	5 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
	*Issue Order of Payment before issuing the certificate (for establishments not covered for the garbage collection fees during licensing period)	Garbage Fees based on the Local Revenue Code of the City of Batac No. 3SP 2014-05	5 minutes	<i>Environmental Management Specialist (EMS)</i> <i>Treasurer's office</i>
7. Sign the receiving copy log book of the Environmental Management Section.	7. Give the log book to the client	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
<b>TOTAL:</b>		<b>N/A</b>	<b>1 day &amp; 37 minutes</b>	
<i>(Processing time may exceed depending on the available schedule)</i>				



## 2. Environmental Issues and Concerns for Immediate Action.

Environmental issues and concerns that needed immediate action should be reported in order to prevent harm to the community or the environment.

<b>Office or Division:</b>	Office of the Mayor – Environmental Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to citizen			
<b>Who may avail:</b>	Citizens of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit report (2 copies, 1 Original and 1 photocopy) with photo documentation, location and contact person		From the client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book of the City Environmental Management Section	1. Give the log book to the client	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
2. Submit the required documents to EMS for review	2. Receive the required documents and check for completeness.	None	3 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
	2.1 Make a short interview about the complaint	None	5 minutes	
	2.2 Schedule inspection for verification of complaint and forward a copy of the report to the Local Chief Executive for approval	None	1 day	
	2.3 Inform respective offices/organizations / agencies concerned	None	5 minutes	
	2.4 For immediate action upon approval of Local Chief Executive	None	1day	<i>Environmental Management Specialist (EMS)</i> <i>Local Chief Executive</i> <i>OTHER OFFICES/AGENCIES</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days &amp; 15 minutes</b>	
(Processing time may exceed depending on the available schedule)				



### 3. Preparation of Requested Program of Work

Barangays with environmental programs and projects should request for a Program of Work as requirement for the procurement and auditing purposes.

<b>Office or Division:</b>	Office of the Mayor – Environmental Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Barangays of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (2, 1 original and 1 photocopy) with photos and details of exact location		From the client		
2. Copy of approved budget		From Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book of the City Environmental Management Section	1. Give the log book to the client	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
2. Submit the required documents to EMS for assessment and verification	2. Receive the required documents and check for completeness	None	3 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
	2.1 Make a short interview on the purpose of the request	None	5 minutes	
	2.2 Inform the client on the possible schedule of release of request	None	5 minutes	
	2.3 Site inspection (if needed)	None	Half day	
	2.4 Preparation of POW and completion of signatories	None	2 days	
3. Return to the Environmental Management Section for the release of the request	3. Release the requested Program of Work	None	5 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section
4. Sign the receiving copy log book of the Environmental Management Section	4. Give the log book to the client	None	2 minutes	<i>Environmental Management Specialist (EMS)</i> Office of the Mayor – Environmental Management Section



<b>TOTAL:</b>	<b>NONE</b>	<b>2 and a half days &amp; 22 minutes</b>	
<i>(Processing time may exceed depending on the available schedule)</i>			



# **CITY CIVIL REGISTRY OFFICE**

## **External Services**



## 1. Timely Registration of Certificate of Live Birth of Legitimate Child

Parents whose child/children born within the territorial jurisdiction of the City of Batac must be registered within the 30 day reglementary period pursuant to Rule 19 of Administrative Order No. 1 Series of 1993 of Act Number 3753.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Either or both parents whose child was born in the City of Batac, Hospital Administrator, Attendant at birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Live Birth - 4 original copies		Hospital/Clinic where the child was born City Civil Registry Office (For home birth)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. For Hospital/Clinic Born:</b>				
1. Submit Certificate of Live Birth to the receiving staff.	<p>1. Review/verify the contents and completeness of the certificate of live birth.</p> <p>*In case there are errors, return the document to the client for proper correction.</p> <p>*If document is complete and no errors, process and submit to the Civil Registrar or authorized signatory for approval</p>	None	5 minutes	<p><i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office</p>
<b>B. For Home Born:</b>				
1. Submit requirements to the receiving staff.	<p>1. Interview the client for information needed</p> <p>1.1 Issue the Order of Payment.</p>	None	15 minutes	<p><i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office</p>



2. Pay required fees at the Treasury Office showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	*Php 100.00-Service Fee for Certificate of Live Birth	2 minutes	<i>Revenue Collection Clerk Office of the City Treasurer</i>
3. Return to the Civil Registry Office and wait for the document to be processed.	3. For hospital/clinic born- assign registry number.	None	8 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
	3. For home birth, encode the needed information and assign registry number	None	10 minutes	
4. Receive copy of registered certificate of live birth and signs in the visitor's logbook.	4. Release the registered certificate of live birth	None	2 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
<b>TOTAL:</b>			<b>17 minutes (For Hospital Birth) 34 minutes (For Home Birth)</b>	

**\*Chapter IV. Service Fees, Article B, Section 4B.01 (d4) of Ordinance No. 3SP 2014-05**





## 2. Timely Registration of Certificate of Live Birth of Illegitimate Child

All births occurred born within the territorial jurisdiction of the City of Batac must be registered within the 30 day reglementary period pursuant to Rule 19 of Administrative Order No. 1 Series of 1993 of Act Number 3753.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Either or both parents whose child was born in the City of Batac, Hospital Administrator, Attendant at birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Live Birth - 4 original copies		Hospital/Clinic where the child was born		
2. Affidavit to Use the Surname of the Father ( 4 original copies)		City Civil Registry Office		
3. Government Issued Identification Card of the Father		GSIS, SSS, BIR, DFA, Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Live Birth prepared by the Hospital/Clinic where the child was born	1. Review/verify the contents and completeness of the certificate of live birth.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
2. Submit the Valid Identification Card of the Father.	2. Accomplish the Affidavit of Admission of Paternity (APP) at the back of the Certificate of live birth and the Affidavit to Use the Surname of the Father(AUSF) Father(AUSF)	None	10 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
3. Father will sign the Affidavit of Admission of Paternity	3. Administer oath for the APP at the back of the Certificate of Live Birth.  (If the father has no valid identification card and the admission of paternity is pre-signed, advice the father to go to a	None	1 minute	<i>City Civil Registrar</i> City Civil Registry Office



	notary public to administer his oath)			
4. Mother will sign the AUSF.	4. Advise the client to accomplish the AUSF and have it notarized.	None		<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
5. Return to the Civil Registry Office for the processing of the COLB and AUSF.	5. Issue the Order of Payment if all required documents were given.	None	1 minute	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
6. Pay the required fees at the City Treasury Office by showing the Order of Payment.	6. Accept the payment based on the Order of Payment  6.1 Issue Official Receipt	*Php 500.00	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
7. Submit Official Receipt and wait for the document to be processed	7. Register the AUSF, prepare certificate of registration of AUSF and assign registry number of COLB.	None	10 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i>
	7.1 Sign the Certification and COLB	None	2 minutes	<i>City Civil Registrar</i> City Civil Registry Office
8. Receive copy of the registered document and signs in the visitor's logbook.	8. Release the documents.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
<b>TOTAL:</b>		<b>500.00</b>	<b>30 minutes</b>	

\*Chapter IV. Service Fees, Article B, Section 4B.01 (b8) of Ordinance No. 3SP 2014-05



### 3. Registration of Certificate of Death

All deaths occurred within the territorial jurisdiction of the City of Batac must be registered within the 30 day reglementary period pursuant to Rule 32 of Administrative Order No. 1, Series of 1993 of Act Number 3753.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Nearest kin of a deceased person (Manner of succession-legal spouse, children, parents, siblings, grandparents,, uncles and aunts as per definition from Republic Act No. 9994 known as Expanded Senior Citizens Act of 2010".			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Certificate of Death 4 original copies		Hospital/Clinic where the deceased died		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished certificate of death	1. Review and verify the contents and completeness of the certificate of death.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	1.1 Issue the Order of Payment.	None		
2. Pay the required fees at the City Treasury Office by showing the Order of Payment. .	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	*Php 300.00	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Official Receipt and wait for the document to be processed.	3. Prepare the certificate of cadaver for non-resident and assign registry number of the Certificate of Death	None	15 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	3.1 Sign the Certificate of Death		1 minute	<i>City Civil Registrar</i> City Civil Registry Office
4. Receive copy of the registered certificate of death.	4. Release the Certificate of Death together with the Transfer of Cadaver Certificate and instruct the client to secure a burial permit to the		2 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office



	Treasury Office of their locality.			
	4.1 For resident of the City, instruct to secure the burial permit at the Treasury Office.	*Php 100.00		
<b>TOTAL:</b>		<b>400.00</b>	<b>22 minutes</b>	

\*Chapter IV. Service Fees, Article B, Section 4B.01 (e-1 and 2) of Ordinance No. 3SP 2014-05



#### 4. Timely Registration of Certificate of Marriage

All marriage occurred within the territorial jurisdiction of the City of Batac must be registered within the 15 days following the solemnization of marriage while marriage exempt from marriage license requirement is within 30 days pursuant to Rule 41 of Administrative Order No. 1, Series of 1993 of Act Number 3753.

<b>Office or Division:</b>		City Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Couples whose marriage was solemnized at the City of Batac		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Certificate of Marriage ( 4 original copies)		Office of the Solemnizing Officer (Church/Trial Judge/Mayor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the certificate of marriage to the receiving staff.	1. Review and verify the contents and completeness of the certificate of marriage	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	1.1 Issue the Order of Payment.		1 minute	
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment	*Php 100.00	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.1 Issue Official Receipt			
3. Submit Official Receipt and wait for the document to be processed.	3. Receive the official receipt and process the document.	None	7 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	3.1 Sign the Certificate of Marriage		1 minute	
4. Receive copy of the registered document and signs in the visitor's logbook.	4. Release the document	None	2 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
<b>TOTAL:</b>		<b>100.00</b>	<b>15 minutes</b>	

\*Chapter IV. Service Fees, Article B, Section 4B.01 (a5) of Ordinance No. 3SP 2014-05



## 5. Issuance of Transcription of Birth, Marriage and Death and Markings of Certified Machine Copy

All birth, marriage and death of an individual occurred in the City may request a certified transcription or certified machine copy provided that the record is available in the Registry Books. In case of no record and destroyed, a negative and destroyed certification will be issued.

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	The document owner with a valid identification card.
	Duly authorized representative of the document owner
	A spouse, whose name is indicated in his/her marriage document with his/her partner and documents of his/her wife/husband and their children.
	Parents of the document owner provided their name is indicated in the latter's birth document
	A child of legal age can request for the birth and death documents of his/her parent provided that he/she has sufficient documentation to support this case. However, a child can only request for the marriage documents of his/her own parents as indicated in his/her own birth certificate.
	A guardian appointed by the court or the person exercising substitute parental authority pursuant to Article 26 of the Family Code of the Philippines.
	Institutions legally in-charge of a minor
	The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the person.
	Government agencies pursuant to their mandate provided that the requesting government agency executed Data Sharing Agreement with the LGU
Nearest kin of a deceased person (Manner of succession-legal spouse, children, parents, siblings, grandparents,, uncles and aunts as per definition from Republic Act No. 9994 known as Expanded Senior Citizens Act of 2010".	
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Government Issued Identification Card	Document Owner
2. Authorization Letter (It must indicate the type of document to be requested, the number of copies and the details of the document to be requested and captured/scanned image of the actual Authorization Letter from the document owner with signature that matches the accompanying valid ID is acceptable). Authorization received from abroad, the document owner should provide a copy of the passport as the valid ID.	Person to be represented
3. Special Power of Attorney duly notarized (It must indicate the type of document to be requested, the number of copies and the details of the document to be requested and captured/scanned image of the actual	Person to be represented



Authorization Letter from the document owner with signature that matches the accompanying valid ID is acceptable).				
4. Government Issued Identification Card		Person to be represented and the authorized representative		
5. Affidavit of Kinship duly notarized stating therein that he/she is the closest surviving relative.		Notary Public		
6. Sub-poena duces tecum and ad testificandum issued by the court		Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request slip form and ID	1. Receive/ application with requirements  1.1 Verify document's availability from the data base  1.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	*Php 100.00 (for local purposes)  *Php 200.00 (for abroad)  *Php 100.00 for machine copy	2 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit the Official Receipt	3. Receive the Official Receipt  3.1 Prepare the document (transcription, machine copy)	None	8 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
	3.2 Review and sign the document	None	1 minute	<i>City Civil Registrar City Civil Registry Office</i>
4. Receive the document and sign in the visitors logbook	4. Release the document	None	1 minute	<i>Administrative Aide III/VI Or Asst. Registration Officer</i>



				Or Registration Officer I City Civil Registry Office
		<b>Php 100.00 (for local purposes )</b>		
		<b>Php 200.00 (for abroad)</b>	<b>15 minutes</b>	
		<b>Php 100.00 for machine copy</b>		
	<b>TOTAL:</b>			

\*Chapter IV. Service Fees, Article B, Section 4B.01 (a6.1, a6.2, d1 and e4) of Ordinance No. 3SP 2014-05





## 6. Registration of Legal Instruments - (Legitimation)

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married pursuant to Rule 66 of A. O. No. 1, Series of 1993.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Parents who are legally married and there is no impediment at the conception of the child. If the father did not acknowledge the child at the time of birth, he may execute an affidavit of admission paternity.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Legitimation duly notarized and signed by both parents. (1 original, 2 photocopies)		Notary Public		
2. Certificate of Live Birth of the child - (1 original, 6 photocopies)		Philippine Statistics Authority		
3. Certificate of Marriage of parents (1 original, 3 photocopies)		Philippine Statistics Authority		
4. Certificate of No Marriage (CENOMAR) - (1 original, 3 photocopies)		Philippine Statistics Authority		
5. Advisory of Marriage - (1 original, 3 photocopies)		Philippine Statistics Authority		
6. Death Certificate of spouse if only one is surviving (1 original, 3 photocopies)		Philippine Statistics Authority or Local Civil Registry Office where the deceased was registered		
7. Government Issued Identification Card of parents of the child		Pag-Ibig, SSS, Post Office, BIR, COMELEC, DFA		
<b>Child not acknowledge by the father at the time of birth shall submit any of the following to establish filiation:</b>				
- Affidavit of admission of paternity ( original, 2 photocopies)		Notary Public		
- Vaccination record of the child (3 photocopies)		Office of the Parochial Vicar or Pastor		
- Baptismal certificate ( 3 photocopies)		Bureau of Internal Revenue or Employer (Accounting Office)		
- Employment Records (3 photocopies)		Employer (Human Resource Office)		
- Statement of Assets and Liabilities of the father ( 3 photocopies)		Employer (Human Resource Office)		
- Insurance Policy (3 photocopies)		Insurance Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit civil registry records together with supporting documents as required for evaluation.	1. Receive and evaluate submitted documents as to contents and completeness.	None	5 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office
	1.1 Issue the Order of Payment	None		



<p>2. Pay the required fees at the City Treasury Office by showing the Order of Payment.</p>	<p>2. Accept the payment based on the Order of Payment</p> <p>2.2 Issue Official Receipt</p>	<p>PhP 1,000.00 – Legitimation</p> <p>PhP 1,700.00 - Legitimation with Admission of Paternity</p>	<p>2 minutes</p>	<p><i>Revenue Collection Clerk</i> City Treasurer's Office</p>
<p>3. Submit Official Receipt and wait for the document while being processed.</p>	<p>3. Retrieved original civil registry document</p>	<p>(This does not include waybill to PSA-QC)</p>	<p>2 minutes</p>	<p><i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office</p>
	<p>3.1 Record the affidavit of legitimation in the Register of Legal Instrument, prepare certification, endorsement letter to PSA-Q.C. type annotation of the affected civil registry document</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office</p>
	<p>3.2 Review, approve and sign the original documents with annotation of legal instruments, as well as the supporting documents.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>City Civil Registrar</i> City Civil Registry Office</p>
<p>4. Receive personal copy and copy for PSA for mailing and signs in the logbook</p>	<p>4. Release and Advice the client to mail the PSA copy for processing of annotated certificate of live birth and wait for 45 calendar days before requesting a copy at any serbilis outlet.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office</p>
<p><b>TOTAL:</b></p>		<p><b>*PhP 1,000.00 – Legitimation</b></p>	<p><b>36 minutes</b></p>	



	<b>*PhP 1,700.00 - Legitimation with Admission of Paternity</b>		
--	---	--	--

\*Chapter IV. Service Fees, Article B, Section 4B.01 (b1, b7, d1, f2, f3, f4) of Ordinance No. 3SP 2014-05



## 7. Registration of Legal Instrument - (Affidavit to Use the Surname of the Father)

It is an affidavit in order to use the surname of the father. RA 9255 is the law which allows illegitimate children to use the surname of their father. It amended Article 176 of the Family Code of the Philippines. In this law, the illegitimate children may use the surname of the father if acknowledged at the back of the certificate of live birth or acknowledged in a separate public document or in a private handwritten instrument. This law merely allows the child to use the father's surname. It does not change the status of the child from illegitimate to legitimate.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Mother if the child is 6 years old and below			
	For a child aged 7-17 years old, the child itself			
	For a child who is of age - himself/herself			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit to Use the Surname of the Father duly notarized ( 1 original, 2 photocopies)		Civil Registry Office		
2. Affidavit of Admission of Paternity duly notarized (If the father did not acknowledge the child) 1 original, 2 photocopies				
3. Affidavit of Sworn Attestation of the Mother (if the child is 6 years old and below) 1 original, 1 photocopy		City Civil Registry Office		
4. Certificate of Live Birth of the child - ( 1 original, 6 photocopies)		Philippine Statistics Authority		
5. Government Issued Identification Card (mother and child)1		Pag-Ibig, SSS, Post Office, BIR, COMELEC, DFA, School		
<b>Child not acknowledge by the father at the time of birth shall submit any of the following to establish filiation:</b>				
- Vaccination record of the child (3 photocopies)		Hospital, Clinic, City/Municipal Health Office		
- Baptismal certificate ( 3 photocopies)		Office of the Parochial Vicar or Pastor		
- Income Tax Return (3 photocopies)		Bureau of Internal Revenue or Employer (Accounting Office)		
- Employment Records (3 photocopies)		Employer (Human Resource Office)		
- Statement of Assets and Liabilities of the father ( 3 photocopies)		Employer (Human Resource Officer)		
- Insurance Policy (3 photocopies)		Insurance Company		
-Private handwritten instrument duly signed by the father				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit civil registry records together with supporting documents as required for evaluation.	1. Receive and evaluate submitted documents as to contents and completeness.	None	5 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I



	1.1 Issue the Order of Payment			City Civil Registry Office
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment	PhP 1,000.00 – AUSF	2 minutes	Revenue Collection Clerk City Treasurer's Office
	2.1 Issue Official Receipt	PhP 1,700.00 - AUSF with Admission of Paternity  (This does not include waybill to PSA-QC)		
3. Submit Official Receipt and wait for the document while being processed.	3. Retrieved original civil registry document	None	2 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office



	<p>3.1 Record the affidavit to use the surname of the father/admission of paternity, prepare certification, endorsement letter to PSA-Q.C. type annotation of the affected civil registry document</p> <p>3.2 Review, approve and sign the original documents with annotation of legal instruments, as well as the supporting documents.</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>5 minutes</p>	<p><i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office</p> <p><i>City Civil Registrar</i> City Civil Registry Office</p>
4. Receive personal copy and copy for PSA for mailing and signs in the logbook.	4. Release and Advise the client to mail the PSA copy for processing of annotated certificate of live birth and wait for 45 calendar days before requesting a copy at any gerbils outlet.	None	2 minutes	<p><i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office</p>
<b>TOTAL:</b>		<p><b>*Ph. 1,000.00 – AUSF</b></p> <p><b>*Ph. 1,700.00 - AUSF with Admission of Paternity</b></p> <p><b>(This does not include waybill to PSA-QC)</b></p>	<b>36 minutes</b>	

Chapter IV. Service Fees, Article B, Section 4B.01 (b7, b8, d1, f2, f3, f4) of Ordinance No. 3SP 2014-05



## 8. Registration of Legal Instrument - (Affidavit of Admission of Paternity/Acknowledgement)

If the father failed to acknowledge his at the time of birth may execute an affidavit of admission of paternity.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Father who wants to acknowledge his child			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Admission of Paternity/Acknowledgment duly notarized (1 original, 2 photocopies)		Notary Public		
2. Certificate of Live Birth of the child - (1 original, 6 photocopies)		Philippine Statistics Authority		
3. Government Issued Identification card of the Father		Pag-Ibig, SSS, Post Office, BIR, COMELEC, DFA		
<b>Any two of the following wherein the name of the father is indicated to establish filiation:</b>				
- Vaccination record of the child (3 photocopies)		Hospital, Clinic, City/Municipal Health Office		
- Baptismal certificate ( 3 photocopies)		Office of the Parochial Vicar or Pastor		
- Income Tax Return (3 photocopies)		Bureau of Internal Revenue or Employer (Accounting Office)		
- Employment Records (3 photocopies)		Employer (Human Resource Office)		
- Statement of Assets and Liabilities of the father ( 3 photocopies)		Employer (Human Resource Office)		
- Insurance Policy (3 photocopies)		Insurance Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit civil registry records together with supporting documents as required for evaluation.	1. Receive and evaluate submitted documents as to contents and completeness.  1.1 Issue the Order of Payment	None	5 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment.  2.1 Issue Official Receipt	PhP 1,000.00 - Admission of Paternity (This does not include waybill to PSA-QC)	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



<p>3. Submit Official Receipt and wait for the document while being processed.</p>	<p>3. Retrieved original civil registry document.</p> <p>3.1 Record the affidavit admission of paternity, prepare certification, endorsement letter to PSA-Q.C. type annotation of the affected civil registry document</p> <p>3.2 Review, approve and sign the original documents with annotation of legal instruments, as well as the supporting documents.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>20 minutes</p>	<p><i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office</p> <p><i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office</p> <p><i>City Civil Registrar</i> City Civil Registry Office</p>
<p>4. Receive personal copy and copy for PSA for mailing and signs in the logbook.</p>	<p>4. Release and Advice the client to mail the PSA copy for processing of annotated certificate of live birth and wait for 45 calendar days before requesting a copy at any serbilis outlet.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office</p>
<p><b>TOTAL:</b></p>		<p><b>*PhP 1,000.00 - Admission of Paternity (This does not include waybill to PSA-QC)</b></p>	<p><b>36 minutes</b></p>	

Chapter IV. Service Fees, Article B, Section 4B.01 (b7, d1, f2, f3, f4) of Ordinance No. 3SP 2014-05





## 9. Registration of Court Decrees (Decree of Annulment, Adoption, Presumptive Death, and Rectification/Revocation/Rescission of Adoption, Cancellation or Correction of Entries Re: Year of Birth, Citizenship and Civil Status

In case of a court decree concerning the status of a person, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's Office where the court is functioning within ten days after the decree/order has become final.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any individual who filed for annulment, adoption and correction or cancellation of entries in their civil registry documents in any court in the City of Batac, Ilocos Norte.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Court Decree/Decision duly certified by the Clerk of Court ( 1 original, 3 photocopies)		Regional Trial Court where the petition was decided		
2. Certificate of Finality ( 1 original, 3 photocopies)		Regional Trial Court where the petition was decided		
3. Entry of Judgment (1 original, 3 photocopies)		Regional Trial Court where the petition was decided		
4. Copy of the affected document if born/wed/died in the City ( 1 original, 3 photocopies)		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit certified true copy of the court decree with supporting documents as required for evaluation.	1. Receive and evaluate submitted documents as to completeness of supporting documents.  1.2 Issue the Order of Payment	None	5 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment	*PhP 2,000.00 - Adoption *PhP 3,000.00 - Annulment *PhP 3,000.00 - Declaration of Presumptive Death of Absent Spouse	2 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>



		*Php 3,000.00 - Naturalization		
		*Php 3,000.00 ,- Foreign Decree of Adoption		
		*Php 500.00 - Court Decree affecting the civil status of a person		
		*P200.00 - Certificate of registration of court decree		
		*Php 200.00 0 Certificate of Authenticity		
		*Php 100.00 - Endorsement Fee		
		*PhP 100.00 - CTC of court decision		
		*PhP 100.00 - Birth, Marriage, death certificate		
	2.2 Issue Official Receipt			<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit Official Receipt and wait while	3. Receive the official receipt, record the court	None	20 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer</i>



the document is being processed.	decree in the Register of Court Order, prepare certification and annotate affected civil registry document.			Or <i>Registration Officer I</i> City Civil Registry Office
	3.1 Review, approve and sign the original documents with annotation as well as the supporting documents.	None	5 minutes	<i>City Civil Registrar</i> City Civil Registry Office
	3.2 If the subject person in the court decree is registered in other cities or municipalities. Instruct the client to bring the registered documents for endorsement to the concerned Civil Registrar	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
4. Receive personal copy and copy for PSA and signs in the logbook.	4. Release and Advice the client to mail the PSA copy for processing of annotated civil registry document and wait for 45 calendar days before requesting a copy at any serbilis outlet.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
<b>TOTAL:</b>		<b>*PhP 2,000.00 - Adoption</b>	<b>36 minutes</b>	
		<b>*PhP 3,000.00 - Annulment</b>		
		<b>*PhP 3,000.00 - Declaration of Presumptive Death</b>		



	<b>of Absent Spouse</b>		
	<b>Php 3,000.00 - Naturalization</b>		
	<b>Php 3,000.00 ,- Foreign Decree of Adoption</b>		
	<b>Php 500.00 - Court Decree affecting the civil status of a person</b>		
	<b>P200.00 - Certificate of registration of court decree</b>		
	<b>Php 200.00 0 Certificate of Authenticity</b>		
	<b>Php 100.00 - Endorsement Fee</b>		
	<b>PhP 100.00 - CTC of court decision</b>		
	<b>PhP 100.00 - Birth. Marriage, death certificate</b>		

Chapter IV. Service Fees, Article B, Section 4B.01 (b2, b4, b5, b6, b9, b10, f2, f3, f4. F6) of Ordinance No. 3SP 2014-05



## 10. Securing Marriage License

Rule 7 of A.O. No.1, Series of 1993 states that: "Where a marriage license is required, each of the contracting parties shall file a sworn application for such license with the proper Civil Registrar. The license shall be valid in any part of the Philippines for a period 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.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any individual who intend to get married must secure a marriage license provided that one of the contracting party is a resident of the City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth certificate of the contracting parties		Philippine Statistics Authority, City/Municipal Civil Registry Office		
2. Death certificate of spouse (for widow/widower) 1 original, 1 photocopy		Philippine Statistics Authority, City/Municipal Civil Registry Office		
3. Parental Consent (for applicants less than 21 years old)		City Civil Registry office		
4. Parental Advice (for applicants 21-25 years old)		City Civil Registry office		
5. Registered Court Decree of Annulment and Certificate of Finality (whose previous marriage was annulled) 1 original		Regional Trial Court where the decision was handed		
6. Certificate of Legal Capacity to Contract Marriage (if one of the contracting parties is a foreigner) 1 original, 1 photocopy		Consular Office/Embassy		
7. Certificate of `No Marriage (CENOMAR) 1 original, 1 photocopy		Philippine Statistics Authority		
8. Certificate of Marriage Inventory and Pre-Marriage Counselling Certificate		City Social Welfare Office		
9. Authenticated copy of the Decree of Divorce (If one of the applicant is a divorcee/foreigner)		Foreign Court where the decision was handed		
10. Certified true copy of Recognition of foreign divorce (If one of the contracting party is a Filipino at the time of his/her first marriage)		Regional Trial Court where the decision was handed		
11. Affidavit of Guardianship (for 21 to 25 years old if parents are deceased, residing abroad or separated., 1 original, 1 photocopy		Guardian of the Person being represented		
12. Government Issued Identification Card of the Contracting Parties and Parents of 18-25 years old applicants)		Pag-Ibig, SSS, Post Office, BIR, COMELEC, DFA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements to the receiving staff	1.Examine/verify the submitted	None	5 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer</i>



	documents for the application.			Or <i>Registration Officer I</i> City Civil Registry Office
2. Subject for interview	2. Interview the applicants	None	10 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	2.1 Encode application for marriage license.	None		
	2.2 Instruct clients to review and check the information on the prepared application	None		
	2.3 Let the applicants sign in the application for marriage license and their parents to consent/advise after checking the information.	None		
	2.4 Issue order of payment	None		
3. Pay the required fees at the City Treasury Office by showing the Order of Payment.	3. Accept the payment based on the Order of Payment	*Php 200.00 - Application Fee for Marriage License		<i>Revenue Collection Clerk</i> City Treasurer's Office
		*Php 300.00 - Pre-Marriage Counselling Fee		
		*Php 200.00 - Marriage License Fee  Php 2.00 - Additional Fee for ML		



	3.1 Issue the Official Receipt			<i>Revenue Collection Clerk</i> City Treasurer's Office
4. Submit Official Receipt	4. Receive the official receipt and record the document in the record book and advise the applicants to return after the 10-day posting period	None	5 minutes 10 day posting period	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	4.1 Advise the applicants to attend the Pre-Marriage Counselling at the City Social Welfare Office.	None	1 minute	
5 Return at CCRO for the release of the license on the 1th day after the 10 day posting period.	5. Review the requirements of the applicant and prepare the license if documents are complete including the PMC Certificate.	None	5 minutes 10 day posting period	<i>City Civil Registrar</i> City Civil Registry Office
	5.1 Verify, approve and sign the license	None		
6. Receive the marriage license and sign in the logbook.	6. Release the license to the applicants.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office



<b>TOTAL:</b>	<p><b>Php 200.00 - Applicati on Fee for Marriage License</b></p> <p><b>Php 300.00 - Pre- Marriage Counsell ing Fee</b></p> <p><b>Php 200.00 - Marriage License Fee</b></p> <p><b>Php 2.00 - Additiona l Fee for ML</b></p>	<b>30 minutes</b>	
---------------	--	-------------------	--

Chapter IV. Service Fees, Article B, Section 4B.01 (a1, a2, a3) of Ordinance No. 3SP 2014-05





## 11. Filing for Petition for Change of First Name and Correction of Clerical Error under Republic Act 9048 and Republic Act 10172

Republic Act No. 9048 authorizes the City/Municipal Civil registrar or the Consul General to correct a typographical error in any entry and/or change of first name or nickname in the civil register without the need of a judicial order.

Republic Act 10172 amended Sections 1,2,5 and 8 of Republic Act No. 9048 authorizes the City/Municipal Registrar or the consul General to correct typographical errors in the day and month or sex of a person in the civil register.

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons who were born in the City of Batac whose registered name in the birth certificate is tainted with dishonor, ridiculous, extremely difficult to write or pronounce and has been habitually and continuously used by the petitioner may file for Change of First Name.
	Persons who were born/married/died in the City of Batac with errors in their civil registry documents but are limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing in entry in the civil register which are harmless and innocuous may file for Correction of Clerical Error.
	Persons who were born in the City of Batac whose errors in their birth certificate particularly the day and month of in the date of birth or sex may file for correction of clerical error pursuant to R.A. 10172. For correction of sex, the document owner will file personally at the Office of the City Civil Registrar.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>CHANGE OF FIRST NAME</b>	
1. Certificate of live birth sought to be corrected ( 1 original, 6 photocopies)	Philippine Statistics Authority
2. NBI Clearance (1 original, 2 photocopies)	National Bureau of Investigation
3. Police Clearance ( 1 original, 2 photocopies)	Philippine National Police Headquarter where the document owner resides
4. Certificate of Employment (if employed) 1 original, 1 photocopy	Employer
5. Affidavit of non-employment (if un-employed), 1 original, 1 photocopy	Document Owner
6. Business Permit (if the document owner has a business) 1 original, 2 photocopies	Office of the Mayor- Business Permit Licensing Section where the business is situated
<b>7. ANY THREE OF THE FOLLOWING FROM ITEMS 1 TO 13</b>	
7.1 Voter's Certification/Affidavit ( 2 photocopies)	Commission on Election
7.2 Baptismal Certificate (2 photocopies)	Office of the Parochial Vicar/Minister where the document owner was baptized
7.3 Marriage Certificate ( 2 photocopies)	Philippine Statistics Authority or City/Municipal Civil Registry Office
7.4 School Records ( 2 photocopies)	School where the document owner graduated
7.5 Land Title/Certificate of Declaration of Real Property (2 photocopies)	Office of the Assessor, Land Registration Authority



7.6 Passbook ( 2 photocopies)	Bank
7.7 Passport (2 photocopies)	
7.8 Government Insurance Records ( 2 photocopies)	GSIS, SSS
7.9 Medical Records ( 2 photocopies)	Hospital, Clinics, City/Municipal Health Office
7.10 Civil registry records of ascendants ( 2 photocopies)	Civil registry Office
7.11 Affidavit of two persons ( 1 original, 2 photocopies)	
7.12 Any document that indicate the true and official name	
7.13 Government Issued Identification Card of the Applicant	Pag-Ibig, SSS, Post Office, BIR, COMELEC, DFA
7.14 Newspaper Clippings	Publisher of the Newspaper
7.15 Affidavit of Publisher	Publisher of the Newspaper
7.16 Certificate of Indigency if the document owner belongs to an indigent family ( 1 original, 1 photocopy)	Office of the City/Municipal Social Welfare Office
7.17 Special Power of Attorney if the petitioner is not the document owner ( 1 original, 1 photocopy)	Person being represented
<b>FOR CORRECTION OF CLERICAL ERROR (R.A. 9048)</b>	
** All available official documents similar to the requirements for change of first name except Police Clearance, NBI Clearance, Certificate of Employment and Affidavit of Non-Employment	
<b>CORRECTION OF CLERICAL ERROR (R.A. 10172 - DAY AND MONTH OF BIRTH AND SEX)</b>	
Petitioner shall be required to submit the following:	
1. NBI Clearance (current)	National Bureau of Investigation
2. Police Clearance (current with 6 months validity)	Philippine National Police Headquarter where the document owner reside
3. Certificate of Employment (if employed)	Employer
4. Affidavit of non-employment (if un-employed)	Notary Public
5. Business Permit (if the document owner has a business)	Office of the Mayor- Business Permit Licensing Office where the business is situated
6. School Records (Elementary Records), if destroyed, Certification of the School Head	School where the document owner graduated
7. Baptismal Certificate/Certificate of Dedication	Office of the Parochial Vicar/Minister where the document owner was baptized
8. Old Medical Records	City/Municipal Health Office, Hospital/Clinic, Laboratory Clinics
9. Certification from the City Health Officer ( for correction of sex only)	Office of the City Health Officer, City of Batac
10. Newspaper Clippings	Publisher of the Newspaper
11. Affidavit of Publisher	Publisher of the Newspaper



12. Certificate of Indigency if the document owner belongs to an indigent family		Office of the City/Municipal Social Welfare Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document sought for correction.	1. Carefully examine the document sought for correction and compares PSA and LCR copy for consistency or discrepancy. Inform the petitioner whether the problem falls into CCE/CFN (R A 9048) or RA 10172.	None	5 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
2. Submit the necessary supporting documents before filing a petition.	2. Provide the list of the requirements that must be submitted by the petitioner	None	3 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
3. 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 R.A. 10172 to the receiving staff.	3. Check and verify if the documents presented are authentic, complete and duly certified.	None	2 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
	3.1 Refer the petition to the City Civil Registrar for final approval.	None	1 minute	
	3.2 If the documents are incomplete, return it to the clients for completion.	None	2 minutes	
	3.3. If approved, Issue order of payment.	None	1 minute	
4. Pay the required fees at the City Treasury Office by showing the Order of Payment.	4. Accept the payment based on the Order of Payment	*Php 3,000.00 - Filing Fee for Change of First name, Sex and Day		<i>Revenue Collection Clerk</i> City Treasurer's Office



		<p>and Month in the Birth Certificate</p> <p>PhP 300.00 - Processin g Fee</p> <p>Php100.0 0 - Birth certificate with annotation</p> <p>Php100.0 0 – CTC of LCR docs</p> <p>Php100.0 0 - *Endorse ment fee of Petition</p> <p>*PhP1,000 .00- Filing fee for Correction of Clerical Error</p> <p>*PhP 300.00 - Processin g Fee</p> <p>*Php100.0 0 - Birth/Marri age/Death certificate with annotation</p> <p>*Php100.0 0 - CTC of LCR docs</p>		
--	--	--	--	--



		*Php100.00 - Endorsement fee of Petition		
5. Submit Official Receipt	5. Receiving staff process the petition.	None	20 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
6. Review the verified petition for consistency and completeness and affix signature.	6. Review the prepared petition and administer oath.  Publish in newspaper	None	5 minutes  two consecutive weeks	<i>City Civil Registrar City Civil Registry Office</i>
7. Wait while the petition if approved by the CCR and affirmed by the PSA-OCRG	7. Either grants or denies the petition and signs the supporting documents and forward to the Legal Services Division, Philippine Statistics Authority, Quezon City for affirmation of the Civil Registrar General 3 days after the ten day posting period for CCE and 3 days after the 2 weeks publication period for CFN and CCE (Ra 10172)	None	15 minutes	<i>City Civil Registrar City Civil Registry Office</i>
8. Receive the endorsement of the finality of the affirmed petition. .	6. Prepare the endorsement of the finality of the affirmed petition and other supporting documents  6.1 Inform the petitioner/client thru call or text the affirmation of the petition	None	20 minutes	<i>City Civil Registrar City Civil Registry Office</i>



<b>TOTAL:</b>	<b>Petition for change of first name and correctio n of clerical error is covered under R.A. 9048 and R.A. 10172</b>		
---------------	--	--	--

**Approved petition may last up to 3- 5 months depending on the affirmation of PSA-Legal Chapter IV. Service Fees, Article B, Section 4B.01 (c1, c2, c3, c4, c5, a6, d1, e4, f3, f4) of Ordinance No. 3SP 2014-05**



## 12. Application of Supplemental Report

A supplemental report is used to supply entries or information in the certificate of live birth, certificate of marriage, certificate of death and certificate of fetal death which are inadvertently omitted when the document was registered. However, the "medical Certificate" in the certificate of death and all applicable certifications contained in the certificate of marriage should be accomplished completely before registration. Hence, no supplemental report having reference to the mentioned certificates is acceptable (A.O. 1a, Rule 11(1)).

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All individuals who was born/married/died in the City of Batac whose civil registry documents have missing entries. For Certificate of Death, the nearest kin may file.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Affidavit of Supplemental Report executed by the parent, guardian or the party concerned, if of age indicating the entry/ies missed in the registration and the reason/s why there is a failure in supplying the required entry. ( original, 2 photocopies)		Document owner, or the Person to be represented		
2. Civil registry document sought to be supplemented ( 1 original, 3 photocopies)		Philippine Statistics Authority		
3. Either two of the following: Baptismal Certificate, School Records, Voters Registration Records, Medical records, Civil records of ascendants/descendants. ( 1 original, 3 photocopies)		Commission on Elections, Office of the Parochial Vicar/Minister, Hospital, Clinic or City /Municipal Health Office, School where the document owner graduated		
4. Authorization Letter/SPA		Person being represented		
5. Government Issued Identification Card of the document owner		Pag-ibig, SSS, GSIS, BIR, DFA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit civil registry document with missing entry/ies.	1. Carefully examine the documents as to missing entry/ies and compare the PSA copy and LCR copy for consistency and discrepancy.	None	5 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office
	1.2 Issue the Order of Payment	None	2 minutes	
2. Submit necessary documents to support the missing entry/entries of the civil registry document sought for supplemental.	2. Check and verify the authenticity of documents submitted.	None	2 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office



	2.1 If complete, issue order of payment			
3. Pay the required fees at the City Treasury Office by showing the Order of Payment.	3. Accepts the payment based on the Order of Payment  3.1 Issue Official Receipt	Php 300.00 - Processing fee for supplemental report  *Php 100.00 - Birth, Marriage, Death with annotation of supplemental report  *PhP 100.00 - Endorsement Fee  *PhP 100.00 - CTC fee	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
4. Submit Official Receipt and wait while the supplemental report is being processed.	4. Receive the official receipt and process the supplemental report	None	20 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
5. Affix signature in the civil registry document with supplemental report	5. Review the entries indicated in the supplemental report for completeness and sign the documents.	None	5 minutes	<i>City Civil Registrar</i> City Civil Registry Office
	5.1 In case where there are more than two omitted informations, advice the clients that an approval of the Civil Registrar is needed.	None	3 minutes	





6. Receive copy of the application for supplemental report and PSA copy for mailing, sign in the logbook.	6. Release the document and instruct the client to mail the copy of PSA.	None	3 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
<b>TOTAL:</b>		<b>Php 300.00 - Processing fee for suppleme ntal report</b>  <b>Php 100.00 - Birth, Marriage, Death with annotatio n of supleme ntal report</b>  <b>PhP 100.00 - Endorse ment Fee</b>  <b>PhP 100.00 - CTC fee</b>	37 minutes	

Chapter IV. Service Fees, Article B, Section 4B.01 (a6, d1, d3, e4, f4, f5) of Ordinance No. 3SP 2014-05



### 13. Request for Advance Endorsement (Piecemeal) of Civil Registry Documents to Philippine Statistics Authority for Issuance of Security Paper

As a rule, City/Municipal Civil Registrar shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) through their respective Philippine Statistics Authority (PSA) Provincial Office during the first ten days of each month. a copy of entries made during the preceding month. There are instances that civil record is not yet available at PSA because the requested documents are still being processed at the City/Municipal Civil Registry Office, hence it has to be endorsed in advance.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals who were born/married/died in the City of Batac. For Certificate of Death, the nearest kin may request.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the civil registry document to be endorsed ( 1 original)		City Civil Registry Office		
2. Waiver to be signed by the concerned party indicating the completeness and correctness of entries of the document to be endorsed.		City Civil Registry Office		
3. Authorization Letter/SPA (1 original, 1 photocopy)		Person being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for advance endorsement either birth, marriage or death certificate.	1. Call the number and verified the submitted documents	None	5 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	1.1 Issue the Order of Payment	None		
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	Php 100.00 - Advance endorsement fee	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Official Receipt	3. Receive the official receipt and prepare the true copy of the document as well as the endorsement letter to PSA	None	7 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
	3.1 Reviews and sign the documents.	None	3 minutes	<i>City Civil Registrar</i> City Civil Registry Office



4. Receive the documents and instruct the client to hand carry the sealed envelope to PSA, Laoag City.	4. Releases the documents.	None	3 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
	<b>TOTAL:</b>	<b>Php 100.00 - Advance endorsem ent fee</b>	<b>20 minutes</b>	



## 14. Request for the Endorsement of Civil Registry Records to the Office of the Civil Registrar General - Philippine Statistics Authority

There are instances when the Philippine Statistics Authority (PSA) cannot issue copy from interested party because their office has no available record in their archive. In case it is available, the record is either blurred, unreadable or with off-line entries.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals who were born/married/died in the City of Batac whose civil registry documents have missing entries. For Certificate of Death, the nearest kins may file.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative certification of the document to be endorsed ( 1 original, 1 photocopy)		Philippine Statistics Authority		
2. Waiver to be signed by the concerned party indicating the completeness and correctness of entries of the document to be endorsed.		City Civil Registry Office		
3. Authorization Letter/Special Power of Attorney (1 original, 1 photocopy)		Person to be represented		
4. Government Issued Identification Card of the document owner		Pag-ibig, SSS, GSIS, BIR, DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PSA negative result certification to the receiving staff and asks for an endorsement. .	1. Verify from the database whether the record for endorsement is available.  1.1 If available, issue order of payment	None	5 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.2 Issue Official Receipt	*Php 300.00 – Advance Endorsement Fee	2 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit Official Receipt	3. Receive the official receipt and prepare, print the civil registry document to be endorsed to PSA together with the endorsement letter.	None	10 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>



	3.1 Review, approve and sign the document.	None	2 minutes	<i>City Civil Registrar</i> City Civil Registry Office
	3.2. Segregate and release the signed documents.	None	2 minutes	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
4. Receive the sealed envelope and signs in the logbook.	4. Instruct client to hand carry the documents (sealed envelope) to PSA, Laoag City.	None	1 minute	<i>Administrative Aide III/VI</i> Or <i>Asst. Registration Officer</i> Or <i>Registration Officer I</i> City Civil Registry Office
<b>TOTAL:</b>		<b>Php 300.00 - Endorse ment Fee</b>	<b>22 minutes</b>	

Chapter IV. Service Fees, Article B, Section 4B.01 (a7, d5, e7,) of Ordinance No. 3SP 2014-05



## 15. Late Registration of Birth, Marriage or Death

A report of vital event made beyond the reglementary period of 30 days is considered delayed.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All individuals who were born/married/died in the City of Batac whose facts of birth, marriage or death have not been reported at the City Civil Registrar's Office. For death, nearest kin.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>BASIC:</b>				
1. Negative certification on the concerned event (birth, marriage, death)- 1 original, 6 photocopies		Philippine Statistics Authority		
<b>BIRTH (Any three documents aside from the basic requirement)</b>		Notary Public		
1. Baptismal certificate (1 original, 2 photocopies)		Office of the Parochial Vicar/Minister where the document owner was baptized		
2. Voters Registration Record ( 2 photocopies)		Commission On Election		
3. Marriage Certificate (if married) 1 original, 2 photocopies		Local Civil Registry Office or Philippine Statistics Authority		
4. School Records (2 photocopies)		School where the document owner graduated		
5. Medical Records ( 2 photocopies)		Hospital, Clinics or City/Municipal Health Office		
6. SSS/GSIS/PHILHEALTH Records ( 2 photocopies)		SSS, GSIS, PHILHEALTH		
7. Certificate of live birth of children ( 2 photocopies)		Local Civil Registry Office or Philippine Statistics Authority		
8. Government Issued Identification Card of the document owner		Pag-ibig, SSS, GSIS, BIR, DFA		
<b>MARRIAGE:</b>				
1. Transcription of records where the event was solemnized ( original, 2 photocopies)		Church or Municipal/Regional Trial Court		
2. Client's original copy of the document (if available)				
3. Certificate of live birth of children ( 1 original, 2 photocopies)		Local Civil Registry Office or Philippine Statistics Authority		
4. Affidavit executed by the couple		Notary Public		
<b>DEATH:</b>				
1. Transcription of records where the event took place or a copy of the report of the attending physician ( 1original, 1 photocopy)		Hospital, Clinics or City/Municipal Health Office		
2. Police Blotter for motor vehicle accidents, murder ( 2 photocopies)		City/Municipal Police Station where the event occurred		
3. Client's original copy of the document (if available)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the negative certification issued by	1. Verify from the database or archive	None	5 minutes	<i>Administrative Aide III/VI</i> Or



PSA to the receiving staff.	whether the record for late registration is not registered.			Asst. Registration Officer Or Registration Officer I City Civil Registry Office
	1.1 If no record, provide list of requirements.			
2. Present and submit supporting documents.	2. Review the requirements submitted.  2.1 Issue order of payment	None	3 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office
3. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.2 Issue Official Receipt	Php 500.00 - Late registration fee	2 minutes	Revenue Collection Clerk City Treasurer's Office
4. Submit Official Receipt and wait while papers are being processed.	4. Receive the official receipt and interview client for information needed and encode (for home births, deaths and marriage)	None	15 minutes	Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office
	4.1 For hospital births and deaths, prepare the affidavit of late registration at the back of the form	None	5 minutes	
5. Review, sign the document and keep claim stub.	5. Administer Oath	None	2 minutes	City Civil Registrar City Civil Registry Office
	5.1 Advise the client of the ten day posting period and issue claim stub.	None	2 minutes  10 day posting period	
<b>TOTAL:</b>		<b>*Php 500.00 - Late registration fee</b>	<b>27 minutes for home birth and death</b>  <b>16 minutes for hospital</b>	



		<b>born and death</b>	
--	--	---------------------------	--

**Chapter IV. Service Fees, Article B, Section 4B.01 (a4, d, e5) of Ordinance No. 3SP 2014-05**





## 16. Out-of-Town Registration of Birth

Out-of-town reporting of birth, marriage and death occurs when the Certificate of live, Certificate of Marriage and Certificate of Death is presented to the civil registrar of a city or municipality which is not the place of birth, marriage or death, not for registration but to be forwarded to the Civil Registrar of the city or municipality where the birth, marriage or death occurred and where it should be registered.

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All individuals who were born/married/died outside the territorial jurisdiction of the City may apply for out-of-town registration provided that they have proof of non-registration of that place.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>BASIC:</b>	
1. Negative certification on the concerned event (birth, marriage, death) 1 original, 2 photocopies	Philippine Statistics Authority
2. Affidavit of out-of town reporting ( 1 original, 2 photocopies)	Notary Public
<b>BIRTH (Any three documents aside from the basic requirements)</b>	
1. Baptismal certificate ( 1 original, 2 photocopies)	Office of the Parochial Vicar/Minister where the document owner was baptized
2. Voters Registration Record ( 2 photocopies)	Commission On Election
3. Marriage Certificate (if married)- 1 original, 2 photocopies)	Local Civil Registry Office or Philippine Statistics Authority
4. School Records ( 2 photocopies)	School where the document owner graduated
5. Medical Records ( 2 photocopies)	Hospital, Clinics or City/Municipal Health Office
6. SSS/GSIS/PHILHEALTH Records	SSS, GSIS, PHILHEALTH
7. Certificate of live birth of children ( 1 original, 2 photocopies)	Local Civil Registry Office or Philippine Statistics Authority
8. Government Issued Identification Card of the document owner	Pag-ibig, SSS, GSIS, BIR, DFA
<b>MARRIAGE:</b>	
1. Transcription of records where the event was solemnized ( 1 original, 2 photocopies)	Church or Municipal/Regional Trial Court
2. Client's original copy of the document (if available)	
3. Certificate of live birth of children ( 1 original, 2 photocopies)	Local Civil Registry Office or Philippine Statistics Authority
4. Affidavit executed by the couple ( 1 original, 2 photocopies)	
<b>DEATH:</b>	
1. Transcription of records where the event took place or a copy of the report of the attending physician ( 1 original, 2 photocopies)	Hospital, Clinics or City/Municipal Health Office
2. Police Blotter (vehicle accident, murder, homicide) 2 photocopies	City/Municipal Police Station



3. Client's original copy of the document (if available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff.	1. Examine the supporting papers submitted as to authenticity and correctness.  1.1 If complete, issue order of payment.	None	5 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	Php 300.00 - Processing fee for out-of-town registration)	2 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit Official Receipt and wait while the papers are being processed.	3. Receive the official receipt and interview client for informations needed and encode to the database	None	15 minutes	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
4. Review and sign the document	4. Review the attachments and administer oath in the Affidavit of delayed registration of birth (back of the COLB form) and out-of-town registration letter.	None	5 minutes	<i>City Civil Registrar City Civil Registry Office</i>
	4.1 Instruct the client to mail the processed documents and sign the receiving copy.	None	1 minute	<i>Administrative Aide III/VI Or Asst. Registration Officer Or Registration Officer I City Civil Registry Office</i>
5. Receive a notice that his document has been registered.	5. Inform the approved and registered document through call or text messaging.	None	2 minutes	<i>City Civil Registrar City Civil Registry Office Or Administrative Aide III/VI City Civil Registry Office</i>



				Or Asst. Registration Officer City Civil Registry Office Or Registration Officer I City Civil Registry Office
		<b>TOTAL:</b>	<b>*Php 300.00 - Processing fee for out-of- town registrati on)</b>	<b>30 minutes</b>

Chapter IV. Service Fees, Article B, Section 4B.01 (d3) of Ordinance No. 3SP 2014-05



## 17. Securing Excavation Permit

It is a requirement for every excavation or opening of tomb within the city that the permit will be issued as required by law under P.D. 856 specifically the disposal of cadaver.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Nearest kin of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name and Date of Death of the Deceased to be excavated				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the name and year of death of the deceased to be excavated.	1. Verify the record in the database.  1.1 Issue the Order of Payment	None	5 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	Php 500.00 - Excavation Permit Fee	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Official Receipt	3. Receive the official receipt and prepare the excavation permit.	None	10 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
4. Affix signature in the document as to correctness of the entries indicated	4. Sign the document	None	1 minute	<i>City Civil Registrar</i> City Civil Registry Office
5. Receive the document and proceed to City Health Office.	5. Release the document and instruct the client to proceed at City Health Office for the approval of the City Health Officer.	None	2 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
<b>TOTAL:</b>		<b>*Php 500.00 -</b>	<b>20 minutes</b>	



	<b>Excavation Permit Fee</b>		
--	------------------------------	--	--

**Chapter IV. Service Fees, Article B, Section 4B.01 (e3) of Ordinance No. 3SP 2014-05**



## 18. Requesting PSA Authenticated Copy of Civil Registry Documents (Birth, Marriage, Death Certificated, CENOMAR, Advisory of Marriage) on Security Paper through the 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 through an off-line system of endorsing request and issue the documents to its clientele. The authorized partner becomes known as a BREQS User

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	The document owner with a valid identification card.
	Duly authorized representative of the document owner
	A spouse, whose name is indicated in his/her marriage document with his/her partner and documents of his/her wife/husband and their children.
	Parents of the document owner provided their name is indicated in the latter's birth document.
	A child of legal age can request for the birth and death documents of his/her parent provided that he/she has sufficient documentation to support this case. However, a child can only request for the marriage documents of his/her own parents as indicated in his/her own birth certificate.
	A guardian appointed by the court or the person exercising substitute parental authority pursuant to Article 26 of the Family Code of the Philippines.
	Institutions legally in-charge of a minor
	The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the person.
	Government agencies pursuant to their mandate provided that the requesting government agency executed Data Sharing Agreement with the LGU
Nearest kin of a deceased person (Manner of succession-legal spouse, children, parents, siblings, grandparents,, uncles and aunts as per definition from Republic Act No. 9994 known as Expanded Senior Citizens Act of 2010".	
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Government Issued Identification Card	Document Owner
2. Authorization Letter (It must indicate the type of document to be requested, the number of copies and the details of the document to be requested and captured/scanned image of the actual Authorization Letter from the document owner with signature that matches the accompanying valid ID is acceptable). Authorization received from abroad, the document owner should provide a copy of the passport as the valid ID.	Person to be represented
3. Special Power of Attorney duly notarized (It must indicate the type of document to be requested, the number of copies and the details of the document to be requested and captured/scanned image of the actual	Person to be represented



Authorization Letter from the document owner with signature that matches the accompanying valid ID is acceptable)				
4. Government Issued Identification Card		Person to be represented and the authorized representative		
5. Affidavit of Kinship duly notarized stating therein that he/she is the closest surviving relative.		Notary Public		
6. Sub-poena duces tecum and ad testificandum issued by the court		Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out appropriate application form.	1. Review completeness and correctness of entries of the accomplished form  1.1 Issue the Order of Payment	None	3 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
2. Pay the required fees at the City Treasury Office by showing the Order of Payment.	2. Accept the payment based on the Order of Payment  2.1 Issue Official Receipt	Php60.00 (BREQS Fee)	2 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit the Official Receipt.	3. Receive the Official Receipt  3.1 Record the name of the requested documents and OR in the logbook and encode in the BREQS system  3.2 Give the Acknowledgment receipt (AR) and inform the client that the AR shall be used to claim the document requested.	None	9 minutes	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i> City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
4. Receive the document and sign in the visitors logbook	4. Inform the client through text messaging	None	1 minute	<i>Administrative Aide III/VI</i> City Civil Registry Office Or <i>Asst. Registration Officer</i>



				City Civil Registry Office Or <i>Registration Officer I</i> City Civil Registry Office
		<b>TOTAL:</b>	<b>*Php60.00 (BREQS Fee)  Php 155.00 for COLB, COD, COM (for payment at Philippine Statistics Office – Serbilis Outlet)</b>	<b>15 minutes</b>

Ordinance No. 4SP 2018-01.





# **CITY TREASURY OFFICE**

## **External Services**



## 1. Assessment of Business Taxes, Fees and Other Charges

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as means of livelihood or with a view to profit. The tax shall be paid once within the first thirty-one (31) days of January or in semi annual installments on or before January 31 and July 31. It may also be paid in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business owners/entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled-out application form		Business One Stop Shop (BOSS) Counter		
2. DTI Registration		Business One Stop Shop (BOSS) Counter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present duly filled-out application form along with the DTI registration.	1. Receives and validate the application form and DTI Registration	None	3 minutes	City Treasurer Or Local Revenue Collection Officer II Or Local Revenue Collection Officer I City Treasury Office
2. Assess and prepare the order of payment	1. Assess the corresponding taxes, fees, and other charges.	Chapter II Article M Section 2M 01-03 & Chapter III Article A Section 3A.01 of the Local Revenue Code of 2014	5 minutes	City Treasurer Or Local Revenue Collection Officer II Or Local Revenue Collection Officer I City Treasury Office
3. Issue order of payment	1. Issues order of payment	None	2 minutes	
<b>TOTAL:</b>			<b>10 minutes</b>	



## 2. Payment of Business Taxes, Fees and Other Charges

Business Tax is imposed on persons or entitles who are regularly engaged on trade or commercial activity as means of livelihood or with a view to profit. The tax shall be paid once within the first thirty-one (31) days of January or in semi annual installments on or before January 31 and July 31. It may also be paid in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business owners/entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Tax Order of Payment		Business Permits & Licenses Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present business tax order of payment	1. Receives order of payment	Based on the assessed tax and fees	3 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> City Treasury Office
2. Pay corresponding taxes, fees, and other charges	2. Collects payment	Chapter II Article M Section 2m 01-03 & Chapter III Article A Section 3A.01 of the Local Revenue Code of 2014	5 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> City Treasury Office
3. Receive official receipt	3. Issues official receipt	None	2 minutes	
<b>TOTAL:</b>			<b>10 minutes</b>	



### 3. Securing Tax Clearance (Business)

A tax clearance is required in the assessment of business taxes, fees and other charges.

A tax clearance fee shall be paid by all persons or entities regularly engaged on business.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business owners/entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Real Property Tax Receipt		Client's file		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Latest Real Property Tax Receipt	1. Receives and verifies the required documents	None	3 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> City Treasury Office
	1.1 Prepares the certification	None	6 minutes	<i>Local Revenue Collection Officer I</i> City Treasury Office
	1.2 Review and signs the certification	None	2 minutes	<i>City Treasurer</i> Or <i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> City Treasury Office
2. Receive the certification	2. Issues the certification	None	1 minute	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> City Treasury Office
<b>TOTAL:</b>		<b>Php 100.00 (fee is automatically included in the assessment of business taxes; fees and other charges)</b>	<b>10 minutes</b>	



#### 4. Payment of Updated Real Property Taxes

Real Property Taxes (RPT) or amelyar are taxes paid for all lands, buildings, machineries and other improvements annually. If full payment of the real property tax is paid in advance, before said tax accrues on January 1 of the current year, the tax payer shall be entitled to a tax discount.

The same may, however, at the discretion of the taxpayer, be paid without interest/penalty in four (4) equal installments: on or before march 31; June 30; September 30 and December 31.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Real Property Receipt in the previous year or quarter (Original or Photocopy)		Client's file		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the latest real property tax receipt	1. Receives and verifies the required document and computes the tax due	None	3 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i>
2. Pay Tax Due	2. Collects Payment	Chapter II Article A, Section 2A. 01-08 of the Local Revenue Code of 2014	6 minutes (maximum of 6 parcels of land in 1 receipt)	Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i>
3. Receive official receipt	3. Issues official receipt	None	1 Minute	City Treasury Office
<b>TOTAL:</b>			<b>10 minutes</b>	
<i>(Processing time may or may not exceed 18 minutes per real property unit depending on the (1) number of real property units being paid for, especially during peak seasons of December and (2) Date of last payment of the real property unit.)</i>				



## 5. Payment of Delinquent Real Property Taxes

Real Property owners who failed to pay their real property tax upon the expiration of the periods as provided in Article A Section 2A.04 of the Local Revenue code of 2014 shall subject the taxpayer to the payment of interest at the rate of two percent (2%) per month on the unpaid amount or a fraction thereof, until the delinquent tax shall have been fully paid. In no case shall the total interest on the unpaid tax or portion thereof exceed thirty-six (36) months.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Assessment		City Assessor's Office		
2. Old Real Property Tax (Original or Photocopy)		Client's file		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required document	1. Receives required documents and researches, verifies record of payment of the client and computes the tax due	None	10 minutes per tax declaration	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
2. Pay Tax Due	2. Collects Payment	Chapter II Article A, Section 2A. 01-08 of the Local Revenue Code of 2014	7 minutes per tax declaration	
3. Receive official receipt	3. Issues official receipt	None	1 Minute	
<b>TOTAL:</b>			<b>18 minutes</b>	
(Processing time may or may not exceed 18 minutes per real property unit depending on the (1) number of real property units being paid for, especially during peak seasons of December and (2) Date of last payment of the real property unit.)				



## 6. Securing Community Tax Certificate

A community tax certificate must be secured when an individual or corporation:

Receives a salary or wage from any person or corporation

Engages in business or corporation

Owns a real property with an aggregate assessed value of One Thousand (P 1,000.00) pesos or more

Acknowledges any document before a notary public

Takes an oath of office upon election or appointment to any position in the government service

Receives any license certificate or permit from any public authority

Pays any tax or fee

Receives money from any public fund

Transacts other official business

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Transacting public (18 years old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client Information Form		City Treasury Office		
2. Client Information Form		City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the accomplished client information sheet or present a valid ID	1. Validates the Client Information Sheet or Valid ID	Chapter VI Section 6.01-08 of the Local Revenue Code of 2014	2 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i>
2. Pay the corresponding fee/s then receive the Community Tax Certificate	2. Collects payment and issues Community Tax Certificate	Chapter VI Section 6.01-08 of the Local Revenue Code of 2014	2 Minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
<b>TOTAL:</b>			<b>4 minutes</b>	



## 7. Securing Professional Tax Registration

Professionals must secure professional tax registration before the exercise or practice of his profession except professionals exclusively employed in the government. The professional subject to take herein imposed are only those who have passed the bar examinations or any board or other examination conducted by the Professional Regulations Commission (PRC).

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PRC license holders who are not working in the government sector.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PRC license		Professional Regulatory Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the PRC license	1. Validates the license	None	1 Minute	<i>Local Revenue Collection Officer II</i>
2. Pay the corresponding fee and Receive official receipt	2. Collects payment and issues the official receipt	P 300.00 (if paid on or before year) P75.00 (25% penalty if paid beyond January 31 of each year)	3 Minutes	<i>Or</i> <i>Local Revenue Collection Officer I</i> <i>Or</i> <i>Revenue Collection Clerk III</i> <i>Or</i> <i>Revenue Collection Clerk II</i> <i>Or</i> <i>Revenue Collection Clerk I</i> <i>City Treasury Office</i>
<b>TOTAL:</b>		<b>P 300.00/P375.00</b>	<b>4 minutes</b>	





## 8. Payment of Other Taxes, Permit, Fees, and Service Charges

All payments are made in the treasury office collected by Revenue Collectors.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment (Original)		From Concerned Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Order of Payment (Original)	1. Receives order of payment	None	1 Minute	<i>Local Revenue Collection Officer II</i>
2. Pay the corresponding taxes or fees due.	1. Collects payment and issues the official receipt	Refer to the concerned departments	3 Minutes	Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
<b>TOTAL:</b>		<b>P 300.00/P3 75.00</b>	<b>4 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Real Property Tax Payment (Original or Photocopy)		Client's file		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Latest Real Property Tax Receipt	1. Receives and verifies the required documents	None	3 Minutes	<i>Local Revenue Collection Officer II</i> Or
2. Pay the corresponding fee.	2. Issues the Official Receipt	P 100.00 per copy	3 Minutes	<i>Local Revenue Collection Officer I</i> Or
	2.1 Prepares the document requested	None	6 minutes	<i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
	2.2 Review and signs the certification	None	2 minutes	<i>City Treasurer</i> Or <i>Assistant City Treasurer</i> Or <i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer</i> City Treasury Office
3. Receive the document requested	3. Issues the document	None	1 minute	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i>



				Or <i>Revenue Collection Clerk I</i> City Treasury Office	
		<b>TOTAL:</b>	<b>P 100.00</b> <b>(per</b> <b>copy)</b>	<b>15 minutes</b>	



## 10. Securing Certificate of Non-Tax Delinquency

A Certificate of Non-Tax Delinquency is required in certain transactions like in securing building permit, transfer of real property ownership, registering any deed at the Registrar of Deeds and for certain bank transactions as proof that taxes on a particular real property has an updated payment.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Real Property Tax Receipt		Client's file		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Latest Real Property Tax Receipt	1. Receives and verifies the required documents	None	3 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i>
2. Pay the corresponding fee	2. Collects payment and issues the Official Receipt	P 100 per document property P 30.00 (Documentary Stamp per document) or property	3 minutes	<i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
	2.1 Prepares the certification		6 minutes	
	2.2 Review and signs the certification	None	2 minutes	<i>City Treasurer</i> Or <i>Assistant City Treasurer</i> Or <i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer</i> City Treasury Office
3. Receive the certification	3. Issues the certification	None	1 minute	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i>



				Or Revenue Collection Clerk I City Treasury Office
		<b>TOTAL:</b>	<b>P 130.00 (per document or property)</b>	<b>15 minutes</b>



## 11. Securing Transfer Tax Certification

Transfer Tax Certification is required for transactions involving transfer of ownership of real property.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals who are transferring real property ownership.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document of Transfer (Deed of Conveyance like Deed of Sale, Donation, Adjudication, Waiver of Title)		City Treasury Office		
2. Order of Payment		City Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Order of Payment from the Assessor's Office	1. Receives and verifies the required documents	None	3 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
2. Pay the corresponding fee	2. Collects payment and issue official receipt	Chapter II Article E: Tax on Transfer of Real Property of the Local Revenue Code of 2014	3 minutes	
	2.1 Prepares the certification		6 minutes	
	2.2 Review and signs the certification	None	2 minutes	<i>City Treasurer</i> Or <i>Assistant City Treasurer</i> Or <i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer</i> City Treasury Office
3. Receive the certification	3. Issues the certification	None	1 minute	<i>Local Revenue Collection Officer II</i> Or <i>Local Revenue Collection Officer I</i> Or <i>Revenue Collection Clerk III</i>



				Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
<b>TOTAL:</b>			<b>15 minutes</b>	



## 12. Branding and Securing Certificate of Ownership of Large Cattles

Owners of large cattle must brand and secure certificate of ownership upon reaching the age of two (2) years. All branded and counter branded animals presented are with the form provided for the purpose under Accountable Form no. 53.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Owners of large cattle.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of registration		Barangay where the animal was registered		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for cattle branding	1. Inspects the cowlicks	None	1 minute	Revenue Collection Clerk II Or Revenue Collection Clerk I City Treasury Office
2. Prepare the cattle for branding	2. Asks what brand to be used	None	1 minute	
3. Receive the certificate of ownership	3. Issues certificate of ownership	P 100.00 (Registration fee) P 5.00 (Document)	1 minute	
<b>TOTAL:</b>		<b>P 105.00</b>	<b>3 minutes</b>	





### 13. Calibration of Weights and Measures (Outside Public Market)

All establishments are required to have their weight and measures tested, calibrated and sealed and to ensure compliance with the provisions of the Regulation of Practices relative to weights and measures, as provided in Chapter II of the Consumer Act, RA No. 7394.

<b>Office or Division:</b>		City Treasury Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weighing Scale		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present weighing scale.	1. Visit business establishment to test and calibrate the weighing scale according to different graduated test weights	None	10 minutes	<i>Revenue Collection Clerk III Or Revenue Collection Clerk II Or Revenue Collection Clerk I City Treasury Office</i>
2. Pay the corresponding amount and receive labeled and stickered weighing scale and official receipt	2. Collects payment and issues official receipt	Chapter III Article J: Permit Fee for Sealing and Licensing of Weights and Measures Section 3J.03 Local Revenue Code of 2014	2 minutes	
	2. Stickered the weighing scale		3 minutes	
<b>TOTAL:</b>			<b>15 minutes</b>	



## 14. Disbursements through Cash

Cash payments shall be only on duly approved Payrolls/Disbursement 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.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay Health Workers, Barangay Service Point Officer, Tends, City Scholars, Barangay Nutrition Scholars, Job Orders, Casual and Permanent employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification card (Original or Photocopy)		Personal (from client)		
2. Authorization Letter (Original)				
3. Valid ID of Authorized Person (if the person cannot personally claim)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client presents the ID or Authorization Letter	1. Receives and verifies the ID or Authorization Letter	None	1 Minute	<i>Cashier II Or Administrative Assistant II City Treasury Office</i>
2. The client signs the payroll.	2. Verifies the signature of client in the payroll.	None	1 Minute	
3. Receives and counts the money.	3. Counts and releases the money to the client.	None	1 Minute	
<b>TOTAL:</b>			<b>3 minutes</b>	



## 15. Administrative Division

This service is to respond to client's claims pertaining to financial assistance or payment to suppliers.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business.			
<b>Who may avail:</b>	Payee or Claimant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authorization letter and Official Receipt (suppliers)		Head or Authorizing agent of the company/supplier		
2. Valid Identification card		Claimant's ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client or supplier presents the required document.	1. Receives and verifies the required document and computes the tax due supplier.	None	2 minutes	Cashier II Or Administrative Assistant II Or Local Treasury Operations Officer I City Treasury Office
2. The client or supplier claims the check and sign on the following: a. Duplicate Copy of Check b. Box D of the DV c. Check Register	2. Releases check to claimant	None	3 Minutes	Cashier II Or Administrative Assistant II Or Local Treasury Operations Officer I City Treasury Office
<b>TOTAL:</b>			<b>5 minutes</b>	



## 16. Requisition of Accountable Forms

Accountable form is a document used for acknowledging collections and shall be issued to bonded officers only if the recent accountable form issued is consumed or is about to be consumed.

<b>Office or Division:</b>	City Treasury Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Barangay Treasurers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest RCD		Barangay Treasurers		
2. Requisition and Issue Slip		Barangay Treasurers		
3. Purchase Order		Barangay Treasurers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements.	1. Checks the remaining balance of accountable forms	None	1 minute	Cashier II Or Administrative Assistant II
	1.1 Review and approves the issuance of accountable forms	None	1 Minute	Local Treasury Operations Officer I City Treasury Office
2. Pay the fee at the Revenue Collector's Window (any windows from one to five)	2. Pays the fee and issues official receipt	None	3 Minutes	Revenue Collector III Or Revenue Collector II Or Revenue Collector I City Treasury Office
3. Present the official receipt and sign the Requisition and Issue Slip	3. Gets the requested accountable form in the vault	None	2 minutes	Cashier II Or Administrative Assistant II Or Local Treasury Operations Officer I City Treasury Office
4. Sign the Logbook of Accountable Forms and RIS	4. Logs the accountable forms to be issued in the logbook of Accountable forms and have it signed by the client	None	2 minutes	Cashier II Or Administrative Assistant II Or Local Treasury Operations Officer I City Treasury Office
5. Receive and check the completeness of Accountable Forms requested	5. Issues the accountable forms to the client	None	1 minute	Cashier II Or Administrative Assistant II Or Local Treasury Operations Officer I City Treasury Office
<b>TOTAL:</b>			<b>9 minutes</b>	



# **OFFICE OF THE CITY ASSESSOR**

## **External Services**



## 1. Issuance of Certified True Copy of Tax Declaration.

Tax Declaration (TD) serves as the City's permanent record for every real property unit (land, buildings, machineries and other improvement). Real property owners or thru their representative may request the Office of the City Assessor for a certified true copy of tax declaration for purposes of transfer, loan, for surveying purposes of land, litigation, for construction of buildings and improvements.

<b>Office or Division:</b>	Office of the City Assessor - Administrative and Records Management Section/Tax Mapping Section/Appraisal/Assessment Sec.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Property owners, law offices, surveyors, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		Office of the City Assessor		
2. Receipt of payment		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form. Present reference if available	1. Search computer for the request.	None	3 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
2. Pay certified true copy of tax declaration to the Office of the City Treasurer	2. If the requested Tax Declaration is available, prepare Order of Payment	Pup 100.00 <sup>1</sup>	5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
3. Present Official Receipt for recording	3. Receive Official Receipt for recording	None	2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	3.1 Prepare certified true copy of tax declaration	None	3 minutes	
	3.2 Signed Certified True Copy of Tax Declaration	None	2 minutes	
4. Receive Certified True Copy of Tax Declaration	4. Issue Certified True Copy of Tax Declaration	None	2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>100.00</b>	<b>17 minutes</b>	

<sup>1</sup> 2014 Revenue Code of the City of Batang, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



## 2. Issuance of Certified Photocopy of Vicinity Maps

Real property owners or thru their representative may request the Office of the City Assessor for a certified photocopy of maps for purposes of transfer of ownership, for loan purposes, transfer of ownership, litigation, construction of buildings, and for surveying purposes, etc.

<b>Office or Division:</b>	Office of the City Assessor - Administrative and Records Management Section/Tax Mapping Section/Appraisal/Assessment Sec.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; Government to Government			
<b>Who may avail:</b>	Property owners, law offices, surveyors, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		Office of the City Assessor		
2. Receipt of payment		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and present reference if available	1. Search computer for the details of the request.	None	3 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
2. Pay certified photocopy of vicinity map at the Office of the City Treasurer.	2. If the request is available prepare and issue an Order of Payment to the client	Pup 25.00 <sup>2</sup>	5 minutes	
3. Present Official Receipt for recording	3. Receive Official receipt for recording	None	2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	3.1 Prepare photocopy of the requested map.	None	5 minutes	<i>Assessment Clerk II</i> Or <i>Tax Mapper I</i> Or <i>Tax Mapper II</i> Office of the City Assessor
	3.2 Signed certified photocopy of vicinity map	None	2 minutes	<i>Assistant City Assessor</i> Or <i>Officer-in-Charge</i> Or <i>Section Head</i> Office of the City Assessor
4. Received certified photocopy of vicinity map	4. Issue certified photocopy of vicinity map.	None	2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>25.00</b>	<b>19 minutes</b>	

<sup>2</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



### 3. Issuance of Certifications Relative to Assessment and Ownership of Real

Real property owners or thru their representative may request the Office of the City Assessor for certifications relative to assessment and ownership of real property for purposes of transfer of ownership, loan purposes, for litigation etc.

<b>Office or Division:</b>	Office of the City Assessor - Administrative and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, law offices, surveyors, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		1. Office of the City Assessor		
2. Receipt of payment		2. Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and present reference if available	1. Search computer for the request		3 minutes	Assessment Clerk II Office of the City Assessor
2. Pay certification fee at the Office of the City Treasurer	2. Prepare requested certification	Php100.00 <sup>3</sup>	5 minutes	
3. Present Official Receipt for recording	3. Receive Official Receipt for recording		2 minutes	Assessment Clerk II Office of the City Assessor
	3.1 Prepare requested certification		5 minutes	Assessment Clerk II Or LAOO II Or LAOOI Office of the City Assessor
	3.2 Signed certification		2 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor
4. Receive certification	4. Issue requested certification		2 minutes	Assessment Clerk II Office of the City Assessor
<b>TOTAL:</b>		<b>100.00</b>	<b>19 minutes</b>	

<sup>3</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.





#### 4. Issuance of Certified Photocopy of Supporting Documents of Transfer, Revisions Subdivisions, Consolidations, etc.

Real property owners or thru their representative may request the Office of the City Assessor for certified photocopy of supporting documents of transfer, revisions, subdivision for purposes of litigation, for reference etc.

<b>Office or Division:</b>	Office of the City Assessor - Administrative and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Property owners, law offices, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		Office of the City Assessor		
2. Copy of documents or anything that can be used as reference.		To be provided by the client		
3. Old or new realty tax receipt		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and present reference if available	1. Search request in the computer/file		15 minutes	Assessment Clerk II Office of the City Assessor
2. Pay fees at the Office of the Treasurer	2. If request is available, prepare and issue Order of Payment	Php100.00 <sup>4</sup>	5 minutes	
	2.1 Photocopy the requested documents		5 minutes	LAOO I Or Assessment Clerk II Office of the City Assessor
	2.2 Approve/Sign certified photocopy of documents		2 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor
3. Receive certification	3. Issue certified photocopy of documents		2 minutes	Assessment Clerk II Office of the City Assessor
<b>TOTAL:</b>		<b>100.00</b>	<b>29 minutes</b>	

<sup>4</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



## 5. Updating of Tax Declaration of Transfer of Ownership of Real Properties

Real property owners may request an updated tax declaration upon transfer of ownership of real property from previous owner to the new owner.

<b>Office or Division:</b>	Office of the City Assessor - Records Management Section/Tax Mapping Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Real property owners, law offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registered photocopy of Document of (Sale, Donation, Quitclaim, Partition, Waiver, Adjudication etc.) (1 copy)		To be provided by the previous/new owner.		
2. Electronic/Photocopy of the new title (1 copy)		In case of missing copy can be secured at the Land Registration Authority (LRA)		
3. Registered photocopy of Certificate Authorizing Registration (1 copy each)				
4. Photocopy of Certificate of Transfer Tax Fee and or Official Receipt (1 copy)				
5. Photocopy of Cert. of Non Tax Delinquency (1 Copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request and submit requirements	1. Verify requirements for completeness and validity		5 minutes	LAOO I Or Assessment Clerk II Office of the City Assessor
	1.1 Check office records for any encumbrance/ duplications.		5 minutes	
	1.2 If found complete record, receive and record it in the Receiving Log Book		2 minutes	
2. Pay processing fee and Certified True Copy of Tax Declaration	2. Prepare and issue Order of Payment for processing fee and Certified True of Tax Declaration	Php50.00 <sup>5</sup> /Lot  Php100.00 <sup>6</sup> /tax	5 minutes	LAOO I Or Assessment Clerk II Office of the City Assessor

<sup>5</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>6</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



		declaratio n		
3. Present Official Receipt for recording	3. Receive Official Receipt for recording		2 minutes	<i>LAOO I Or Assessment Clerk II Office of the City Assessor</i>
	3.1 Check and verify Property Index No.		3 minutes	<i>Tax Mapper I Or Tax Mapper II Office of the City Assessor</i>
	3.2 Field Appraisal and Assessment Sheet of newly transferred real properties prepared		15 minutes	<i>Assessment Clerk II Office of the City Assessor</i>
	3.3 Prepared Field Appraisal and Assessment Sheet of newly transferred real properties for approval reviewed		5 minutes	<i>Tax Mapper II Office of the City Assessor</i>
	3.4 Field Appraisal and Assessment Sheet of newly transferred real properties approved		5 minutes	<i>Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor</i>
	3.5 FAAS assigned with Assessment Property No.		3 minutes	<i>Assessment Clerk II Or Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor</i>
4. Received Certified True Copy of updated Tax Declaration	4. Prepare and issue Certified True Copy of updated Tax Declaration		2 minutes	<i>Assessment Clerk II Office of the City Assessor</i>
<b>TOTAL:</b>		<b>150.00</b>	<b>52 minutes</b>	



## 6. Updating of Tax Declaration of Unconformed Certificate of Title

Owners of certificate of title which is not yet conformed to the tax declaration may request the Office of the City Assessor to update and issue new tax declaration.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real property owners, law offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of certificate of title (1 Copy)		To be provided by the property owner or can get an electronic copy from the Land Registration Authority.		
2. Photocopy of supporting document (basis of the issuance of original title) (1 Copy)		Supporting documents of title can be secured at the Department of Environment and Natural Resources, Laoag City.		
3. Payment of transfer tax in case there is a change of name (Photocopy of Official Receipt)		City Treasurer's Office		
4. Latest real property tax receipt (1 Photocopy of OR)		City Treasurer's Office		
5. Payment of processing fee. (Official Receipt)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill up request form and submit requirements	1. Verify the completeness of the requirements		3 minutes	<i>Assessment Clerk</i> Office of the City Assessor
	1.1 Verify records of possible encumbrance and or duplication		5 minutes	LAOO I Or Tax Mapper I Or Assessment Clerk Office of the City Assessor
	1.2 If complete, receive requirements and record in the Receiving Log Book		2 minutes	
2. Pay processing fee and certified true copy at the Office of the Treasurer	2. Prepare and issue Order of Payment for processing fee and certified true copy of tax declaration	Php50.00 <sup>7</sup> / lot  Php100.00 <sup>8</sup>	5 minutes	<i>Assessment Clerk</i> Office of the City Assessor
3. Client present receipt of payment for recording	3. Employee receive receipt of payment for recording		2 minutes	<i>Assessment Clerk</i> Office of the City Assessor

<sup>7</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>8</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



	3.1 Check and verify Property Index No.		3 minutes	<i>Tax Mapper I</i> Or <i>Tax Mapper II</i> Office of the City Assessor
	3.2 Field Appraisal and Assessment Sheet of the unconformed Certificate of Title prepared.		15 minutes	<i>Assessment Clerk</i> Office of the City Assessor
	3.3 Prepared Field Appraisal and Assessment Sheet of Certificate of title for approval reviewed.		5 minutes	<i>Tax Mapper II</i> Office of the City Assessor
	3.4 Field Appraisal and Assessment Sheet of conformed certificate of title approved		5 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	3.5 Field Appraisal and Assessment Sheet assigned with Assessment Real Property No.		3 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Or <i>Assessment Clerk</i> Office of the City Assessor
3. Received Certified True Copy of Tax Declaration	Prepare and issued Certified True Copy of Tax Declaration		2 minutes	<i>Assessment Clerk</i> Office of the City Assessor
<b>TOTAL:</b>		<b>150.00</b>	<b>50 minutes</b>	



## 7. Corrections of Entries in the Tax Declaration (Name and Area only)

Real property owners who found wrong entries in their tax declaration may request the Office of the City Assessor to correct the error upon presentation of proof/document.

<b>Office or Division:</b>	Office of the City Assessor - Administrative and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real property owners, law offices, surveyors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of old tax declaration/document (1 copy)		1. To be provided by the Property Owner		
2. Photocopy of title (1Copy)		2. Property owner / Land Registration Authority		
3. Latest real property tax receipt		3. Office of the City Treasurer		
4. Payment of processing fee		4. Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill up request form and present basis for the correction	1. Verify property in the computer		2 minutes	Assessment Clerk Office of the City Assessor
	1.1 Evaluate the documents presented.		2 minutes	
	1.2 Check previous records		NTR	Tax Mapper I Or Tax Mapper II Office of the City Assessor
	1.3 If there is a basis for the correction, receive request and record it in the Receiving Log Book		2 minutes	Assessment Clerk Office of the City Assessor
2. Pay processing fee and certified true copy of tax declaration at the Office of the City Treasurer	2. Prepare and issue an Order of Payment for processing fee and certified true copy of tax declaration	Php50.00 <sup>9</sup> /lot  Php100.00 <sup>10</sup>	5 minutes	Assessment Clerk Office of the City Assessor
3. Present Official Receipt of payment for recording	3. Receive Official Receipt for recording		2 minutes	Assessment Clerk Office of the City Assessor
	3.1 Check and verify Property Index No.		3 minutes	Tax Mapper I Or Tax Mapper II

<sup>9</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>10</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



				Office of the City Assessor
	3.2 Field Appraisal and Assessment Sheet of tax declarations with corrected entries prepared		15 minutes	<i>Assessment Clerk</i> Office of the City Assessor
	3.3 Prepared Field Appraisal and Assessment Sheet of tax declaration with corrected entries for approval reviewed		5 minutes	<i>Tax Mapper II</i> Office of the City Assessor
	3.4 Field Appraisal and Assessment Sheet of tax declaration with corrected entries approved.		5 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	3.5 Field Appraisal and Assessment Sheet of tax declaration with corrected entries assigned with ARP No.		3 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Or <i>Assessment Clerk</i> Office of the City Assessor
4. Receive certified true copy of updated Tax Declaration	4. Prepare and issue certified true copy of updated tax declaration		2 minutes	<i>Assessment Clerk</i> Office of the City Assessor
<b>TOTAL:</b>		<b>150.00</b>	<b>44 minutes</b>	



## 8. Appraisal and Assessment of Buildings and Improvements

Owners, administrators of buildings and improvements not yet declared for taxation may request the Office of the City Assessor for appraisal and assessment for taxation purposes.

<b>Office or Division:</b>	Office of the City Assessor - Appraisal and Assessment Section, Tax Mapping Section, Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owners of buildings and improvements, Engineers, Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Blue print copy of the approved building plan (1 Copy)		To be provided by the building owner but in case a requirement is missing they can secure a copy at the Office of the Building Official.		
2. Copy of the building permit duly certified by the owner (1 copy)				
3. Photocopy of Certificate of Occupancy duly certified by the owner (1 copy)				
4. If all of the above requirements is present a Sworn Statement of True Current and Fair Market of the Property is required from the owner (3 copies)		From the Building Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Based on the listings of newly constructed buildings and improvements furnished by the City Building Official, the Appraisal Team notify owners of the newly constructed buildings and improvements. The Appraisal Team will schedule the date and time of the ocular inspection. (1 day waiting time for schedule)		5 minutes	LAOO II Or LAOO I Or Tax Mapper II Or Tax Mapper I Office of the City Assessor
	The Appraisal Team will proceed to the location of the property.		30 minutes	LAOO II Or LAOO I Or Assessment Clerk II Office of the City Assessor
1. Building and other improvement owners prepares the required	1. If the requirements is complete, conduct		1 hour	LAOO II Or LAOO I





requirements and present it to the Appraisal Team.	appraisal and assessment of the property			Or <i>Assessment Clerk II</i> Office of the City Assessor
	1.2 Appraisal Team return back to Office		30 minutes	
	1.3 Newly appraised buildings/improvement/ assigned with Property Index No.		5 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	1.4 Newly appraised buildings, improvements sketch thru /Computed Aided Design (CAD)		45 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Office of the City Assessor
	1.5 Assessed value of the newly appraised buildings/improvements computed.		45 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Office of the City Assessor
	1.6 Field Appraisal and Assessment Sheet of newly appraised buildings and improvements prepared		20 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	1.7 Prepared Field Appraisal and Assessment Sheet for approval reviewed.		5 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Office of the City Assessor
	1.8 Field Appraisal and Assessment Sheet of newly assessed buildings and improvements approved.		5 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	1.9 Approved Field Appraisal and Assessment Sheet assigned with Assessment Real Property No.		3 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
2. Receive new Tax Declaration and Notice of Assessment	2. Prepare and issue Tax Declaration and Notice of Assessment		5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>NONE</b>	<b>4 hours &amp; 18 minutes</b>	



## 9. Appraisal and Assessment of Machineries

Owners of machineries not yet declared for taxation purposes may request the Office of the City Assessor for appraisal and assessment.

<b>Office or Division:</b>	Office of the City Assessor - Appraisal and Assessment Section and Tax Mapping Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owners of newly installed machineries may request the Office of the City Assessor to appraise and assess machineries for taxation purposes.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of the Description of Machinery(1 copy)		Requirements to be provided by the Machine owner		
2. Photocopy Proof of Cost of Machinery including Cost of Transportation, Installation and Insurance (1 Copy) and or Sworn Statement of True and Current Fair Market of the Machinery (3 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements at the Office of the City Assessor	1. Check the requirements presented for its completeness		3 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	1.1 If the requirements is complete, receive and record in the Receiving Log Book		2 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
2. Client wait for the scheduled time	2. Schedule the day of the ocular inspection (schedule time is 1 day after submission of requirements)		3 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Office of the City Assessor
	2.1 Conduct ocular inspection of the subject property		1 hour 30 minutes (including travel time)	
	2.2 Assign Property Index No of the newly appraised Machinery		3 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	2.3 Compute the Assessed Value of the newly appraised machinery.		45 minutes	<i>LAOO II</i> Or <i>LAOO I</i> Office of the City Assessor
	2.4 Field Appraisal and Assessment		15 minutes	<i>Assessment Clerk II</i> Office of the City Assessor



	Sheet of the newly appraised machinery prepared			
	2.5 Prepared Field Appraisal and Assessment Sheet of the machinery for approval reviewed		5 minutes	LAOO II Or LAOO I Office of the City Assessor
	2.6 Field Appraisal and Assessment Sheet of the machinery approved		5 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor
	2.7 Approved Field Appraisal and Assessment Sheet of the machinery assigned with Assessment Real Property No.		3 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Or Assessment Clerk II Office of the City Assessor
3. Receive Tax Declaration and Notice of Assessment	3. Issue Tax Declaration and Notice of Assessment		5 minutes	Assessment Clerk II Office of the City Assessor
<b>TOTAL:</b>		<b>NONE</b>	<b>2 hours 59 minutes</b>	



## 10. Revision of the Classification and Actual Use of Property

Real property owners who have changes in the classification and actual use of their property may request the Office of the City Assessor for revision.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section, Appraisal and Assessment Section and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, law offices, surveyors, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of the applicant				
2. Certification from the Zoning Officer		Office of the Zoning Officer		
3. Latest realty tax receipt		Office of the City Treasurer		
4. Payment of Ocular Inspection Fee		Office of the City Treasurer		
5. Payment of Processing Fee		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submit letter request and requirements	1. Check requirements and verified records		5 minutes	LAOO I Or Tax Mapper I Or Assessment Clerk II Office of the City Assessor
2. Clients wait for schedule time of ocular inspection	2. If the documents presented satisfy the requirements for reclassification, received requirements and record it in the Receiving Log Book		2 minutes	LAOO I Or Tax Mapper I Office of the City Assessor
3. Client wait for the schedule time of inspection	3. Schedule the time of ocular inspection		3 minutes	LAOO I Or Tax Mapper I Office of the City Assessor
4. Pay inspection fee at the Office of the City Treasurer	4. Prepare and issue Order of Payment for ocular inspection fee	Php100.00 <sup>11</sup> - urban Php200.00 <sup>12</sup> - rural barangay	5 minutes	LAOO I Or Tax Mapper I Office of the City Assessor

<sup>11</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>12</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



5. Client present receipt of payment to the receiving clerk	5. Clerk receives receipt of payment and attach it to the requirements submitted.		2 minutes	LAOO I Or Tax Mapper I Or Assessment Clerk II Office of the City Assessor
6. Client answers questions from the Inspection Team	6. Conduct ocular inspection on the subject property		1 hour 30 minutes (including travel time)	LAOO I Or Tax Mapper I Office of the City Assessor
	6.1 Prepare ocular inspection report		15 minutes	
7. Pay processing fee and certified true copy of tax declaration	7. Issue Order of Payment for the processing fee and certified true copy of tax declaration	Php50.00 <sup>13</sup> Php100.00 <sup>14</sup>	3 minutes	Assessment Clerk II Office of the City Assessor
	7.1 Check and verify Property Index No.		3 minutes	Tax Mapper II Or Tax Mapper I Office of the City Assessor
	7.2 Field Appraisal and Assessment Sheet of the subject property properly prepared		15 minutes	Assessment Clerk II Office of the City Assessor
	7.3 Prepared Field Appraisal and assessment Sheet for approval reviewed		5 minutes	Tax Mapper II Office of the City Assessor
	7.4 Field Appraisal and Assessment Sheet of the subject property approved		5 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor
	7.5 Approved Field Appraisal and Assessment Sheet assigned with Assessment Real Property No.		3 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Or Assessment Clerk II

<sup>13</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>14</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



				Office of the City Assessor
8. Receive certified true copy of tax declaration and Notice of Assessment	8. Issue certified true copy of tax declaration and Notice of Assessment		5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>100.00</b>	<b>2 hours and 41 minutes</b>	



## 11. Revise Tax Declaration in Conformity with the Approved Subdivision/Consolidation Plan

Property owners whose lots are subdivided/consolidated must submit copy of the approved subdivision/consolidation plan for the issuance of segregated tax declaration.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section, Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, law offices, surveyors, courts, banks, agencies of government etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter				
2. Blue or White copy of the Approved subdivision/consolidation plan (1 copy)		To be provided by the owners/co owners of the property		
3. Supporting documents as basis of subdivision/consolidation (sale with partition, donation with partition, etc)		Copies of all supporting documents are available at the Office of the Register of Deeds/Land Registration Authority.		
4. Photocopy of each title (1 copy each)				
5. Certificate Authorizing Registration, if applicable (1 photocopy)				
6. Transfer tax fee certification if there is change of name (1 photocopy)				
7. Certificate of Non Tax Delinquency/Realty tax receipts				
8. Payment of Processing fee		Office of the City Treasurer.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and submit requirements.	1. Receive and evaluate submitted documents, if found complete, record it in the receiving log book.		10 minutes	<i>Tax Mapper I</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
2. Pay processing fee and certified true copy of tax declaration at the Office of the City Treasurer	2. Issue Order of Payment for the payment of processing fee and Certified True Copy of Tax Declaration	Php50.00 <sup>15</sup> Php100.00 <sup>16</sup>	5 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor

<sup>15</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>16</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.



3. Present receipt of payment to the receiving clerk.	3. Receive receipt of payment for recording		2 minutes	<i>Tax Mapper I</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
	3.1 Reflect approved subdivision/ consolidation plan in the section maps		NTR	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	3.2 Property Index No assigned to all parcels in the approved plan.		3 minutes/ parcel	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	3.3 Field Appraisal and Assessment Sheet of parcels of land in the approved plan prepared.		15 minutes / parcel	<i>Assessment Clerk II</i> Office of the City Assessor
	3.4 Prepared Field Appraisal and Assessment Sheet of parcels of land for approval reviewed.		3 minutes/ parcels	<i>Tax Mapper II</i> Office of the City Assessor
	3.5 Field Appraisal and Assessment Sheet of all parcels of land in the approved plan approved.		3 minutes/ parcels	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	3.6 Approved Field Appraisal and Assessment Sheet of all parcels of the approved plan assigned with Assessment Sheet Property No.		3 minutes/ parcel	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
4. Receive certified true copy of tax declaration and Notice of Assessment	4. Prepare and issue certified true copy of tax declaration and Notice of Assessment		5 minutes/ parcel	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>150.00</b>	<b>49 minutes</b>	





## 12. Updating of Inadvertently Omitted Tax Declaration during Previous Revisions.

Real property owners, law offices, etc. may request the assistance of the Office of the City Assessor in updating tax declaration which was erroneously omitted during the previous revisions.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section/Administrative and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, law offices.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Old documents/title/old tax declarations/ old tax receipts depends on what is available for reference (1 photocopy )		1. To be provided by the requesting parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill up request form and present any available data from the checklist as reference.	1. Verified records using the reference given by the client.		NTR because of the volume of records to be researched	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	1.1 If the office records shows that it was inadvertently omitted, received the request and record it in the Receiving Log Book.		2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
2. Client pay research fee at the Office of the City Treasurer	2. Issue Order of Payment for research fee	Php100.00 <sup>17</sup>	5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
3. Client assist the employee in identifying the property in the tax map	3. Employee assists the client identify his property in the tax map.		NTR because the service must be accurate.	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
4. Client pay processing fee and certified true copy of tax declaration at	4. If the client and the employee were able to identify the lot, the employee will	Php50.00 <sup>18</sup> Php100.00 <sup>19</sup>	5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor

<sup>17</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34.

<sup>18</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



the Office of the City Treasurer	issue an order of payment for processing fee and certified true copy of tax declaration			
5. Client presents Official receipt for recording	5. Assessment Clerk received Official receipt for recording		2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	5.1 Checked and verified Property Index No of the lo		3 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	5.2 Field Appraisal and Assessment Sheet of the inadvertently omitted tax declaration for revision prepared.		15 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	5.3 Prepared Field Appraisal and Assessment Sheet for approval reviewed		5 minutes	<i>Tax Mapper II</i> Office of the City Assessor
	5.4 Field Appraisal and Assessment Sheet of the revised tax declaration which was inadvertently omitted approved.		5 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	5.5 Approved Field Appraisal and Assessment Sheet assigned with Assessment Real Property No.		3 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Or <i>Assessment Clerk II</i> Office of the City Assessor
6. Received Certified True Copy of Tax Declaration and Notice of Assessment	6. Prepare and issue Certified True Copy of Tax Declaration and Notice of Assessment		5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor

<sup>19</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



<b>TOTAL:</b>	<b>150.00</b>	<b>50 minutes</b>	
---------------	---------------	-------------------	--

### 13. Lot Verification in the Cadastral/Section Maps

Real property owners, surveyors, law offices, etc. may request the assistance of the Office of the City Assessor to verify the lot in conformity their existing records in their possession.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, surveyors, law offices lending institutions, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Old documents/title/old tax declarations/ old tax receipts depends on what is available for reference (1 photocopy )		1. To be provided by the requesting parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill up request form.	1. Assessment Clerk refers the client to Tax Mapper I		2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
2. Client present the available data to the employee assisting him.	2. Tax Mapper I assists clients locate the property in the tax map.		NTR because the service to be provided should be accurate	<i>Tax Mapper I</i> Office of the City Assessor
3. Client receive Order of Payment for certified photocopy of map.	3. If the property is identified, Tax Mapper I will issue an Order of Payment for certified photocopy of tax map.	Php25.00 <sup>20</sup>	5 minutes	<i>Tax Mapper I</i> Office of the City Assessor
4. Client present Order of payment for the certified photocopy of tax map	4. Receive Official Receipt for recording		2 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
5. Receive Certified photocopy of tax map.	5. Issue certified photocopy of tax map.		2 minutes	
<b>TOTAL:</b>		<b>25.00</b>	<b>11 minutes</b>	

<sup>20</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



## 14. Identification of Tax Declaration of Lots declared Unknown

Lot owners whose property was declared in the name of "Unknown" may request the assistance of the Office of the City Assessor in finding the corresponding tax declaration and update records if necessary.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section/Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Lot owners whose property was not identified and declared in the name of "Unknown"			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Old tax declaration/ old tax receipt/ title or any documents of proof of ownership.		1. To be provided by the requesting parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and present one or all of the requirements as reference	1. Employee receives the reference given by the client then verified the records on file in the office.		5 minutes	Tax Mapper II Or Tax Mapper I Office of the City Assessor
	1.1 If the employee found out that the request has merit, request the client to assist in the identification of tax declaration of his property.		NTR because the service needs to be accurate.	
2. Client received Order of Payment for research fee.	2. Employee issue Order of Payment for research fee.	Php 100.00 <sup>21</sup>	5 minutes	Assessment Clerk II Office of the City Assessor
3. Client present the Official Receipt of payment for recording	3. Employee receives Official Receipts for recording		2 minutes	
4. Client assists the employee and provide data being asked by the employee.	4. Employee will search and verify records from the data given by the client.		NTR because the service needs to verify volume of records	Tax Mapper II Or Tax Mapper I Office of the City Assessor

<sup>21</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



5. Client received Notice of Assessment and Order of Payment to be paid at the Office of the City Treasurer.	5. If tax declaration is found, Notice of Assessment of the subject lot is issued and Order of Payment of processing fee.	Php 100.00 <sup>22</sup> (Urban); Php 200.00 <sup>23</sup> (Rural)  Php 50.00 <sup>24</sup>	5 minutes	Assessment Clerk II Office of the City Assessor
6. Client present Official Receipt of Payment of property tax	6. Employee receive Official Receipt of Payment for recording		3 minutes	Assessment Clerk II Office of the City Assessor
	6.1 Employee check and verified the Property Index No of the identified lot.		3 minutes	Tax Mapper II Or Tax Mapper I Office of the City Assessor
	6.2 Employee prepares Field Appraisal and Assessment Sheet to revise and update the tax declaration in conformity with the identified lot no.		15 minutes	Assessment Clerk II Office of the City Assessor
	6.3 Prepared Field Appraisal and Assessment Sheet of the revised tax declaration reviewed		5 minutes	Tax Mapper II Office of the City Assessor
	6.4 Prepared Field Appraisal and Assessment Sheet of the revised tax declaration in conformity with the lot no. approved		5 minutes	Assistant City Assessor Or Office-In-Charge (OIC) Section Head Office of the City Assessor
7. Client received certified true copy of the	7. Prepare and issue Certified True Copy of Tax		2 minutes	Assessment Clerk II Office of the City Assessor

<sup>22</sup> 2014 Revenue Code of the City of Batang, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34

<sup>23</sup> 2014 Revenue Code of the City of Batang, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34

<sup>24</sup> 2014 Revenue Code of the City of Batang, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



tax declaration and Notice of Assessment	Declaration and Notice of Assessment			
<b>TOTAL:</b>		<b>250.00</b>	<b>50 minutes</b>	



## 15. Declaration of a Parcel of Land for the First Time

Owners of land declared unknown and with no existing records may request the Office of the City Assessor to declare it in the name of the claimant upon submission of the required requirement.

<b>Office or Division:</b>	Office of the City Assessor - Tax Mapping Section, Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owners of undeclared parcel of land			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Affidavit of Ownership (1copy)				
2. Notarized Affidavit of Adjoining Owners (1 copy)		Owners of adjacent lot of the subject property		
3. Barangay Certification		Barangay Captain and a Barangay Council where the lot is located		
4. Sketch Plan made by a duly licensed Geodetic Engineer (1 Copy)		Geodetic Engineer		
5. Certification that the land is within the alienable and disposable area		Community Environment and Natural Resources Office		
6. Ocular inspection investigation report		Office of the City Assessor		
7. Payment of Inspection Fee		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and submit complete requirements to the Office of the City Assessor	2. Received and verify requirements for its completeness and it found complete entered it in the Receiving Log Book		5 minutes	LAOO I (records) Or Tax Mapper I Or Assessment Clerk II Office of the City Assessor
2. Client wait for the scheduled time	2. Schedule the date and time of inspection (1 day after submission of complete requirements)		3 minutes	LAOO I (records) Or Tax Mapper I Office of the City Assessor
3. Pay inspection fee at the Office of the City Treasurer	3. Employee issue order of payment for inspection at the Office of the City Treasurer	Php200.00 <sup>25</sup> rural brgy; Php100.00 <sup>26</sup> urban brgy.	5 minutes	Assessment Clerk II Office of the City Assessor

<sup>25</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34

<sup>26</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



4. Present receipt of payment for recording	4. Receive receipt of payment for recording		2 minutes	
	4.1 Conduct ocular inspection report		NTR because there is a need to interview adjacent owners and tenants.	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	4.2 Prepare ocular/inspection report		15 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
	4.3 Check and verify Property Index No.		3 minutes	<i>Tax Mapper II</i> Or <i>Tax Mapper I</i> Office of the City Assessor
5. Client receive order of payment for processing fee and certified true copy of tax declaration	5. Employee issue order of payment for processing fee and certified true copy of tax declaration	Php 150.00 <sup>27</sup>	3 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
	5.1 Field Appraisal and Assessment Sheet of lands declared for the first time prepared		15 minutes	
	5.2 Prepared Field Appraisal and Assessment Sheet of land declared for the first time for approval reviewed		10 minutes	<i>Tax Mapper II</i> Office of the City Assessor
	5.3 Field Appraisal and Assessment Sheet of land declared for the first time approved.		5 minutes	<i>Assistant City Assessor</i> Or <i>Office-In-Charge (OIC)</i> <i>Section Head</i> Office of the City Assessor
	5.4 Approved Field Appraisal and Assessment Sheet		3 minutes/FA AS	<i>Assistant City Assessor</i> Or

<sup>27</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34





	assigned with Assessment Real Property No.			<i>Office-In-Charge (OIC) Section Head Or Assessment Clerk II Office of the City Assessor</i>
6. Client receive certified true copy of tax declaration and Notice of Assessment	6. Prepare and issue certified true copy of tax declaration and Notice of Assessment		5 minutes	<i>Assessment Clerk II Office of the City Assessor</i>
<b>TOTAL:</b>		<b>350.00 (Rural Brgys.); 250.00 (Urban Brgys.)</b>	<b>1 hours and 14 minutes</b>	



## 16. Verifying History of Real Property

Real Property owners may request the Office of the City Assessor to trace back history or previous record for legal and taxation purposes.

<b>Office or Division:</b>	Office of the City Assessor - Record Management Section, Tax Mapping Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners , Courts, Lawyers, Office of the Treasurer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Old or new tax declaration (1 photocopy)		It will be provided by the client.		
2. Old or new real property tax receipt (1 photocopy)				
3. Photocopy of title, if any (1 copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill up request form and present any of the following requirements on the checklist as reference	1. Receive reference as basis for the trace back		5 minutes	<i>Tax Mapper I</i> Office of the City Assessor
2. Pay research fee at the Office of the City Treasurer	2. Issue order of payment for research fee	Php100.00 <sup>28</sup> / request	5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
3. Client wait for the result of the trace back	3. Employee trace back the history of the subject property		NTR (research from previous records will be done manually)	<i>LAOO II (records)</i> <i>Or</i> <i>LAOO I (records)</i> <i>Or</i> <i>Tax Mapper II</i> <i>Or</i> <i>Tax Mapper I</i> Office of the City Assessor
4. Receive result of the trace back	4. Issue result of the trace back		5 minutes	<i>Assessment Clerk II</i> Office of the City Assessor
<b>TOTAL:</b>		<b>100.00</b>	<b>15 minutes</b>	

<sup>28</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



## 17. Annotation and Cancellation of Encumbrance in the Field Appraisal and Tax Declaration

Property owners, bankers, courts, lending institution may request the Office of the City Assessor for the cancellation of encumbrance or annotation in the Field Appraisal and Assessment Sheet and Tax Declaration

<b>Office or Division:</b>	Office of the City Assessor - Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Property owners, bankers, courts, lending institution, etc			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly registered Deed of Mortgaged (1 Copy)		Land Registration Authority		
2. Duly registered Cancellation of Mortgaged (1 copy)		Land Registration Authority		
3. Court Orders (1 Copy duly certified by the Court)		Regional Trial Courts		
4. Certificate of Levy (1 Original Copy)		Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present any of the of the requirements stated above	1. Receive documents and verify records		5 minutes	LAOO I (records) Or Assessment Clerk II Office of the City Assessor
2. Pay annotation fee and certified true copy of tax declaration	2. Issue Order of payment for annotation fee and certified true copy of tax declarations	Php100.00 <sup>29</sup> – annotation fee; Php 100.00 <sup>30</sup> – tax declaration	5 minutes	
3. Client present Official Receipt of payment	3. Receive Official Receipt for recording		2 minutes	
	3.1 Employee annotates the Field Appraisal and		10 minutes	

<sup>29</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34

<sup>30</sup> 2014 Revenue Code of the City of Batac, Ilocos Norte, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01 Imposition of Fee, Letter B. On Other Activities. P. 34



	Assessment Sheets and Tax declarations			
4. Client receive annotated certified true copy of tax declarations	4. Prepare and issue annotated certified true copy of tax declaration		5 minutes	
<b>TOTAL:</b>		<b>200.00</b>	<b>27 minutes</b>	

### 18. Issuance of Notice of Assessment to Property Owners Who Do Not Have Any Records or Reference

Property owners who have just owned or acquired new properties or have no idea of what they are going to pay may request the Office of the City Assessor for assistance.

<b>Office or Division:</b>	Office of the City Assessor - Records Management Section/Tax Mapping Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real property owners, lawyers banks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fill-up request form.	1. Receive request and search the given information in the computer.		5 minutes	<i>LAOO I Or Tax Mapper I Or Assessment Clerk II</i>
2. Client receive Notice of Assessment	2. Issue Notice of Assessment		5 minutes	
<b>TOTAL:</b>			<b>10 minutes</b>	



# **OFFICE OF THE CITY TREASURER – MARKET SECTION**

## **External Services**



## 1. Payment of Rental Fees at the Batac Public Market and Riverside Empanadahan

Registered stallholders must pay stall rental regularly. Failure to comply may deprive their opportunity to lease.

<b>Office or Division:</b>	Office of the City Treasurer – Market Section				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B				
<b>Who may avail:</b>	Stallholders/vendors of the Batac City Public Market and Riverside Empanadahan.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Official receipt of latest payment		1. Everyday - 4:30am to 5:00pm at the City Treasury - Market office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present Official receipt of latest payment.	1. Checks and verifies the market record file and computes the amount to be paid to include surcharges, interest and demandable due if any.	<b>A. Batac City Public Market</b>		5 minutes	<i>Mayor Market Personnel</i>
		Commercial Bldg. No. 1-1 Ground Flr.	P150.00/sq.m/mo		
		Commercial Buildings No. 1-1 Second Flr	P170.00/sq.m/mo		
		Imee Building	P120.00/sq.m/mo		
		Main Building	P120.00/sq.m/mo		
		Carinderia/Food Section	P120.00/sq.m/mo		
		Farmers Plaza Section	P100.00/sq.m/mo		
		ABC Building	P120.00/sq.m/mo		
		Other Commercial/Leasable spaces	P120.00/sq.m/mo		
		<b>B. Riverside Empanadahan (RS)</b>			
		RS1 Ground Floor - Empanadahan	P200.00/sq.m/mo		
		Mc Donalds	P8,000.00/mo		
		Kiosk Cart	P100.00/day		
		RS1 Second Floor	P200.00/sq.m/mo		
		<b>RS2 Ground Floor</b>			
Miki & Snack House	P200.00/sq.m/mo				
Barbecue Grills	P180/stall/day				



		RS2 Second Floor	P200.00/sq.m/mo		
		<b>C. Eastern Side of the City Hall</b>	P120.00/sq.m/mo		
2. Pay the computed amount and receive Official Receipt.	2. Receive payment, issue official receipt and records payment.			2 minutes	<i>Revenue Collectors</i> Office of the City Treasurer – Market Section
<b>TOTAL:</b>				<b>7 minutes</b>	



## 2. Payment of Market Entrance Fees at the Public Market

All transient vendors occupying space within the market buildings and premises shall pay market entrance fees.

<b>Office or Division:</b>	Office of the City Treasurer – Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Transient market vendors.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Goods for sale		From all Ticket collectors on duty.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present goods for sale	1. Inspects and assess goods	<b>1. Meat Section</b> Market fee of Hog/Head P20.00/head Market fee of large castle/head P40.00/head Market fee of chicken/head P2,00/head Rents of space occupies P1,050.00 per table/mo <b>2. Fish Section</b> Frozen Fish P50.00/kgs Fresh Fish (Salt Water) P5.00/kgs Dried shrimp/salted fish P10.00/wooden box Shrimps P40.00/styro Shells P25.00/40kgs Rents of space occupied P900/stall/mo. <b>3. Vegetables &amp; Fruits Section</b> String beans P40.00/40kgs Red pepper P10.00/plastic (10kg) Squash P100.00/hundred Cabbage P10.00/plastic (10kg) Cauliflower P10.00/plastic (10kg)	2 minutes	Revenue Collectors Or Ticket Checkers Office of the City Treasurer – Market Section





		Onion Live	P20.00/50kgs		
		Onion dried	P20.00/40kgs		
		Garlic live	P40.00/50kgs		
		Garlic dried	P20.00/40kgs		
		Tomatoes (green/ripe)	P10.00/crate		
		Ginger	P10.00/20kgs		
		Mongo beans	P20.00/50kgs		
		Root crops (cassava/camote)	P20.00/40kgs		
		Pineapple	P120.00/hundred		
		Avocado	P20.00/crate		
		Santol	P20.00/40kgs		
		Peanuts	P20.00/40kgs		
		Banana (dippig)	P10.00/hundred		
		Banana (amorosa)	P15.00/hundred		
		Banana (Lakatan-Davao)	P5.00/crate		
		Apple,orange,grapes	P5.00/crate		
		Mango (ripe)	P20.00/tray		
		Mango (green)	P15.00/tray		
		Watermelon/melon	P120.00/hundred		
		Coconut	P100.00/hundred		
		Singkamas (Turnip)	P20.00/50kgs		
		Leafy vegetables	P10.00/sack		
		Chico	P10.00/tray		
		Suha/seedless/mandarin/calamansi	P20.00/tray		
		Corn(boiled)	P20.00/40kgs		
		Corn(green)	P10.00/40kgs		
		Rents of space occupied	P5.00/sq.m/day		



		Bagoong	P20.00/1 6ltrs container		
		Salt	P10.00/4 0kgs		
		Chicken/Turkey/Duck/etc (live)	P10.00/h ead		
		eggs (native)	P6.00/do zen		
		<b>4. Basi &amp; Vinegar Section</b>			
		Vinegar	P10.00/1 6ltrs container		
		Basi	P15.00/1 6ltrs container		
		<b>5. Native Tobacco Section</b>			
			P5.00/sq. m/day		
		<b>6. Native Cakes &amp; Baked Products</b>			
		Empanada	P100.00/t able/day		
		Native Cakes	P80.00/ta ble/day		
		Baked products	P35.00/ta ble/day		
		Transient native cakes	P20.00/ta ble/day		
		<b>7. Transient Plastic/porc elain wares etc</b>			
			P5.00/sq. m/day		
		<b>8. Transient clothing &amp; footwear vendors</b>			
			P5.00/sq. m/day		
		<b>9. Transient clothing &amp; footwear vendors</b>			
			P5.00/sq. m/day		
		<b>10. Transient buyers of vegetables</b>			
			P20.00/b uyer		
		<b>11. Other classes of vendors</b>			
		Rice	P10.00/5 0kgs		
		Mongo beans	P10.00/5 0kgs		
		Molasses	P20.00/tr ay		
		Pail	P5.00/sq. m/day		
		Bolo/Knives	P5.00/sq. m/day		
		Seaweeds	P5.00/10 kgs		



		Sorbetes	P10.00/day		
		Jewelry	P5.00/sq. m/day		
		Mats/ropes	P5.00/sq. m/day		
		<b>12. Seedlings(v egetable seedlings)</b>	P10.00/bundle		
		Fruits & non-fruit bearing seedlings)	P5.00/sq. m/day		
		<b>13. Open Livestock Section</b>			
		Piglets (hybrid)	P25.00/per head sold		
		Piglets (native)	P15.00/per head sold		
		Rents of space occupied	P5.00/sq. m/day		
2. Pay the assessed amount and receives the corresponding ticket.	2. Receives the amount and issue cash ticket.			2 minutes	<i>Revenue Collectors Or Ticket Checkers Office of the City Treasurer – Market Section</i>
<b>TOTAL:</b>				<b>4 minutes</b>	



### 3. Payment of Terminal Parking and Passage Fees for Buses and Jeepneys

All public utility/mini-buses and public utility jeepneys must pay fees for terminal use or passage along the City of Batac limits.

<b>Office or Division:</b>		Office of the City Treasurer – Market Section			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2B			
<b>Who may avail:</b>		Public utility buses/mini buses and public utility jeepneys.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
NONE					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>		<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay corresponding terminal fees and receive cash ticket.	1. Collects payment and issue cash ticket.	Buses;	P50.00/trip	5 minutes	<i>Revenue Collectors Or Ticket Checkers Office of the City Treasurer – Market Section</i>
		Jeepneys	P10.00/trip		
<b>TOTAL:</b>		<b>Buses P50.00/trip; Jeepneys P10.00/trip</b>		<b>5 minutes</b>	



#### 4. Payment of Parking Fees of Trucks and other Conveyance Discharging Merchandise at the Batac Public Market

There shall be collected fees for use of the City-Owned parking area or designated streets.

<b>Office or Division:</b>		Office of the City Treasurer – Market Section			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2B			
<b>Who may avail:</b>		Delivery truck/van owners engaging business at City of Batac.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Delivery truck/vans with Mayor's permit/stickers.		1. City Treasury-Market Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Pay assessed amount	1. Assess the capacity of delivery truck/vans.	<b>Parking fees</b>		2 minutes	Revenue Collectors Or Ticket Checkers Office of the City Treasurer – Market Section
		Jeeps, Jeepneys with or w/o trailer	P20.00 for the 1st 4 hours		
		Cargo trucks 1-5 tons capacity	P30.00 for the 1st 4 hours		
		Cargo trucks with more than 5 tons capacity	P50.00 for the 1st 4 hours		
		Additional five pesos (P5.00) is collected for the succeeding hours.			
2. Receive cash ticket	2. Issue cash ticket tantamount to assessed amount		2 minutes	Revenue Collectors Or Ticket Checkers Office of the City Treasurer – Market Section	
<b>TOTAL:</b>		<b>Refer to the fees above</b>		<b>4 minutes</b>	



## 5. Calibration of Weights and Measures

All stall owners and transient market vendors are required to have their weighing scales tested, calibrated and sealed before actual use and renew every year thereafter or as the need arises. All weighing scales are required to have tag number and seal in order to be legal and publicly accepted. (Regulation of Practices Relative to Weights and Measures as Provided in Chapter II of Consumer Act RA No. 7394.)

<b>Office or Division:</b>		Office of the City Treasurer – Market Section			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2B			
<b>Who may avail:</b>		All owners of weighing scale.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Weighing scales			1. City Treasury-Market Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>		<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring weighing scale to the City Treasury-Market office	1. Calibrates and tests according to different graduated weights.	None		5 minutes	<i>Revenue Collector</i> Office of the City Treasurer – Market Section
2. Pay corresponding amount and receive labeled and stickered weighing scale and receive Official receipt.	2. Receives payment, issue official receipt, seals and stickers the weighing scale.	<b>Permit Fees</b>		5 minutes	<i>Revenue Collector</i> Office of the City Treasurer – Market Section
		<b>a. For sealing linear metric measures</b>			
		Not over one (1) meter	P50.00		
		Measure over one (1) meter	P100.00		
		<b>b. For sealing metric measures of capacity</b>			
		Not over ten (10) liters	P100.00		
		Over one (10) liters	P100.00		
		<b>c. For sealing metric instruments of weights</b>			
With capacity of not more than 30kg	P120.00				
		With capacity of not more than 30kg but not more than 300kg	P150.00		
		With capacity of not more than 30kg but not	P200.00		



		more than 3000kg			
		With capacity of more than 3000kg	P250.00		
		<b>d. For sealing apothecary balances</b>			
		of precision	P100.00		
		<b>e. For sealing scale/balance with complete sets of weights</b>			
		For each scale/balances or other balances with complete sets of weights for use therewith.	P150.00		
		For each extra weight.	P 20.00		
<b>TOTAL:</b>		<b>Refer to the fees above</b>		<b>10 minutes</b>	



## 6. Issuance of Sticker for Annual Fixed Tax for Delivery Trucks/Van

Every delivery truck/vans of manufacturers or producers, wholesalers, dealers or retailers here at the Batac must pay annual fixed tax and mayor's permit.

<b>Office or Division:</b>	Office of the City Treasurer – Market Section				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B				
<b>Who may avail:</b>	Delivery truck/van owners engaging business at the City of Batac.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Delivery truck/vans		1. Mondays to Saturdays - 6:00am to 5:00pm Sundays - 6:00am to 10:00pm			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>		<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay corresponding amount and receive Official receipt.	1. Receives payment and issue Official receipt.	Annual Fixed Tax	P750.00	3 minutes	<i>Revenue Collector</i> Office of the City Treasurer – Market Section
		Mayor's Permit	P150.00		
2. Receives sticker	2. Issue sticker and records in the master list			2 minutes	<i>Revenue Collector</i> Office of the City Treasurer – Market Section
<b>TOTAL:</b>		<b>Refer to the Fees above</b>		<b>5 minutes</b>	





# OFFICE OF THE CITY MAYOR – MARKET

## External Services



## 1. Securing Certification as a Registered Stallholder/Vendor

This service is for stallholders or vendors who request for certification as a registered stallholder or vendor for the purpose of availing grants, loans and others to financial intermediaries

<b>Office or Division:</b>	Office of the City Mayor – Market			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stallholders or vendors at City of Batac Public Market and Riverside Empanadaan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter or verbal request to the Office of the City Mayor-Market.	1. Check and verify the market stall record and compute the outstanding balance if there is any.	Php 100.00 per certification and outstanding balance if any	5 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
	1.1 Instruct the client to pay at the Treasury-Market for the certification and the outstanding balance if there is any.			<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
2. Present official receipt and receive certification.	2.1 Prepare and release the certification.		3 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
	2.2 File the duplicate copy.			<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
<b>TOTAL:</b>		<b>Php 100.00 per certification</b>	<b>8 minutes</b>	



	<b>on and outstandi ng balance if any</b>		
--	---	--	--



## 2. Securing Certification as Ceased Stallholder

This service is for former stallholders who request certification of their ceased business operation for Bureau of Internal Revenue (BIR) clearance and other legal purposes.

<b>Office or Division:</b>	Office of the City Mayor – Market			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Former stallholders at City of Batac Public Market and Riverside Empanadaan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the Market Supervisor				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal letter or verbal request to the Office of the City Mayor-Market.	1. Check and verify the market stall record and compute the outstanding balance if there is any.	Php 100.00 per certification and outstanding balance if any	5 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
	1.1 Instruct the client to pay at the Treasury-Market for the certification and the outstanding balance if there is any.			<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
2. Present official receipt and receive certification.	2. Prepare and release the certification.		3 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
	2.1 File the duplicate copy.			
<b>TOTAL:</b>		<b>Php 100.00 per certification and outstanding balance if any</b>	<b>8 minutes</b>	



### 3. Securing Certification of Non-Delinquency and Assessment of Gross Sales for the Renewal of Business License

All stallholders must be certified as non-delinquent for them to be able to renew their business license. Failure to secure may deprive their right to engage and continue operating business.

<b>Office or Division:</b>	Office of the City Mayor – Market			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stallholders at City of Batac Public Market and Riverside Empanadaan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business License Form		Office of the City Mayor- Market		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present accomplished business license form to the Office of the City Mayor- Market.	1. Check and verify the market stall record and compute the outstanding balance if there is any.	Php 100.00 per certification and outstanding balance if any	5 minutes	Market Supervisor Or Market Inspector Or Administrative Aide VI (Clerk III) Office of the City Mayor - Market
2. Present official receipt and receive certification.	2.1 Prepare the certification of non-delinquency in duplicate.		8 minutes	Market Supervisor Or Market Inspector Or Administrative Aide VI (Clerk III) Office of the City Mayor - Market
	2.2 Interview the stallholder, review, compare and assess gross sales conforming to the norm and average business growth rate.			
	2.3 Return the business license form with the certification of non-delinquency.			
	2.4 File the duplicate copy of certification.			
<b>TOTAL:</b>		Php 100.00 per certification and outstanding balance if any	13 minutes	



#### 4. Processing of Application to Lease a Vacant Stall

Any prospective business investors who wishes to establish, operate or conduct business at City of Batac Public Market and Riverside Empanadaan must process application to lease a vacant stall.

<b>Office or Division:</b>	Office of the City Mayor – Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Stallholders/vendors of the Batac City Public Market and Riverside Empanadahan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application to Lease a Stall		Office of the City Mayor - Market		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Application to Lease a Stall.	1.1 Receive and check the application form.	Php 300.00 Application fee	2 minutes	Market Supervisor Or Market Inspector Or Administrative Aide VI (Clerk III) Office of the City Mayor - Market
	1.2 Inform the client of the schedule of the awarding of the vacant stall.			
	1.3 Advise client to pay the Application Fee at the Treasury-Market.			
2. Attend the scheduled drawing of lots.	2.1 Administer drawing of lots and awarding of vacant stall.	Php 100.00 per sqm Goodwill Fee plus deposit equivalent to 3 months rental	15 minutes	Market Supervisor Or Market Inspector Office of the City Mayor - Market
	2.2 Discuss all the policies of the Public Market including solid waste management and mode or schedule of payments.			
	2.3 Instruct the awardee to pay the Goodwill Fee and deposit equivalent to 3 months rental at Treasury-Market.			
<b>TOTAL:</b>		<b>400.00 plus deposit equivalent to 3 months rental</b>	<b>17 minutes</b>	



## 5. Complaints Against Illegal Vending and Other Market-Related Concerns

All consumers and vendors are entitled to report suspicious acts of illegal vending, fraudulent acts and other market-related concerns for the protection of the general public.

<b>Office or Division:</b>	Office of the City Mayor – Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any concerned citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Complaint				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Market Office of any suspicious, fraudulent acts and other illegal activities in the market.	1.1 Investigate the received complaint.	None	1 hour	<i>Market Supervisor</i> Or <i>Market Inspector</i> Office of the City Mayor - Market
	1.2 Schedule meeting or confrontation with concerned individuals.			
2. Present official receipt and receive certification.	2. Give just action and impose applicable sanctions or penalty if necessary and needed.		1 hour	
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	



## 6. Processing of Application for the Conduct of Street Market or Baratillo

This service is for business investor or applicant who wants to be an organizer for the conduct of street market or baratillo.

<b>Office or Division:</b>	Office of the City Mayor – Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business investors or applicants.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter or proposal		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letter or proposal to the Office of the City Mayor-Market.	1. Review the application letter or proposal.	None	5 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Or <i>Administrative Aide VI (Clerk III)</i> Office of the City Mayor - Market
	1.1 Advise the applicant to wait for a text message regarding the result of his/her application.			
	1.2 Transmit application letters or proposal to the Office of the City Mayor.			
<b>TOTAL:</b>			<b>5 minutes</b>	





## 7. Payment for Hanging of Advertisement Tarpaulins and Conduct of Promotional Activities

This service is for businesses who wants to promote by hanging advertisement tarpaulins and by conducting promotional activities.

<b>Office or Division:</b>	Office of the City Mayor – Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Businesses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter approved by the City Mayor		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter to the Office of the City Mayor - Market	1. Check and review the approved application letter.	Rent of space used for promotional activities/sampling Php 200.00 (2m x 3m)  Hanging of advertisement tarpaulins Php 20.00 per sq.m. for 1 month	5 minutes	<i>Market Supervisor</i> Or <i>Market Inspector</i> Office of the City Mayor - Market
	1.1 Compute the fees to be paid.			
	1.2 Instruct the client to pay at the Treasury-Market.			
<b>TOTAL:</b>			<b>5 minutes</b>	



# **OFFICE OF THE MAYOR – BUSINESS PERMITS AND LICENSES SECTION**

## **External Services**



## 1. Issuance of Mayor's Permit to Conduct Business For Renewal

All existing and operating businesses in the city shall have their Business Permit renewed until the 31<sup>st</sup> day of January each year.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2B – Government to Business Entity			
<b>Who may avail:</b>	Business Owners; Operators; or Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Proof of Registration* whichever is applicable: <ul style="list-style-type: none"> <li>• DTI registration (For Sole Proprietorship)</li> <li>• SEC Registration (For Partnership or Corporation)</li> <li>• CDA Certificate of Compliance (For Cooperative)</li> </ul>		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority		
2. Photocopy of Proof of right of applicant to use location as business** whichever is applicable: <ul style="list-style-type: none"> <li>• If owned, proof of ownership original/transfer Certificate of Title or Latest Tax Declaration</li> <li>• If not owned by the Applicant-Duly Notarized Contract of Lease, Memorandum of Agreement, or written consent of property owner.</li> </ul>		Assessor's Office Building or Lot Owner		
3. Audited/unaudited Financial Statement; or Annual Income Tax Return; or Sworn Statement of Gross Sales		Bureau of Internal Revenue or Authorized Personnel (Bookkeeper, Accountant)		
4. Photocopy of Authorization/Permit/Certification/Clearance from National Government Agencies as may be applicable		Issuing National Government Agency		
5. Zoning Conformity Certificate		BPLS Business One Stop Shop (BOSS) –CPDO Desk		
6. Sanitary Permit		BPLS Business One Stop Shop (BOSS) - CHO Desk		
7. Barangay Business Clearance		BPLS Business One Stop Shop (BOSS) – Cashier Counter		
8. Fire Safety Inspection Certificate		BPLS Business One Stop Shop (BOSS) - BFP Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the first four (4) requirements together with the properly filled-up Unified Application Form (UAF)	1. Verify and validate completeness of data and upload documentary requirements and endorse application to the regulating	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Licensing Inspector II</i> Or <i>Licensing Officer II</i> Or



<p>at the BPLS-BOSS Frontline Counter.</p> <p>Please wait at the Waiting Area as we process your application.</p>	<p>offices(Backroom Operation).</p>			<p><i>Licensing Officer I</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i></p>
	<p>1.1 Receives, process and endorse application for assessment.</p>	<p>None</p>	<p>18 minutes</p>	<p><i>Bureau of Fire Protection Staff</i></p> <p><i>Sanitary Inspector III</i> Or <i>Sanitary Inspector II;</i> Or <i>City Health Office-Sanitation Division Staff</i></p> <p><i>Zoning Officer I</i> Or <i>City Planning and Development Office Staff</i></p>
<p>2. Receive the Tax Order of Payment and pay at the BPLS-BOSS cashier Counter 3 or 4</p>	<p>2. Assess business tax, fees and regulatory charges and issues Tax Order of Payment.</p>	<p>Based on the 2014 Local Revenue Code of the City of Batac*** Barangay Business Clearance Fee shall be based from the Barangay Resolution.</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> Or <i>City Treasury Staff</i> City Treasury Office</p>
	<p>2.1 Collects and issues Official Receipt and Barangay Business Clearance.</p>		<p>5 minutes</p>	<p><i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office</p>



<p>3. Receive the Approved Mayor's Permit at BPLS Frontline Counter. Upon release sign in the Logbook and Regulatory Compliance on the Submission of Lacking Requirements (to be complied within 90 days upon receipt of Mayor's Permit) as a proof of receipt and compliance of the lacking requirements.</p>	<p>3. Prepares, records, countersign and issues the Mayor's Permit. Attached Regulatory Compliance on the Submission of Lacking Requirements for acknowledgement and completion of lacking requirements.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide IV</i> Or <i>Licensing Inspector II</i> Or <i>Licensing Officer II</i> Or <i>Licensing Officer I</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i></p>
	<p style="text-align: center;"><b>TOTAL:</b></p>	<p><b>Based on the 2014 Local Revenue Code of the City of Batac*** Barangay Business Clearance Fee shall be based from the Barangay Resolution.</b></p>	<p style="text-align: center;"><b>43 minutes</b></p>	

*\*If expired submit updated DTI/CDA. If there are amendments submit amended SEC Articles & General Information sheets (GIS).*

*\*\*If the business establishment moved or transferred to another location or if the Lease Contract is expired submit proof of right of applicant to use location as business.*

*\*\*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter II. City Taxes, Chapter III. Permit and Regulatory Fees and Chapter V. City Charges*



## 2. Issuance of Mayor's Permit to Conduct Business For New

Any individual who wants to start or who will conduct business, activity or trade within the city must apply for a Mayor's Permit to operate and pay corresponding dues and fees.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2B – Government to Business Entity			
<b>Who may avail:</b>	Business Owners; Operators; or Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Proof of Registration whichever is applicable: <ul style="list-style-type: none"> <li>• DTI registration (For Sole Proprietorship)</li> <li>• SEC Registration (For Partnership or Corporation)</li> <li>• CDA Certificate of Compliance (For Cooperative)</li> </ul>		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority		
2. Photocopy of Proof of right of applicant to use location as business whichever is applicable: <ul style="list-style-type: none"> <li>• If owned, proof of ownership original/transfer Certificate of Title or Latest Tax Declaration</li> <li>• If not owned by the applicant-Duly Notarized Contract of Lease, Memorandum of Agreement, or written consent of property owner.</li> </ul>		Assessor's Office Building or Lot Owner		
3. Location/Sketch Plan		Business Applicant or Owner		
4. Photocopy of Authorization/Permit/Certification from National Government Agencies as may be applicable		Issuing National Government Agency		
5. Zoning Conformity Certificate		BPLS Business One Stop Shop (BOSS) –CPDO Desk		
6. Sanitary Permit		BPLS Business One Stop Shop (BOSS) - CHO Desk		
7. Barangay Business Clearance		BPLS Business One Stop Shop (BOSS) – Cashier Counter		
8. Fire Safety Inspection Certificate		BPLS Business One Stop Shop (BOSS) - BFP Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the first four (4) requirements together with the properly filled-up Unified Application Form (UAF) at the BPLS-BOSS Frontline Counter.	1. Verify and validate completeness of data and upload documentary requirements and endorse application to the regulating offices(Backroom Operation).	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Licensing Inspector II</i> Or <i>Licensing Officer II</i> Or <i>Licensing Officer I</i> Or <i>BPLS Staff</i> OTM-BPLS



<p>Please wait at the Waiting Area as we process your application.</p>	<p>1.1 Receives, process and endorse application for assessment.</p>	<p>None</p>	<p>18 minutes</p>	<p><i>Bureau of Fire Protection Staff</i></p> <p><i>Sanitary Inspector III</i> Or <i>Sanitary Inspector II;</i> Or <i>City Health Office-Sanitation Division Staff</i></p> <p><i>Zoning Officer I</i> Or <i>City Planning and Development Office Staff</i></p>
<p>2. Receive the Tax Order of Payment and pay at the BPLS-BOSS cashier Counter 3 or 4.</p>	<p>2. Assess business tax, fees and regulatory charges and issues Tax Order of Payment.</p>	<p>Based on the 2014 Local Revenue Code of the City of Batac*. Barangay Business Clearance Fee shall be based from the Barangay Resolution.</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> Or <i>City Treasury Staff</i> City Treasury Office</p>
	<p>2.1 Collects and issues Official Receipt and Barangay Business Clearance.</p>	<p></p>	<p>5 minutes</p>	<p><i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office</p>
<p>3. Receive the Approved Mayor's Permit at BPLO Frontline Counter. Upon release sign in the Logbook and Regulatory Compliance on the Submission of Lacking Requirements (to be complied within 60 days upon receipt of Mayor's Permit) as a proof of</p>	<p>3. Prepares, records, countersign and issues the Mayor's Permit. Attached Regulatory Compliance on the Submission of Lacking Requirements for acknowledgement and completion of lacking requirements.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide IV</i> Or <i>Licensing Inspector II</i> Or <i>Licensing Officer II</i> Or <i>Licensing Officer I</i> Or</p> <p><i>BPLS Staff</i> OTM-BPLS</p>



receipt and compliance of the lacking requirements.				
	<b>TOTAL:</b>	<b>Based on the 2014 Local Revenue Code of the City of Batac*. Barangay Business Clearance Fee shall be based from the Barangay Resolution.</b>	<b>43 minutes</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter II. City Taxes, Chapter III. Permit and Regulatory Fees and Chapter V. City Charges.*





### 3. Application of Business Closure

Any individual/entity who ceases to operate, activity or trade in the City must apply for business closure.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Business			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Application Form for Business Closure		BPLO Business One Stop Shop (BOSS)		
2. Barangay Certification of Business Closure		Barangay Hall where the business is located		
3. Original Copy Recent Mayor's Permit		Business Owner		
4. Statement of Gross Sales/Receipts/Audited Financial Statement		Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File and submit complete requirements at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives, evaluate and validate the eligibility of request and for any unpaid obligation based on records on file.	None	10 minutes	<i>Administrative Aide IV</i> OTM-BPLS Or <i>BPLS Staff</i> OTM-BPLS
2. Receive Tax Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Assess and issue Tax Order of Payment.	Based on the 2014 Local Revenue Code of the City of Batac*	5 minutes	<i>City Treasurer</i> City Treasury Staff
	2.1 Collects payment and issues Official Receipt.		5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office



3. Receive the Certificate of Business Closure.	3. Prepares, signs, records and releases the Certificate of Business Retirement.		10 minutes	<i>Administrative Aide IV</i> Or <i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> OTM-BPLS
<b>TOTAL:</b>		<b>Based on the 2014 Local Revenue Code of the City of Batac*</b>	<b>30 minutes</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter II. City Taxes and Chapter III. Permit and Regulatory Fees.*



#### 4. Issuance of Certificates (No Business, No Record, No Payment, Renewed Mayor's Permit and other Certificates)

This office takes charge in receiving, recording and maintaining systematic file of Mayor's Permit issued and other documents, verify and issues certifications upon request of the business taxpayer.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives, validate the eligibility of request based on records on file.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
	1.1 Prepares and issue Order of Payment	Php 100.00	5 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Php 100.00	5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office



3. Receive the Certificate.	3. Prepares, sign and releases the Certificate.	None	10 minutes	<i>Administrative Aide IV</i> OTM-BPLS Or <i>License Inspector II</i> OTM-BPLS Or <i>Licensing Officer I</i> OTM-BPLS Or <i>Licensing Officer II</i> OTM-BPLS Or <i>BPLS Staff</i> OTM-BPLS
<b>TOTAL:</b>		<b>Php 100.00*</b>	<b>30 minutes</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.01., subsection b. Other regulatory Fees, No. 19. Other certifications.*



## 5. Securing Mayor's Permit to Conduct Group Activities, Advertisement, Promotional Activities, Parade, Motorcade and Hanging of Streamers

Any individual/entity who intends to conduct group activities, advertisement, promotional activities, hang streamers, parades and motorcades within the territorial jurisdiction of the City must secure a Mayor's Permit and pays corresponding dues and fees.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (pre-submitted at the office of the City Mayor) with notation of approval of the City Mayor.		Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved request letter at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1.1 Receives and validate the eligibility of request.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
	1.2 Prepares and issue Order of Payment		5 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Refer to the Schedules of Fees	5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office



3. Receive the Mayor's Permit.	3. Prepares and releases the Mayor's Permit.	None	10 minutes	Administrative Aide IV Or License Inspector II Or Licensing Officer I Or Licensing Officer II Or BPLS Staff OTM-BPLS
<b>TOTAL:</b>		<b>Refer to the Schedules of Fees below</b>	<b>30 minutes</b>	

<b>SCHEDULE OF FEES</b>		
<b>REGULATORY FEES</b>		
<b>Permit fee for the Conduct of Group Activities*</b>	1. Conference, meetings, rallies and demonstration in outdoor, in parks, plazas, roads/streets	Php 500.00
	2. Dances	Php 500.00
	3. Coronation and ball	Php 500.00
	4. Promotional Sales	Php 1,000.00
	5. Other Group Activities	Php 500.00
<b>Permit Fee on Parades/Motorcade/Recorda**</b>	Mayor's Permit	Php 1,000.00
<b>Permit fee on the hanging of Streamers/Tarpaulins***</b>	Mayor's Permit	Php 500.00
	Hanging of Streamers/tarpaulins	Php 20.00/square meter (maximum of 7 days, in excess of 7 days additional Php 20.00/square meter for every streamer/tarpaulin)
	Security Deposit (subject to reimbursement upon dismantling of the hung streamer/tarpaulin after the lapse of the permit. Failure to dismantle streamer/tarpaulin after the approved days the amount deposited shall be forfeited in favor of the City Government.	Php 1,000.00

\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article Q. Permit fee for the Conduct of Group Activities, Section 3Q.01.

\*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article I. Permit fee on Parades/Motorcade/Recorda,, Section 3I.02.

\*\*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article R. Permit fee on the Hanging of Streamers/Tarpaulins, Section 3R.01-03.



## 6. Issuance of Certified True Copy of Mayor's Permit and other Certificates

This office issues Certified True Copy of Mayor's Permit and other Certificates issued upon request of the business taxpayer.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Business			
<b>Who may avail:</b>	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Copy of Mayor's Permit		Business Owner		
2. Original Copy of Certification		Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives, validate the eligibility of request.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
	1.1 Prepares and issue Order of Payment	None	5 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Php 100.00	5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> City Treasury Office
3. Receive the Mayor's Permit or Certificate.	3. Prepares, sign and releases the Certified True Copy of Mayor's Permit or Certification.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
<b>TOTAL:</b>		<b>Php 100.00*</b>	<b>30 minutes</b>	

\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter IV, Service Fees, Article A. Secretary's Fees, Section 4A.01



## 7. Business Information/Account Modification (Change of Business Owner, Change of Business Name, Change of Business Location, Change or Addition of line of Business Activity and Change of Kind of Business (as to Ownership))

All registered businesses that modifies business information or account must inform the Business Permits and Licenses Section to amend the information on their records on file.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Business			
<b>Who may avail:</b>	Business owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Change of Business Owner/Business Name/ Line of Business Activity/ Kind (ownership) of Business:</b>				
1. Duly accomplished Application Form for business Closure.		BPLO Business One Stop Shop (BOSS)		
2. Affidavit of Change of Business Owner		Law Office		
3. Photocopy of Proof of Registration whichever is applicable: <ul style="list-style-type: none"> <li>• DTI registration (For Sole Proprietorship)</li> <li>• SEC Registration (For Partnership or Corporation)</li> <li>• CDA Certificate of Compliance (For Cooperative)</li> </ul>		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority		
3. Original Copy Recent Mayor's Permit		Business Owner		
<b>Change of Business Location:</b>				
1. Duly accomplished Application Form for Change of Business Location.		BPLO Business One Stop Shop (BOSS)		
2. Zoning Conformity Certificate		BOSS-CPDO Desk		
2. Photocopy of Proof of right of applicant to use location as business whichever is applicable: <ul style="list-style-type: none"> <li>• If owned, proof of ownership-transfer Certificate of Title or Tax Declaration</li> <li>• If not owned by the applicant- Contract of Lease, Memorandum of Agreement, or written consent of property owner.</li> </ul>		Assessor's Office Building or Lot Owner		
3. Barangay Business Clearance		BPLS BOSS - Cashier Counter 4		
4. Original Copy Recent Mayor's Permit		Business Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File and submit requirements at the Business-One-Stop-Shop, Business Permits	1. Receives the documentary requirements,	None	8 minutes	Administrative Aide IV Or BPLS Staff OTM-BPLS





and Licenses Section, Frontline Counter.	validate and update applicants record.			
	1.1 Prepares and issue Order of Payment.	None	2 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Php 200.00	5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> <i>City Treasury Office</i>
3. Receive the amended Mayor's Permit.	3. Prepares, countersign and releases the amended Mayor's Permit.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
<b>TOTAL:</b>		<b>Php 200.00*</b>	<b>25 minutes</b>	

*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.03., subsection c.*



## 8. Issuance of Duplicate Copy of Mayor's Permit

Upon presentation of satisfactory proof that the original copy of the Mayor's Permit has been lost, stolen or destroyed the Business Permits and Licenses issues a duplicate of the Mayor's Permit.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Business			
<b>Who may avail:</b>	Business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss		Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit requirement at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives the documentary requirement, validate and update applicants record.	None	3 minutes	<i>Administrative Aide IV</i> Or <i>BPLS Staff</i> OTM-BPLS
	1.1 Prepares and issue Order of Payment.	None	2 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> OTM-BPLS
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Php 200.00	3minutes	<i>Revenue Collection Clerk II</i> City Treasury Office Or <i>Revenue Collection Clerk I</i> Or City Treasury Office
3. Receive the Mayor's Permit.	3. Prepares, countersign and releases the Mayor's Permit.	None	5 minutes	<i>Administrative Aide IV</i> Or <i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> OTM-BPLS
<b>TOTAL:</b>		<b>Php 200.00*</b>	<b>15 minutes</b>	

\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A. Mayor's Permit Fee on Business, Section 3A.03., subsection c.



## 9. Issuance of Mayor's Permit (Mobile Vendor)

Any individual engaged in mobile vending within the jurisdiction of the City is required to register with the City Government.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly filled-up Application Form		Business One Stop Shop (BOSS) - Counter 1		
2. Barangay Residence Certificate w/good moral character		Barangay Hall (Point of Origin)		
3. Voter's Identification Card or Voters Registration Certificate		Applicant/ COMELEC Office		
4. Health Card		City Health Office		
5. 1 x 1 ID Picture		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File and submit at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives the requirements and validate records on file.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
	1.1 Prepares and issue Order of Payment	None	5 minutes	<i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> <i>OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Collects payment and issues Official Receipt	Php 200.00 per month for residence;  Php 500.00 per month for non-residence*	5 minutes	<i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk I</i> Or City Treasury Office Staff



3. Receive the Mayor's Permit	3. Prepares, sign and releases the Mayor's Permit.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>License Inspector II</i> Or <i>Licensing Officer I</i> Or <i>Licensing Officer II</i> Or <i>BPLS Staff</i> OTM-BPLS
<b>TOTAL:</b>		<b>Php  200.00  per  month for  residence  ; Php  500.00  per  month for  non-  residence  *</b>	<b>30 minutes</b>	

*\*Based on Ordinance No. 2SP 2011-04. An Ordinance Regulating the Mobile Vending Activities in Batang City. Registration shall be valid for one (1) month from the date of issue and shall be renewed monthly.*



## 10. Issuance of Mayor's Permit (Butcher, Trade Fair, Baratillo, Ambulant and Itinerant Amusement Operators, Cellular/Communication Tower)

There shall be collected an annual fee and tax for the issuance of Mayor's Permit to undertake an activity, to operate business, or pursue an occupation or calling within the jurisdiction of the City.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR BUTCHER:</b>				
1. Sanitary Permit		City Health Office		
2. Community Tax Certificate		City Treasury Office		
3. 1 x 1 ID Picture		Applicant		
<b>FOR TRADE FAIR, BARATILLO, AMBULANT AND ITINERANT AMUSEMENT OPERATORS:</b>				
Letter to conduct an activity (pre-submitted at the office of the City Mayor) with notation of approval of the City Mayor		Applicant		
<b>FOR CELLULAR/COMMUNICATION TOWER:</b>				
Lease of Contract		Lot Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File and submit at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1. Receives the documentary requirements and evaluate the application.	None	10 minutes	<i>Administrative Aide IV Or BPLS Staff OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Prepares and issue Order of Payment	None	5 minutes	<i>City Treasurer Or Office of the City Treasurer Staff</i>
	2.1 Collects payment and issues Official Receipt	Refer to the schedule of fees below.	5 minutes	<i>Revenue Collection Clerk II City Treasury Office Or Revenue Collection Clerk I City Treasury Office</i>



3. Receive the Mayor's Permit.	3. Prepares and releases the Mayor's Permit.	None	10 minutes	Administrative Aide IV Or License Inspector II Or Licensing Officer I Or Licensing Officer II Or BPLS Staff OTM-BPLS
<b>TOTAL:</b>		<b>Refer to the schedule of fees below.</b>	<b>30 minutes</b>	

### SCHEDULE OF FEES

<b>For Butcher:</b>	
Mayor's Permit	Php 300.00
Occupation Fee	Php 200.00
Failure to pay the fee within the prescribed time shall be subject to a 25% surcharge of the original amount of the fee due and shall be paid at the same time and in the same manner as the tax due.	

*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A, Section 3A.01, Subsection b. On other Activities, no.28.*

*\*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article P, Section 3P.01, Subsection e.*

<b>For Trade Fair and Baratillo:</b>	
Mayor's Permit	Php 1,000.00
Business Tax ( Refer to Graduated Tax on Business )	

*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter II. City Taxes, Article K. Graduated Tax on Business, Section 2K.02, Subsection a to g*

*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A, Section 3A.01, Subsection b. On Other Activities no.27.*

<b>For Ambulant and Itinerant Amusement:</b>	
Tax on Ambulant and Itinerant Amusement Operators	Php 5,000.00 per day

*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter II. City Taxes, Article . Tax on Ambulant and Itinerant Amusement Operators, Section 2N.01 to 02*

<b>For Cellular/Communication Tower:</b>	
Mayor's Permit Fee	Php 10,000 per tower

*\* Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and Regulatory Fees, Article A, Section 3A.01, Subsection b. On Other Activities no.3.*



## 11. Issuance of Special Permit for Cockfighting

There is hereby imposition of fees per day for cockfighting and shall be payable before the special cockfights and derbies can be lawfully held.

<b>Office or Division:</b>	Office of the Mayor - Business Permits & Licenses Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter to conduct cockfight/derby (pre-submitted at the office of the City Mayor) with notation of approval of the City Mayor.		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File and present requirement at the Business-One-Stop-Shop, Business Permits and Licenses Section, Frontline Counter.	1.Receives the requirement and process application.	None	10 minutes	<i>Administrative Aide IV Or BPLS Staff OTM-BPLS</i>
2. Receive Order of Payment and pay at the BPLS -BOSS, Cashier Counter 3 or 4.	2. Prepares and issue Order of Payment.	None	5 minutes	<i>City Treasurer Or Office of the City Treasurer Staff</i>
	2.1 Collects payment and issues Official Receipt.	Refer to the schedule of fees below.	5 minutes	<i>Revenue Collection Clerk II Or Revenue Collection Clerk I Or City Treasury Office</i>
3. Receive the Mayor's Permit.	3. Prepares and releases the Mayor's Permit.	None	10 minutes	<i>Administrative Aide IV Or License Inspector II Or Licensing Officer I Or Licensing Officer II Or BPLS Staff OTM-BPLS</i>
<b>TOTAL:</b>		<b>Refer to the Schedules</b>	<b>30 Minutes</b>	



	of Fees below		
<b>Imposition of Fees*:</b>			
a. Special Cockfighting (Pintakasi)	500.00		
b. Special Derby Assessment from Promoters of:			
Two-Cock Derby	1,000.00		
Three-Cock Derby	2,000.00		
Four-Cock Derby	3,000.00		
Five-Cock Derby	4,000.00		

*\*Based on the 2014 Local Revenue Code of the City of Batac, Chapter III. Permit and regulatory Fees. Article C. Special Permit Fee For Cockfighting, Section 3C.02*





# **OFFICE OF THE CITY MAYOR – TOURISM AND EVENTS SECTION**

## **External Services**



## 1. Arrange Tours for City Visitors and Guests

Assistance may be given to group of people who request for the arrangement and coordination of their benchmarking or any related activities in the City of Batac.

<b>Office or Division:</b>	Office of the City Mayor - Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units, National Government Agencies, Civil Society Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Letter Request addressed to the City Mayor.				
2. Contact details for proper coordination				
3. Itinerary of Travel				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft a letter request addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Please include contact details for proper coordination once the letter is approved.	1. Receive your letter request.	None	7 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Give it directly to the receiving officer in the Office of the Mayor or send it to their email at "lovebatac@gmail.com".	2. Give it to the City Mayor and furnish a copy to Tourism and Events Section with his note regarding the request.	None		
3. Once approved, Tourism and Events Section staff will contact you for coordination of your Itinerary of travel and other concerns you may need for your tour.	3. Once approved, Tourism and Events Section will prepare for your tours and other related activities as well as shows up on your requested day/s.	None		
<b>TOTAL:</b>		<b>NONE</b>	<b>7 days</b>	



## 2. Provide assistance to Media groups

Technical support to media such interviews before, during or after the festival as well as extend help in coordinating to other interviewees.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Media			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contact the Tourism and Events Section Head and schedule an interview to her if the topic is all about incoming City events, but if not and it requires confidentiality draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>For not confidential topics such as schedule of upcoming events, preparation of the events, history of the City and other related topics:</i>	<i>For not confidential topics:</i>	None	3 days	Senior Tourism Operations Officer Or Clerk IV Or Tourism Operations Assistant Or Administrative Aide IV Or Administrative Aide III Office of the City Mayor - Tourism & Events Section
1. Directly contact the Tourism and Events Section Head through email at "tourismbatang@gmail.com" and schedule an interview on its most convenient time or you can also come as a walk in client.	1. The Tourism and Events Section will schedule an interview.	None		
2. If properly coordinated, proceed directly to the Tourism and Events Office for the Interview.	2. The Section head will entertain you for the interview.	None		
<i>For confidential topics:</i>	<i>For confidential topics:</i>	NONE		



<p>1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Indicate the topic or issue that would you like to take on.</p>	<p>1. Receive your letter request.  1.1 Give it to the City Mayor and furnish a copy to Tourism and Events Section with his note regarding the request.</p>	<p>None</p>		<p>Or Clerk IV Or Tourism Operations Assistant Or Administrative Aide IV Or Administrative Aide III Office of the City Mayor - Tourism &amp; Events Section</p>
<p>2. Once approved, Tourism and Events Section staff will contact you for the agreement of interview schedule.</p>	<p>2. Once approved, Tourism and Events Section will prepare for the schedule of your interview.</p>	<p>None</p>		
<p>3. On the interview day, directly proceed to the Tourism and Events office.</p>	<p>3. The Tourism and Events Section Head will take over on your interview on the scheduled date.</p>	<p>None</p>		
<b>TOTAL:</b>		<b>NONE</b>	<b>3 days</b>	



### 3. Provide assistance to Research individuals/groups

Assistance to individuals/groups conducting research activities that includes the “History of Batac, prominent people in the Philippine history and the City of Batac’s Tourism Industry.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contact the Tourism and Events Section Head and schedule an interview to her if the topic is all about incoming City events, but if not and it requires confidentiality draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>For not confidential topics such as the History of Batac, prominent people in the Philippine history and the City of Batac’s Tourism Industry and other related topics:</i></b>	<b><i>For not confidential topics:</i></b>			
1. Directly contact the Tourism and Events Section Head through email at “tourismbatac@gmail.com” and schedule an interview/to answer a questionnaire on its most convenient time or you can also come as a walk in client.	1. The Tourism and Events Section will schedule an interview/meeting with you depending on your method or research.	NONE	3 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. If properly coordinated, proceed directly to the Tourism and Events Office for the Interview.	2. The Section head will entertain you on the scheduled date.			
<b><i>For confidential topics:</i></b>	<b><i>For confidential topics:</i></b>			
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN	1. Receive your letter request.	NONE	3 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or



<p>T. GOROSPE. Indicate the topic or issue that would you like to take on.</p> <p>3. On the interview day, directly proceed to the Tourism and Events office.</p>				<p><i>Tourism Operations Assistant</i>  <i>Or</i>  <i>Administrative Aide IV</i>  <i>Or</i>  <i>Administrative Aide III</i>  Office of the City Mayor -  Tourism &amp; Events Section</p>
	<p>1.2. Give it to the City Mayor and furnish a copy to Tourism and Events Section with his note regarding the request.</p>			
<p>2. Once approved, Tourism and Events Section staff will contact you for the agreement of meeting schedule.</p>	<p>2. Once approved, Tourism and Events Section will prepare for the agreed schedule and other materials or references you'll probably need.</p>			
<p>3. On the interview day, directly proceed to the Tourism and Events office.</p>	<p>3. The Tourism and Events Section Head will take over on your interview/questions on the scheduled date.</p>			
<b>TOTAL:</b>			<b>6 days</b>	



#### 4. Provide assistance to DOT Accreditation

Assistance to Hotels and Restaurant owners / managers / representative on applying for Department of Tourism (DOT) Accreditation.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Business Entity			
<b>Who may avail:</b>	Hotel & Restaurant Business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Mayor's Permit/Business License		Mayor's Office / Business Permit and Licensing Office		
2. DTI Business Name Certificate (for Sole Proprietor) or SEC Registration Certificate and Articles of Incorporation and its ByLaws (for Partnerships & Corporations) or Articles of Cooperation and Its By-Laws (for Cooperatives)		DTI Field Office / Online Business Registration Site		
3. DOT Form 14 Series 2018		DOT Field Office / DOT site online / City of Batac Tourism and Events Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure DOT Form 14 Series 2018 from the Tourism and Events Office.	1. Give DOT Form 14 Series 2018 and mark the needed spaces to be filled out.	Php 400.00	20 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Fill out the form and prepare all the needed requirements stated in the form.	2. Review and receive their application if requirements are			
3. Let the Tourism and Events staff review the form and documents.	3. Tourism and Events Section will pass the application to the Department of Tourism Field Office in Laoag City for the scheduling of inspection.			
4. Prepare for the inspection. Hotel or Restaurant must be clean and meets the standard requirement	4. Inform the Hotel or Restaurant regarding their schedule of Inspection.			
<b>After DOT Inspection:</b>	<b>After DOT Inspection:</b>			
After DOT Inspection: 1. Wait for the news from Tourism and Events	1. DOT will process the results of your inspection.	NONE		<i>Senior Tourism Operations Officer</i> Or



Office if you pass or fail your inspection.				<p style="text-align: center;"><i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism &amp; Events Section</p>
<p>2. If passed: Go and get your Certification at the Department of Tourism Field Office at Laoag City and pay 400 pesos to their cashier. If failed: Improve the given details of failure and reapply for accreditation.</p>				
<b>TOTAL:</b>		Php 400.00	<b>20 days</b>	





## 5. Administer the annual Organizing Committee of Hotels and Restaurant Owners in the City of Batac

Annually manage the creation of the Organizing Committee of Hotels and Restaurant Owners in the City of Batac to uphold the strong relationship between the Local Government Unit and the Business entity as well as to extend support and assistance in promoting local businesses and products.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B-Government to Business Entity			
<b>Who may avail:</b>	Media			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Hotel/Restaurant registration in the City of Batac.				
2. Bring the Notice of Meeting received.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Received your Notice of Meeting.	1. Give the Notice of Meeting directly to the Business Entity.	NONE	7 DAYS	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Attend the meeting and comply for instructions.	2. Facilitate the meeting			
3. If chosen as one of the member: Take an oath.	3. Facilitate the oath taking.			
4. Actively participate and represent the City in Provincial or Local Business programs or others that relates to the commitment on the committee.	4. Informs you whenever there are Seminars, trainings or other programs that involves the participation of the committee.			
<b>TOTAL:</b>		<b>N/A</b>	<b>7 days</b>	



## 6. Provide assistance to Provincial/Municipal Events

Assistance, support or participation to the Provincial/Municipal programs and events.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Provincial Government, Local Government Units and National Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE regarding your request/s or intent.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Do not forget to include your contact details.	1. They will receive your letter request.	NONE	3 DAYS	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Hand it over directly to the Office of the Mayor or send it through email at "lovebatac@gmail.com" or "tourismbatac@gmail.com"	2. Update the status of your letter request.			
3. Once approved, Tourism and Events Section staff will contact you for coordination and other concerns you may need	3. Tourism and Events Section staff will contact you for coordination and other concerns you may need			
<b>TOTAL:</b>		<b>N/A</b>	<b>3 days</b>	



## 7. Supports One Barangay One Product (OBOP)

Promotes existing One Barangay One Product to tourists, balikbayans and local businesses.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Product list				
2. Price list				
3. Updated Contact details				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a list of products together with its price at the office of Tourism & Events.	1. Receive your submission.	None	3 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Always remember to leave your contact details. If happen that you change your contact number, please update it.	2. Refer your products to accredited Hotels & Restaurants. Avail products as souvenirs and tokens for City guests.			
<b>TOTAL:</b>		<b>N/A</b>	<b>3 days</b>	



## 8. Supports Culture and the Arts activities

Support programs and events that upholds culture and arts for the youth. Also helps to promote culture and the arts activities.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE regarding your request/s or intent.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Do not forget to include your contact details.	1. Receive your letter request.	NONE	3 days	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Hand it over directly to the Office of the Mayor or send it through email at "lovebatac@gmail.com" or "tourismbatac@gmail.com"	2. Update the status of your letter request.			
3. Once approved, Tourism and Events Section staff will contact you for coordination.	3. Tourism and Events Section staff will contact you for coordination and other concerns you may need.			
<b>TOTAL:</b>		<b>N/A</b>	<b>3 days</b>	



## 9. Lend Cultural Event props

Festival or event props are stored for further use or modification and is available for lending.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE regarding your request/s or intent.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Do not forget to include your contact details.	1. Receive your letter request.	NONE	7 DAYS	Senior Tourism Operations Officer Or Clerk IV Or Tourism Operations Assistant Or Administrative Aide IV Or Administrative Aide III Office of the City Mayor - Tourism & Events Section
2. Hand it over directly to the Office of the Mayor or send it through email at "lovebatac@gmail.com" or "tourismbatac@gmail.com"	2. Update the status of your letter request.			
3. Once approved, Tourism and Events Section staff will contact you for coordination.	3. Tourism and Events Section staff will contact you for coordination and to prepare the requested props.			
4. Pick up your request.	4. Assist you in loading.			
5. Fill out the borrower's form. Indicate when you will return the props.	5. Receive your borrowers form.			
<b>TOTAL:</b>		<b>N/A</b>	<b>7 DAYS</b>	



## 10. Support Tourism Related Awareness Programs

Support and assist in facilitation on programs and events that promotes Tourism awareness or others that relate.

<b>Office or Division:</b>	Tourism & Events Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Provincial Government, Local Government Units, National Government Agencies and Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE regarding your request/s or intent.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft a letter addressed to the City Mayor, ENGR. ALBERT D. CHUA thru Senior Tourism Operations Officer, MRS. MERLYN T. GOROSPE. Do not forget to include your contact details.	1. Receive your letter request.	NONE	7 DAYS	<i>Senior Tourism Operations Officer</i> Or <i>Clerk IV</i> Or <i>Tourism Operations Assistant</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Mayor - Tourism & Events Section
2. Hand it over directly to the Office of the Mayor or send it through email at "lovebatac@gmail.com" or "tourismbatac@gmail.com"	2. Update the status of your letter request.			
3. Once approved, Tourism and Events Section staff will contact you for coordination and other concerns you may need.	3. Tourism and Events Section staff will contact you for coordination and other concerns.			
<b>TOTAL:</b>		<b>N/A</b>	<b>7 DAYS</b>	



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

## **External Services**



## 1. Search, Rescue and Clearing Operations during Disaster/s and Fortuitous Events

The CDRRMO will answer all the emergency calls within the City of Batac which treat illnesses and injuries that require an urgent medical response, providing out-of-hospital treatment and transport to definitive care.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal or written reports from Barangay officials, Calamity victim/s/affected or any concern citizens		Office of the City Mayor / City Disaster Risk Reduction and Management Office		
2. Letter request addressed to the City Mayor		Office of the City Mayor / City Disaster Risk Reduction and Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports/request Search and Rescue and clearing operations/ submits approves letter request	1. Interview the client and records the request in the logbook	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
2. Accompany CDRRMO or staff to affected area	2. Inspect and validates the affected area	None	Within 30 minutes or depends upon the location and extent of damage	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
	2.1 Coordinates with concerned CDRRMC members the needed	None	10 minutes	
	2.2 Equipment and personnel for immediate deployment	None	Within 35 minutes or depends upon the location and extent of the damage	
	2.3 Transfer disaster victims to designated evacuation center	None		
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 18 minutes</b>	





## 2. Request for Inspection and Validation of Damaged Infrastructure/Agricultural Infrastructure Due to the Occurrence of Calamity

The CDRRMO together with other concerned Department inspect and validate affected infrastructure for proper actions to be taken.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal or written reports from Barangay officials, Calamity victim/s/affected or any concern citizens		Office of the City Mayor / City Disaster Risk Reduction and Management Office		
2. Letter request addressed to the City Mayor or to the City Disaster Risk Reduction and Management Officer		Office of the City Mayor / City Disaster Risk Reduction and Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports/request inspection and validation from calamity victim/ submits approved letter request	1. Received and records the request in the logbook	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
	1.1 Coordinates and schedules inspection and validation with the concerned CDRRMC members	None	20 minutes	
	1.2 Informs the requestee of the schedule	None	1 minute	
	1.3 Goes to the damaged infrastructure site for inspection and validation	None	Within 30 minutes or depends upon the location and extent of the damage	
2. Received the result	2. Informs the requestee the result of inspection and validation	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 1 minute</b>	



### 3. Request for Training Services on Disaster Management, Basic Life Support and First Aid

The CDRRMO facilitates Trainings, Seminar and Workshops upon the request of any individuals or establishments with the approval of the City Mayor/City Administrator.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the City Mayor		Office of the City Mayor's Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Duly approved letter request	1. Receives and records the approved request in the logbook	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV</i> Or <i>CDRRMO Staff</i> <i>CDRRM Office</i>
	1.1 Coordinates schedule to partner agencies the conduct of training	None		<i>Local Disaster Risk Reduction Management Officer IV</i> Or <i>CDRRMO Staff</i> <i>CDRRM Office</i>
2. Receives the schedule of the training	2. Informs requestee for the schedule of training	None	Within a month	<i>Local Disaster Risk Reduction Management Officer IV</i> Or <i>CDRRMO Staff</i> <i>CDRRM Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>Within a month</b>	



#### 4. Ambulance Patient Service / Patient Transport Service

Ambulance Service is provided to 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 requestee.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bonafide Residents of City of Batac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the City Mayor		Office of the City Mayor's Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Duly approved letter request	1. Receives and records the approved request in the logbook	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
	1.2 Check the availability of Service vehicle and the Driver	None	3 minutes	
	1.3 Schedule the trip	None	3 minutes	
2. Wait the Request to processed	2. Inform the client on the approval and availability of the service	None	2 minutes	<i>Local Disaster Risk Reduction Management Officer IV Or CDRRMO Staff CDRRM Office</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>Within a month</b>	
(Note: Fuel and Oil shall be shouldered by the client)				



# **OFFICE OF THE CITY ENGINEER**

## **External Services**



## 1. Request for Program of Works for any Infrastructure Project

Barangay Officials or any accredited organization who wishes to file any infrastructure maintenance services, drainage system-related complaints, demolition works, bridge and structure maintenance, road preventive maintenance, repair of public buildings and other public facilities, installation or construction of safety projects and all other Civil Engineering related works may request assistance in the preparation of Program of Work (POW) and Detailed Estimates with plans and specifications as guide in project implementation.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Barangay/City Officials or Other individuals or any accredited organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from concerned barangay/city officials, other individuals or organizations approved by the City Mayor		Mayor's office		
2. Approved Annual Investment Plan/Project Procurement Management Plan of the City		Requesting Office/Organization		
3. Duly approved City/Barangay Council Resolution with confirmation from the funding source of the project (if needed)		Barangay / SP Office		
4. Deed of Lot's Donation (if needed)		Requesting Office/Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request approved by the Mayor together with the required documents	1. Receives and record Approved Request Letter and check completeness of required documents	None	5 minutes	<i>Engineer I</i> Or <i>Administrative Aide IV</i> Office of the City Engineer
2. Lead and assist assigned engineer/s and draftsman to the site	2. Conducts validation and site inspection	None	30mins - urban 1 hour – rural	<i>Draftsman II</i> Or <i>Engineer I</i> Or <i>Engineer II</i> Office of the City Engineer
	2.1 Design Plan Preparation (drafting of plans and details)	None	2 Hours for BDF Projects; 3 days for Horizontal Projects; 7 days for Vertical Projects, LG F	<i>Draftsman II</i> Office of the City Engineer
	2.2 Check/Review prepared plans and details	None	10 minutes for BDF Projects; 10	<i>Engineer III</i> Or <i>City Engineer</i>



			minutes for Horizontal Projects; 30 minutes for Vertical Projects	Office of the City Engineer Or <i>City Mayor</i> Office of the Mayor
	2.3. Finalize plans, details and specification	None	20 minutes for Horizontal Projects; 1 hour for Vertical Projects	<i>Project Engineer</i> Or <i>Draftsman II</i> Office of the City Engineer
	2.4 Prepare Program of Work and Detailed Estimates	None	15 minutes for BDF Projects; 15 minutes for Horizontal Projects; 7 days for Vertical Projects	<i>Project Engineer</i> Or <i>Engineer I</i> Or <i>Engineer II</i> Or <i>Engineer III</i> Office of the City Engineer
	2.5 Check & Review draft of Program of Work and Detailed Estimates	None	10 minutes for BDF Projects; 10 minutes for Horizontal Projects; 30 minutes for Vertical Projects	<i>City Engineer</i> Or <i>Engineer III</i> Office of the City Engineer
	2.6 Finalize Program of Work and Detailed Estimates	None	10 minutes for BDF Projects; 10 minutes for Horizontal Projects; 30 minutes for Vertical Projects	<i>Engineer I</i> Or <i>Engineer II</i> Office of the City Engineer
	2.7 Signs the plan and Program of Work recommends for approval	None	30 minutes	<i>Draftsman II</i> Or <i>Engineer I</i> Or <i>Engineer II</i> Or <i>Engineer III</i> Or <i>City Engineer</i>



				Office of the City Engineer Or <i>City Planning and Dev't Coordinator</i> CPDO
	2.8 Approves Plan & Program of Work			
	2.8a • Barangay Development Funded Projects	None	5 minutes	<i>City Engineer</i> Office of the City Engineer
	2.8b • Other Programs/Projects (Horizontal/Vertical)	None	30 minutes	<i>City Mayor</i> Office of the Mayor
3. Receives POW and plan	3. Records and releases the approved Program Of Work and plan	None	5 minutes	<i>Engineer I</i> Or <i>Engineer II</i> Or <i>Administrative Aide IV</i> Office of the City Engineer
<b>TOTAL:</b>				
		None	<b>BDF Projects - 2 hrs. &amp; 30 mins.</b>	
		None	<b>Horizontal Projects - 3 hrs. &amp; 20 mins</b>	
		None	<b>Vertical Projects - 14 days, 4hrs. &amp; 40 mins.</b>	



## 2. Implementation of City Infrastructure Projects

Implementation of City Infrastructure Projects is a mandatory function of the Office of the City Engineer to ensure that all government infrastructure projects are implemented and accomplished in accordance with plans, specifications and requirements of the project/contract.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	Any Barangay or City Official, Department of Education representatives or other individuals or organizations in partnership with the City Government using public buildings and other facilities may request to avail the service.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved POW with supporting documents (Plans, Specifications, Gantt Chart, Cash Flow, S-Curve, Pert-CPM)		Requesting Office/Organization / City Engineering Office		
2. Approved Annual Investment Plan/Project Procurement Management Plan of the City		Requesting Office/Organization		
3. Duly approved City/Barangay Council Resolution (if needed)		Barangay / SP Office		
4. Deed of Lot's Donation (if needed)		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Program of Work with supporting documents, AIP/PPMP and other documents needed	1. Receives and Records approved POW and checks / verifies completeness of documents.	None	10 minutes	<i>Administrative Aide IV</i> Office of the City Engineer
2. Follow-up on the status of procurement and wait for the issuance of project's Notice to Proceed	<b>Procurement Preparation:</b>  2. Preparation of PR (for By Administration Projects Only)	None	15 minutes	<i>Administrative Aide IV</i> Office of the City Engineer





	<p>2.1 Pre Procurement Phase          15 minutes - ABC          30 minutes -Pert cpm          30 minutes - Man-power schedule          20 minutes - Equipment Utilization          1 hour - construction method</p>	None	2 hours & 35 minutes	<p><i>Project Engineer</i>          Or  <i>Engineer I</i>          Or  <i>Engineer II</i>          Or  <i>Engineer III</i>          Office of the City Engineer</p>
	<p>2.3. Transmittal / submission of documents to BAC for pre-procurement</p>	None	15 minutes	<p><i>Administrative Aide IV</i>          Office of the City Engineer</p>
	<p><b>Construction Phase (upon receipt of Notice to Proceed):</b></p>			
	<p><b>Work Plan Preparation:</b></p> <ul style="list-style-type: none"> <li>• site inspection</li> <li>• work schedule</li> <li>• equipment requirement (for by Administration Projects Only)</li> <li>• manpower development (for by Administration Projects Only)</li> <li>• receipt of procured construction materials (for by Administration Projects Only)</li> </ul>	None	2 hours	<p><i>Engineer I</i>          Or  <i>Engineer II</i>          Or  <i>Engineer III</i>          Office of the City Engineer</p>
	<p><b>Actual Project Implementation:</b></p>			
	<ul style="list-style-type: none"> <li>• Prepare issuance slip of construction materials (for by Administration Projects Only)</li> <li>• Prepare fuel and oil for required vehicles or equipment (for by</li> </ul>	None	2 hours	<p><i>Engineer I</i>          Or  <i>Engineer II</i>          Or  <i>Engineer III</i>          Office of the City Engineer</p>



	Administration Projects Only) • Supervision / Monitoring			
	<b>Post Project Implementation:</b>			
	• Submit progress/status report to requesting office/barangay	None	30 minutes	<i>Engineer I</i> Or <i>Engineer II</i> Or <i>Engineer III</i> Office of the City Engineer
<b>TOTAL:</b>		NONE	<b>7 hours &amp; 45 minutes</b>	



### 3. Request for Utilization of Equipment

Barangay Officials may request for the use of any government equipment to be used in the implementation of various barangay projects.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Barangay/City Officials or Other individuals or any accredited organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Request Form approved by the City Mayor		Mayor's office		
2. Approved program of Work		City Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form/Letter Request approved by the mayor	1. Receives and records approved Request Form/Letter	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
2. Guide and assist assigned engineer/s to the inspection site <b>(for utilization of heavy equipment only)</b>	2. Conducts validation and ocular inspection and recommend needed equipment for the job	None	Urban - 30mins. rural - 1 hour	<i>Assigned Driver / Operator</i> Or <i>City Engineer</i> Office of the City Engineer
	2.1. Estimate duration of proposed project	None	20 minutes	<i>City Engineer</i> Office of the City Engineer
	2.2. Schedule the availability of equipment needed	None	20 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant. V</i> <i>/ Mechanical Shop Foreman</i> Or <i>City Engineer</i> Office of the City Engineer
	2.3. Prepare Issuance Slip for Fuel/Oil Consumption; Drivers Trip Ticket / Operator's Fuel Consumption Request (for City funded projects)	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
3. Receive Approved Fuel & Oil Issuance Slip and ask for the schedule of the equipment / vehicle	3. Record and issue approved consumption slips/trip ticket (for City funded projects)	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Engineer



	3.1 Monitor the implementation of the project	None	30 minutes	<i>City Engineer</i> Office of the City Engineer
<b>TOTAL:</b>		None	<b>1 hour &amp; 25 minutes</b>	



#### 4. Request for Rental of Heavy Equipment/Government Vehicle

Any individual or private entity may rent heavy equipment or vehicle for different services from the City Government through the Office of the City Engineer depending on the availability of the requested equipment/vehicle.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Barangay/City Officials or Other individuals or any accredited organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter and supporting documents if there are any		Mayor's office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter of request for rental of equipment	1. Receives and records approved Request Letter	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
2. Guide and assist assigned validators to the inspection site <b>(for heavy equipment only)</b>	2. Conducts ocular inspection and recommend needed equipment for the job	None	Urban - 30 minutes rural - 1 hour	<i>Assigned Driver / Operator</i> Or <i>City Engineer</i> Office of the City Engineer
3. Ask for Order of Payment	3. Prepare Order of payment (rental documents)	None	10 minutes	<i>City Treasurer</i> City Treasurer's Office
4. Pay the required fees based on the Order of Payment at the Treasury Office	4. Accept payment based on the Order of Payment and issue the Official Receipt	None	5 minutes	<i>Revenue Collection Clerks</i> City Treasurer's Office
5. Submit Official Receipt and Request Schedule of the equipment / vehicle	5. Record Receipt and Schedule the rented equipment	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant V / Mechanical Shop Foreman</i> Or <i>City Engineer</i> Office of the City Engineer
6. Request for the issuance of trip ticket	6. Prepare trip ticket indicating the number of days for the rented equipment	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
<b>TOTAL:</b>		None	<b>1 hour &amp; 40 minutes</b>	



## 5. Administrative Support Services

The Administrative Support Services are performed by the staff of the Administrative Section of the City Engineer's Office who work and support all other sections and at the same time serve top management's needs to promote coordination among the various functional sections of the office.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Any Barangay Official or other transacting public with the City Engineering Office may request to avail the service.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Correspondence / Communication		1. Requesting Office		
2. Telephone Calls				
3. Walk-in Clients with concerns				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. May call through the telephone or may walk-in	1. Assist/Receive concerns and relay to concerned employee for action	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
2. Personally visit the office to deliver documents or any communication	2. Receive/Record all requests/transactions and forward it to City Engineer or to concerned employee	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
<b>Internal / External Clients</b>	2.1a. Preparation of certifications, reports, memorandum, office orders, job orders, leave applications and other communication or correspondence	None	15 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
	2.1b. Delivery/transmittal of various communication and documents from different offices within or outside the City Government of Batac	None	10 minutes	<i>Administrative Aide IV</i> Office of the City Engineer
<b>External Clients</b>	2.2. Reproduction of various plans & other documents requested	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
<b>Procurement of Supplies and Materials</b>				



<b>Internal Clients</b>	Preparation of the Annual Procurement Plan for office supplies	None	1 day	<i>Administrative Assistant II</i> Office of the City Engineer
	Preparation of Project Procurement Management Plan for materials needed in the implementation of infrastructure projects	None	1 day	<i>Administrative Aide IV</i> Office of the City Engineer
	Preparation of documents for requisition of office supplies / materials / equipment	None	1 day	<i>Administrative Assistant II</i> Office of the City Engineer
<b>Monitoring of Financial Status &amp; Work Accomplishments for City Projects</b>				
<b>Internal Clients</b>	Preparation and processing of payrolls, vouchers and invoices for different city projects	None	40 minutes	<i>Administrative Assistant II</i> Office of the City Engineer
	Preparation of consolidated inventory and statement of work accomplishment of all government projects/programs/activities	None	2 days	<i>Administrative Aide IV</i> Office of the City Engineer
<b>Issuances, Inventory, Liquidation</b>				
<b>Internal Clients</b>	Preparation of Trip Ticket for vehicles and equipment	None	5 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Assistant II</i> Office of the City Engineer
	Preparation of RIS of fuel for vehicles and equipment	None	5 minutes	
	Liquidation of utilized/consumed fuels used in various vehicles/equipment	None	10 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>Communication &amp; Records Management = 45 minutes</b>	
			<b>Procurement of</b>	



		<b>Supplies and Materials = 3 days</b>	
		<b>Monitoring of Financial Status &amp; Work Accomplishments for City Projects = 2 days &amp; 40 minutes</b>	
		<b>Issuances, Inventory, Liquidation =20 minutes</b>	





# **OFFICE OF THE CITY ENGINEER**

## **Internal Services**



## 1. Motorpool Services

The Motorpool Services of the City Engineer's Office ensures that all support/service vehicles and equipment of the City Government are properly maintained and in running/operational condition among the various functional sections of the office.

<b>Office or Division:</b>	Office of the City Engineer			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Offices of the City Government with vehicles/equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requests from Head of Office for vehicle/equipment repair		1. Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/request for check-up/repair and periodic maintenance of vehicle or equipment	1. Troubleshooting /investigate the defective part/s of the unit.	None	30 minutes	<i>Administrative Assistant V / Mechanical Shop Foreman</i> Or <i>Automotive Inspector I</i> Or <i>Mechanic I</i> Office of the City Engineer
2. Assist (drivers and operators) CEO Mechanics in the repair or periodic maintenance of the units	2. Dismantle/pull-out the defective part/s of the unit.	None	2 hours	<i>Administrative Assistant V / Mechanical Shop Foreman</i> Or <i>Automotive Inspector I</i> Or <i>Mechanic I</i> Office of the City Engineer
	2.1 Prepare Purchase Request and Job Order/s for parts needed for the defective part/s of the unit.	None	10 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Engineer
	2.2 Process and follow-up Purchase Request or Job Orders for part/s needed for the unit/s	None	2 weeks for Purchase Order to be approved	<i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the City Engineer
	2.3 Undertake the repair / maintenance / installation of the part/s needed for the repair/s of the unit	None	2 hours installation of the part/s needed to be replaced; 2 days repair of the unit	<i>Administrative Assistant V / Mechanical Shop Foreman</i> Or <i>Automotive Inspector I</i> Or <i>Mechanic I</i> Office of the City Engineer



			(depending upon the gravity of the work undertaken) ; 2 hours periodic maintenance per unit	
<b>TOTAL:</b>		<b>None</b>	<b>14 days, 4 hours &amp; 40 minutes</b>	



# **OFFICE OF THE CITY BUILDING OFFICIAL**

## **External Services**



## 1. Securing Building Permit

(PD 1096 Rule III Section 301)

No person, firm or corporation, including any agency or instrumentality of the government that will construct, alter, repair, convert, move, and add any building/structures 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.

(PD 1096 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 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 within a period of on (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.

<b>Office or Division:</b>	Office of the City Building Official	
<b>Classification:</b>	1.0 Simple (Floor area not exceeding 1,500 square meter) JMC 2018-01, 5.14	
	1.1 Single dwelling residential building not more than three (3) storeys	
	1.2 Commercial buildings of not more than two (2) storeys	
	1.3 Warehouse not storing hazardous substance	
	1.4 Renovation within the mall with issued building permit	
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Filled up Unified Application Form for Building Permit (4 copies)	Building Office - Window 1
	2. Photocopy of Current Real Property Tax Receipt (4 copies)	Treasury Office-Collection Section
	3. Photocopy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), If not the registered owner, Deed of Sale or Affidavit of Consent or If Lessee, Contract of Lease (4 copies)	LRA, Notary Public, Owners Copy
	4. Latest Tax Declaration of lot (1 original and 3 photocopies)	Assessor's Office
	5. Lot Survey Plan or Lot Section Map/ Cadastral Map (1 certified copy and 3 photocopies)	LRA, Assessor's Office, Owners Copy



6. Design Plans, and other documents as follows: (4 sets) 6.1 Architectural Documents 6.2 Civil/Structural Documents 6.3 Electrical Documents 6.4 Mechanical Documents 6.5 Sanitary Documents 6.6 Plumbing Documents 6.7 Electronics Documents 6.8 Geodetic Documents 6.9 Fire Protection Plan (If Applicable) 6.9.1 Automatic Fire Suppression Systems 6.9.2 Wet Stand Pipe 6.9.3 Dry Stand Pipe 6.9.4 Kitchen Hood Suppression 6.9.5 Fire Detector & Alarm System		Applicant/Client, Design Professionals		
7. Valid License (PRC I.D.) of all involve professionals (3 Photocopies)		Design Professionals (c/o Applicant)		
8. Notarized estimated value of the building/structure to be erected as declared by the owner with sign and seal of design professional (4 copies)		Design Professional, Notary Public		
9. General specifications signed and sealed of design professional (4 copies)		Design Professional		
10. Barangay Clearance/ Barangay Construction Permit (1 original and 3 photocopies)		One-Stop Shop for Construction Permit (Barangay Integration)		
11. Construction Safety and Health Program (CSHP)		DOLE		
12. Clearance/s from other agencies (If Applicable)		DPWH, ATO, DENR, NIA, DA, DOE, INEC, NGCP, LGU, DHSUD		
13. Special Power of Attorney (If Applicable)		Notary Public (If represented by an Atty In Fact)		
14. Soil/Boring Test (3-Storeys and Above)		Geotechnical Firm (c/o Applicant)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished application forms and documentary requirements to receiving counter	1. Received the required documents and application forms and check for completeness (Client must sign in the Guest Logbook).	None	30 minutes	Admin. Aide (Clerk) (Receiving Section) Office of the Building Official - OSCP
	1.1A *If complete- Give the Application Logbook to client for signing and issue claim stub			



	1.1B*If incomplete- Return all the documents and advise the client to submit all listed in the checklist			
	1.2 Segregate the received documents for proper distribution and attach routing slip		20 minutes	<i>Admin. Aide (Clerk (Processing Section) Office of the Building Official - OSCP</i>
	1.2A Forward one (1) set of plan and documentary requirements to Documents Verification Area			
	<ul style="list-style-type: none"> <li>• Latest RPT Payments</li> </ul>		30 minutes	<i>Revenue Collection Clerk City Treasurers Office</i>
	<ul style="list-style-type: none"> <li>• Tax Declaration</li> </ul>		30 minutes	<i>Local Assessment Operations Officer City Assessors Office</i>
	<ul style="list-style-type: none"> <li>• Zoning and land use</li> </ul>		5 hours	<i>Zoning Officer Office of the City Planning and Development Coordinator</i>
	1.2A.1 *If obviously the application is non-conforming with land use, issue result of its review to applicant and return the application to client. (Inform Client thru text and give the logbook for signing to signify receipt).			
	1.2A.2 *If application is in conformity with land use, Zoning Officer will forward a pre-signed Locational Clearance for collation and eventually release			



	1.2B Forward three (3) sets of plan to BFP for evaluation, assessment & stamping			<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.3 Collates documentary outputs from the Verification Area & the 1 set of plan and Forward these to the Evaluation Area with routing slip		20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.4 Evaluate plans and specifications as to technical aspects and undertake site preliminary inspection, as needed		3.5 days	<i>Building Inspector</i> <i>(Processing, Evaluation and Inspection Section)</i> Office of the Building Official - OSCP
	1.4A Line and Grade Verification - Ocular Inspection for line and grade verification to establish and determine setbacks and grades in relation to access road, property lines, street or highways, utility lines and construction of other infrastructure project			<i>Zoning Officer</i> Office of the City Planning and Development Coordinator - OSCP  <i>Fire Safety Inspector</i> Bureau of Fire Protection
	1.4B Technical Pre-Evaluation of plans and related documents			
	<ul style="list-style-type: none"> <li>• Line and Grade</li> <li>• Architectural</li> <li>• Civil/Structural</li> <li>• Electrical</li> <li>• Mechanical</li> <li>• Sanitary/Plumbing</li> <li>• Electronics</li> </ul>			





	1.5 Received the three (3) sets of plan, FSC and FSEC/NOD from BFP		20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.5A If there are deficiencies, call/text the client. Advice to pay for the filing fee and return Plans and Documents together with corrective sheet after payment (Give the OBO and BFP Logbook to client for signing to signify receipt).			
	(IF NO DEFICIENCIES, Proceed to assessment)			
1.A Corrective Step: Re-submit Corrected/ Lacking Plan/s and pertinent Documents (if applicable)	1.5B Review re-submitted Plans and Documents. Consolidate final evaluation together with all the lacking documents to be submitted			
	1.6 Forward application with assessment sheet and all documentary outputs collated to Assessment area		20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.7 Assess the fees to be paid (one-time assessment)	Please see Schedule of Permit Fees for Securing Building permit attached	30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the Building Official - OSCP
		Refer to CPDC Schedule of Fees		<i>Zoning Officer</i> Office of the City Planning and Development Coordinator



		Refer to BFP Schedule of Fees		<i>Fire Marshal</i> Bureau of Fire Protection
	1.8 Forward OBO, Zoning, BFP Order of Payment, other necessary fees & all documentary outputs to Building Official		20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.9 Review OBO Order of Payment, Evaluate Plans and sign OP then forward OPs together with BFP OP and all documentary outputs to OBO Monitoring staff		30 minutes	<i>City Building Official</i> Office of the Building Official -OSCP
	1.10 Forward Order of Payment from Building Official to Releasing Area		20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	1.10A Inform the applicant thru call/text message indicating the amount to be paid			
	1.10B Forward plans and all documentary outputs to Recording and Printing Area			
2. Receive the Order of Payment	2. Issue all the Order of Payment - Zoning, Building, BFP and other necessary fees  Give the OBO, Zoning and BFP Logbook to client for signing to signify receipt	None	30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Releasing Section)</i> Office of the Building Official - OSCP



3. Pay the required fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment and Issues the corresponding OR to the Collection Clerk/ applicant		30 minutes	<i>Revenue Collection Clerk</i> OSCP
	3.A. Receives the Amount due for the BFP from the Collection Clerk/ applicant			<i>BFP Collection Agent</i> Bureau of Fire Protection
	3.B. Issues the corresponding OR to the Collection Clerk/ applicant			
	3.1 Receives and Records Official Receipts from Collection Clerk/ Applicant		15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	3.1A. Posting of Official Receipt Numbers and Printing of Permit/Clearances			
	3.1B Forward FSC and FSEC to OBO recording personnel for collation		30 minutes	<i>Fire Marshal</i> Bureau of Fire Protection
	3.1C Collate all documents and forward to Building Official			<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP
	3.1D Review all documents for release. Sign the building and ancillary permits			<i>City Building Official</i> Office of the Building Official - OSCP
	3.2 Collate all signed Building Permit, Locational Clearance, Tax Declaration, FSEC/NOD & FSC, record details on it and forward to Releasing Area.		15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the Building Official - OSCP



4. Present Claim Stub for the release of the Building Permit	4. Get and validate the claim stub	None	30 minutes	Admin. Aide (Clerk) (Releasing Section) Office of the Building Official - OSCP
	4.1 Issue the Approved Building Permit, including placard and clearances. and			
	Give the Receiving Logbook of OBO and BFP to client for signing to signify receipt (Itemize in the logbook the documents received by the applicant) and give the FSC document of BFP to client for signing			
<b>TOTAL:</b>			<b>5 days</b>	
<i>(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)</i>				

### Schedule of Permit Fees for Securing Building Permit

CITY OF BATAK REVENUE CODE		
FEES	EST. COST	AMOUNT
C-2/D-1,2,3	Up to 500	12.00
	Above 500 to 600	11.00
	Above 600 to 700	10.20
	Above 700 to 800	9.60
	Above 800 to 900	9.00
	Above 900 to 1,000	8.40
	Above 1,000 to 1,500	7.20
	Above 1,500 to 2,000	6.60
	Above 2,000 to 3,000	6.00
	Above 3,000	5.00
J-2	50% of the rate of the principal building of which they are accessories	
FILING FEES	500,000.00 and Below	100.00
	500,001.00 to 1,000,000.00	120.00
	1,000,001.00 to 1,500,000.00	150.00
	1,500,001.00 to 2,500,000.00	180.00
	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00



PROCESSING FEES	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	250.00
	1,000,001.00 to 1,500,000.00	300.00
	1,500,001.00 to 2,500,000.00	400.00
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
INSPECTION FEES	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	300.00
	1,000,001.00 to 1,500,000.00	450.00
	Over 1,500,000.00	600.00 + 1/10 of 1% in excess of 1,500,000.00
PLACARD	500 sq. m. and below	200.00
	Above 500 sq.m.	500.00
<b>BUILDING PERMIT FEES (NBCP)</b>		
<b>DIVISION</b>	<b>AREA (sq.m.)</b>	<b>AMOUNT</b>
A-1 (Residential)	20	2.40
	20-50	3.40
	50-100	4.80
	101-150	6.00
	151 - above	7.20
A-2	Original complete construction up to 20.00 sq. meters	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



B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/I-1/J-1 (Commercial, Institutional, Industrial, Recreational, Agricultural)	Up to 500	23.00
	Above 500 to 600	22.00
	Above 600 to 700	20.50
	Above 700 to 800	19.50
	Above 800 to 900	18.00
	Above 900 to 1,000	17.00
	Above 1,000 to 1,500	16.00
	Above 1,500 to 2,000	15.00
	Above 2,000 to 3,000	14.00
	Above 3,000	12.00
<b>ELECTRICAL PERMIT FEES (NBCP)</b>		
<b>a. Total Connected Load (kVA)</b>		<b>AMOUNT</b>
<b>a. Total Connected Load (kVA)</b>		
i.)	5 kVA or less	200
ii.)	Over 5 kVA to 50 kVA	200.00 + 20.00/kVA
iii.)	Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA
iv.)	Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v.)	Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi.)	Over 6,000 kVA	20,850.00 + 1.25/kVA
NOTE: Total Connected Load as shown in the load schedule.		
<b>b. Total Transformer/ Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)</b>		
i.)	5 kVA or less	40
ii.)	Over 5 kVA to 50 kVA	40.00 + 4.00/kVA
iii.)	Over 50 kVA to 300 kVA	220.00 + 2.00/kVA
iv.)	Over 300 kVA to 1,500 kVA	720.00 + 1.00/kVA
v.)	Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA
vi.)	Over 6,000 kVA	4,170.00 + 0.25/kVA
<b>c. Pole/Attachment Location Plan Permit</b>		
i.)	Power Supply Pole Location	30.00/pole
ii.)	Guying Attachment	30.00/ attachment



<b>d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit</b>		
Use or Character of Occupancy	Electric Meter	Wiring Permit
Residential	15.00	15.00
Commercial/ Industrial	60.00	30.00
Institutional	30.00	12.00
<b>e. Formula for Computation of Fees;</b>		
<b>The Total Electric Fees shall be the sum of Sections 4.1 to 4.d of this Rule.</b>		
<b>f. Formula for Computation of Fees;</b>		
If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippines Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.		
<b>ACCESSORY FEES</b>		
<b>PARTICULARS</b>		<b>AMOUNT</b>
Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters		24.00
<b>Sidewalk Construction Permit</b>		
-Up to 20 sq.m. per calendar month		240.00
-Every sq.m. of fraction thereof in excess of 20 sq.m.		12.00
<b>Erection of Scaffoldings Occupying Public Areas, per calendar month</b>		
-Up to 10.00 meters in length		150.00
-Every lineal meter or fraction thereof in excess of 10.00 meters		12.00
<b>MECHANICAL FEES</b>		
Refrigerator, Air Conditioning and Mechanical Ventilation:		
i.) Refrigeration (cold storage), per ton or fraction thereof		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 establishments, the total installed tons of refrigeration shall be used as the basis of computation for purpose of installation/inspection fees, and shall not be considered individually	
<b>FOR EVALUATION PURPOSES:</b>	
i.) For Commercial/Industrial Refrigeration without Ice Making	
**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	
ii.) For Ice Making	
**3.50 kW per ton, for compressors up to 50 tons capacity	
**3.25 kW per ton, for compressors above 5 tons to 50 tons capacity	
**3.00 kW per tone, for compressors above 50 tons capacity	
iii.) For Air Conditioning	
**0.90 kW per ton, for compressors 1.2 to 5 tons capacity	
**0.80 kW per ton, for compressors 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:</b>	
-Escalator and moving walk, per kW or fraction thereof	10.00
-Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
-Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00





-Funicular, per kW or fraction thereof	200.00
(a) Per lineal meter travel	20.00
-Cable car, per kW of fraction thereof	40.00
(a) Per lineal meter travel	50.00
<b>Elevators, per unit:</b>	
-Motor driven dumbwaiters	600.00
-Construction elevators for materials	2,000.00
-Passenger elevators	5,000.00
-Freight elevators	5,000.00
-Car elevators	5,000.00
<b>Boilers, per kW:</b>	
-Up to 7.5 kW	500.00
-Above 7.5 kW to 22 kW	700.00
-Above 22 kW to 37 kW	900.00
-Above 37 kW to 52 kW	1,000.00
-Above 52 kW to 67 kW	1,400.00
-Above 67 kW to 74 kW	1,600.00
-Every kW or fraction thereof above 74 kW	5.00
<b>NOTE:</b>	
(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.	
<b>Pressurized water heaters, per unit</b>	200.00
<b>Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof</b>	60.00
<b>Automatic fire sprinkler system, per sprinkler head</b>	
<b>Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:</b>	
-Every kW up to 50 kW	25.00
-Above 50 kW up to 100 kW	20.00
-Every kW above 100kW	3.00
<b>Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet</b>	20.00



<b>Gas Meter, per unit</b>	100.00
<b>Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. Meter or fraction thereof whichever is higher</b>	4.00
<b>Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:</b>	60.00
<b>Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal metres or fraction thereof</b>	10.00
<b>Weighing Scale Structure, per ton or fraction thereof</b>	50.00
<i>NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees</i>	
<b>PLUMBING FEES:</b>	
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".	24.00
b. Every fixture in excess of one unit:	
i. Each water closet	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. Each slop sink	7.00
ii. Each urinal	4.00
iii. Each bath tub	7.00
iv. Each grease trap	7.00
v. Each garage trap	7.00
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. Each bar or soda fountain sink	4.00
xi. Each laundry sink	4.00
xii. Each laboratory sink	4.00
xiii. Each fixed-type sterilizer	2.00
d. Each water meter	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	24.00
ii. Every cu. Meter or fraction thereof in excess of 5.00 cu. Meters	7.00
<b>ELECTRONICS FEES</b>	
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	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	1.000.00 per location
c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephones 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	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	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 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	2.40 per termination
f. Studios, auditoriums, theaters and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities	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.	50.00 per unit
Poles and attachment:	
i. Per Pole (to be paid by pole owner)	20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)	20.00
j. Other types or electronics or electronically controlled device, apparatus, equipment, instrument or units not specifically identified above	50.00 per unit



## 2. Securing Certificate of Occupancy

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/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 residents and general 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.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	1.0 Simple (Floor area not exceeding 1,500 square meter) JMC 2018-01, 5.14
	1.1 Single dwelling residential building not more than three (3) storeys
	1.2 Commercial buildings of not more than two (2) storeys
	1.3 Warehouse not storing hazardous substance
	1.4 Renovation within the mall with issued building permit
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-up Unified Application Form for Certificate of Occupancy and FSIC (2 copies)	Building Office - Window 1
2. Duly notarized Certificate of Completion form, signed by the owner/applicant and signed and sealed by the duly licensed Professional in-charge of construction (3 copies)	Building Office - Window 1, Notary Public
3. Construction logbook (1 copy)	Building Office & Applicant/Client
4. AS-BUILT Plans, if applicable (3 sets)	Client/Professional in-charge of construction
5. Valid Licenses of all involved Professionals (e.g. Professional Tax Receipt and the Professional Regulation Commission identification card) (1 Photocopy)	Involve Professionals
6. Photograph of the completed structure showing front, sides, and rear areas (1 copy each)	Applicant/Client
7. Yellow card issued by Electrical Service Provider	Electrical Service Provider
8. Clearance/s from other agencies (If Applicable)	Concerned Agency
9. Application Form for Tax Declaration	Building Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished application forms and documentary requirements to receiving counter	1. Received the required documents and application forms and check for completeness (Client to sign in the	None	30 minutes	Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP



	Guest Logbook to inquire/submit).			
	1.1a *If complete- Give the Application Logbook to client for signing and issue claim stub			
	1.1b*If incomplete- Return all the documents and advise the client to submit all listed in the checklist			
	1.2 Segregate documents then endorsed application to Building Official and BFP for evaluation and inspection		30 minutes	<p><i>Admin. Aide (Clerk)</i> Office of the City Building Official - OSCP</p>
	1.3 Conduct of Joint Final Inspection and Evaluation of building/structure (whether in conformity with the implementing rules & regulations of the National Building Code of the Philippines and other referral codes)		4 days	<p><i>Building Inspector (Processing, Evaluation and Inspection Section)</i> Office of the Building Official - OSCP</p> <p><i>Zoning Officer</i> Office of the City Planning and Development Coordinator - OSCP</p>
	1.3a *If compliant, process the inspection report and evaluate the submitted documents			<p><i>Fire Safety Inspector</i> Bureau of Fire Protection</p>
	1.3b *If Not compliant, call the client. Advice to pay for the filing fee. Return all documents together with comprehensive correction sheet/or notice of disapproval stating all deficiencies after payment (Give the			



	logbook to client for signing to signify receipt).			
Corrective Step: Make the necessary corrections (on-site inspection or on plan) and then submit, including additional documents listed in the report	1.3b. a Received the necessary corrections and documents as indicated in the Comprehensive Correction Sheet			
	1.3b. b Technical Inspector conduct re-inspection to check deficiencies stated in report. Final Evaluations, review, recommendations			
	1.4 Processing of application based on logbook, plans (as-built plans as the case maybe) and specifications		3 hours	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.5 Forward application to Assessment Area		10 minutes	<i>Admin. Aide (Clerk)</i> Office of the City Building Official - OSCP
	1.6 Assess fees for payment	Please see attached Schedule of Occupancy Permit Fees	20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the City Building Official
	1.7 Review Order of Payment and Compliance Evaluation Sheet for Certificate of Occupancy and inspection report then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official – OSCP
	1.8 Forward Order of Payment from Building Official to Releasing Area		30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP



	1.8A Inform the applicant thru call/text message indicating the amount to be paid			
	1.8B Forward plans and all documentary outputs to Recording and Printing Area			
2. Receive the Order of Payment	2. Issue all the Order of Payment (one-time assessment) Building & BFP. (Request applicant to sign in the OBO & BFP Logbook)	None	20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		30 minutes	<i>Revenue Collection Clerk</i> OSCP
	3.A. Receives the Amount due for the BFP from the applicant			<i>BFP Collection Agent</i> Bureau of Fire Protection
	3.B. Issues the corresponding OR to the applicant			
	3.1 Records Official Receipts		1 hour, 30 minutes	<i>Admin. Aide (Clerk)</i> Office of the City Building Official - OSCP and <i>Fire Marshal</i> Bureau of Fire Protection
	3.2 Posting of Official Receipt Numbers and Printing of Certificate of Occupancy (Collates and assigns corresponding control numbers and recording of documents for release)			<i>Admin. Aide (Clerk)</i> Office of the City Building Official - OSCP





	3.3 Review all documents for release. Sign the certificate of occupancy			<i>City Building Official</i> Office of the City Building Official - OSCP
	3.4 Prepares all signed Certificate of Occupancy, FSIC, Notice of Assessment, Tax Declaration and CFEI, record details on it and forward to Releasing Area			<i>Admin. Aide (Clerk)</i> Office of the City Building Official - OSCP
4. Present the Claim Stub for the release of the Certificate of Occupancy	4. Get and validate the claim stub  4.1 Issue the Approved Certificate of Occupancy, FSIC, Notice of Assessment, Tax Declaration, CFEI and give the OBO and BFP Receiving Logbook to client for signing to signify receipt (Itemize in the logbook the documents received by the Applicant).	None	30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Releasing Section)</i> Office of the City Building Official - OSCP
<b>TOTAL:</b>			<b>5 days</b>	

*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)*

**NBCP New Schedule of Fees & other charges and Chapter III Article E Section 3E.03 of City of Batac Revenue Code and BFP fees.**

<b>OCCUPANCY PERMIT FEES (NBCP)</b>		
<b>DIVISION</b>	<b>COST OF BUILDING/ AREA</b>	<b>AMOUNT</b>
A-1 and A-2	150,000.00	100.00
	Above 150,000.00 - 400,000.00	200.00
A-1 and A-2	Above 400,000.00 - 850,000.00	400.00



	Above 850,000.00 -1,200,000.00	800.00
	Every million or portion in excess of 1,200,000.00	800.00
B-1/ E-1,2,3/ F-1/G-1,2,3,4,5/ H-1,2,3,4/ 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	1000.00
	Every million or portion in excess of 1,200,000.00	1000.00
C-1,2/D-1,2,3	150,000.00	150.00
	Above 150,000.00 - 400,000.01	250.00
	Above 400,000.00 - 850,000.01	600.00
	Above 850,000.00 -1,200,000.01	900.00
	Every million or portion in excess of 1,200,000.01	900.00
J-1	Up to 20.00 sq.m.	50.00
	Above 20.00 - 500.00 sq.m.	240.00
	Above 50.00 - 1,000.0 sq.m.	360.00
	Above 1,000.00 - 5,000.00 sq.m.	480.00
	Above 5,000.00 - 10,000.00 sq.m.	2000.00
	Above 10,000.00 sq.m.	2400.00
<b>OCCUPANCY PERMIT FEES (NBCP)</b>		
<b>DIVISION</b>	<b>COST OF BUILDING/ AREA</b>	<b>AMOUNT</b>
J-2	Garage, carports, balconies, terraces, lanais and the like:	50% of the rate of the principal building of which they are accessories
	Aviaries, aquariums, zoo structures and the like:	Same rates as for Division J-1
J-2	Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location:	



	(a) First 10.00m from the ground	800.00
	(b) Every meter or fraction in excess of 10.00m	50.00
Change in Use/Occupancy, per sq.m. or fraction of area affected		5.00



### 3. Securing Certificate of Annual Building Inspection

Annual Inspection is conducted to ensure structural stability of the building and that all architectural, electrical, mechanical, plumbing/sanitary and safety standards are complied. After inspection and found to be in conformity with the approved plans and specifications on this office and the provisions of the National Fire Code, Philippine Electrical Code, Electronics Law, Philippine Mechanical Engineering Act and National Building Code and its Implementing Rules and Regulations, a Certificate of Annual Building Inspection will be issued.

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	1.Simple			
	1.1 Commercial buildings of not more than two (2) storeys			
	1.2 Warehouse not storing hazardous substance			
	1.3 Sign Board			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	Commercial Building Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for Annual Inspection, if applicable (1 copy)		Applicant/Client		
2. Photograph of the completed structure showing front, sides, and rear areas, if applicable (1 copy each)		Applicant/Client		
3. As-built plans, if applicable (1 set)		Applicant/Client, Design Professionals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit the approved letter request to receiving counter	1. Received the letter request for Annual Inspection (Client to sign in the Guest Logbook to inquire/submit).	None	10 minutes	<i>Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP</i>
	Give the Application Logbook to client for signing and issue claim stub.  Check data base and print out record for inspection report			



	<p>1.1 Conduct Inspection and Evaluation of building/structure (whether in conformity with the implementing rules &amp; regulations of the NBCP and other referral codes)</p> <p>1.1a *If conforming, for preparation of Annual Inspection Certificate</p> <p>1.1b *If Non-conforming, inform the client and advice to pay for the filing fee. Return/give the comprehensive correction sheet after payment.</p>		1 day	<p><i>Building Inspector</i>  <i>(Evaluation and Inspection Section)</i>  Office of the City Building Official - OSCP</p>
	(Violation should be addressed before processing and assessment of fees)			
Refer to the comprehensive correction sheet	1.2 Processing of application based on data base record (as-built plans as the case maybe) and specifications (if needed)		15 minutes	<p><i>Admin. Aide (Clerk)</i>  <i>(Processing Section)</i>  Office of the City Building Official - OSCP</p>
	1.3. Assess fees for payment	Please see attached Schedule of Fees for the Certificate of Annual Building Inspection	15 minutes	<p><i>Admin. Aide (Clerk)</i>  <i>(Assessment Section)</i>  Office of the City Building Official - OSCP</p>



	1.4 Review Order of Payment and Compliance Evaluation Sheet then sign		30 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.5 Forward Order of Payment from Building Official to Releasing Area		15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.5A Forward plans and all documentary outputs to Recording and Printing Area			
	1.6 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive the Order of Payment	2. Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment and give Official Receipt to BO Staff		10 minutes	<i>Revenue Collection Clerk</i> OSCP
	3.1 Records Official Receipt		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.2 Printing of Annual Inspection Certificate		10 minutes	
	3.3 Review all documents for release. Sign the Annual Inspection Certificate		15 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	3.4 Record the documents for release		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP



4. Present the Claim Stub for the release of the Annual Inspection Certificate	4. Get and validate the claim stub  4.1 Issue the Annual Inspection Certificate and give the Receiving Logbook to client for signing to signify receipt	None	10 minutes	Admin. Aide (Clerk) (Releasing Section) Office of the City Building Official - OSCP
<b>TOTAL:</b>			<b>1 day, 2 hours, 30 minutes</b>	
<i>(Processing time- depends on the availability of record/data for verification)</i>				

### Schedule of Permit Fees for Securing Certificate of Annual Building Inspection

<b>FEES: Subject to change without prior notice</b>		
<b>a. Divisions A-1 and A-2:</b>		
i.	i. Single detached dwelling units and duplexes are not subject to annual inspections.	0.00
ii.	ii. If the owner request inspections, the fee for each of the services enumerated below	120.00
	Land Use Conformity	
	Architectural Presentability	
	Structural Stability	
	Sanitary and Health Requirements	
	Fire-Resistive Requirements	
<b>b. Divisions B-1/D-1, 2, 3/E-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:</b>		
i.	Appendage of up to 3.00 cu. meters/unit	150.00
ii.	Floor area to 100.00 sq. meters	120.00
iii.	Above 100.00 sq. meters up to 200.00 sq. meters	240.00
iv.	Above 200.00 sq. meters up to 350.00 sq. meters	580.00
v.	Above three hundred 350.00 sq. meters Up to 500.00 sq. meters	720.00
vi.	Above 500.00 sq. meters up to 750.00 sq. meters	960.00



vii.	Above 750.00 sq. meters up to 1,000.00 sq. meters	1200.00
viii.	Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters	1,200.00
<b>c. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:</b>		
i.	First class cinematographs or theaters	1,200.00
ii.	Second class cinematographs or theaters	720.00
iii.	Third class cinematographs or theaters	520.00
iv.	Grandstands/Bleachers, Gymnasia and the like	720.00
<b>d. Annual plumbing inspection fees, each plumbing unit</b>		60.00
<b>e. Electrical Inspection Fees:</b>		
i.	A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.	
ii.	Annual Inspection Fees are the same as in Section 4.e.	
<b>f. Annual Mechanism Inspection Fees:</b>		
i.	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
ii.	Air Conditioning Systems: Window type air conditioners, per unit	40.00
iii.	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





iv.	Mechanical Ventilation, per unit, per kW:	
	(a) Up to 1 kW	10.00
	(b) Above 1 kW to 7.5 kW	50.00
	(c) Every kW above 7.5 kW	20.00
v.	Escalators and Moving Walks; Funiculars and the like:	
	(a) Escalator and Moving Walks, per unit.....	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
vi.	Elevators, per unit:	
	(a) Passenger elevators	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
vii.	Boilers, per unit:	
	(a) Up to 7.5 kW	400.00
	(b) 7.5 kW up to 22 kW	550.00
	(c) 22 kW up to 37 kW	600.00
vii.	(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
viii.	Pressurized Water Heaters, per unit	120.00
ix.	Automatic Fire Extinguishers, per sprinkler head	2.00



x.	Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW:	
	(a) Up to 5 kW	55.00
	(b) Above 5 kW to 10 kW	90.00
	(c) Every kW or fraction thereof above 10 kW	2.00
xi.	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	15.00
	(b) Above 50 kW up to 100 kW	10.00
	(c) Every kW or fraction thereof above 100 kW	2.40
xii.	Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	10.00
xiii.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	2.00
xiv.	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
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:	
xv.	(a) Up to ½ kW	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



xvi.	Pressure Vessels, per cu. Meter or fraction thereof	40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof	30.00
xix.	Testing/Calibration of pressure gauge, per unit	24.00
	(a) Each Gas Meter, tested, proved and sealed, per gas meter	30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	30.00
g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.		



#### 4. Securing Electrical Permit (Ancillary Permit)

Any person, firm or corporation, including any agency or instrumentality of the government who intends to put-up new or additional or alteration electrical installations of a certain building/structure must secure first an Electrical Permit

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	1.0 Small residential building			
	1.1 Separate Meter			
	1.2 Waterpump			
	1.3 Upgrading			
	1.4 Relocation			
	1.5 Reconnection			
<b>Type of Transaction:</b>	1.6 Special Uses/Purposes			
	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Application Form for Electrical Permit (4 copies)		Building Office - Window 1		
2. Duly Accomplished Certificate of Final Electrical Inspection Form (4 copies)		Building Office - Window 1		
3. Barangay Clearance (1 original and 3 photocopies)		OSCP		
4. Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), or Deed of Sale or Affidavit of Consent or (If Lessee, Contract of Lease) (4 photocopies)		LRA, Notary Public, Owners Copy		
5. Tax Declaration of lot (1 original and 3 photocopies)		Assessors Office		
6. Photocopy of Current Real Property Tax Receipt (4 copies)		Treasury Office-Collection Section		
7. Lot Survey Plan or Lot Section Map (1 certified copy and 3 photocopies)		LRA, Assessors Office		
8.0 Photograph of the completed structure showing front, sides, and rear areas, if applicable (1 copy each)		Applicant/Client		
9.0 Certification of Indigency, if applicable (1 original and 1 photocopy)		Barangay, DSWD		
10.0 Design Project Plans (Electrical Plan) (4 copies)		Applicant/Client, Design Professionals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished application forms and	1. Received the required documents	None	20 minutes	<i>Admin. Aide (Clerk) (Receiving Section)</i>



documentary requirements to receiving counter	and application forms and check for completeness (Client to sign in the Guest Logbook to inquire/submit).			Office of the City Building Official - OSCP
	<p>1.1a *If Complete- Give the Application Logbook to client for signing and issue claim stub</p> <p>1.1b*If incomplete- Return all the documents and advice the client to submit all listed in the checklist</p>			
	<p>1.2 Conduct Inspection of structure and Evaluation of plan (whether in conformity with the Philippine Electrical Code)</p> <p>1.2a *If conforming, for preparation of Order of Payment</p> <p>1.2b *If Non-conforming call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).</p>		2 days, 4 hours	<p><i>Building Inspector (Evaluation and Inspection Section)</i> Office of the City Building Official - OSCP</p>
	1.3 Processing of application based on plans (as-built plans as the case maybe) and specifications		1 hour, 30 minutes	<p><i>Admin. Aide (Clerk) (Processing Section)</i> Office of the City Building Official - OSCP</p>
	1.4 Assess fees for payment	Please see	20 minutes	<p><i>Admin. Aide (Clerk) (Assessment Section)</i></p>



		attached Schedule of Fees for Electrical Permit		Office of the City Building Official - OSCP
	1.5 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.6 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP )
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	
2. Receive of the Order of Payment	2. Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		10 minutes	<i>Revenue Collection Clerk</i> OSCP
	3.1 Records Official Receipts		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.2 Printing of Certificate of Final Electrical Inspection		30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
4. Present Claim Stub for the release of the Electrical Permit	4. Get and verify the claim stub  4.1 Issue the Approved Electrical Permit, CFEI and other supporting documents. Give the Receiving Logbook to client for signing to signify receipt	None	30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Releasing Section)</i> Office of the City Building Official - OSCP
<b>TOTAL:</b>			<b>3 days</b>	
<i>(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)</i>				



## Schedule of Fees for Electrical Permit

<b>ELECTRICAL PERMIT FEES (NBCP)</b>		
<b>a. Total Connected Load (kVA)</b>		<b>AMOUNT</b>
<b>a. Total Connected Load (kVA)</b>		
i.)	5 kVA or less	200
ii.)	Over 5 kVA to 50 kVA	200.00 + 20.00/kVA
iii.)	Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA
iv.)	Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v.)	Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi.)	Over 6,000 kVA	20,850.00 + 1.25/kVA
NOTE: Total Connected Load as shown in the load schedule.		
<b>b. Total Transformer/ Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)</b>		
i.)	5 kVA or less	40
ii.)	Over 5 kVA to 50 kVA	40.00 + 4.00/kVA
iii.)	Over 50 kVA to 300 kVA	220.00 + 2.00/kVA
iv.)	Over 300 kVA to 1,500 kVA	720.00 + 1.00/kVA
v.)	Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA
vi.)	Over 6,000 kVA	4,170.00 + 0.25/kVA
<b>c. Pole/Attachment Location Plan Permit</b>		
i.)	Power Supply Pole Location	30.00/pole
ii.)	Guying Attachment	30.00/ attachment
<b>d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit</b>		
Use or Character of Occupancy	Electric Meter	Wiring Permit
Residential	15.00	15.00
Commercial/ Industrial	60.00	30.00
Institutional	30.00	12.00
<b>e. Formula for Computation of Fees;</b>		
<b>The Total Electric Fees shall be the sum of Sections 4.1 to 4.d of this Rule.</b>		



**f. Formula for Computation of Fees;**

**If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippines Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.**

**CITY OF BATAC REVENUE CODE**

<b>FEEs</b>	<b>EST. COST</b>	<b>AMOUNT</b>
<b>FILING FEES</b>	500,000.00 and Below	100.00
	500,001.00 to 1,000,000.00	120.00
	1,000,001.00 to 1,500,000.00	150.00
	1,500,001.00 to 2,500,000.00	180.00
	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
<b>PROCESSING FEES</b>	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	250.00
	1,000,001.00 to 1,500,000.00	300.00
	1,500,001.00 to 2,500,000.00	400.00
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
<b>INSPECTION FEES</b>	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	300.00
	1,000,001.00 to 1,500,000.00	450.00
	Over 1,500,000.00	600.00 + 1/10 of 1% in excess of 1,500,000.00





## 5. Securing Permit for Temporary Service Connection

Permit for Temporary Service Connection is issued for new construction of buildings/structures and special purposes/uses and is given to all person, firm or corporation, including any agency or instrumentality of the government.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	1.0 Building/Structure
	1.1 Special Uses/Purposes
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Application Form for Temporary Service Connection (3 copies)	Building Office - Window 1
2. Design Project Plans (Temporary Electrical Plan) (3 copies)	Applicant/Client, Design Professionals

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application forms and plans to receiving counter	1.0 Received the plans and application forms, verify construction as to building permit/special purposes/use and check for completeness (Client to sign in the Guest Logbook to inquire/submit).	None	20 minutes	<i>Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP</i>
	1.1a *If Complete- Give the Application Logbook to client for signing and issue claim stub  1.1b*If incomplete- Return all the documents and advise the client to submit all listed in the checklist			
	1.2 Conduct Site Inspection and Evaluation of plan (whether in conformity with the Philippine Electrical Code)		2 days, 4 hours	<i>Building Inspector (Evaluation and Inspection Section) Office of the City Building Official - OSCP</i>



	<p>1.2a *If conforming, for preparation of Order of Payment</p> <p>1.2b *If Non-conforming call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).</p>			
	1.3 Processing of application based on plans (as-built plans as the case maybe) and specifications		1 hour	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.4 Assess fees for payment	Please see attached Schedule of Fees for Temporary Electrical Permit	15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the City Building Official - OSCP
	1.5 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<i>City Building Official</i> <i>Building Office</i>
	1.6 Forward Order of Payment from Building Official to Releasing Area			<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive the Order of Payment	2. Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i>



				Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		10 minutes	Revenue Collection Clerk OSCP
	3.1 Records Official Receipts		5 minutes	Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP
	3.2 Prepare the Permit for Temporary Service Connection		30 minutes	
	3.3 Review all documents for release. Sign the ancillary permits		30 minutes	City Building Official Building Office Office of the City Building Official - OSCP
	3.4 Prepares and Records the documents for release		10 minutes	Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP
4. Present the claim stub for the release of the Permit for Temporary Service Connection	4. Get the claim stub  4.1 Issue the Approved Permit for Temporary Service Connection and give the Receiving Logbook to client for signing to signify receipt	None	30 minutes	Admin. Aide (Clerk) (Releasing Section) Office of the City Building Official - OSCP

**TOTAL:**

**3 days**

*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)*

**TEMPORARY ELECTRICAL PERMIT FEES (NBCP)**

<b>Total Connected Load (kVA)</b>		<b>AMOUNT</b>
i.)	5 kVA or less	200
ii.)	Over 5 kVA to 50 kVA	200.00 + 20.00/kVA
iii.)	Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA
iv.)	Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v.)	Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi.)	Over 6,000 kVA	20,850.00 + 1.25/kVA



NOTE: Total Connected Load as shown in the load schedule.

**CITY OF BATAC REVENUE CODE**

<b>FEES</b>	<b>EST. COST</b>	<b>AMOUNT</b>
FILING FEES	500,000.00 and Below	100.00
	500,001.00 to 1,000,000.00	120.00
	1,000,001.00 to 1,500,000.00	150.00
	1,500,001.00 to 2,500,000.00	180.00
FILING FEES	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
PROCESSING FEES	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	250.00
	1,000,001.00 to 1,500,000.00	300.00
	1,500,001.00 to 2,500,000.00	400.00
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
INSPECTION FEES	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	300.00
	1,000,001.00 to 1,500,000.00	450.00
	Over 1,500,000.00	600.00 + 1/10 of 1% in excess of 1,500,000.00



## 6. Securing Fencing Permit (Accessory Permit)

Aside from building permit, the Office of the City Building Official issues ancillary permits for building which include the fencing permit.

Any person, firm or corporation, including any agency or instrumentality of the government that will construct a fence, shall first obtain a fencing permit from the Building Official.

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	1.0 Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Application Form for Fencing Permit (3 copies)		Building Office - Window 1		
2. Filled-up Application Form for Mayor's Permit on Fencing (2 copies)		Building Office - Window 1		
3. Barangay Clearance/ Construction Permit (if not registered in that area) (1 original and 2 photocopies)		OSCP		
4. Photocopy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), or Deed of Sale or Affidavit of Consent or (If Lessee, Contract of Lease) (3 copies)		LRA, Notary Public, Owners Copy		
5. Tax Declaration of lot (1 original and 2 photocopies)		Assessor's Office		
6. Photocopy of Current Real Property Tax Receipt (3 copies)		Treasury Office-Collection Section		
7. Lot Survey Plan or Lot Section Map (1 certified copy and 3 photocopies)		LRA, Assessors Office, Owner's Copy		
8. Notarized estimated value of the structure to be erected as declared by the owner with sign and seal of design professional (4 copies)		Design Professional, Notary Public		
9. Design Project Plans (Fence Plan) (3 sets)		Applicant/Client, Design Professionals, Notary Public		
10. Clearance/s from other agency (If applicable)		Concerned Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application forms and documentary requirements to receiving counter	1. Received the required documents and application forms and check for completeness (Client to sign in the Guest Logbook to inquire/submit).	None	30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Receiving Section)</i> Office of the City Building Official - OSCP



	<p>1.1a *If Complete- Give the Application Logbook to client for signing and issue claim stub</p> <p>1.1b*If incomplete- Return all the documents and advise the client to submit all listed in the checklist</p> <p>1.2 Segregate all documents and attach routing slip</p> <p>1.2a One (1) set of plan to Zoning Officer for evaluation, assessment and preparation of Order of Payment</p>		30 minutes	<p><i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP</p>
--	---	--	------------	---



	<p>1.3 Conduct Ocular Site Inspection and Evaluation of plans (whether in conformity with the implementing rules &amp; regulations of the National Building Code of the Philippines and other referral codes)</p> <p>1.3a *If conforming, for preparation of Order of Payment</p> <p>1.3b *If Non-conforming, call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).</p>		2.5 days	<p><i>Building Inspector</i> (Evaluation and Inspection Section) Office of the City Building Official – OSCP</p> <p><i>Zoning Officer</i> Office of the City Planning and Development Coordinator</p>
	1.4 Processing of application based on plans and specifications			<p><i>Admin. Aide (Clerk)</i> (Processing Section) Office of the City Building Official - OSCP</p>
	1.5 Assess fees for payment	Please see attached Schedule of Fees for Fencing Permit	1 hour	<p><i>Admin. Aide (Clerk)</i> (Assessment Section) Office of the City Building Official - OSCP</p>
	1.6 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<p><i>City Building Official</i> Office of the City Building Official - OSCP</p>
	1.7 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<p><i>Admin. Aide (Clerk)</i> (Processing Section) Office of the City Building Official - OSCP</p>



	1.8 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receipt of the Order of Payment	2. Issue the Order of Payment	NONE	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Payment of Fees	3. Accept the payment based on the issued order of payment		10 minutes	<i>Revenue Collection Clerk</i> Treasury Office
	3.1 Records Official Receipts		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.2 Printing of Fencing Permit		25 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.3 Review all documents for release. Sign the accessory permit		30 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	3.4 Record the documents for release		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
4. Claiming of the Fencing Permit	4.0 Get the claim stub *No claim stub, no release of Permits and Clearances	NONE	10 minutes	<i>Admin. Aide (Clerk)</i> <i>(Releasing Section)</i> Office of the City Building Official - OSCP
	4.1 Issue the Approved Fencing Permit including placard and clearances. Give the Receiving Logbook to client for signing to signify receipt			
<b>TOTAL:</b>			<b>3 days</b>	





<b>FENCING PERMIT FEES</b>		
<b>PARTICULARS</b>	<b>AMOUNT</b>	
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	
<b>CITY OF BATAC REVENUE CODE</b>		
<b>FEES</b>	<b>EST. COST</b>	<b>AMOUNT</b>
FILING FEES	500,000.00 and Below	100.00
	500,001.00 to 1,000,000.00	120.00
	1,000,001.00 to 1,500,000.00	150
	1,500,001.00 to 2,500,000.00	180
FILING FEES	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
PROCESSING FEES	500,000.00 and Below	150
	500,001.00 to 1,000,000.00	250
	1,000,001.00 to 1,500,000.00	300
	1,500,001.00 to 2,500,000.00	400
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
INSPECTION FEE	300	
PLACARD	200	



## 7. Securing Demolition Permit (Accessory Permit)

Any person, firm or corporation, including any agency or instrumentality of the government who intends to demolish a building/structure within the city is required to secure a Demolition Permit.

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

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled up Application Form for Demolition Permit (3 copies)		Building Office - Window 1		
2. Barangay Clearance (1 original and 3 photocopies)		OSCP		
3. Barangay Clearance (1 original and 3 photocopies)		Treasury Office-Collection Section		
4. Photocopy Deed of Sale or Affidavit of Consent (If he/she is not the declared owner of the building) (3 copies)		Notary Public, Owners Copy		
5. Lot Survey Plan or Lot Section Map (1 certified copy and 2 photocopies)		LRA, Assessors Office		
6. Field Appraisal and Assessment Sheet of building (1 original and 2 photocopies)		Assessor's Office		
7. Tax Declaration of building, if any (1 original and 2 photocopies)		Assessor's Office		
8. Tax Declaration of lot (1 original and 2 photocopies)		Assessor's Office		
9. Photograph of the structure to be demolished, showing front, sides, and rear areas (1 copy each)		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application forms and documentary requirements to receiving counter	1. Received the required documents and application forms, verify data base (as to demolition permit requirements) and check for completeness (Client to sign in the Guest Logbook to inquire/submit).	None	20 minutes	Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP
	1.1a *If complete- Give the Application			



	Logbook to client for signing and issue claim stub			
	1.1b*If incomplete-Return all the documents and advise the client to submit all listed in the checklist			
	1.2 Conduct ocular inspection of the building/structure		2 days, 4 hours	<i>Admin. Aide (Clerk)</i> <i>(Evaluation and Inspection Section)</i> Office of the City Building Official - OSCP
	1.3 Processing of application based on inspection result/findings		1 hour	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.4 Assess fees for payment	Please see attached Schedule of Fees for Demolition Permit	15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the City Building Official - OSCP
	1.5 Review Order of Payment and Inspection Evaluation and Report then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.6 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive the Order of Payment	2.Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		10 minutes	<i>Revenue Collection Clerk</i> OSCP
	3.1 Records Official Receipts		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i>



				Office of the City Building Official - OSCP
	3.2 Posting of Official Receipt Numbers and Prepare the Demolition Permit		30 minutes	<i>Admin. Aide (Clerk) (Processing Section)</i> Office of the City Building Official - OSCP
	3.3 Review all documents for release. Sign the accessory permit		30 minutes	<i>City Building Official Building Office</i>
	3.4 Record the documents for release		5 minutes	<i>Admin. Aide (Clerk) (Processing Section)</i> Office of the City Building Official - OSCP
4. Present Claim Stub for the release of the Demolition Permit	4. Get the claim stub  4.1 Issue the Approved Demolition Permit and give the Receiving Logbook to client for signing to signify receipt	None	30 minutes	<i>Admin. Aide (Clerk) (Releasing Section)</i> Office of the City Building Official - OSCP
<b>TOTAL:</b>			<b>3 days</b>	

<b>DEMOLITION PERMIT FEES</b>		
<b>PARTICULARS</b>	<b>AMOUNT</b>	
<b>Demolition/ Moving of Buildings/Structure Fees, per sq. meter of area or dimensions involved</b>		
i.)	Buildings in all Groups per sq. meter floor area .....	3.00
ii.)	Building Systems/ Frames or portion thereof per vertical or horizontal dimension, including Fences.....	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
	Every cu. Meter or portion thereof in excess of 3.00 cu. Meters.....	50.00
<b>CITY OF BATAC REVENUE CODE</b>		
<b>FEES</b>	<b>EST. COST</b>	<b>AMOUNT</b>
FILING FEES	500,000.00 and Below	100



	500,001.00 to 1,000,000.00	120
FILING FEES	1,000,001.00 to 1,500,000.00	150
	1,500,001.00 to 2,500,000.00	180
	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
PROCESSING FEES	500,000.00 and Below	150
	500,001.00 to 1,000,000.00	250
	1,000,001.00 to 1,500,000.00	300
	1,500,001.00 to 2,500,000.00	400
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
INSPECTION FEES	500,000.00 and Below	150
	500,001.00 to 1,000,000.00	300
	1,000,001.00 to 1,500,000.00	450
	Over 1,500,000.00	600.00 + 1/10 of 1% in excess of 1,500,000.00



## 8. Securing Sign Permit (Accessory Permit)

Prior to installation/erection/construction of signs/billboards (and the like), any person, firm or corporation, including any agency or instrumentality of the government, shall first secure a Sign Permit at the Building Office.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Simple
	1.1 Ground Sign
	1.2 Sign Board
	1.3 Temporary Sign
	1.4 Wall Sign
	1.5 Projecting Sign
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up Application Form for Sign Permit (3 copies)		Building Office - Window 1		
2. Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), or Deed of Sale or Affidavit of Consent, or (If Lessee, Contract of Lease) (3 photocopies) (If Applicable)		LRA, Notary Public, Owners Cop		
3. Barangay Clearance (1 original and 3 photocopies)		OSCP		
4. Lot Survey Plan or Lot Section Map (1 certified copy and 2 photocopies) (If Applicable)		LRA, Assessors Office		
5. Tax Declaration of lot (1 original and 2 photocopies)		Assessor's Office		
6. Tax Declaration of building/FAAS (1 original and 2 photocopies) (If Applicable)		Assessor's Office		
7. Photocopy of Current Real Property Tax Receipt, Lot & Building (3 copies) (If Applicable)		Treasury Office-Collection Section		
8. Design Project Plans (Sign Structure) (3 copies)		Applicant/Client, Design Professionals		
9. Notarized estimated value of the structure to be erected as declared by the owner with sign and seal of design professional (3 copies)		Design Professional, Notary Public		
10. General specifications signed and sealed of design professional (3 copies)		Design Professional		
11. Clearance/s from other agency (If applicable)		Concerned Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit duly accomplished application forms and documentary requirements to receiving counter	1.0 Received the required documents and application forms and check for completeness (Client to sign in the Guest Logbook to inquire/submit).	None	20 minutes	<i>Admin. Aide (Clerk)</i> <i>(Receiving Section)</i> Office of the City Building Official - OSCP
	1.1a *If complete- Give the Application Logbook to the client for signing and issue claim stub			
	1.1b*If incomplete- Return all the documents and advise the client to submit all listed in the checklist			
	1.2 Conduct ocular inspection on the proposed site and evaluate plans and documents		2 days, 4 hours	<i>Building Inspector</i> <i>(Evaluation and Inspection Section)</i> Office of the City Building Official - OSCP
	1.2a *If conforming, for preparation of Order of Payment			
	1.2b *If Non-conforming, call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).			
	1.3 Processing of application based on inspection result/findings		1 hour	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP



	1.4 Assess fees for payment	Please see attached Schedule of Fees for the Sign Permit	15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the City Building Official - OSCP
	1.5 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.6 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive the Order of Payment	2. Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		10 minutes	<i>Revenue Collection Clerk</i> Treasury Office
	3.1 Records Official Receipts		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.2 Prepare the Sign Permit		30 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.3 Review all documents for release. Sign the accessory permit		30 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	3.3 Record the documents for release		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP





4. Present Claim Stub for the release of the Sign Permit	4.0 Get the claim stub 4.1 Issue the Approved Sign Permit Certificate and give the Receiving Logbook to client for signing to signify receipt	None	30 minutes	Admin. Aide (Clerk) (Releasing Section) Office of the City Building Official - OSCP
<b>TOTAL:</b>			<b>3 days</b>	
<i>(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)</i>				

<b>SIGN PERMIT FEES</b>		
<b>PARTICULARS</b>	<b>AMOUNT</b>	
<b>Demolition/ Moving of Buildings/Structure Fees, per sq. meter of area or dimensions involved</b>		
i.)	Erection and anchorage of display surfaces, up to 4.00 sq. meters of signboard area...	120.00
	(a.) Every sq. meter or fraction thereof in excess of 4.00 sq. meters.....	24.00
ii.)	Building Systems/ Frames or portion thereof per vertical or horizontal dimension, including Fences.....	4.00
iii.)	Installation Fees, per sq. meter or fraction thereof of display surface	
	<b>TYPE OF SIGN DISPLAY</b>	<b>BUSINESS SIGNS</b>
	Neon	36.00
	Illuminated	24.00
	Others	15.00
	Painted-on	9.60
	<b>ADVERTISING SIGNS</b>	
	Neon	52.00
	Illuminated	36.00
	Others	24.00
	Painted-on	18.00
iii.)	Annual Renewal Fees, per sq. meter of display surface or fraction thereof:	
	Neon	36.00, min. fee shall be 124.00
	Illuminated	46.00, min. fee shall be 200.00
	Others	38.00, min. fee shall be 150.00
	Painted-on	20.00, min. fee shall be 110.00
	Neon	12.00, min. fee shall be 40.00
	Illuminated	12.00, min. fee shall be 40.00
	Others	8.00, min. fee shall be 30.00
	Painted-on	12.00, min. fee shall be 100.00



<b>CITY OF BATA REVENUE CODE</b>		
<b>FEES</b>	<b>EST. COST</b>	<b>AMOUNT</b>
<b>FILING FEES</b>	500,000.00 and Below	100.00
	500,001.00 to 1,000,000.00	120.00
	1,000,001.00 to 1,500,000.00	150.00
	1,500,001.00 to 2,500,000.00	180.00
	2,500,001.00 and above	200.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
<b>PROCESSING FEES</b>	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	250.00
	1,000,001.00 to 1,500,000.00	300.00
	1,500,001.00 to 2,500,000.00	400.00
	2,500,001.00 and above	500.00 + 1/10 of 1% of the 10% in excess of 2,500,000.00
<b>INSPECTION FEE</b>	500,000.00 and Below	150.00
	500,001.00 to 1,000,000.00	300.00
	1,000,001.00 to 1,500,000.00	450.00
	Over 1,500,000.00	600.00 + 1/10 of 1% in excess of 1,500,000.00



## 9. Securing Ground Preparation and Excavation Permit (Accessory Permit)

The Building Official may issue a Ground Preparation and Excavation Permit even while the building permit application is still being processed subject to payment of the corresponding fees.

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	Simple			
	1.1 Prior to construction			
	1.2 Special Purposes & uses			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled up Application Form for Excavation and Ground Preparation Permit (3 copies)		Building Office - Window 1		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application forms and documentary requirements to receiving counter	1.0 Received the required documents and application forms and check for completeness (Client to sign in the Guest Logbook to inquire/submit)	None	20 minutes	<i>Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP</i>
	1.1a *If complete- Give the Application Logbook to client for signing and issue claim stub			
	1.1b*If incomplete- Return all the documents and advice the client to submit all listed in the checklist			
	1.2 Conduct ocular inspection of the site			
	1.2a *If conforming, for preparation of Order of Payment		6 hours	<i>Building Inspector (Evaluation and Inspection Section) Office of the City Building Official - OSCP</i>



	1.2b *If Non-conforming, call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).			
	1.3 Processing of application based on inspection result/findings		15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.4 Assess fees for payment	Please see attached Schedule of Fees for the Ground Preparation & Excavation Permit	15 minutes	<i>Admin. Aide (Clerk)</i> <i>(Assessment Section)</i> Office of the City Building Official - OSCP
	1.5 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.6 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive the Order of Payment	2. Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP



3. Pay the required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		10 minutes	Revenue Collection Clerk OSCP
	3.1 Records Official Receipts		5 minutes	Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP
	3.2 Prepare the Excavation and Ground Preparation Permit		15 minutes	Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP
	3.3 Record the documents for release		5 minutes	Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP
4. Present the Claim Stub for the release of the Excavation and Ground Preparation Permit	4. Get the claim stub	None	10 minutes	Admin. Aide (Clerk) (Releasing Section) Office of the City Building Official - OSCP
	4.1 Issue the Approved Excavation and Ground Preparation Permit and give the Receiving Logbook to client for signing to signify receipt			
<b>TOTAL:</b>			<b>1 day</b>	
<i>(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)</i>				

<b>GROUND PREPARATION &amp; EXCAVATION PERMIT FEES</b>	
<b>PARTICULARS</b>	<b>AMOUNT</b>
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 the line and grade setbacks, yards/easement and parking requirements.	
(a) Inspection and Verification Fees	200.00
(b) Per cu. Meter 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
Excavation other than foundation or basement, per cu. Meter	3.00



(e) Encroachment of footings or foundations of building/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	250.00
--	--------



## 10. Securing Mechanical, Architectural, Electronics, Civil/Structural and other Accessory Permits

Aside from a building permit, the office of the Building Official, issues accessory permits for building/structure activities usually before or during the processing of the building permit.

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	Simple			
	1.1 Before and/or during Construction			
	1.2 Sign Board			
	1.2 Special Purposes or uses			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Filled up Application Forms (3 copies)		Building Office - Window 1		
2. Design Project Plans (3 copies) (If Applicable)		Applicant/Client, Design Professionals		
3. Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), or Deed of Sale or Affidavit of Consent, or (If Lessee, Contract of Lease) (3 photocopies) (If Applicable)		LRA, Notary Public, Owners Copy		
4. Lot Survey Plan or Lot Section Map (1 certified copy and 2 photocopies) (If Applicable)		LRA, Assessors Office		
5.Tax Declaration of lot/building (1 original and 2 photocopies) (If Applicable)		Assessor's Office		
6.Photocopy of Current Real Property Tax Receipt, Lot & Building (3 copies) (If Applicable)		Treasury Office-Collection Section		
7. Design Project Plans (Sign Structure) (3 copies)		Applicant/Client, Design Professionals		
8. Notarized estimated value of the structure to be erected as declared by the owner with sign and seal of design professional (3 copies)		Design Professional, Notary Public		
9. Right of Way Clearance (RROW) and Easement of all types of building/structure along the national road (If Applicable)		DPWH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application forms and plans to receiving counter	1.0 Received the required application forms and plans and check for completeness (Client to sign in the Guest Logbook to inquire/submit).	None	20 minutes	<i>Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP</i>



	<p>1.1a *If complete- Give the Application Logbook to client for signing and issue claim stub</p>			
	<p>1.1b*If incomplete- Return all the documents and advise the client to submit all listed in the checklist</p>			
	<p>1.2 Conduct ocular inspection of the project</p>		<p>2 days, 6 hours</p>	<p><i>Building Inspector (Evaluation and Inspection Section) Office of the City Building Official - OSCP</i></p>
	<p>1.2a *If conforming, for preparation of Order of Payment</p>			
	<p>1.2b *If Non-conforming, call and inform the client. Advice to pay for the filing fee and return all the documents with comprehensive correction sheet after payment (Give the logbook to client for signing to signify receipt).</p>			
	<p>1.3 Processing of application based on inspection result/findings</p>			
	<p>1.4 Assess fees for payment</p>	<p>Please see attached Schedule of Fees for Securing Mechanical, Architectural, Electronics, Civil/ Structural and other Accessory Permits</p>	<p>15 minutes</p>	<p><i>Admin. Aide (Clerk) (Assessment Section) Office of the City Building Official - OSCP</i></p>





	1.5 Review Order of Payment and Compliance Evaluation Sheet then sign		20 minutes	<i>City Building Official</i> Office of the City Building Official - OSCP
	1.6 Forward Order of Payment from Building Official to Releasing Area		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	1.7 Inform the applicant thru call/text message indicating the amount to be paid		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
2. Receive of the Order of Payment	2.0 Issue the Order of Payment	None	5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
3. Pay required Fees to the Office of the OSCP	3.0 Accept the payment based on the issued order of payment		10 minutes	<i>Revenue Collection Clerk</i> <i>OSCP</i>
	3.1 Records Official Receipts		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.2 Prepare the (Mechanical, Architectural, Electronics, Civil/Structural & Other Accessory) Permit		10 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
	3.3 Record the documents for release		5 minutes	<i>Admin. Aide (Clerk)</i> <i>(Processing Section)</i> Office of the City Building Official - OSCP
4. Present Claim Stub for the release of the Permit	4.0 Get the claim stub	None	20 minutes	<i>Building Office Staff</i> <i>(Releasing Section)</i> Office of the City Building Official - OSCP
	4.1 Issue the Approved Accessory Permit and give the Receiving Logbook to client for signing to signify receipt			
<b>TOTAL:</b>			<b>3 days</b>	



*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and other referral code and allowable period for extension due to unusual circumstances)*

<b>ACCESSORY FEES</b>	
<b>PARTICULARS</b>	<b>AMOUNT</b>
Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters	24.00
<b>Sidewalk Construction Permit</b>	
-Up to 20 sq.m. per calendar month	240.00
-Every sq.m. of fraction thereof in excess of 20 sq.m.	12.00
<b>Erection of Scaffoldings Occupying Public Areas, per calendar month</b>	
-Up to 10.00 meters in length	150.00
-Every lineal meter or fraction thereof in excess of 10.00 meters	12.00
<b>Mechanical Fees</b>	
Refrigerator, Air Conditioning and Mechanical Ventilation:	
i.) Refrigeration (cold storage), per ton or fraction thereof	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 establishments, the total installed tons of refrigeration shall be used as the basis of computation for purpose of installation/inspection fees, and shall not be considered individually	
<b>FOR EVALUATION PURPOSES:</b>	
i.) For Commercial/Industrial Refrigeration without Ice Making	
**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	



ii.) For Ice Making	
**3.50 kW per ton, for compressors up to 50 tons capacity	
**3.25 kW per ton, for compressors above 5 tons to 50 tons capacity	
**3.00 kW per ton, for compressors above 50 tons capacity	
iii.) For Air Conditioning	
**0.90 kW per ton, for compressors 1.2 to 5 tons capacity	
**0.80 kW per ton, for compressors 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:</b>	
-Escalator and moving walk, per kW or fraction thereof	10.00
-Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
-Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00
-Funicular, per kW or fraction thereof	200.00
(a) Per lineal meter travel	20.00
-Cable car, per kW of fraction thereof	40.00
(a) Per lineal meter travel	50.00
<b>Elevators, per unit:</b>	
-Motor driven dumbwaiters	600.00
-Construction elevators for materials	2,000.00
-Passenger elevators	5,000.00
-Freight elevators	5,000.00
-Car elevators	5,000.00
<b>Boilers, per kW:</b>	
-Up to 7.5 kW	500.00
-Above 7.5 kW to 22 kW	700.00
-Above 22 kW to 37 kW	900.00
-Above 37 kW to 52 kW	1,000.00
-Above 52 kW to 67 kW	1,400.00
-Above 67 kW to 74 kW	1,600.00
-Every kW or fraction thereof above 74 kW	5.00
<b>NOTE:</b>	
(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.	
<b>Pressurized water heaters, per unit</b>	200.00



<b>Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof</b>	60.00
<b>Automatic fire sprinkler system, per sprinkler head</b>	
<b>Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:</b>	
-Every kW up to 50 kW	25.00
-Above 50 kW up to 100 kW	20.00
-Every kW above 100kW	3.00
<b>Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet</b>	20.00
<b>Gas Meter, per unit</b>	100.00
<b>Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. Meter or fraction thereof whichever is higher</b>	4.00
<b>Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:</b>	60.00
<b>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</b>	10.00
<b>Weighing Scale Structure, per ton or fraction thereof</b>	50.00
<i>NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees</i>	
<b>Plumbing Fees:</b>	
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".	24.00
b. Every fixture in excess of one unit:	
i. Each water closet	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. Each slop sink	7.00
ii. Each urinal	4.00
iii. Each bath tub	7.00
iv. Each grease trap	7.00
v. Each garage trap	7.00
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. Each bar or soda fountain sink	4.00
xi. Each laundry sink	4.00
xii. Each laboratory sink	4.00
xiii. Each fixed-type sterilizer	2.00
d. Each water meter	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	24.00
ii. Every cu. Meter or fraction thereof in excess of 5.00 cu. Meters	7.00
Electronics Fees:	
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	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	1.000.00 per location
c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephones 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	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	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,	2.40 per termination



smoke detectors, etc.), sound-reinforcement/ background, music/paging/conference systems and 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	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.	50.00 per unit
Poles and attachment:	
i. Per Pole (to be paid by pole owner)	20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)	20.00
j. Other types or electronics or electronically controlled device, apparatus, equipment, instrument or units not specifically identified above	50.00 per unit



## 11. Issuance Certification

A certification is issued to any person, firm or corporation, including any agency or instrumentality of the government for building, occupancy, electrical and other related permit issued for any legal purpose.

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business Entity and G2G-Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.0 Approved Letter request (1 copy)		Applicant/Client		
2.0 Approved building and other related permit, if applicable (1 copy)		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request and/or building permit to receiving counter	1. Receive the approved letter request, and check/verify record/information as to building office record	None	5 minutes	<i>Admin. Aide (Clerk) (Receiving Section) Office of the City Building Official - OSCP )</i>
	1.1 Prepare the Order of Payment	Please see attached Schedule of Fees for Securing Certification	3 minutes	Building Inspector (Assessment Section) Office of the City Building Official - OSCP )
2. Receive of the Order of Payment	2. Issue the Order of Payment	None	3 minutes	<i>Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP )</i>
3. Pay required Fees to the Office of the OSCP	3. Accept the payment based on the issued order of payment		5 minutes	<i>Revenue Collection Clerk OSCP</i>
	3.1 Records Official Receipts		3 minutes	<i>Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP</i>
	3.2 Prepare the Certificate/ Certification		5 minutes	<i>Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP</i>



	3.3 Record the documents for release		3 minutes	<i>Admin. Aide (Clerk) (Processing Section) Office of the City Building Official - OSCP</i>
4. Receive the Certification	4. Issue the Certificate/ Certification	None	3 minutes	<i>Admin. Aide (Clerk) (Releasing Section) Office of the City Building Official - OSCP )</i>
<b>TOTAL:</b>			<b>30 minutes</b>	
<i>(Processing time- depends on the availability of record/data for verification)</i>				

<b>CERTIFICATION FEES</b>	
<b>PARTICULARS</b>	<b>AMOUNT</b>
<b>Issuance of Certification</b>	100.00
<b>Certified true copy of:</b>	
Building Permit	50.00
Certificate of Use/Occupancy	50.00
Certificate of Damage	50.00
Electrical Certificate	50.00
Certificate of Operation	50.00
<b>Issuance of Certificate of Damage</b>	50.00
<b>Issuance of Certificate of Gas Meter Installation</b>	50.00
<b>Other Certifications</b>	50.00
NOTE: The specifications of the Gas Meter shall be: Manufacturer Serial Number Gas Type Meter Classification/Mode; Maximum Allowable Operating Pressure - psi (kPa) Hub Size - mm (inch) Capacity - m3/hr. (ft3/hr.)	





# **OFFICE OF THE GENERAL SERVICES OFFICER**

## **External Services**



## 1. Preparation of Design, Plans and Program of Work

Prepare and furnish Designed Plans and its Program of Work for various projects of the City, different barangays.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	City Government of Batac, Different Barangays and Various Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Desired design of the project				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the required details of the project	1.Receive and check the requestee important details	None	30 minutes	<i>Engineer I</i> GSO
	1.1 Design Plan and other request of the requestee	None	8 hours	<i>Engineer I</i> Or <i>General Services Officer</i> GSO
	1.2 Review and sign the Program of Work	None	8 hours	<i>General Services Officer</i> GSO
2. Claim and receive copy of approved Program of Work	2. Provide copy of the approved Program of Work	None	5 minutes	<i>Engineer I</i> GSO
<b>TOTAL:</b>		<b>NONE</b>	<b>16 hours &amp; 35 minutes</b>	



## 2. Installation of Tarpaulins/Tents/Bleachers/Stage and Provision of Facilities, Sound System, Chairs, Tables and Other Equipment

Installations of tarpaulins/tents/bleachers/stage and provision of facilities, sound system, chairs, tables and other equipment needed for different programs and events.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	City Government of Batang, Different Barangays and Various Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the approved letter with the marginal note of the City Mayor		Office of the City Mayor		
2. Copy of official receipt (for rentals)		Office of the City Treasurer		
3. Special Permit to hang lamp post, tarpaulin and streamers		Business Permits and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents approved request for the installation of tents/bleachers/stage and provision of facilities, sound system, chairs, tables, and other equipment indicating the date and time to be used	1. Receive and record the approved request letter	None	5 minutes	<i>Administrative Aide VI Or Administrative Aide IV GSO</i>
2. Wait for the assessment as to availability of the equipment to be used	2. Assessed approved request letter	None	10 minutes	<i>Engineer I Or General Services Officer GSO</i>
3. Receive Order of payment for the approved request letter	3. Issue Order of payment for the approved request letter	None	5 minutes	<i>Administrative Aide VI Or Administrative Aide IV GSO</i>
4. Pay the rental fee at the Office of the City Treasurer furnish a photocopy of the official receipt (for rentals) and get special permit at Business Permit and Licensing Office (for hanging of tarpaulins and streamers)	4. Receive copy of the official receipt and special permit (for hanging of tarpaulins and streamers)	Depends on the materials, equipment to be provided in case of private purposes	5 minutes	<i>Administrative Aide VI Or Administrative Aide IV GSO</i>
	4.1 Inform the maintenance and electrical section on the date, time and place installation of tarpaulins/tents/bleachers, stage and	None	5 minutes	<i>Administrative Aide VI Or Administrative Aide IV GSO</i>



	provision of facilities sound system, chairs, tables, LED Wall and other equipment			
	4.2 Schedule the events or activities on the calendar	None	10 minutes	<i>Administrative Aide VI Or Electronics and Communication Equipment Technician GSO</i>
	4.3 Action on the request.  Stage and tents, LED wall, lights and sounds, chairs, tables and other equipment during events and programs set up and installed	None	1 hour	<i>Engineer I Or Electronics and Communication Equipment Technician Or Electrical Foreman Or Electrician I Or Utility Foreman Or Utility Worker Or Laborer GSO</i>
	4.4 LED wall, lights and sounds, and other equipment during events and programs operated	None	10 hours	<i>Engineer I Or Electronics and Communication Equipment Technician Or Electrical Foreman Or Electrician I GSO</i>
	4.5 Equipment and materials used after events and programs gathered up	None	1 hour	<i>Engineer I Or Electronics and Communication Equipment Technician Or Electrical Foreman Or Electrician I Or Utility Foreman Or Utility Worker</i>



				Or <i>Laborer</i> GSO
<b>TOTAL:</b>		<b>Depends on the materials, equipmen t to be provided in case of private purposes</b>	<b>12 hours &amp; 40 minutes</b>	



### 3. Collection of Garbage of Various Barangays and Business Establishment

Regular collection of garbage of various barangays and business establishment within the heart of the city as part of maintaining the cleanliness and orderliness.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Different barangays and establishment who regularly pays garbage fee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter for garbage collection		Office of the Mayor - Records Section		
2. Copy of official receipt for garbage fees		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish a copy of the approved request letter and official receipt and location of the business establishment to the office	1. Verify and check with the Business Permits and Licensing Office for the location and address of the payee	Depends on the assessment of the BPLO	10 minutes	<i>General Services Officer / Department Head Or Administrative Aide VI GSO</i>
	1.1 Inform the maintenance section on the location/ address of the payee	None	20 minutes	<i>Administrative Aide VI GSO</i>
	1.2 Schedule and inform the payee for the day of collection per week	None	4 hours	<i>Engineer I GSO</i>
	1.3 Collect segregated garbage	None	8 hours (5 mins/ establishment)	<i>Driver II Or Driver I Or Utility Foreman Or Utility Worker Or Laborer GSO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 hours &amp; 20 minutes</b>	



#### 4. Installation, Repair and Maintenance of Streetlights, Office Building, Office Equipment and other Facilities of the City Government of Batac

The General Services Office is in charge in the installation, repair and maintenance of the street lights, office building and other facilities of the City Government of Batac.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	City Government of Batac and Different Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request form/letter/report		Office of the Mayor - Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish a copy of the approved request form/letter/report to the GSO maintenance and electrical section about the fault or facility to be installed and repaired	1. Received approved request form/letter/report	None	5 minutes	<i>Administrative Aide IV Or Administrative Aide VI GSO</i>
	1.1 Coordinate received approved request form/letter/report to the electrical and maintenance team. Assess the requested facility/equipment/fault to be installed and repaired	None	5 minutes	<i>Administrative Aide IV Or Administrative Aide VI GSO</i>
	1.2 Assess the requested facility/equipment/fault to be installed and repaired	None	2 hours	<i>General Services Officer /Department Head Or Engineer I Or Electrical Foreman Or Electronics and Communication Equipment Technician Or Electrician GSO</i>
	1.3 Prepare purchase request of the materials needed for the repair/ maintenance of damaged/ faulty facility and transmit it to the city mayor for approval	None	1 hour	<i>Engineer I Or Administrative Aide VI GSO</i>



	1.4 Coordinate with the procurement office/ BAC on the preparation and processing of the required documents	None	30 minutes	<i>General Services Officer /Department Head Or Engineer I GSO</i>
	1.5 Upon availability of the materials, act on the job	None	2 hours	<i>General Services Officer /Department Head Or Engineer I Or Electrical Foreman Or Electronics and Communication Equipment Technician Or Electrician GSO</i>
2. Assess and evaluate the installed/ repaired facility/equipment	2. Check and test the job done	None	30 minutes	<i>General Services Officer /Department Head Or Engineer I GSO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>6 hours &amp; 10 minutes</b>	





## 5. Issuance of Service Vehicle, Driver, Fuel and Oil

The General Services Office issues service vehicles to various offices of the city Government of Batang City and other private organizations who are in need of the service.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Various Offices and Organizations and Private Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter		Office of the Mayor - Records Section		
2. Trip Authorization		Human Resource Management Office		
3. Authority to Travel		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish a copy of approved request letter for vehicle and driver	1. Receive and record approved request letter for vehicle and driver	None	5 minutes	<i>Administrative Aide IV Or Administrative Aide VI GSO</i>
	1.1 Assess Request for service vehicle and driver of various offices	None	30 minutes	<i>General Services Officer /Department Head Or Engineer I GSO</i>
2. Wait for the assessment as to availability of the vehicle and driver	2. Assign service vehicle and driver to the requestee	None	10 minutes	<i>Administrative Aide VI GSO</i>
	2.1 Coordinate with the drivers about the details of the travel	None	20 minutes	
3. Furnish a copy of the Authority to Travel to Travel Order	3. Prepare Issuance slip and driver's ticket based on the Authority to Travel to Travel Order	None	20 minutes	<i>Administrative Aide VI GSO</i>
	3.1 Review prepared issuance slip for fuel and oil	None	5 minutes	<i>General Services Officer /Department Head Or Administrative Officer IV GSO</i>
	3.2 Prepare the vehicle before the scheduled travel	None	30 minutes	<i>Driver II Or Driver I GSO</i>
	3.3 Fuel and oil for assigned service vehicle and driver for various offices issued and recorded	None	30 minutes	<i>Administrative Aide VI GSO</i>
	3.4 Driving services to different offices rendered	None	Depends on the place, date and	<i>Driver II Or Driver I</i>



			time of the travel	GSO
	3.5 Prepare vouchers and supporting documents of gas, oil and lubricant used by different offices	None	2 days	<i>Administrative Aide VI</i> GSO
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days, 3 hours &amp; 40 minutes</b>	



## 6. Assist in the Procurement Process

The General Services Office assists in the procurement of goods and services needed by various offices and organization.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Various Offices and Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Purchase Request			Procuring Entity (End-User)	
2. Project Procurement Management Plan			Procuring Entity (End-User)	
3. Certification for Availability of funds				
4. Approved Budget for the Contract			Procuring Entity (End-User)	
5. Program of Work			Procuring Entity (End-User)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved purchase request with complete attachments	1. Receive submitted approved purchase request as to its completeness	None	10 minutes	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
	1.1 Review Purchase Request for procurement as to completeness of the specifications and supporting documents	None	15-30 minutes for simple transaction  1-3 hours for semi-complicated and complicated transaction	<i>General Services Officer /Department Head Or Administrative Officer IV Or Administrative Officer II GSO</i>
	1.2 Compile all submitted approved purchase request with complete attachments	None	30 minutes	<i>Administrative Officer IV Or Administrative Officer II GSO</i>
	1.3 Consolidate compiled approved purchase request per category	None	7 day	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
	1.4 Prepare purchase request of the consolidated supplies, materials and equipment	None	1 day	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>



	1.5 Assign Control Number in the Purchase Request	None	30 minutes	<i>Administrative Officer IV Or Administrative Officer II GSO</i>
	1.6 Prepare Request for Quotation for consolidated purchase request for small value procurement to be signed by the BAC Chairman	None	2 days	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
	1.7 Assign Control Number in the Request for Quotation	None	10 minutes	<i>Administrative Officer IV Or Administrative Officer II GSO</i>
	1.8 Canvass request for quotation of supplies/ equipment and other materials that are consolidated	None	7 days	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
2. Attend Bid Evaluation and sign documents	2. Transmit RQF for Bid Evaluation, Abstract of Quotation, BAC Resolution, Notice of Award to BAC Secretary	None	1 day	<i>Administrative Aide IV GSO</i>
	2.1 Prepare Purchase Order of the materials and supplies	None	2 hours	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
	2.2 Assign Number in the Purchase Order	None	30 minutes	
	2.3 Serve Purchase Order to Supplier for conforme for Small Value Procurement	None	1 day	<i>Administrative Officer IV Or Administrative Officer II Or Administrative Aide IV GSO</i>
	2.4 Transmit Purchase Order to BAC Secretary for Notice to Proceed	None	30 minutes	<i>Administrative Aide IV GSO</i>
	2.5 Serve Notice to Proceed to supplier	None	1 day	<i>Administrative Officer IV Or Administrative Officer II</i>



	within 2 days upon approval			Or <i>Administrative Aide IV</i> GSO
<b>TOTAL:</b>		<b>NONE</b>	<b>20 days, 7 hrs &amp; 20 mins</b>	



## 7. Inspection and Acceptance of Delivered Goods

The General Services Office is in charge of the inspection and acceptance of delivered goods requested by different offices to ensure the quantity, technical specifications requested are met.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	Various Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Inspection and Acceptance Report		General Services Officer		
2. Billing Statement/Delivery Receipt/Sales Invoice/Charge Invoice/Official Receipt		Supplier		
3. Purchase Order		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify the office of the date and time of delivery of goods and services	1. Coordinate with the inspection committee of the schedule of delivery set by the supplier	None	30 minutes	<i>Administrative Officer II</i> Or <i>Administrative Officer I</i> GSO
	1.1 Prepare Inspection and Acceptance Report	None	1 hour	
2. Deliver ordered goods	2. Inspect delivered goods base on purchase order (check as to unit of measure, technical specifications)	None	Depends on the volume of goods delivered	<i>General Services Officer / Department Head</i> Or <i>Administrative Officer IV</i> Or <i>Administrative Officer II</i> Or <i>Supply Officer I</i> GSO
3. Issue Billing Statement/Delivery Receipt/Sales Invoice/Charge Invoice/Official Receipt	3. Accepts the delivered goods	None	Depends on the volume of goods delivered	<i>General Services Officer / Department Head</i> Or <i>Administrative Officer IV</i> Or <i>Administrative Officer II</i> Or <i>Supply Officer I</i> GSO
	3.1 Assign control number in Inspection and Acceptance Report	None	30 minutes	<i>Supply Officer I</i> GSO
	3.2 Delivered supplies and materials of different offices arranged and stored	None	Depends on the volume of goods delivered	<i>Administrative Officer II</i> Or <i>Supply Officer I</i> GSO



	3.3 Inventory report with photo of the Inspected Goods and services prepared	None	3 hours	<i>General Services Officer / Department Head Or Supply Officer / GSO</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 hours and others depends on the volume of good delivered</b>	



## 8. Issuance of Deliveries

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

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Various Departments and Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issuance Slip		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the accomplished Requisition and Issue Slip	1. Prepare stock card of supplies and materials in stock	None	10 minutes	<i>Administrative Officer IV</i> Or <i>Administrative Officer II</i> GSO
	1.1 Prepare Inventory Custodian Slip and Property Acknowledgement Receipt (based on the request)	None	30 minutes	<i>Supply Officer I</i> GSO
2. Receive the supplies and materials and sign Requisition and Issuance Slip, Inventory Custodian Slip and Property Acknowledgement Receipt	2. Issue supplies and materials requested by the end user	None	4 hours	<i>Administrative Officer II</i> Or <i>Supply Officer II</i> GSO
	2.1 Record issued supplies and materials to stock card	None	8 hours	<i>Administrative Officer IV</i> Or <i>Administrative Officer II</i> GSO
	2.2 Assign control number in Requisition and Issuance Slip, Inventory Custodian Slip and Property Acknowledgement Receipt	None	30 minutes	<i>Supply Officer I</i> GSO
	2.3 Prepare Inventory Report of supplies, materials and PPE	None	(semi-annually)	<i>Supply Officer I</i> GSO
<b>TOTAL:</b>		<b>NONE</b>	<b>13 hours &amp; 10 minutes</b>	





## 9. Payment of Electric, Water and Internet Bill of City Owned Facilities

The General Services Office is in charge in processing the payment of electric, water and internet bill.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Various Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Statement				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish a copy of the Billing Statement	1. Receive the copy of the billing statement	None	10 minutes	<i>Administrative Aide IV Or Administrative Aide VI GSO</i>
	1.1 Prepare voucher of based on the billing statement	None	2 days	
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days &amp; 10 minutes</b>	



## 10. Payment of Insurance and Registration of City Owned Properties

The General Services Office is in charge in processing the payment to ensure that City Owned Properties are insured and registered.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Various Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt and Certificate of Registration (Vehicles)		General Services Officer		
2. Billing Statement		GSIS and LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Furnish a copy of the Billing Statement	1. Receive the copy of the billing statement	None	10 minutes	Supply Officer / GSO
	1.2 Prepare voucher of based on the billing statement	None	2 days	
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days &amp; 10 mins</b>	



# **OFFICE OF THE CITY AGRICULTURIST**

## **External Services**



## 1. Provision of High Quality Seeds and Other Agricultural Inputs, Production Materials and Other Agricultural Interventions

Farmers enrolled under the Registry System for Basic Sector in Agriculture may request and avail of hybrid and certified palay seeds, corn seeds, vegetable seeds, and other inputs to be planted and used in their respective farms. However, distribution is done prior to planting season.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Registered Farmers of the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of farmer should be on the list of farmers' profile in the Office		Office of the City Agriculturist		
2. Identification Card or Intervention Monitoring Card		Farmers		
3. Must be registered in Registry System for Basic Sector in Agriculture (RSBSA)		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Order seeds and inputs, inquire availability and schedule of distribution	1. Masterlist Farmer and validate the area to be planted	None	1 day	<i>Agriculturist II</i> or <i>Agriculturist I</i> or <i>Agricultural Technologist</i> or <i>Aquacultural Technician</i> or <i>Agricultural Technician</i> or <i>Administrative Aide</i> Office of the City Agriculturist
	1.1 Records name, address and contact number of client, and the kind of seeds ordered	None		
2. Wait for the schedule date of distribution	2. Distribute seeds in accordance with scheduled date	None	15 minutes	<i>Agricultural Extension Worker assigned in the barangay of requestee</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day &amp; 15 minutes</b>	



## 2. Crop Protection Assistance/ Services

Clients come to the Office to request for ocular inspection of crops suspected to have pest/diseases prevalence for proper diagnosis.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All farmers whose crops are suspected to have been affected by pests and diseases.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sample plants affected by pests/diseases		Area of the Affected Farm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report and inform prevalence of crop pests and diseases and request for ocular inspection for proper diagnosis.	1. Conduct ocular inspection of reported cases and give necessary recommendations on the result of findings	None	1 day	<i>Agriculturist II</i> or <i>Agriculturist I</i> or <i>Agricultural Technologist</i> or <i>Aquacultural Technician</i> or <i>Agricultural Technician</i> or <i>Administrative Aide</i> Office of the City Agriculturist
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day</b>	



### 3. Agri-Infrastructure Services

Clients may seek technical assistance in the rehabilitation/construction of Diversion Dams, Small Farm Reservoirs and Farm to Market Road through validation of sites, topographic survey and preparation of Program of Work.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	SEC registered Zanjera Association; RSBSA-registered Individual Farmer/Farmer Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplish Request Form/ Request Letter		Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a request form and accomplish thoroughly	1. Give request form	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Agriculturist
2. Fill-out request form and submit to the Office of the Mayor	2. Receive accomplished form, area validation and prepare Program of Works (POW)	None	8 days	<i>Agricultural Engineer I</i> and <i>Administrative Aide IV</i> Office of the City Agriculturist
3. Follow-up result of requested project	3. Reproduce a file copy and release the POW duly signed by signatories and approved by City Mayor	None	10 minutes	<i>City Agriculturist</i> or <i>Agricultural Engineer I</i> Office of the City Agriculturist
4. Receive the POW and sign the receiving copy		None	5 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>8 days &amp; 20 minutes</b>	



#### 4. Fish Production and Management Services

Clients may seek assistance in availing tilapia or hito fingerlings; validation of site and technical assistance in the culture of tilapia or hito.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All farmers/ fisherfolks of the City; Farmer Organizations with SWIP, lakes and communal ponds.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Must be included in the list of farmers / farmer association with SFRs, lakes or SWIP		Office of the City Agriculturist		
2. SFR/Pond Owners				
3. Must be Registered in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for tilapia/ hito fingerlings and IEC materials on Tilapia or Hito Production	1. Record the name, address, contact number and purpose of the client and inform this to the Fishery Coordinator.	None	5 minutes	<i>Aquacultural Technician and Administrative Aide Office of the City Agriculturist</i>
	1.1 Site Validation	None	4 hours	
	1.2 Inform schedule of release as approved by BFAR or PGIN and the availability of requested IEC materials	None	10 mins.	<i>City Agriculturist or Aquaculture Technician I or Extension worker assigned in the client's barangay Office of the City Agriculturist</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>4 hours &amp; 15 minutes</b>	



## 5. Seed Certification

Accredited seed growers in the City can request for ocular inspection of standing crop planted with registered seeds, collection of sample seeds for laboratory analysis, and issuance of tags for seeds that passed the laboratory tests.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Accredited seed growers.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID or any proof of membership in a seed grower association		Seed Grower Association		
2. Certification from the Seed Inspector		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for field inspection	1. Schedule date of inspection and gather seed sample and submit to NSQCS for laboratory testing	None	30 minutes	<i>City Agriculturist</i> or <i>Designated Seed Inspector</i> Office of the City Agriculturist
2. Follow-up result of Seed Laboratory analysis	2. Discuss result with the client and release seed tags if the seed passed the quality control	Php 10.00/sample for laboratory analysis	1 hour	<i>Designated Seed Inspector</i> Office of the City Agriculturist
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour &amp; 30 minutes</b>	





## 6. Re-Strengthening of Agri-Related Civil Society Organization

Farmers, women, and youth group members who wish to be reorganized can seek assistance for the organization/reorganization of agri-related civil society organizations to become more active and effective partners in development.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Officers and Members of the organization; Concerned barangay official or resident who wish to organize/ reorganize their association to become actively involved in various programs and projects			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent or request letter		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the conduct of organization or re-organization of agri-related organization with a request letter	1. Records the name, address, contact number and purpose of the client and relay the information to concerned staff	None	10 minutes	<i>Administrative Aide</i> Office of the City Agriculturist
	1.1 Schedule date of meeting and make appointments	None	20 minutes	<i>City Agriculturist</i> or <i>Extension worker assigned in the requesting organization</i> Office of the City Agriculturist
2. Follow-up schedule for confirmation	2. Provide the final schedule and advise the requesting farmer that all members should attend the meeting to ratify their by-laws	None	30 minutes	<i>City Agriculturist</i> or <i>Extension worker assigned in the requesting organization</i> Office of the City Agriculturist
	2.1 Conduct of Organization/re-organization	None	1 day	<i>OIC-City Agriculturist</i> or <i>Extension worker assigned in the requesting organization</i> Office of the City Agriculturist
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day &amp; 1 hour</b>	



## 7. Crop Insurance Assistance

Farmers listed in the Registry System for Basic Sectors in Agriculture (RSBSA) only may apply for crop insurance for palay, corn, vegetables, and non crops with the Philippine Crop Insurance Corporation.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers listed in the Registry System for Basic Sectors in Agriculture (RSBSA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sketch Map of farm location		Assessor's Office		
2. Photocopy of valid ID				
3. Name of Lot Owner boundaries				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for crop insurance	1. Check name of farmer if included in the Registry Sectors of Basic Services in Agriculture (RSBSA)	None	5 minutes	<i>City Agriculturist</i> or <i>Administrative Aide</i> Office of the City Agriculturist
2. Provide data on the crop and area to be insured	2. Assist client in filling-up the form	Life Insurance fee = Php 100.00 Fee's collected will be remitted to Philippine Crop Insurance Corporation	30 minutes	<i>City Agriculturist</i> or <i>Administrative Aide</i> or <i>Extension Worker assigned in the applicant's barangay</i> Office of the City Agriculturist
<b>TOTAL:</b>		<b>Insurance fee = Php 100.00</b>	<b>35 minutes</b>	



## 8. Pre and Post-Harvest Facilities

Clients may seek assistance in the availment of pre- and post-harvest facilities for their associations to minimize pre- and post-harvest losses.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	President/ Chairman of organized, active, and SEC registered farmer associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of SEC Registration		Farmers Association		
2. Letter of Intent		Farmers Association		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire the requirements for the availment of farm machineries	1. Provide the requirements in availing preferred farm machineries after getting the name, address, contact number, and purpose of client	None	15 minutes	. City Agriculturist or Administrative Aide or ATs assigned in the applicant's barangay Office of the City Agriculturist
2. Submit completely accomplished documents for endorsement	2. Photocopy the documents for file	None	4 hours	
	2.1 Provide feedback gathered from concerned agency/ies 5 days after submission of documents.	None	15 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>4 hours &amp; 30 mins.</b>	



## 9. Livelihood Assistance

Clients may seek technical assistance in the smooth operation and maintenance of existing livelihood projects in the different barangays.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Officers and members of OBOP or Livelihood Projects; RIC Women organization.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Included in the list of active registered organizations in the office		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request livelihood program and technical assistance in the operation and maintenance of livelihood project and/or	1. Conduct dialogue with the client to know what assistance will be provided  1.1 Look for any available program that suits to a specific individual or group; if no funds available, this will be in the supplemental funding or next year appropriations if there is still available resources	None  None	4 hours  1 day	.  <i>City Agriculturist</i> or <i>Administrative Aide</i> or <i>ATs assigned in the applicant's barangay</i> Office of the City Agriculturist
<b>TOTAL:</b>		<b>N/A</b>	<b>1 day and 4 hours</b>	



## 10. Issuance of Certificate as Bonafide Farmer

Farmers can request for the issuance of certification as bonafide farmer.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All bonafide farmer of the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate		Treasury Office		
2. Included in the masterlist of farmers for the last 3 years		Office of the City Agriculturist		
3. Valid ID		Farmer		
4. RSBSA-listed		Office of the City Agriculturist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of certification as bonafide farmer	1. Checks name of the farmer in the list of bonafide farmer	None	10 minutes	City Agriculturist or Administrative Aide or ATs assigned in the applicant's barangay Office of the City Agriculturist
2. Receives the certificate and signs in the logbook and receiving copy	2. Prepares, issues, and file the receiving copy	None	15 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## 11. Request for Forest/Fruit Tree Seedlings to Support the Clean and Green Program of the City

Various organizations, schools, farmers, and private individuals can request for forest and fruit tree seedlings to be planted in their respective community or schools or hills/ mountains in support to the city's "SAVE THE QUIAOIT RIVER, SAVE OUR MOUNTAINS AND WATERSHED" program as well as the clean and green program.

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers within the City, Schools, religious organizations, Brgy. Council, Non-government organizations, Private citizens / agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter to be approved by the City Mayor				
2. Resident of the City of Batac				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request	1. Receives the letter, record the date, name, address, and purpose in the logbook and inform the City Agriculturist for action	None	15 mins.	<i>City Agriculturist or Farm/Nursery Worker or Administrative Aide Office of the City Agriculturist</i>
2. Follow-up request through phone call, SMS or personal visit to the office	2. Provide feedback downloaded by the Office of the Mayor	None	10 mins.	
3. Receive seedlings & sign in the logbook	3. Releases seedlings to requesting organization or party. Conducts simple briefing on the methods of planting	None	30 mins.	<i>City Agriculturist or Farm/Nursery Worker Office of the City Agriculturist</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>55 minutes</b>	



## 12. Request for Inspection of Building Permit Application along Irrigation Canal, Creek and other Bodies of Water

Various organizations, schools, farmers, and private individuals can request

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	City Building Office; Clients with Building permit applications along irrigation canal			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter from the City Building Official				
2. Detailed Engineering Design of the Structure				
3. Cadastral Map				
4. Resident of the City of Batac				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request	1. Receives the letter, record the date, name, address and purpose in the logbook; Review all the documents submitted and set a date for ocular inspection	None	4 hours-1 day	<i>City Agriculturist or Agricultural Engineer or Administrative Aide or Agricultural Extension Worker Assigned Office of the City Agriculturist</i>
2. Wait for the scheduled inspection and/or follow-up thru SMS or personal appearance	2. Provide feedback to City Building Office	None	1 hour	
3. Receive feedback and sign in the logbook	3. Release findings and recommendations.	None	1 hour	
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day &amp; 2 hours</b>	



# **OFFICE OF THE CITY VETERINARIAN**

## **External Services**





## 1. Anti-rabies Vaccination and Treat Sick Pets

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PET OWNERS AND LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. THE PET MUST BE ATLEAST 3 MONTHS OLD		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask/ inquire about the concern	1. Logbook purpose of the client	None	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.1 Schedule rabies vaccination or treat sick pets	None	5- 10 mins	
	1.2 Conduct rabies vaccination	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Or <i>Administrative Aide IV</i> Office of the City Veterinarian
	1.3 Treat sick pets	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



## 2. Hemosept Vaccination (Large Animals)

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. THE LIVETOCK MUST BE 6 MONTHS OLD UP		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Ask/ inquire about the concern	1. Logbook purpose of the client	None	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.1 Schedule hemosept vaccination and treat sick large ruminants	None	5- 10 mins	
	1.2 Conduct hemosept vaccination	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Or <i>Administrative Aide IV</i> Office of the City Veterinarian
	1.3 Treat sick large ruminants	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



### 3. Hog Vaccination and Others

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
THE LIVESTOCK MUST ATLEAST 40 DAYS OLD		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask/ inquire about the concern	1.1 Logbook purpose of the client	None	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.2 Schedule hog cholera vaccination and treat sick swine	None	5- 10 mins	
	1.3 Conduct Hog cholera vaccination	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Or <i>Administrative Aide IV</i> Office of the City Veterinarian
	1.4 Treat sick swine	None	upon scheduled date	<i>City Veterinarian</i> Or <i>Livestock Inspector II</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



## 4. Veterinary Health Certificate

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. THE ANIMAL MUST BE FREE FROM ZONOTIC OR ANY LIVESTOCK DISEASE		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the animal to the office or to the City slaughterhouse	1. Inspect the animal	None	2-5 minutes	<i>City Veterinarian</i> Office of the City Veterinarian
	1.1 Prepare Veterinary Health Certificate	None	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.2 Issue Veterinary Health Certificate	None	upon encoding	<i>City Veterinarian</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



## 5. Veterinary Health Certificate (For Slaughter)

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	MEAT VENDORS AND LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. THE ANIMAL MUST FREE FROM ZONOTIC OR ANY LIVESTOCK DISEASE		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the animal to the office or to the City slaughterhouse	1. Inspect the animal	n/a	2-5 minutes	<i>City Veterinarian</i> Office of the City Veterinarian
	1.1 Prepare Veterinary Health Certificate	n/a	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.2 Issue Veterinary Health Certificate		upon encoding	<i>City Veterinarian</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>N/A</b>		



## 6. Issuance of Shipping Permit

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PET OWNERS AND LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. THE ANIMAL MUST FREE FROM ZONOTIC OR ANY LIVESTOCK DISEASE		Office of the City Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Shipping permit	1. List the details of the request livestock, poultry and all item to be permitted	None	2-5 minutes	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.1 Prepare Shipping Permit	Php 120.00	5- 10 mins	
2. Go to the treasury office and pay the shipping permit	2. Issues Official Receipt	None	10 minutes	<i>OFFICE OPF THE CITY TREASURER</i>
3. receive the releasing of shipping permit	3. Issues Shipping Permit	None	5 Minutes	<i>City Veterinarian</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



## 7. Vaccination Certificate

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PET OWNERS AND LIVESTOCK RAISERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ATLEAST THE ANIMAL WAS VACCINATED		OFFICE OF THE CITY VETERINARIAN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. request for Vaccination Certification	1. List the details of the pets/livestock	None	upon inspection	<i>Administrative Aide IV</i> Office of the City Veterinarian
	1.1 Prepare the Vaccination Certification	Php 120.00	2-5 mins.	
	1.2 Issuance of Vaccination Certification	None	Upon Prepared	<i>City Veterinarian</i> Office of the City Veterinarian
<b>TOTAL:</b>		<b>NONE</b>		



# **OFFICE OF THE CITY VETERINARIAN – SLAUGHTERHOUSE SECTION**

## **External Services**





## 1. Weighing Slip

The Weighing Slip is being issued to all livestock owners after being weighed at the City Weighing Scale.

<b>Office or Division:</b>	Office of the City Veterinarian-Slaughterhouse Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents of the City of Batang and other towns			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Slaughter Permit		Office of the City Veterinarian		
2. Veterinary Health Certificate		Office of the City Veterinarian		
3. Certificate of Ownership/Transfer Certificate of Ownership of Large Cattle		Office of the City Treasurer		
4. Shipping Permit (for animals coming from other provinces)		Office of the Provincial Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the animal to the City Weighing Scale located at the City Slaughterhouse	1. Verifies the requirements. If complete, weighs the animal.		3 minutes	<i>Poundkeeper II</i> Office of the City Veterinarian-Slaughterhouse Section
2. Pay corresponding fees and receive the Weighing Slip	2. Issue a weighing slip and cash tickets	Hog-P30.00; Cattle/Carabao/Buflalo-P40.00	2 minutes	
<b>TOTAL:</b>		<b>Hog-P30.00; Cattle/Carabao/Buflalo-P40.00</b>	<b>5 minutes</b>	



## 2. Meat Inspection Certificate

The Meat Inspection Certificate is being issued to all meat dealers after being slaughtered in the City Abattoir (Pork, Beef, Carabeef and Dressed Chicken) that is deemed fit and was inspected by a qualified meat inspector, veterinarian or slaughterhouse master.

<b>Office or Division:</b>	Office of the City Veterinarian-Slaughterhouse Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents of the City of Batac and other towns			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Weighing Slip		City Slaughterhouse-City weighing scale		
2. Slaughter Permit		Office of the City Veterinarian		
3. Veterinary Health Certificate		Office of the City Veterinarian		
4. Certificate of Ownership/Transfer Certificate of Ownership of Large Cattle		Office of the City Treasurer		
5. Shipping Permit (for animals coming from other provinces)		Office of the Provincial Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements and bring the food animal to the City Slaughterhouse.	1. Receives and check the completeness of the documents.	Slaughter Permit-P50.00	3 minutes	<i>Poundkeeper II</i> Or <i>Slaughterhouse Master I</i> Or <i>Meat Inspector II</i> Office of the City Veterinarian-Slaughterhouse Section
	1.1 Conduct Ante-mortem Inspection and verifies the required documents.	Ante-mortem Fee: Hog-P6.00; Large Animal-P13.00; Poultry-P0.30	5 minutes	<i>City Veterinarian</i> Or <i>Slaughterhouse Master I</i> Or <i>Meat Inspector II</i> Office of the City Veterinarian-Slaughterhouse Section
	1.2 Allows the food animal to rest	Corral Fee: Hog-P20.00; Large Animal-P40.00; Poultry-P0.50	6-12 hours	
	1.3 Supervises the slaughtering of the food animal by licensed butchers	Slaughter Fee: Hog-P35.00; Large Animal-	1 hour	



		P70.00; Poultry- P1.75		
	a. Post-mortem examination	Post-mortem Fee: P0.50 per kilo	5 minutes	
	b. Marking/stamping of the carcass		1 minute	
	1.4 Delivers the carcasses and organs to the Public Market	Pork- P30.00; Beef/Cara beef- P50.00	5 minutes	<i>Administrative Aide III</i> Or <i>Administrative Aide II</i> Office of the City Veterinarian- Slaughterhouse Section
2. Inspect, receive the carcasses and organs, and receive the Meat Inspection Certificate	2. Issues Meat Inspection Certificate/ Condemnation Slip		5 minutes	<i>City Veterinarian</i> Or <i>Slaughterhouse Master I</i> Or <i>Meat Inspector II</i> Office of the City Veterinarian- Slaughterhouse Section
	2.1 Conduct Post Abattoir Operation	Post Abattoir Fee: Pork- P6.00; Beef/Cara beef- P13.00; Chicken- P0.30	2 minutes	
3. Pay corresponding fees	3. Assesses, collects fees and issues Official Receipt	Market Fee: Pork- P20.00; Beef/Cara beef- P40.00; Chicken- P0.50	2 minutes	<i>City Veterinarian</i> Or <i>Slaughterhouse Master I</i> Or <i>Meat Inspector II</i> Office of the City Veterinarian- Slaughterhouse Section  <i>Revenue Collection Clerk I</i> Or <i>Revenue Collection Clerk II</i> Or <i>Revenue Collection Clerk III</i> City Treasury Office
<b>TOTAL:</b>				



### 3. Research Samples

A research sample is a meats sample or a parasite within the food animal collected for research purposes.

<b>Office or Division:</b>	Office of the City Veterinarian-Slaughterhouse Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents of the City of Batac and other towns			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter request by the City Mayor		Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the City Slaughterhouse and present the approved letter request.	1. Receives and check the letter of request if it is approved or not.	None	3 minutes	<i>City Veterinarian</i> Or <i>Slaughterhouse Master I</i> Or <i>Meat Inspector II</i> Office of the City Veterinarian-Slaughterhouse Section
2. Proceed to the abattoir and collect samples from the butchers.	2. Assists the researchers to collect samples from the butchers	None	30 minutes	
<b>TOTAL:</b>		<b>NONE</b>	<b>33 minutes</b>	



## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk.</p> <p>Or may send your feedback/complaints through the City's:</p> <ul style="list-style-type: none"> <li>• Website: <b>www.batac.gov.ph</b></li> <li>• Facebook account: <b>City Government of Batac</b></li> <li>• Contact Info: <b>(077) 617-1725</b> <b>(077) 677-2877</b></li> <li>• E-mail: <b>lovebatac@gmail.com</b></li> <li>• Or talk to our Officer of the Day</li> </ul>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Human Resource Management Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of receipt of the feedback.</p> <p>The responses or replies of the department/section is then communicated to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <ul style="list-style-type: none"> <li>• Office of the Mayor: 077) 617-1725 / (077) 677-2877 E-mail: lovebatac@gmail.com</li> <li>• City Human Resource Management Office : (077) 792-2060 E-mail: hrmobatac@gmail.com</li> </ul>
<p>How to file a complaint?</p>	<p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person/employee being complained</li> </ul>



	<ul style="list-style-type: none"> <li>• Incidents/Instances</li> <li>• Evidence/Proof.</li> </ul> <p>For inquiries and follow-ups, clients may contact the following:</p> <ul style="list-style-type: none"> <li>• Office of the Mayor: 077) 617-1725 / (077) 677-2877 E-mail: lovebatac@gmail.com</li> <li>• City Human Resource Management Office : (077) 792-2060 E-mail: hrmobatac@gmail.com</li> </ul>
<p>How complaints are processed?</p>	<p>The Human Resource Management Officer (HRMO III) opens the complaints drop box every 4:00 O'clock in the afternoon from Mondays to Fridays to assess and evaluates every complaint.</p> <p>Upon evaluation and assessment, the HRMO III with the assistance of the Grievance Committee of the City of Batac shall initially review the complaint.</p> <p>The HRMO III will prepare a written report after the investigation/inspection and submit the same to the City Mayor for appropriate action and will inform the client on the status of the complaint.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <ul style="list-style-type: none"> <li>• Office of the Mayor - 077) 617-1725 / (077) 677-2877 E-mail: lovebatac@gmail.com</li> <li>• City Human Resource Management Office : (077) 792-2060 E-mail: hrmobatac@gmail.com</li> </ul>
<p>Contact Information of City Government of Batac</p>	<p>City Mayor's Office contact us at: (077) 617-1725; (077) 677-2877</p> <p>2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte</p> <p>Or email us at: <a href="mailto:lovebatac@gmail.com">lovebatac@gmail.com</a> or <a href="mailto:hrmobatac@gmail.com">hrmobatac@gmail.com</a></p>



<p>Contact Information of CCB, PCC, ARTA</p>	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782)</p> <p><b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB):</b> <a href="mailto:lovebatac@gmail.com">lovebatac@gmail.com</a> (077) 617-1725 / (077) 677-2877</p>
--	---



## VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the City Mayor	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 617-1725 / (077) 677-2877 / <i>lovebatac@gmail.com</i>
Office of the City Administrator	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-5789 <i>cityofbatac.ca@gmail.com</i>
City Human Resource Management Office	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-2546 / <i>hrmobatac@gmail.com</i>
City Budget Office	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-7995 <i>budgetofficebataccity@gmail.com</i>
Office of the City Accountant	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-5325 / <i>acctg.cityofbatac@gmail.com</i>
Office of the City Planning and Development Coordinator	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3698 / <i>cpdc1041@gmail.com</i>
Office of the Sangguniang Panlungsod	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-7091 / (077) 792-3237 / (077) 600-0916 / <i>spcityofbatac@gmail.com</i> / <i>spbatac@yahoo.com</i>
Office of the City Social Welfare and Development Officer	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-5964 / <i>cityofbatac.socialwelfare@gmail.com</i>
Office of the City Health Officer	Brgy. #4 Nalupta, City of Batac, Ilocos Norte	(077) 600-5941 / <i>bataccho@gmail.com</i>
Office of the City Mayor – Labor and Employment Section	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-2546 / <i>pesobatac@gmail.com</i>
Office of the City Mayor – Public Safety, Information and Assistance Division	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	0921-363-0399 / 0927-964-0722 <i>hrmobatac@gmail.com</i>
Office of the City Mayor – Tourism and Events Section	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 677-2657 / <i>tourismbatac@gmail.com</i>
Office of the City Mayor - Community Affairs and Development Section	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-7820 / <i>cadobatac@gmail.com</i>





Office of the City Mayor - Environmental Management Section	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3698 / <i>envibatac@gmail.com</i>
Office of the City Civil Registrar	GF City Hall Building, Brgy. 1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3695 / <i>batac.civilregistry@gmail.com</i>
Office of the City Treasurer	GF City Hall Building, Brgy. 1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3699 / <i>cityofbatac.treasuryoffice@gmail.com</i>
Office of the City Assessor	2F City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 792-3329 / <i>batac_assessor@gmail.com</i>
Office of the City Treasurer - Market Section	Brgy. #35 Billoca, City of Batac, Ilocos Norte	(077) 600-1472 <i>eemobatac.2013@gmail.com</i>
Office of the City Mayor - Market Section	Brgy. #35 Billoca, City of Batac, Ilocos Norte	(077) 600-1472 <i>eemobatac.2013@gmail.com</i>
Office of the City Mayor - Business Permits and Licenses Section	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 774-5329 / <i>ebpls.batac@gmail.com</i>
City Disaster Risk Reduction and Management Office	Brgy. #4 Nalupta, City of Batac, Ilocos Norte	(077) 600-3739 / <i>cdrrmo.batac@gmail.com</i>
Office of the City Engineer	Brgy. #16-S Quiling, City of Batac, Ilocos Norte	(077) 774-7912 / <i>cgbengineeringoffice13@gmail.com</i>
Office of the City Building Official	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-5963 / <i>citybuildingofficial@gmail.com</i>
General Services Office	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3161 / <i>gso.batac@gmail.com</i>
Office of the City Agriculturists	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3852 / <i>cityagriculturistbatac@gmail.com</i>
Office of the City Veterinarian	GF City Hall Building, Brgy. #1-S Valdez, City of Batac, Ilocos Norte	(077) 600-3852 / <i>cityvet.batac@gmail.com</i>
Office of the City Veterinarian - Slaughterhouse Section	Brgy. #20-N Colo, City of Batac, Ilocos Norte	(077) 600-3852 / <i>cityvet.batac@gmail.com</i>



The City Government of Batac is committed to the principles of good governance especially the free flow of information within the City Hall and between the City Hall and its many stakeholders. Crucial information gets to the public whom we pledge to serve at the right time and right reason.

We must improve our communication channels, mechanisms and skills in order to fulfill our pledge of commitment as stated in the Citizen's Charter.

Any citizen can avail of the following mechanisms to communicate their suggestions complaints, request for redress of grievances and feedbacks.

1. **Public Assistance and Complaints Desk** – An Officer of the day shall manned in the center 8 hours a day who receives complaints, inquiries, dispenses immediate response or advice to complaints and inquiries within his/her jurisdiction and refer those matters which are beyond his/her jurisdiction to the official/employee concerned.

Complimentary to a face to face approach is the assignment of a telephone hotline number to receive calls from the public and refers to the appropriate officials/office concerned.

2. **Client Feedback Form** – All offices/departments are provided with client feedback form, and each client may get and fill-up immediately after the service has been availed. These forms shall be made available to the clients who may want to comment, file complaints or provide feedbacks about the service extended. The form shall be dropped at the Public Assistance and Complaints Center.

The client feedback, complaint and commendation forms shall be retrieved from the Public Assistance and Complaints Center and shall be consolidated, verified and evaluated by the Citizen's Charter Implementation Team for submission to the City Mayor. Any information/suggestions or comments drawn from the forms will be of help to continuously improve the quality and kind of service of each department. The concerned office/department will periodically discuss the recommendations and suggestions received which maybe adopted by the departments/offices concerned for the clients'/applicants' satisfaction, enhance or improve the services.

3. **Comments and Feedback** – E-comments may be send to the Comments and Feedback Module of the official website of City Government of Batac at **[www.batac.gov.ph](http://www.batac.gov.ph)**, Official Facebook Page of the City at **City Government of Batac**, and official e-mail of the City at **[lovebatac@gmail.com](mailto:lovebatac@gmail.com)**. The web, facebook page and official e-mail administrator shall sort out comments refer to the Citizen's Charter Implementation Team for appropriate action.



## CLIENT SATISFACTION FEEDBACK FORM



### CITY GOVERNMENT OF BATAC CLIENT SATISFACTION FEEDBACK FORM

As part of our work towards our commitment of ensuring higher level of customer satisfaction and continual system improvement, we would love to hear your thoughts, concerns or problems with the services rendered.

#### SHARE YOUR FEEDBACK with us!

Please be assured that all information shall be treated with utmost confidentiality.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Contact no.: \_\_\_\_\_

Office of assisting personnel: \_\_\_\_\_

Name of assisting personnel: \_\_\_\_\_

Purpose of visit:

- Inquire about the service
- Pick up / drop-off documents
- Follow up transaction
- Others, please specify: \_\_\_\_\_

#### OVERALL EXPERIENCE WITH OUR SERVICE

Kindly shade the box of the emotion that best describes your experience with us!

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Satisfied	Dissatisfied
		

#### COMMENTS / SUGGESTIONS / COMPLAINT

**Thank you very much for your time and cooperation!**



### CITY GOVERNMENT OF BATAC CLIENT SATISFACTION FEEDBACK FORM

As part of our work towards our commitment of ensuring higher level of customer satisfaction and continual system improvement, we would love to hear your thoughts, concerns or problems with the services rendered.

#### SHARE YOUR FEEDBACK with us!

Please be assured that all information shall be treated with utmost confidentiality.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Contact no.: \_\_\_\_\_

Office of assisting personnel: \_\_\_\_\_


Name of assisting personnel: \_\_\_\_\_

Purpose of visit:

- Inquire about the service
- Pick up / drop-off documents
- Follow up transaction
- Others, please specify: \_\_\_\_\_

#### OVERALL EXPERIENCE WITH OUR SERVICE

Kindly shade the box of the emotion that best describes your experience with us!

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Satisfied	Dissatisfied
		

#### COMMENTS / SUGGESTIONS / COMPLAINT

**Thank you very much for your time and cooperation!**



## SP RESOLUTION



Republic of the Philippines  
Province of Ilocos Norte  
**CITY OF BATAC**

### OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE 5<sup>TH</sup> SANGGUNIANG PANLUNGSOD  
OF THE CITY OF BATAC, ILOCOS NORTE ON ITS 114<sup>TH</sup> REGULAR SESSION DULY  
HELD ON JANUARY 31, 2022 AT 2:00 O'CLOCK IN THE AFTERNOON  
THROUGH A VIRTUAL SESSION

**Members Present:**

Hon. Windell D. Chua	Vice Mayor/Presiding Officer
Hon. Bismark Angelo A. Quidang	Sangguniang Panlungsod Member
Hon. Ramon M. Gaoat	-do-
Hon. Giancarlo Angelo S. Crisostomo	-do-
Hon. Kichel Jomarie G. Pungtilan	-do-
Hon. MacArthur A. Aguinaldo	-do-
Hon. Jaime S. Tanagon, Sr.	-do-
Hon. Bernardo K. Marders	-do-
Hon. Violeta Eugenia Daradar-Nalupta	-do-
Hon. Christopher B. Lagmay	-do-
Hon. Lucky Rene G. Bunye	-do-
Hon. Joseph P. Ulit, ABC Representative	-do-
Hon. John Gabrielle Dominique M. Daguio, SK Representative	-do-

**Absent:**

N o n e

### RESOLUTION NO. 5SP 2022 – 22

#### RESOLUTION ADOPTING THE 2021 CITIZEN'S CHARTER, 2<sup>ND</sup> EDITION OF LGU-CITY OF BATAC, ILOCOS NORTE

**WHEREAS**, the Philippine government promulgated the Ease of Doing Business Act in 2018 with objective to encourage more micro, small and medium enterprises and foreign investment in the Philippines;

**WHEREAS**, formally known as *An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and For Other Purposes (RA 11032)*, the law seeks to increase efficiency by reducing processing time, eliminating red tape and curbing corrupt bureaucratic practices;

**WHEREAS**, one of the five (5) key reforms and features introduced by the EODB Law is the establishment of set of standards called the Citizen's Charter wherein all government agencies and Local Government Units must post information billboards containing their most current and updated services standards;

#### NOW, THEREFORE,

**BE IT RESOLVED**, as it is hereby resolved, by the Sangguniang Panlungsod of the City of Batac, Ilocos Norte, in session duly assembled, to adopt the 2021 Citizen's Charter, 2<sup>nd</sup> Edition of LGU-City of Batac, Ilocos Norte;

**RESOLVED FURTHER**, that a copy of this resolution be transmitted to all concerned for their information.



Republic of the Philippines  
Province of Ilocos Norte  
**CITY OF BATAC**

**OFFICE OF THE SANGGUNIANG PANLUNGSOD**

Resolution No. 5SP 2022 – 22 cont'd.  
5<sup>th</sup> Sangguniang Panlungsod of Batac  
114<sup>th</sup> Regular Session, January 31, 2022  
Page 2 of two pages

-----xx

**ADOPTED THIS 31<sup>st</sup> day of January 2022** on motion of Honorable Christopher B. Lagmay, Chairman, Committee on Trade, Commerce & Industry.

**SPONSORED BY:** Vice Mayor Windell D. Chua, SP Members Christopher B. Lagmay, Lucky Rene G. Bunye, John Gabrielle Dominique M. Daguo, Giancarlo Angelo S. Crisostomo, Bernardo K. Marders, MacArthur A. Aguinaldo, Bismark Angelo A. Quidang, Ramon M. Gaoat, Kichel Jomarie G. Pungtilan, Jaime S. Tanagon, Sr., Violeta Eugenia Daradar-Nalupta and Joseph P. Ulit

**VOTING PROFILE:**

**AYES :** HONS. QUIDANG, GAOAT, CRISOSTOMO, PUNGTILAN, AGUINALDO, TANAGON, MARDERS, DARADAR-NALUPTA, LAGMAY, BUNYE, ULIT & DAGUIO

**NAYS :** N O N E


**ABSTENTION :** N O N E

I **HEREBY CERTIFY** that this Resolution was approved on Second and Final Reading by the Sangguniang Panlungsod of Batac, Ilocos Norte on its 114<sup>th</sup> Regular Session dated January 31, 2022.

  
**GLADYS R. LAGURA**  
*SP Secretary*

**ATTESTED:**

  
**ATTY. WINDELL D. CHUA**  
*Vice Mayor/Presiding Officer*

**APPROVED:**   
**HON. ALBERT D. CHUA**  
*City Mayor*  
Approved on 02-03-2022