



CITY GOVERNMENT OF BACOR

CITIZEN'S CHARTER

2022 (1st Edition)

CITY GOVERNMENT OF BACOR

Citizen's Charter 2022

(Book 1)

Series of Contents

Agency Profile

- 1. City Accounting Office**
- 2. City Administrator's Office**
- 3. City Agriculture Office**
- 4. City Assessor's Office**
- 5. Bacor Disaster Risk Reduction and Management Office**
- 6. Barangay Affairs Office**
- 7. Business Permit and Licensing Office**
- 8. Bacor Public Safety Unit**
- 9. Bacor Traffic Management Department**
- 10. BTMD – Bacor Transportation and Franchising Office**
- 11. City Budget Office**
- 12. City Cemetery Office**
- 13. City Environment and Natural Resources Office**
- 14. City Engineering Office**
- 15. City Health Office**
- 16. City Information Office**
- 17. City Cooperative Development Office**
- 18. City Planning and Development Coordinator**
- 19. City Social Welfare and Development Office**
- 20. General Services Office**

CITY GOVERNMENT OF BACOR

Citizen's Charter 2022

(Book 2)

Series of Contents

- 21. Human Resources Development and Management Department**
- 22. Housing Urban Development and Resettlement Department**
- 23. Local Civil Registry Office**
- 24. Office of the City Legal Service**
- 25. City Livelihood and Development Office**
- 26. Office of the Mayor (Secretariat)**
- 27. Management Information System Office**
- 28. Office of the Building Official**
- 29. Office of the Senior Citizens Affairs**
- 30. Office of the Vice Mayor**
- 31. Public Employment Service Office**
- 32. Political Affairs Office**
- 33. City Population Office**
- 34. Person with Disability Affairs Office**
- 35. Scholarship Unit**
- 36. Office of the Sangguniang Panlungsod**
- 37. Sports Unit**
- 38. Tourism Operations**
- 39. Office of the City Treasurer**
- 40. City Veterinary Services Office**
- 41. Zoning and Land Development Department**
- Feedback and Complaints Mechanism**
- List of Offices (with contact details)**



AGENCY PROFILE

I. Mandate:

Republic Act No. 10160, April 10, 2012. An act converting the Municipality of Bacoor in the Province of Cavite into a Component City to be known as the City of Bacoor.

II. Vision:

City of Bacoor: The Premier Business Hub South of Metro Manila. A Holistic City with global standards, driven by competitive and productive Bacooreños, living in disaster and climate resilient communities, preserving cultural heritage, led by transparent and people oriented public servants united and guided by the love of God.

III. Mission:

To institute good governance, promote culture, trade and investment in the City, through modern technology towards a safe and sound environment.

IV. Service Pledge:

The Administration's development blueprint adopts the "ATE LANI" socioeconomic agenda that serves as guide to the Local Government Unit in its efforts of development as well as to provide basic information on the state of local affairs in the city.

The program thrust looks into the state of local affairs in the (4) areas:

- (1) Leadership with a Vision,
- (2) Aggressive Poverty Alleviation,
- (3) Need-Based Education & Social Empowerment, and
- (4) Increased Economic Development.



LIST OF SERVICES

City Accounting Office

Internal Services

Liquidation of Cash Advances

Page Number

1. 2 – 1.3

External Services

Processing of Disbursements

1.4 – 1.7

Issuance of Creditable Tax BIR Forms 2306 & 2307 and F2317

1.8 – 1.9

Barangay Financial Statements Report

1.10 – 1.11



LIST OF SERVICES

City Administrator's Office

Internal Services

Page Number

Administrative Support	2.2
Policy Formulation and Review	2.3
Approval of Leave of Absences, etc.	2.4

External Services

Approval of City Permits	2.5
Lease of Space in Public Cemeteries	2.6
Letter of Recommendation (Employment)	2.7



LIST OF SERVICES

City Agriculture Office

External Services	Page Number
Farmers Information Technology Services (Fits) Center	3.2 – 3.3
Distribution Of Vegetable And Palay Seeds	3.4
Depuration Facility	3.5 – 3.6
Community Fish Landing Center	3.7
Bantay Dagat/Fish Examiner Operation	3.8
Registration Of Farmers/Fisherfolks	3.9 – 3.10
Registration Of Fishing Vessel 3 Gross Tonnage & Below And Issue Permit To Operate	3.11 – 3.12
Issuance Of Motorboat Operator License (MBOL)	3.13
Registration Of Aquaculture	3.14 – 3.15
BoatR Registration	3.16
Assistance To Bacoor Agricultural – Mpc (Bampc)	3.17 – 3.18
Assistance To Mamamayan Para Sa Lambat –Mpc (Maynilad-MPC)	3.19
Assistance To City Agriculture And Fisheries Council (CAFC) / City Fisheries Aquatic Resources Management Council (CFARMC)	3.20
Da-Philippine Crop Insurance Corporation (PCIC) (Insurance Policies Assistance)	3.21-3.22
Registry System For Basic Sector In Agriculture (RSBSA)	3.23



LIST OF SERVICES

City Assessor's Office

External Services

Page Number

Transfer of Ownership of Real Property	4.2 – 4.5
Subdivision/Consolidation of Real Property	4.6 – 4.9
Reclassification of Real Property	4.10 – 4.13
New Assessment of Real Property	4.14 – 4.17
Reassessment of Real Property	4.18 – 4.21
Cancellation or Correction of Tax Declaration	4.22 – 4.25
Issuances of Certifications :	4.26 -4.28
Certified True Copy	
Certificate of No Improvement	
Certification of Aggregate Land Holdings	
Certificate of No Property for Specific Purpose	



LIST OF SERVICES

Bacoor Disaster Risk Reduction and Management Office

External Services	Page Number
Provision of Emergency Medical Services	5.2
Provision of Standby Emergency Medical Services	5.3
Provision of PNP/BFP Assistance	5.4
Provision of Traffic Information Assistance	5.5
Provision of Weather Monitoring and Advisory	5.6
Provision of Utilities Complaints Assistance	5.7
Provision of Trainings and Seminars	5.8
Provision of Disaster Management Operations	5.9



LIST OF SERVICES

Barangay Affairs Office

External Services

Page Number

Technical Assistance on the Documentary Requirements
(DILG and other agencies)

6.2

Barangay Visitation

6.3



LIST OF SERVICES

Business Permit and Licensing Office

External Services	Page Number
I. Issuance of Mayor's Permit and Business License (Permit)	7.2 – 7.3
A. Walk-in Business Permit Application for New and Renewal	7.3 – 7.6
B. Online New Business Permit Application Thru boss.bacoor.gov.ph	7.6 – 7.9
II. Issuance of Certificate of Business Registration	7.9 – 7.10
III. Issuance of Certificate of Additional Line of Business	7.11 – 7.12
IV. Issuance of Certificate of Change in Business Location / Business Name / Owner's Status / SEC Amendments	7.12 – 7.14
V. Issuance of Certificate of No Business or No Registration	7.14 – 7.15
VI. Issuance of Certificate of Business Retirement / Surrender / Closure of Business	7.15 – 7.17
VII. Issuance of List of Business Establishments and Response to Business Verifications	7.18
VIII. Business Establishment Inspection	7.19 – 7.20
IX. Filing of Complaints	7.20 – 7.21
List of Fees	7.22 – 7.24



LIST OF SERVICES

Bacoor Public Safety Unit

External Services

Page Number

Mayor's Security and Other VIP's

8.2

Halfway House, Girls' Home, Ciudad Malasakit,

8.3

Bacoor Coliseum and Vehicle Service
and Maintenance Unit Security



LIST OF SERVICES

Bacoor Traffic Management Department

External Services

	Page Number
Redemption of Driver's License and Payment of Penalty	9.2 – 9.3
Issuance of Traffic Clearance	9.6 – 9.7
Issuance of Excavation Permit	9.7 -9. 8
Filing of Complaint for Adjudication	9.9

Internal Services

	Page Number
Traffic Enforcers Turn-over of Ordinance Violation Receipt (OVR) and confiscated license	9.4 – 9.5



LIST OF SERVICES

Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office

External Services	Page Number
Renewal of Motorized Tricycle Operator's Permit (MTOP)	10.2 – 10.4
Issuance of Motorized Tricycle Operator's Permit (MTOP) to tricycle that will change motor	10.5 – 10.7
Issuance of Motorized Tricycle Operator's Permit – Change Ownership	10.8 – 10.10
Issuance of MTOP Dropping Certification to Public Utility Tricycle to Revert the Motorcycle to Private	10.11 – 10.13
Issuance of New Motorized Tricycle Operator's Permit (MTOP) for New TODA	10.14 – 10.17
Various TODA Concerns and Riding Public Concerns	10.18



LIST OF SERVICES

City Budget Office

External Services

Page Number

Budget Execution	11.4, 11.8
Preliminary Review of Annual and Supplemental Budgets of Barangays and Sangguniang Kabataan	11.10, 11.11
Records Management	11.12
Budgeting Services	11.13

Internal Services

Page Number

Budget Preparation	11.2, 11.7
Budget Execution	11.4, 11.8
Budget Accountability	11.5, 11.9
Records Management	11.12
Budgeting Services	11.13



LIST OF SERVICES

City Cemetery Office

External Services	Page Number
Provision of New Niches	12.2
Transfer of Bones	12.3
Issuance of New Lease Contract	12.4
Renewal of Lease Contract	12.5



LIST OF SERVICES

City Environment and Natural Resources Office

Internal Services

Page Number

Provision of Clean and Green Project Supplies
and Materials

13.2

External Services

Availment of Permit to Operate for Junkshop

13.3 – 13.4

Internal and External Services

Availment of Endorsement Letter to PENRO
for Tree Cutting Permit Application

13.5 – 13.6

Filing of Environmental Complaints/Concerns
(Electronic Mail)

13.7 – 13.8

Filing of Environmental Complaints/Concerns)
(Public Assistance Desk)

13.9 – 13.10

Regular Collection of Solid Wastes

13.11 – 13.12

Request for Clean-up Drive Operation

13.13 – 13.14

Request for Disinfection Activity on Community Area

13.15 – 13.16

Request for Environmental Management Seminar

13.17 – 13.18

Request for Greening and Beautification Program,
Parks and Development

13.19 – 13.20

Settlement of Environmental Violation Citation Ticket

13.21

List of Fees

13.22 – 13.31



LIST OF SERVICES

City Engineering Office

External Services

Page Number

Issuance of Permits:

Excavation Permit

14.2 – 14.5

Sign/Signage Permit

14.5 – 14.6

Pole/Cabinet Location Permit

14.7 – 14.8



LIST OF SERVICES

CITY HEALTH OFFICE

External Services	Page Number
Animal Bite Treatment Center	15.2 – 15.3
Anti – Tuberculosis Program	15.4 – 15.5
Cataract Operation Services	15.6
Death Certificate	15.7
Dental Services – Oral Health Care	15.8 – 15.9
Family Planning Services	15.10
Health Permit	15.11 – 15.12
Immunization Services	15.13
Laboratory Examination	15.14 – 15.15
Lying – In Services	15.16 – 15.17
Maternal Health Care Services	15.18
Medical Certificate	15.19 – 15.20
Newborn Screening Services	15.21
Other Certification	15.22
Outpatient Consultation	15.23
Physical Therapy and Rehabilitation Services	15.24
Sanitary Permit	15.25 – 15.26



LIST OF SERVICES

City Information Office

Internal and External Services	Page Number
Uploading of Social Media Content	16.2 – 16.3
Publication of News Releases	16.4 – 16.5
Barker and Public Announcement	16.6
Text Brigade/ Text Blast	16.7
 Internal Services	
Calendar of Activities	16.8 – 16.9
Events Organization	16.10 – 16.11
Uploading of Materials on LED	16.12



LIST OF SERVICES

City Cooperative Development Office

External Services

Page Number

Pre- Registration Seminar (PRS)

17.2 – 17.3

Internal Services

Conduct of mandatory seminars/trainings
and other seminars needed by the cooperatives

17.4 – 17.5

Provide Management and Technical Advisory Services

17.6 – 17.8



LIST OF SERVICES

City Planning and Development Coordinator

External Services	Page Number
Barangay Annual Investment Program (AIP) Budget	18.7
Barangay Annual Investment Program Certification	18.8
Cities/Municipalities Competitiveness Index (CMCI)	18.9
Ecological Profile (EP)	18.10
Technical Assistance to walk-in/phone-in clients and other government agency	18.11
Internal Services	
Annual Accomplishment Report	18.12
Annual Investment Program (AIP)	18.13
Annual Physical Report of Operations	18.14
City Development Council Resolution	18.15
Comprehensive Land Use Plan (CLUP) Data	18.16
Local Development Investment Plan (LDIP)	18.17
Office Performance Commitment Review (OPCR) and Division Performance Commitment Review (DPCR)	18.18
Performance Management Team (PMT) Secretariat	18.19
Project Procurement Management Plan (PPMP)	18.20
Re- Engineering	18.21
Devolution Transition Plan 2022-2024 (DTP)	18.22-18.23



LIST OF SERVICES

City Social Welfare and Development Office

External Services	Page Number
Aids to Individual in Crisis Situation	19.2 – 19.5
Child Development Service	19. 6 – 19.8
Disaster Relief Assistance	19.8
A. Without Evacuation	19.8 – 19.10
B. With Evacuation Center	19.10 – 19.12
Girls' Home	19.12 – 19.18
Halfway House	19.18 – 19.22
Issuance of Solo Parent ID	19.22 – 19.23
Pre-Marriage Orientation and Counselling	19.23 – 19.25
Reach Out Project	19.25 – 19.27
Self-Employment Assistance/Sustainable Livelihood Program	19.27 – 19.29
Shelter for Boys	19.29 – 19.32
Social Services for Special Cases	19.33
A. Special Social Services for Children	19.33 – 19.35
B. Special Social Services for Elderly and PWD's	19.35 – 19.36
C. Special Social Services for Women in Especially Difficult Circumstances	19.36– 19.37
D. Special Tie-Up Project for Families	19.37 – 19.38
Supplemental Feeding Program	19.38
A. Availment of Dietary Program	19.38– 19.40
B. Availment of Ready to Use Therapeutic/ Supplemental Food	19.40 – 19.42
C. Barangay Nutrition Council Technical Assistance	19.42
D. Nutrition Education/Provision of Education Campaign Materials	19.43
Satellite Offices Staff Composition	19.44 - 19.45



LIST OF SERVICES

General Services Office

Internal Services

Page Number

Provide office supplies for different Offices	20.2
Procurement Procedure	20.3
Inspection and Acceptance	20.4
Property, Plant and Equipment (PPE) inventory and	20.5
Tagging Property Number	



LIST OF SERVICES

Human Resources Development and Management Department

Internal Services	Page Number
Employee Hiring and Appointment	21.2 – 21.4
Issuance of Personnel Certifications and Records	21.5
Processing of Employee Application for Leave of Absence	21.6
Various Personnel Concerns	21.7 – 21.9
 External Services	
Employee Hiring and Appointment	21.2 – 21.4
 On the Job Training / Senior High School Immersion Program	21.8 – 21.9
<i>(Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is not accommodated at the moment.)</i>	



LIST OF SERVICES

Housing Urban Development and Resettlement Department

External Services	Page Number
1. Assistance to ISF/Community association on Organizational matters	22.3 – 22.4
2. Investigation/validation on land and housing related concerns especially on demolition and eviction cases involving informal settler families (ISF) or association	22.4 – 22.5
3. Conduct of pre, actual and post relocation activities	22.6 – 22.9
4. Act as Mobilizer for ISF and urban poor association applying for Social Housing and Finance Corporation - Community Mortgage Program (CMP)	22.10 - 22.12
5. Assistance to ISF and urban poor association on Meralco and Maynilad application	22.12 -22.13
6. Assistance to ISF and urban poor association requesting for a certification needed by concerned agencies for registration purpose/s and for availing any government programs	22.14
Internal Services	
Secretariat to the Housing Urban Development and Resettlement Board, Local Inter-Agency Committee (LIAC), and Beneficiary Selection Awards and Arbitration Committee (BSAAC) meetings	22.3 - 22.14



LIST OF SERVICES

Local Civil Registry Office

External Services	PageNumber
Timely Registration of Certificate of Live Birth (COLB)	23.2
Late Registration of Certificate of Live Birth (COLB)	23.3 - 23.4
Application of Marriage License	23.5 - 23.7
Timely Registration of Certificate of Marriage (COM)	23.7 - 23.8
Late Registration of Certificate of Marriage (COM)	23.9 - 23.10
Timely Registration of Certificate of Death (COD)	23.11
Late Registration of Certificate of Death (COD)	23.12 – 23.13
Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement	23.14 – 23.15
Registration of Court Orders/Decrees and request of Annotated Record	23.16 – 23.18
Filling for Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE) under R.A. 9048 & 10172	23.19 – 23.23
Issuance of Certified True Copy and Transcription of Record of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.	23.24 – 23.25



LIST OF SERVICES

Office of the City Legal Service

Internal and External Services	Page Number
Receiving of Complaint/s Against City Employees	24.2 – 24.4
Review of Legal Documents and Availment of Legal Opinion	24.5 – 24.7
Walk-in / Referral for Legal Advice	24.8



LIST OF SERVICES

City Livelihood and Development Office

External Services	Page Number
Barangay - Based Livelihood Skills Training (Alagang Ate Lani Caravan)	25.3
Center – Based Livelihood Skills Training	25.4
TESDA - Technical Skills Training/ Scholarship Program	25.5
DOST - Grants-In-Aid (GIA), Small Enterprise Technology Upgrading Program (SETUP) Food Safety Seminar	25.6
DTI - Registration of Business Name	25.7
DTI - Issuance of BMBE Certificate of Authority	25.8



LIST OF SERVICES

OFFICE OF THE MAYOR - (Secretariat)

External Services	Page Number
Issuance of Oath of Office	26.2
Preparation and Issuance of	26.3
a. Certification	
b. Endorsements	
c. Recommendations	
Receiving and Responding of Incoming Documents (Letter Request, Proposal, Complaints, etc.)	26.4 - 26.5
Reservation of Function Halls (Villar, Revilla and Gawaran Hall)	26.6
Solemnization of Marriage (Civil Wedding Ceremony)	26.7
Internal Services	
Issuance of Authority to Travel	26.8
Receiving and Releasing of Documents for Signature of the City Mayor	26.9
Schedule of Appointments with the City Mayor	26.10



LIST OF SERVICES

Management Information System Office

External Services

Page Number

Mayor's Permit to Work

27.2

Mayor's Clearance

27.3

Recommendation / Referral Letter

27.4

Solidarity Route Sticker

27.5



LIST OF SERVICES

Office of the Building Official

External Services	Page Number
Application for Building Permit	28.2 – 28.10
Application for Extension/Renovation Permit (Residential 20m ² floor area or less)	28.11 – 28.16
Application for Renovation Permit (Commercial Interior Fit-out)	28.17 – 28.22
Application for Building Permit (Commercial PTTI)	28.23 – 28.28
Application for Fencing Permit	28.29 – 28.33
Application for Sign Permit (Business Sign & Billboard/Signboard)	28.34 – 28.38
Application for Mechanical Permit (Permit to Install)	28.39 – 28.41
Application for Electrical Permit (Upgrading & Solar Net Metering)	28.42 – 28.45
Application for Electronic Permit	28.46 – 28.49
Application for Demolition Permit	28.50 – 28.53
Application for Excavation and Ground Preparation Permit (Commercial Highly Technical Application)	28.54 – 28.58
Application for Certificate of Occupancy/Use	28.59 – 28.62
Application for Change of Use or Occupancy	28.63 – 28.66
Application for Certificate of Final Electrical Inspection (New Building with COO within 1year of Issuance)	28.67 – 28.69
Application for Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)	28.70 – 28.73
Application for Certificate of Final Electrical Inspection (Solar Net Metering)	28.74 – 28.77
Application for Certificate of Final Electrical Inspection (Temporary Service Connection)	28.78 – 28.81
Application for Certificate of Operation (Mech. Permit to Operate)	28.82 – 28.86
Application for Sign Permit Renewal (Annual Billboard/Signboard)	28.87 – 28.89
Application for Certificate of Annual Inspection	28.90 – 28.92
Processing of Building Assessment (Business Permit)	28.93 – 28.98
Processing of Request for Certified True Copy & Other Certification	28.99 – 28.100
Filing of Complaint	28.101 – 28.102



LIST OF SERVICES

Office of the Senior Citizens Affairs

External Services

Page Number

Issuance of Senior Citizen ID and Purchase Booklet	29.2 – 29.3
Issuance of OSCA Certifications	29.4 – 29.5
Philhealth Application	29.5 – 29.7
Provincial Burial Assistance	29.8 – 29.9



LIST OF SERVICES

Office of the Vice Mayor

External Services

Page Number

Medical Help

30.2

Solicitations / Request Letter

Complaints / Inquiries

30.3

Internal Services

Authority to Travel

30.4

Feedback and Complaints Mechanism

30.5



LIST OF SERVICES

Public Employment Service Office

OFW Help Desk Office

External Services (PESO)	Page Number
Job Referral and Placement	31.2 – 31.3
Employment Programs	
• Job Fairs	31.4 – 31.6
• Local Recruitment Activity (LRA)	31.7 – 31.9
• Special Recruitment Activity (SRA)	31.7 – 31.9
Special Program for the Employment of Students (SPES)	31.9 – 31.11
 External Services (OFW Help Desk Office)	
Processing of Benefits and Claims form OWWA	
• Balik Pinas – Balik Hanapbuhay	31.12 – 31.13
• Medical – Disability Assistance	31.13 – 31.14
• OFW Dependent Scholarship Program	31.15 – 31.16
• Education for Development Scholarship Program	31.16 – 31.18
• Skills for Employment Scholarship Program	31.18 – 31.20



LIST OF SERVICES

Political Affairs Office

External Services

Page Number

CBD RP-LMR 60Days Program

(Lingap Mapagkalingang Rehabilitasyon)

32.2 – 32.4

Drug Dependency Examination

32.5

Internal and External Services

Various Concerns

32.6



LIST OF SERVICES

City Population Office

	Page Number
Profile , Vision, Mission	33.1
Thrust	33.2
External Services	
Pre Marriage Orientation and Counseling (PMOC)	33.3 – 33.5
Responsible Parenthood and Family Planning Class	33.6 – 33.8
Adolescent Health and Youth Development Program	33.9 – 33.11



LIST OF SERVICES

Persons with Disability Affairs Office

External Services

Page Number

Application for PWD ID

34.2 – 34.3



LIST OF SERVICES

Scholarship Unit

External Services

Page Number

Online Application of Scholarship for HS, SHS and Colleges

35.2 – 35.4

Processing of Budgetary Requirements

35.5

Releasing of Financial Assistance to the Qualified Students

35.6



LIST OF SERVICES

Office of the Sangguniang Panlungsod

Page Number

Mandate, Vision, Mission

36.1 – 36.2

Service Pledge

36.2 – 36.3

Internal and External Services

Issuance of Certified True Copies of Various Documents
(Resolutions/Ordinances, others)

36.4 – 36.5

Issuance of Certifications and Records

36.6

Issuance of Certified True Copies of Various Documents
(Committee Reports, Committee Minutes, Agenda, others)

36.7 – 36.8

Inclusion of Various Matters in the Weekly Agenda of
the Office of the Sangguniang Panlungsod

36.9 – 36.11

Assistance to Individuals with their Inquiries, Requests
Addressed to the Office of the Sangguniang Panlungsod.

36.12

Assist Individuals with their Requests/Complaints/Feedbacks
Addressed to the Office of the Sangguniang Panlungsod.

36.13 – 36.14

Handling of Online Feedbacks and Complaints on SP Website

36.14 – 36.15

Access to Records through SP Bacoor Website

36.16

Feedback and Complaints Mechanism

36.17



LIST OF SERVICES

Sports Unit

External Services	Page Number
Provision of City Referees Services	37.2
Provision of Unity Band Services	37.3
Issuances of Trophies, Medals and Sports Equipments	37.4
Conduct of Sports Programs in Barangays	37.5
Accommodation of Sports Events	37.6 – 37.7
 Internal and External Services	
Use of STRIKE Fitness Center	37.8
Conduct of Sports Events (Public and Private)	37.9



LIST OF SERVICES

Office of the City Mayor – Tourism Operations

Internal and External Services	Page Number
Provision of Tourism and Historical Data	38.2
Delivery of Tour Guiding Services	38.3
Utilization of Local Parks and Cultural Properties	38.4
List of Fees	38.5
Implementation of Special Program for the Arts	38.6
Distribution of Tourism and Cultural Materials	38.7
Assistance on DOT Accreditation	38.8



LIST OF SERVICES

Office of the City Treasurer

External Services	Page Number
Real Property Tax (RPT)	39.2 – 39.3
Business Tax	39.4 – 39.5
Community Tax Certificate (CTC)	39.6
Transfer Tax	39.7 – 39.8
Miscellaneous Payments	39.9
Tax Clearance	39.10
Issuance of Checks	39.11
Issuance of Accountable Forms 51 and Form 16	39.12
 Internal Services	
Disbursement of Salaries and Allowances	39.13



LIST OF SERVICES

City Veterinary Services Office

External Services	Page Number
Rabies Vaccination	40.2
Registration of Dogs	40.3 – 40.4
Registration of Livestock	40.5
Redeeming Impounded Dog / Cat	40.6 – 40.8
Redeeming Impounded Livestock	40.9 – 40.10
Auction of Unclaimed Impounded Livestock	40.11 – 40.12
Adoption of Impounded Dog / Cat	40.13 – 40.14
Deworming	40.15 – 40.16
Immunization (5-in-1 vaccines)	40.16 – 40.17
Sterilization for Dogs and Cats	40.17 – 40.18
Euthanasia Service	40.19 – 40.20
Burial Service	40.20 – 40.21
Travel Permits for Dogs and Cats	40.22 – 40.24
Feedback and Complaints Mechanism	40.24



LIST OF SERVICES

Zoning and Land Development Department

Internal Services	Page Number
Land Survey of City of Bacoor Properties	41.2 – 41.4
External Services	
Special Survey Permit (Checking and Approval)	41.5 – 41.6
Zoning Inspection Fee (for Business Permit)	41.7 – 41.8
Zoning Classification / Certificate (For Trucking/Garage, LTFRB Renewal, Funeral Home, Chapel, Crematorium, Gas Station)	41.9 – 41.11
Land Use and Zoning/Locational Clearance (for Building Permit)	41.12 – 41.13
Development Permit	41.14 – 41.15



LIST OF SERVICES

City Accounting Office

Internal Services

Liquidation of Cash Advances

Page Number

1. 2 – 1.3

External Services

Processing of Disbursements

1.4 – 1.7

Issuance of Creditable Tax BIR Forms 2306 & 2307 and F2317

1.8 – 1.9

Barangay Financial Statements Report

1.10 – 1.11



LIST OF SERVICES

City Administrator's Office

Internal Services

Page Number

Administrative Support	2.2
Policy Formulation and Review	2.3
Approval of Leave of Absences, etc.	2.4

External Services

Approval of City Permits	2.5
Lease of Space in Public Cemeteries	2.6
Letter of Recommendation (Employment)	2.7



LIST OF SERVICES

City Agriculture Office

External Services	Page Number
Farmers Information Technology Services (Fits) Center	3.2 – 3.3
Distribution Of Vegetable And Palay Seeds	3.4
Depuration Facility	3.5 – 3.6
Community Fish Landing Center	3.7
Bantay Dagat/Fish Examiner Operation	3.8
Registration Of Farmers/Fisherfolks	3.9 – 3.10
Registration Of Fishing Vessel 3 Gross Tonnage & Below And Issue Permit To Operate	3.11 – 3.12
Issuance Of Motorboat Operator License (MBOL)	3.13
Registration Of Aquaculture	3.14 – 3.15
BoatR Registration	3.16
Assistance To Bacoor Agricultural – Mpc (Bampc)	3.17 – 3.18
Assistance To Mamamayan Para Sa Lambat –Mpc (Maynilad-MPC)	3.19
Assistance To City Agriculture And Fisheries Council (CAFC) / City Fisheries Aquatic Resources Management Council (CFARMC)	3.20
Da-Philippine Crop Insurance Corporation (PCIC) (Insurance Policies Assistance)	3.21-3.22
Registry System For Basic Sector In Agriculture (RSBSA)	3.23



LIST OF SERVICES

City Assessor's Office

External Services	Page Number
Transfer of Ownership of Real Property	4.2 – 4.5
Subdivision/Consolidation of Real Property	4.6 – 4.9
Reclassification of Real Property	4.10 – 4.13
New Assessment of Real Property	4.14 – 4.17
Reassessment of Real Property	4.18 – 4.21
Cancellation or Correction of Tax Declaration	4.22 – 4.25
Issuances of Certifications :	4.26 -4.28
Certified True Copy	
Certificate of No Improvement	
Certification of Aggregate Land Holdings	
Certificate of No Property for Specific Purpose	



LIST OF SERVICES

Bacoor Disaster Risk Reduction and Management Office

External Services	Page Number
Provision of Emergency Medical Services	5.2
Provision of Standby Emergency Medical Services	5.3
Provision of PNP/BFP Assistance	5.4
Provision of Traffic Information Assistance	5.5
Provision of Weather Monitoring and Advisory	5.6
Provision of Utilities Complaints Assistance	5.7
Provision of Trainings and Seminars	5.8
Provision of Disaster Management Operations	5.9



LIST OF SERVICES

Barangay Affairs Office

External Services

Page Number

Technical Assistance on the Documentary Requirements
(DILG and other agencies)

6.2

Barangay Visitation

6.3



LIST OF SERVICES

Business Permit and Licensing Office

External Services	Page Number
I. Issuance of Mayor's Permit and Business License (Permit)	7.2 – 7.3
A. Walk-in Business Permit Application for New and Renewal	7.3 – 7.6
B. Online New Business Permit Application Thru boss.bacoor.gov.ph	7.6 – 7.9
II. Issuance of Certificate of Business Registration	7.9 – 7.10
III. Issuance of Certificate of Additional Line of Business	7.11 – 7.12
IV. Issuance of Certificate of Change in Business Location / Business Name / Owner's Status / SEC Amendments	7.12 – 7.14
V. Issuance of Certificate of No Business or No Registration	7.14 – 7.15
VI. Issuance of Certificate of Business Retirement / Surrender / Closure of Business	7.15 – 7.17
VII. Issuance of List of Business Establishments and Response to Business Verifications	7.18
VIII. Business Establishment Inspection	7.19 – 7.20
IX. Filing of Complaints	7.20 – 7.21
List of Fees	7.22 – 7.24



LIST OF SERVICES

Bacoor Public Safety Unit

External Services

Page Number

Mayor's Security and Other VIP's

8.2

Halfway House, Girls' Home, Ciudad Malasakit,

8.3

Bacoor Coliseum and Vehicle Service
and Maintenance Unit Security



LIST OF SERVICES

Bacoor Traffic Management Department

External Services

Redemption of Driver's License and Payment of Penalty
Issuance of Traffic Clearance
Issuance of Excavation Permit
Filing of Complaint for Adjudication

Page Number

9.2 – 9.3
9.6 – 9.7
9.7 -9. 8
9.9

Internal Services

Traffic Enforcers Turn-over of Ordinance Violation Receipt
(OVR) and confiscated license

Page Number

9.4 – 9.5



LIST OF SERVICES

Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office

External Services	Page Number
Renewal of Motorized Tricycle Operator's Permit (MTOP)	10.2 – 10.4
Issuance of Motorized Tricycle Operator's Permit (MTOP) to tricycle that will change motor	10.5 – 10.7
Issuance of Motorized Tricycle Operator's Permit – Change Ownership	10.8 – 10.10
Issuance of MTOP Dropping Certification to Public Utility Tricycle to Revert the Motorcycle to Private	10.11 – 10.13
Issuance of New Motorized Tricycle Operator's Permit (MTOP) for New TODA	10.14 – 10.17
Various TODA Concerns and Riding Public Concerns	10.18



LIST OF SERVICES

City Budget Office

External Services

Page Number

Budget Execution	11.4, 11.8
Preliminary Review of Annual and Supplemental Budgets of Barangays and Sangguniang Kabataan	11.10, 11.11
Records Management	11.12
Budgeting Services	11.13

Internal Services

Page Number

Budget Preparation	11.2, 11.7
Budget Execution	11.4, 11.8
Budget Accountability	11.5, 11.9
Records Management	11.12
Budgeting Services	11.13



LIST OF SERVICES

City Cemetery Office

External Services	Page Number
Provision of New Niches	12.2
Transfer of Bones	12.3
Issuance of New Lease Contract	12.4
Renewal of Lease Contract	12.5



LIST OF SERVICES

City Environment and Natural Resources Office

Internal Services

Page Number

Provision of Clean and Green Project Supplies
and Materials

13.2

External Services

Availment of Permit to Operate for Junkshop

13.3 – 13.4

Internal and External Services

Availment of Endorsement Letter to PENRO
for Tree Cutting Permit Application

13.5 – 13.6

Filing of Environmental Complaints/Concerns
(Electronic Mail)

13.7 – 13.8

Filing of Environmental Complaints/Concerns)
(Public Assistance Desk)

13.9 – 13.10

Regular Collection of Solid Wastes

13.11 – 13.12

Request for Clean-up Drive Operation

13.13 – 13.14

Request for Disinfection Activity on Community Area

13.15 – 13.16

Request for Environmental Management Seminar

13.17 – 13.18

Request for Greening and Beautification Program,
Parks and Development

13.19 – 13.20

Settlement of Environmental Violation Citation Ticket

13.21

List of Fees

13.22 – 13.31



LIST OF SERVICES

City Engineering Office

External Services

Page Number

Issuance of Permits:

Excavation Permit

14.2 – 14.5

Sign/Signage Permit

14.5 – 14.6

Pole/Cabinet Location Permit

14.7 – 14.8



LIST OF SERVICES

CITY HEALTH OFFICE

External Services	Page Number
Animal Bite Treatment Center	15.2 – 15.3
Anti – Tuberculosis Program	15.4 – 15.5
Cataract Operation Services	15.6
Death Certificate	15.7
Dental Services – Oral Health Care	15.8 – 15.9
Family Planning Services	15.10
Health Permit	15.11 – 15.12
Immunization Services	15.13
Laboratory Examination	15.14 – 15.15
Lying – In Services	15.16 – 15.17
Maternal Health Care Services	15.18
Medical Certificate	15.19 – 15.20
Newborn Screening Services	15.21
Other Certification	15.22
Outpatient Consultation	15.23
Physical Therapy and Rehabilitation Services	15.24
Sanitary Permit	15.25 – 15.26



LIST OF SERVICES

City Information Office

Internal and External Services	Page Number
Uploading of Social Media Content	16.2 – 16.3
Publication of News Releases	16.4 – 16.5
Barker and Public Announcement	16.6
Text Brigade/ Text Blast	16.7
 Internal Services	
Calendar of Activities	16.8 – 16.9
Events Organization	16.10 – 16.11
Uploading of Materials on LED	16.12



LIST OF SERVICES

City Cooperative Development Office

External Services

Page Number

Pre- Registration Seminar (PRS)

17.2 – 17.3

Internal Services

Conduct of mandatory seminars/trainings
and other seminars needed by the cooperatives

17.4 – 17.5

Provide Management and Technical Advisory Services

17.6 – 17.8



LIST OF SERVICES

City Planning and Development Coordinator

External Services	Page Number
Barangay Annual Investment Program (AIP) Budget	18.7
Barangay Annual Investment Program Certification	18.8
Cities/Municipalities Competitiveness Index (CMCI)	18.9
Ecological Profile (EP)	18.10
Technical Assistance to walk-in/phone-in clients and other government agency	18.11
Internal Services	
Annual Accomplishment Report	18.12
Annual Investment Program (AIP)	18.13
Annual Physical Report of Operations	18.14
City Development Council Resolution	18.15
Comprehensive Land Use Plan (CLUP) Data	18.16
Local Development Investment Plan (LDIP)	18.17
Office Performance Commitment Review (OPCR) and Division Performance Commitment Review (DPCR)	18.18
Performance Management Team (PMT) Secretariat	18.19
Project Procurement Management Plan (PPMP)	18.20
Re- Engineering	18.21
Devolution Transition Plan 2022-2024 (DTP)	18.22-18.23



LIST OF SERVICES

City Social Welfare and Development Office

External Services	Page Number
Aids to Individual in Crisis Situation	19.2 – 19.5
Child Development Service	19. 6 – 19.8
Disaster Relief Assistance	19.8
A. Without Evacuation	19.8 – 19.10
B. With Evacuation Center	19.10 – 19.12
Girls' Home	19.12 – 19.18
Halfway House	19.18 – 19.22
Issuance of Solo Parent ID	19.22 – 19.23
Pre-Marriage Orientation and Counselling	19.23 – 19.25
Reach Out Project	19.25 – 19.27
Self-Employment Assistance/Sustainable Livelihood Program	19.27 – 19.29
Shelter for Boys	19.29 – 19.32
Social Services for Special Cases	19.33
A. Special Social Services for Children	19.33 – 19.35
B. Special Social Services for Elderly and PWD's	19.35 – 19.36
C. Special Social Services for Women in Especially Difficult Circumstances	19.36– 19.37
D. Special Tie-Up Project for Families	19.37 – 19.38
Supplemental Feeding Program	19.38
A. Availment of Dietary Program	19.38– 19.40
B. Availment of Ready to Use Therapeutic/ Supplemental Food	19.40 – 19.42
C. Barangay Nutrition Council Technical Assistance	19.42
D. Nutrition Education/Provision of Education Campaign Materials	19.43
Satellite Offices Staff Composition	19.44 - 19.45



LIST OF SERVICES

General Services Office

Internal Services

Page Number

Provide office supplies for different Offices	20.2
Procurement Procedure	20.3
Inspection and Acceptance	20.4
Property, Plant and Equipment (PPE) inventory and	20.5
Tagging Property Number	



LIST OF SERVICES

Human Resources Development and Management Department

Internal Services	Page Number
Employee Hiring and Appointment	21.2 – 21.4
Issuance of Personnel Certifications and Records	21.5
Processing of Employee Application for Leave of Absence	21.6
Various Personnel Concerns	21.7 – 21.9
 External Services	
Employee Hiring and Appointment	21.2 – 21.4
 On the Job Training / Senior High School Immersion Program	21.8 – 21.9
<i>(Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is not accommodated at the moment.)</i>	



LIST OF SERVICES

Housing Urban Development and Resettlement Department

External Services	Page Number
1. Assistance to ISF/Community association on Organizational matters	22.3 – 22.4
2. Investigation/validation on land and housing related concerns especially on demolition and eviction cases involving informal settler families (ISF) or association	22.4 – 22.5
3. Conduct of pre, actual and post relocation activities	22.6 – 22.9
4. Act as Mobilizer for ISF and urban poor association applying for Social Housing and Finance Corporation - Community Mortgage Program (CMP)	22.10 - 22.12
5. Assistance to ISF and urban poor association on Meralco and Maynilad application	22.12 -22.13
6. Assistance to ISF and urban poor association requesting for a certification needed by concerned agencies for registration purpose/s and for availing any government programs	22.14
Internal Services	
Secretariat to the Housing Urban Development and Resettlement Board, Local Inter-Agency Committee (LIAC), and Beneficiary Selection Awards and Arbitration Committee (BSAAC) meetings	22.3 - 22.14



LIST OF SERVICES

Local Civil Registry Office

External Services	PageNumber
Timely Registration of Certificate of Live Birth (COLB)	23.2
Late Registration of Certificate of Live Birth (COLB)	23.3 - 23.4
Application of Marriage License	23.5 - 23.7
Timely Registration of Certificate of Marriage (COM)	23.7 - 23.8
Late Registration of Certificate of Marriage (COM)	23.9 - 23.10
Timely Registration of Certificate of Death (COD)	23.11
Late Registration of Certificate of Death (COD)	23.12 – 23.13
Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement	23.14 – 23.15
Registration of Court Orders/Decrees and request of Annotated Record	23.16 – 23.18
Filling for Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE) under R.A. 9048 & 10172	23.19 – 23.23
Issuance of Certified True Copy and Transcription of Record of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.	23.24 – 23.25



LIST OF SERVICES

Office of the City Legal Service

Internal and External Services	Page Number
Receiving of Complaint/s Against City Employees	24.2 – 24.4
Review of Legal Documents and Availment of Legal Opinion	24.5 – 24.7
Walk-in / Referral for Legal Advice	24.8



LIST OF SERVICES

City Livelihood and Development Office

External Services	Page Number
Barangay - Based Livelihood Skills Training (Alagang Ate Lani Caravan)	25.3
Center – Based Livelihood Skills Training	25.4
TESDA - Technical Skills Training/ Scholarship Program	25.5
DOST - Grants-In-Aid (GIA), Small Enterprise Technology Upgrading Program (SETUP) Food Safety Seminar	25.6
DTI - Registration of Business Name	25.7
DTI - Issuance of BMBE Certificate of Authority	25.8



LIST OF SERVICES

OFFICE OF THE MAYOR - (Secretariat)

External Services	Page Number
Issuance of Oath of Office	26.2
Preparation and Issuance of	26.3
a. Certification	
b. Endorsements	
c. Recommendations	
Receiving and Responding of Incoming Documents (Letter Request, Proposal, Complaints, etc.)	26.4 - 26.5
Reservation of Function Halls (Villar, Revilla and Gawaran Hall)	26.6
Solemnization of Marriage (Civil Wedding Ceremony)	26.7
Internal Services	
Issuance of Authority to Travel	26.8
Receiving and Releasing of Documents for Signature of the City Mayor	26.9
Schedule of Appointments with the City Mayor	26.10



LIST OF SERVICES

Management Information System Office

External Services

Page Number

Mayor's Permit to Work

27.2

Mayor's Clearance

27.3

Recommendation / Referral Letter

27.4

Solidarity Route Sticker

27.5



LIST OF SERVICES

Office of the Building Official

External Services	Page Number
Application for Building Permit	28.2 – 28.10
Application for Extension/Renovation Permit (Residential 20m ² floor area or less)	28.11 – 28.16
Application for Renovation Permit (Commercial Interior Fit-out)	28.17 – 28.22
Application for Building Permit (Commercial PTTI)	28.23 – 28.28
Application for Fencing Permit	28.29 – 28.33
Application for Sign Permit (Business Sign & Billboard/Signboard)	28.34 – 28.38
Application for Mechanical Permit (Permit to Install)	28.39 – 28.41
Application for Electrical Permit (Upgrading & Solar Net Metering)	28.42 – 28.45
Application for Electronic Permit	28.46 – 28.49
Application for Demolition Permit	28.50 – 28.53
Application for Excavation and Ground Preparation Permit (Commercial Highly Technical Application)	28.54 – 28.58
Application for Certificate of Occupancy/Use	28.59 – 28.62
Application for Change of Use or Occupancy	28.63 – 28.66
Application for Certificate of Final Electrical Inspection (New Building with COO within 1year of Issuance)	28.67 – 28.69
Application for Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)	28.70 – 28.73
Application for Certificate of Final Electrical Inspection (Solar Net Metering)	28.74 – 28.77
Application for Certificate of Final Electrical Inspection (Temporary Service Connection)	28.78 – 28.81
Application for Certificate of Operation (Mech. Permit to Operate)	28.82 – 28.86
Application for Sign Permit Renewal (Annual Billboard/Signboard)	28.87 – 28.89
Application for Certificate of Annual Inspection	28.90 – 28.92
Processing of Building Assessment (Business Permit)	28.93 – 28.98
Processing of Request for Certified True Copy & Other Certification	28.99 – 28.100
Filing of Complaint	28.101 – 28.102



LIST OF SERVICES

Office of the Senior Citizens Affairs

External Services	Page Number
Issuance of Senior Citizen ID and Purchase Booklet	29.2 – 29.3
Issuance of OSCA Certifications	29.4 – 29.5
Philhealth Application	29.5 – 29.7
Provincial Burial Assistance	29.8 – 29.9



LIST OF SERVICES

Office of the Vice Mayor

External Services	Page Number
Medical Help	30.2
Solicitations / Request Letter	
Complaints / Inquiries	30.3
Internal Services	
Authority to Travel	30.4
Feedback and Complaints Mechanism	30.5



LIST OF SERVICES

Public Employment Service Office

OFW Help Desk Office

External Services (PESO)	Page Number
Job Referral and Placement	31.2 – 31.3
Employment Programs	
• Job Fairs	31.4 – 31.6
• Local Recruitment Activity (LRA)	31.7 – 31.9
• Special Recruitment Activity (SRA)	31.7 – 31.9
Special Program for the Employment of Students (SPES)	31.9 – 31.11
 External Services (OFW Help Desk Office)	
Processing of Benefits and Claims form OWWA	
• Balik Pinas – Balik Hanapbuhay	31.12 – 31.13
• Medical – Disability Assistance	31.13 – 31.14
• OFW Dependent Scholarship Program	31.15 – 31.16
• Education for Development Scholarship Program	31.16 – 31.18
• Skills for Employment Scholarship Program	31.18 – 31.20



LIST OF SERVICES

Political Affairs Office

External Services

Page Number

CBD RP-LMR 60Days Program

(Lingap Mapagkalingang Rehabilitasyon)

32.2 – 32.4

Drug Dependency Examination

32.5

Internal and External Services

Various Concerns

32.6



LIST OF SERVICES

City Population Office

	Page Number
Profile , Vision, Mission	33.1
Thrust	33.2
External Services	
Pre Marriage Orientation and Counseling (PMOC)	33.3 – 33.5
Responsible Parenthood and Family Planning Class	33.6 – 33.8
Adolescent Health and Youth Development Program	33.9 – 33.11



LIST OF SERVICES

Persons with Disability Affairs Office

External Services

Page Number

Application for PWD ID

34.2 – 34.3



LIST OF SERVICES

Scholarship Unit

External Services

Page Number

Online Application of Scholarship for HS, SHS and Colleges

35.2 – 35.4

Processing of Budgetary Requirements

35.5

Releasing of Financial Assistance to the Qualified Students

35.6



LIST OF SERVICES

Office of the Sangguniang Panlungsod

Page Number

Mandate, Vision, Mission

36.1 – 36.2

Service Pledge

36.2 – 36.3

Internal and External Services

Issuance of Certified True Copies of Various Documents
(Resolutions/Ordinances, others)

36.4 – 36.5

Issuance of Certifications and Records

36.6

Issuance of Certified True Copies of Various Documents
(Committee Reports, Committee Minutes, Agenda, others)

36.7 – 36.8

Inclusion of Various Matters in the Weekly Agenda of
the Office of the Sangguniang Panlungsod

36.9 – 36.11

Assistance to Individuals with their Inquiries, Requests
Addressed to the Office of the Sangguniang Panlungsod.

36.12

Assist Individuals with their Requests/Complaints/Feedbacks
Addressed to the Office of the Sangguniang Panlungsod.

36.13 – 36.14

Handling of Online Feedbacks and Complaints on SP Website

36.14 – 36.15

Access to Records through SP Bacoor Website

36.16

Feedback and Complaints Mechanism

36.17



LIST OF SERVICES

Sports Unit

External Services	Page Number
Provision of City Referees Services	37.2
Provision of Unity Band Services	37.3
Issuances of Trophies, Medals and Sports Equipments	37.4
Conduct of Sports Programs in Barangays	37.5
Accommodation of Sports Events	37.6 – 37.7
 Internal and External Services	
Use of STRIKE Fitness Center	37.8
Conduct of Sports Events (Public and Private)	37.9



LIST OF SERVICES

Office of the City Mayor – Tourism Operations

Internal and External Services	Page Number
Provision of Tourism and Historical Data	38.2
Delivery of Tour Guiding Services	38.3
Utilization of Local Parks and Cultural Properties	38.4
List of Fees	38.5
Implementation of Special Program for the Arts	38.6
Distribution of Tourism and Cultural Materials	38.7
Assistance on DOT Accreditation	38.8



LIST OF SERVICES

Office of the City Treasurer

External Services	Page Number
Real Property Tax (RPT)	39.2 – 39.3
Business Tax	39.4 – 39.5
Community Tax Certificate (CTC)	39.6
Transfer Tax	39.7 – 39.8
Miscellaneous Payments	39.9
Tax Clearance	39.10
Issuance of Checks	39.11
Issuance of Accountable Forms 51 and Form 16	39.12
 Internal Services	
Disbursement of Salaries and Allowances	39.13



LIST OF SERVICES

City Veterinary Services Office

External Services	Page Number
Rabies Vaccination	40.2
Registration of Dogs	40.3 – 40.4
Registration of Livestock	40.5
Redeeming Impounded Dog / Cat	40.6 – 40.8
Redeeming Impounded Livestock	40.9 – 40.10
Auction of Unclaimed Impounded Livestock	40.11 – 40.12
Adoption of Impounded Dog / Cat	40.13 – 40.14
Deworming	40.15 – 40.16
Immunization (5-in-1 vaccines)	40.16 – 40.17
Sterilization for Dogs and Cats	40.17 – 40.18
Euthanasia Service	40.19 – 40.20
Burial Service	40.20 – 40.21
Travel Permits for Dogs and Cats	40.22 – 40.24
Feedback and Complaints Mechanism	40.24



LIST OF SERVICES

Zoning and Land Development Department

Internal Services	Page Number
Land Survey of City of Bacoor Properties	41.2 – 41.4
 External Services	
Special Survey Permit (Checking and Approval)	41.5 – 41.6
Zoning Inspection Fee (for Business Permit)	41.7 – 41.8
Zoning Classification / Certificate (For Trucking/Garage, LTFRB Renewal, Funeral Home, Chapel, Crematorium, Gas Station)	41.9 – 41.11
Land Use and Zoning/Locational Clearance (for Building Permit)	41.12 – 41.13
Development Permit	41.14 – 41.15



LIST OF SERVICES

City Accounting Office

Internal Services

Liquidation of Cash Advances

Page Number

1. 2 – 1.3

External Services

Processing of Disbursements

1.4 – 1.7

Issuance of Creditable Tax BIR Forms 2306 & 2307 and F2317

1.8 – 1.9

Barangay Financial Statements Report

1.10 – 1.11



CITY ACCOUNTING OFFICE

(Internal and External Services)

The City Accounting Office takes charge of both the accounting and internal audit services of the city. Prepares and submits financial statements to the Local Chief Executive and to the Sangguniang Panlungsod. Apprise the sanggunian and other local government officials on the financial condition and operations of the city. The City Accounting Office responsible in the recording, classifying, analyzing, summarizing and communicating all transactions involving the receipt and disposition of the city, barangays and other government funds.



1. PROCESSING OF LIQUIDATION FOR CASH ADVANCE (GENERAL FUND, SPECIAL EDUCATION FUND and TRUST FUND)

Office or Division:	Accounting Office			
Classification:	Simple / Technical			
Type of Transaction:	G2C Government to Government			
Who may avail:	City Officers and Employees (Permanently Appointed)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Liquidation Report with Complete Supporting Documents as prescribed under COA Circular No. 97-002 dated February 10, 1997 and reiterated in COA Circular No. 2009-002 dated May 18, 2009 and Section 89 of PD No. 1445 			City Officers and Employees (Permanent)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present / submit Liquidation Report with complete supporting documents	1.1 Accepts the Liquidation Report with complete documents.	None	2 minutes	Prencisa Mercado <i>Admin Aide IV</i>
	1.2 Verifies the completeness of the supporting documents of the liquidation	None	1-2 days for AICS, PCSO and other Trust Fund. 10 minutes for Individual Liquidation	Edna Eugenio <i>Admin Asst I (Gen Fund)</i> Victor Contawe <i>Clerk (SEF)</i> Jovita Diola <i>Admin Asst. VI (Trust Fund)</i>



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepares Journal Entry Voucher	None	3 minutes	Edna Eugenio <i>Admin Asst I</i> (Gen Fund) Victor Contawe <i>Clerk</i> (SEF) Jovita Diola <i>Senior Admin Asst. II</i> (Trust Fund)
	1.4 Reviews and signs the Journal Entry Voucher	None	2 minutes	Jerry Macalatan <i>City Accountant</i> Abbey Charles Gawaran <i>Asst. Dept Head</i>
		Total:	2 days and 17 minutes	



2. PROCESSING OF DISBURSEMENTS

Financial Transactions and Operations of any government agency as provided under Section 4 of PD No. 1445

Office or Division:	Accounting Office	
Classification:	Complex / Highly Technical	
Type of Transaction:	G2G Government to Government G2C Government to Citizen	
Who may avail:	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">Documentary Requirements for Common Government Transaction as prescribed under COA Circular No. 2012-001 dated June 14, 2012 (Specific Requirements for Each Type of Disbursement)		Contractors, Suppliers and End Users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present / submit Disbursement Vouchers with complete supporting documents	1.1 Accepts and records in the logbook the disbursement vouchers with complete documents submitted for payment.	None	2 minutes	Prencisa Mercado <i>Admin Aide IV</i>
	1.2 Logs in the Index for Payment of General Fund, SEF and Trust Fund	None	3 minutes	Maria Cristina Conte <i>Admin Asst. III</i> Victor Contawe <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verifies / reviews the completeness of the supporting documents depending on the transactions and its supporting documents. Basis for reviews are subject to COA's requirements.	None	20-40 Minutes - Infrastructure Projects / Goods / PPE 15 Minutes - Utilities & Financial Assistance 15 Minutes - Seminar & Transportation 20-40 Minutes - Payroll (Permanent / Casual & Job Order Personnel)	Floren Pama <i>Admin Officer V</i> Rosemarie Pardilla <i>Admin Officer IV</i> Emma Lorenzo <i>Admin Officer II</i> Ma. Cristina Conte <i>Admin Asst. III</i> Edna Eugenio <i>Admin Asst I</i> Sheila Naig <i>Admin Aide VI</i>
	1.4 Prepares Journal Entry Vouchers	None	2 minutes	Judy Barron <i>Admin Asst VI</i> Wilfredo Calinisan <i>Admin Asst V</i> Mark Joseph Manuel <i>Admin Asst II</i>
	1.6 Reviews and approves DV and JEV	None	2 minutes	Jerry Macalatan <i>City Accountant</i> Abbey Charles Gawaran <i>Asst. Dept Head</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Signs the DV and JEV	None	1 minute	Jerry Macalatan <i>City Accountant</i> Abbey Charles Gawaran <i>Asst. Dept Head</i>
	1.8 Records and assigns DV numbers	None	2 minutes	Roland Ablang <i>Admin Aide VI</i>
	1.9 Logs and transmits the signed DV and JEV to Treasury Office for cheque preparation	None	2 minutes	Shany Vie Cadigal <i>Admin Aide VI</i> Prencisa Mercado <i>Admin Aide IV</i>
2. Treasury Office forwards the prepared cheque including with fully signed DV by the Local Chief Executive (LCE) and City Treasurer to Accounting Office for the preparation of Accountant's Advice	2.1 Receives the prepared cheque and posts the Disbursement Voucher to Summary Check Issued File	None	2 minutes	Judy Barron <i>Admin Asst VI</i>
	2.2 Prepares Accountant's Advice	None	2 minutes	Edna Eugenio <i>Admin Asst I</i> Sheila Naig <i>Admin Aide VI</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepares BIR Forms 2306 / 2307 for Utilities	None	2 minutes	Judy Barron <i>Admin Asst VI</i> Edilyn Francisco <i>Admin Asst V</i>
	2.4 Signs Accountant's Advice	None	1 minute	Jerry Macalatan <i>City Accountant</i> Abbey Charles Gawaran <i>Asst. Dept Head</i>
	2.5 Releasing of the Accountant's Advice	None	1 minute	Sheila Naig <i>Admin Aide VI</i>
	2.6 Forwarding of Accountant's Advice to the banks (DBP and LBP)	None	30 minutes	Sheila Naig <i>Admin Aide VI</i>
		Total:	1 hour & 53 minutes	



3. ISSUANCE OF CREDITABLE TAX BIR FORMS 2306 & 2307 and F2316

Office or Division:	Accounting Office			
Classification:	Simple / Technical			
Type of Transaction:	G2G Government to Government G2C Government to Citizen			
Who may avail:	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request for the issuance of Creditable Tax BIR Forms 2306 & 2307 and F2316 as prescribed under Revenue Memorandum Circular 24-2015; BIR Revenue Regulation (RR No. 2-2015) 			Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of Client for the Issuance of Creditable Tax BIR Forms 2306 & 2307 and 2316	1.1 Verifies the transactions completed with City Government	None	5 minutes	Edilyn Francisco <i>Admin Asst V</i>
	1.2 Prepares the Creditable Tax BIR Forms 2306 & 2307 upon request of the creditors (contractors, suppliers and bills). Annually prepares the BIR Form 2316 for the city employees	None	5 minutes for the Creditable BIR Form 2306 & 2307; 5 minutes for BIR Form 2316 for the city employees	Edilyn Francisco <i>Admin Asst V</i> Judy Barron <i>Admin Asst VI</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews and signs the BIR Forms 2306 & 2307 and for the city employees	None	2 - 5 minutes	Jerry Macalatan <i>City Accountant</i>
	1.4 Releasing of the BIR Forms 2306 & 2307 and F2316	None	1 – 2 minutes	Edilyn Francisco <i>Admin Asst V</i> Judy Barron <i>Admin Asst VI</i>
		Total:	22 minutes	



4. BARANGAY FINANCIAL STATEMENTS REPORT

Preparation of Barangay Financial Statements

Office or Division:	Accounting Office			
Classification:	Complex / Technical			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Barangay Captains and Barangay Treasurers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Disbursements supported with complete documentation as prescribed under COA Circular 2019-001 dated January 30, 2019 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present / Submit Barangay Vouchers with complete supporting documents	1.1 Accepts the submitted Disbursement Vouchers with the complete supporting document;	None	2 minutes	Nerissa Guinto <i>Admin Aide IV</i>
	1.2 Reviews and encodes the submitted vouchers together with supporting documents per barangay and prepares the Journal Entry Voucher (JEV);	None	5 - 10 minutes	Rosemarie Pardilla <i>Admin Officer IV</i> Jovita Diola <i>Senior Admin Asst. II</i> Edilyn Francisco <i>Admin Asst V</i> Wilfredo Calinisan <i>Admin Asst V</i> Mark Manuel <i>Admin Asst II</i> Jhobien Mariano <i>Admin Asst II</i> Roland Ablang <i>Admin Aide VI</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verifies the Financial Statements against the Bank Statement and Disbursing Vouchers monthly;	None	10 minutes	Rosemarie Pardilla <i>Admin Officer IV</i> Jovita Diola <i>Senior Admin Asst. II</i> Edilyn Francisco <i>Admin Asst V</i> Wilfredo Calinisan <i>Admin Asst V</i> Mark Manuel <i>Admin Asst II</i> Jhobien Mariano <i>Admin Asst II</i> Roland Ablang <i>Admin Aide VI</i>
	1.4 Submits the Financial Statements of 73 Barangays for approval	None	2 – 3 days	Rosemarie Pardilla <i>Admin Officer IV</i> Jovita Diola <i>Senior Admin Asst. II</i> Edilyn Francisco <i>Admin Asst V</i> Wilfredo Calinisan <i>Admin Asst V</i> Mark Manuel <i>Admin Asst II</i> Jhobien Mariano <i>Admin Asst II</i> Roland Ablang <i>Admin Aide VI</i>
	1.5 Reviews and approves the daily Journal Entry Voucher and Monthly Financial Statements.	None	25 to 35 minutes	Jerry C. Macalatan <i>City Accountant</i> Abbey Charles Gawaran <i>Asst. Dept Head</i>
		Total:	3 days & 57 minutes	





LIST OF SERVICES

City Administrator's Office

Internal Services	Page Number
Administrative Support	2.2
Policy Formulation and Review	2.3
Approval of Leave of Absences, etc.	2.4
 External Services	
Approval of City Permits	2.5
Lease of Space in Public Cemeteries	2.6
Letter of Recommendation (Employment)	2.7



CITY ADMINISTRATOR'S OFFICE

The City Administrator's Office is a mandatory office created by Republic Act No. 10160 otherwise known as "The Charter of the City of Bacoor", headed by a City Administrator who shall: develop plans and strategies, assist in the coordination of the work of all the officials of the city, establish a sound personnel program, conduct a continuing organizational development, be in the frontline of the delivery of administrative support services, and recommend/advise on matters of management/administration of the city. The City Administrator also represents the City Mayor in important events and in some ministerial transactions.



1. ADMINISTRATIVE SUPPORT

The Office assists in the coordination of the work of officials of the City under the direction and control of the City Mayor, and provides general administrative support services particularly those related to situations during and in the aftermath of the of man-made and natural disasters or calamities. Included under these services are the response to queries, requests, and reports.

Office or Division:	City Administrator's Office (CAO)			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the <i>Sangguniang Panlungsod</i> .			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement, together with the attached letter of inquiry, request or report that needs administrative action;		Concerned offices endorsing the query, request, or report.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned department/ office/ unit Forwards the concern with attachments	1.1. Receives the letter-endorsement, encode the details in the records	None	1 minute	Admin Staff
	1.2. Prepares the response letter and/or contacts the concerned officer of the action taken	None	5 days	City Administrator Supervising Administrative Officer
2. The requesting office is notified of the action taken	2. Notify the requesting department/ office/ unit	None	1 minute	Admin Staff
		Total:	5 days + 2 minutes	



2. POLICY FORMULATION AND REVIEW

This has reference to the mandate of the CAO to develop plans and strategies on the management and administration-related projects of the City, to establish a sound personnel program and to conduct a continuing organizational development in view of instituting effective administrative reforms.

Office or Division:	City Administrator's Office (CAO)			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the <i>Sangguniang Panlungsod</i> .			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter addressed or endorsed to CAO: <ul style="list-style-type: none"> Identifying a particular policy or strategy The arising issues and/or controversies 			City Government of Bacoor: Department or unit concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office forwards the letter-endorsement with all of relevant and applicable attachments	1.1. Receives the letter-endorsement, encode the details	None	1 minute	Admin Staff
	1.2. Prepares the appropriate policy or strategy; contacts the concerned officer of the action taken	None	5 days	City Administrator Supervising Administrative Officer
2. The endorsing office receives the policy memo	2. The policy memo is released to endorsing department/ office/ unit	None	1 minute	Admin Staff
		Total:	5 days + 2 minutes	



3. APPROVAL OF LEAVE OF ABSENCES, TRAVEL ORDERS, OBLIGATION REQUESTS, AND OTHER INTERNAL TRANSACTION DOCUMENTS

These are functions delegated by the City Mayor to the City Administration for ministerial transactions to ensure efficient processing of internal transaction documents.

Office or Division:	City Administrator's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	All city officers and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents endorsed for signature by the City Administrator		City Government of Bacoor: Department or unit concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the Leave of Absences, Travel Orders, Obligations Requests, and other internal transaction documents with all of relevant and applicable attachments	1.1. Receives and reviews the internal transaction document	None	2 minutes	Admin Staff
	1.2. The City Administrator signs or rejects the document	None	1 minute	City Administrator
2. The endorsing office receives the approved/ disapproved document	2. The approved/ disapproved application is released to endorsing department/ office/ unit	None	1 minute	Admin Staff
		Total:	4 minutes	



4. APPROVAL OF CITY PERMITS

This is for the delegated ministerial approval (or disapproval) of permits pertaining to applications for:

- Mayor's Permit for Work – c/o Management Information System (MIS)
- Mayor's Permit for Business and Contractor's Permit – c/o Business Permit and Licensing Department
- Building Permit, Ancillary Permits, and Certificates of Occupancy – Office of the Building Official

Office or Division:		City Administrator's Office (CAO)		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen G2G Government to Government (inter-office)		
Who may avail:		Regulatory offices under the Local Chief Executive, general public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement to CAO, together with completely and correctly filled up forms and applicable attachments (<i>refer to appropriate regulatory offices for a complete listing</i>)			Management Information System Office of the City Mayor Business Permit and Licensing Dept. Office of the Building Official	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regulatory office concerned forwards the letter-endorsement with all the attachments	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Review of the Permit application for permit and if the appropriate fees are paid	None	1 minute	Supervising Administrative Officer Admin Staff
	1.3. The City Administrator approves/disapproves the permit	None	1 minute	City Administrator
2. The endorsing office receives the approved/disapproved application	2. The approved/disapproved application is released to endorsing department/ office/ unit for turnover to the client	None	1 minute	Admin Staff
		TOTAL	4 minutes	



5. LEASE OF SPACE IN PUBLIC CEMETERIES

As part of social services to indigent families, they may avail of lease of space in public cemeteries for a period of five (5) years, which may be renewed/extended for increments of five (5) years. The City Administrator represents the City mayor in signing the lease.

Office or Division:		City Administrator's Office (CAO)		
Classification:		Simple		
Type of Transaction:		G2C Government to Client G2G Government to Government (inter-office)		
Who may avail:		General public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement to CAO, together with completely and correctly filled up and signed Contract of Lease			City Cemetery Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regulatory office concerned forwards the Contract of Lease	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Reviews the accomplished Contract of Lease	None	1 minute	Supervising Administrative Officer Admin Staff
	1.3. The City Administrator signs/ rejects the Contract of Lease	None	1 minute	City Administrator
2. The applicant receives the document through the regulatory office	2. The approved/ disapproved Contract of Lease is released to applicant through the regulatory office	None	1 minute	Admin Staff
		Total:	4 minutes	



6. LETTER OF RECOMMENDATION (EMPLOYMENT)

This is an extended service provided to residents of Bacoor City who would like to apply for a job. The letter is drafted by the Management Information System and forwarded to the CAO for signature.

Office or Division:	City Administrator's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government (inter-office)			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement to CAO of the Draft Letter of Recommendation		Management Information System (MIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client, through MIS, forwards the Draft Letter of Recommendation to CAO	1.1. Receives the draft Letter of Recommendation	None	1 minute	Admin Staff
	1.2. Reviews the Draft Letter of Recommendation	None	1 minute	Supervising Administrative Officer; Admin Staff
	1.3. The City Administrator signs/ rejects the Letter of Recommendation	None	1 minute	City Administrator
2. The applicant receives the copy of signed letter of approval / denial from MIS	2. The approved/ disapproved Letter of Recommendation is released to applicant through MIS	None	1 minute	Admin Staff
		TOTAL	4 minutes	



LIST OF SERVICES

City Agriculture Office

External Services	Page Number
Farmers Information Technology Services (Fits) Center	3.2 – 3.3
Distribution Of Vegetable And Palay Seeds	3.4
Depuration Facility	3.5 – 3.6
Community Fish Landing Center	3.7
Bantay Dagat/Fish Examiner Operation	3.8
Registration Of Farmers/Fisherfolks	3.9 – 3.10
Registration Of Fishing Vessel 3 Gross Tonnage & Below And Issue Permit To Operate	3.11 – 3.12
Issuance Of Motorboat Operator License (MBOL)	3.13
Registration Of Aquaculture	3.14 – 3.15
BoatR Registration	3.16
Assistance To Bacoor Agricultural – Mpc (Bampc)	3.17 – 3.18
Assistance To Mamamayan Para Sa Lambat –Mpc (Maynilad-MPC)	3.19
Assistance To City Agriculture And Fisheries Council (CAFC) / City Fisheries Aquatic Resources Management Council (CFARMC)	3.20
Da-Philippine Crop Insurance Corporation (PCIC) (Insurance Policies Assistance)	3.21-3.22
Registry System For Basic Sector In Agriculture (RSBSA)	3.23



CITY AGRICULTURE OFFICE

(External Services)

The City Agriculture Office is a local government office mandated to carry out sincere reforms and genuine transformation that would improve the lives of the City's registered farmers and fisherfolks as well as our agricultural entrepreneurs, consumers, and the citizenry. It conducts forecasting, development, management and administration of programs to offer agricultural extension services to registered farmers/fisherfolks, ordinary citizens, and youth.

It upholds connection and coordination with the National, Regional, Provincial Agencies as well as Local Government units, and other Civil Clubs/ Organizations in the City for countless services and effectiveness in the production and administration of agro-fishery resources, and in the conservation and management of Mangrove forest. Republic Act No. 7160 otherwise known as The Local Government Code of the Philippines was approved by the year 1991. The extension workers and some of the properties of the National Government Agencies (NGAs) were devolved to the Local Government Units (LGUs) all over the country by the year 1993. One of the purposes of devolution is to prepare the manpower required to deliver the basic services punctually and aptly to the clientele.

As of now, the City Agriculture Office is administering seventy-three (73) barangays. 10 Barangays are dedicated for fishery and aquaculture propagation and management while 5 Barangays are dedicated to agriculture propagation, management, and resources.



1. FARMERS INFORMATION AND TECHNOLOGY SERVICE (FITS)

Farmers Information & Technology Service is an information and technology delivery service facility which is aimed at improving access of farmers, fisherfolks, traders, processors, entrepreneurs and other stakeholders to information & technologies in agriculture, fisheries and natural resources.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail	Farmers, Fisherfolks. Traders, Processors, Entrepreneurs and Citizen of Bacoor City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
This will depend on the concerns presented by the client.		Agriculture Office / FITS Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office regarding their concerns.	1.1 Interview by City Agriculture personnel	None	30 minutes to one hour	Allan G. Chua <i>OIC-City Agriculture Office</i>
	1.2 Provision of technology information in various formats.			Abigail Peñalba <i>Agri -Tech Palay</i>
	1.3 Access to global information through the internet			Delaiza Rabanes <i>Agri -Tech Organic</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Technology clinics and training 1.5 Production, dissemination of IEC materials 1.6 Technical advisory and consultancy 1.7 Linking clients to agricultural experts	None	30 minutes to one hour	Joshua Francoise Clark Ener Villaluz <i>Agri Tech</i> <i>Fishery Law Enforcement</i> Marlon Cabornay <i>Clerk/ Fishery Law Enforcement</i> Angelu Delos Santos <i>Clerk</i> Gerald Matthew Giron <i>Clerk</i>
2. Client must sign in at the record book for their personal information (Name, address and contact number).	2. Record purposes and monitoring	None	1 minute	Marlon Cabornay <i>Clerk/ Fishery Law Enforcement</i> Angelu Delos Santos <i>Clerk</i> Gerald Matthew Giron <i>Clerk</i>
Total:			1-hour maximum	



2. DISTRIBUTION OF VEGETABLE AND PALAY SEEDS

City Agriculture office is responsible for the distribution of free palay and vegetable seeds.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail	Farmers, Fisherfolks. 4P's, and Citizen of Bacoor City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Area to be planted What crops Location of Farm 		Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance, Client must sign in at the record book for their personal information (Name, address and contact number).	1. Interview by City Agriculture personnel 1.2 Releasing of palay seeds 1.3 Releasing of vegetable seeds	None	30 minutes	Agriculture Office Staff
Total:			27 minutes	



3 DEPURATION FACILITY

It is a new technology for the mussel grower to improve the quality of their product. Depuration lowers the content of coliform and focal coli of the mussel product.

Office or Division:		City Agriculture Office		
Classification:		Simple		
Type of transaction:		G2C Government to Citizen		
Who may avail		Mussel growers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Mussel and oyster 			Aquaculture Farm	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mussel grower must bring their product to the depuration facility on a limited volume	1.1 Interview by City Agriculture personnel	None	5 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i> Joshua Francoise Clark Ener Villaluz <i>Agri Tech Fishery Law Enforcement</i>
	1.2 Sorting	None	15 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri -Tech Fishery Law Enforcement</i>



CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Depuration process	None	3 hours	Joshua Francoise Clark Ener Villaluz <i>Agri Tech Fishery Law Enforcement</i>
	1.4 Releasing	None	5 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri Tech Fishery Law Enforcement</i>
Total:			3 hours and 25 minutes	



4 COMMUNITY FISH LANDING CENTER (CFLC)

The establishment of fisheries post-harvest infrastructure and facilities, particularly Community Fish Landing Centers (CFLCs) is a part of the ongoing collaboration between the Bureau of Fisheries and Aquatic Resources (BFAR), Philippines Fisheries Development Authority (PFDA), and the Local Government Units (LGUs) and other partner government agencies in line with the fisheries poverty reduction framework.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Fisherfolks and Citizen of Bacoor City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Must be a registered fisherfolks 		Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Allow fisherfolks to sell Bacoor City aquaculture primary commodity fish/mussel/oyster and other marine product	1. Monitoring of daily production	None	2 hours	Allan G. Chua <i>OIC-City Agriculture Office</i> Joshua Francoise Clark Ener Villaluz <i>Agri-Tech</i>
		Total:	2 hours	



5 BANTAY DAGAT/FISH EXAMINER OPERATION

Is a Fishery Law Enforcement group that implements city ordinances and are tasked to deter, prevent and eliminate illegal, unreported, and unregulated fishing activities in municipal water.

Office or Division:		City Agriculture Office		
Classification:		Simple		
Type of transaction:		G2C Government to Citizen		
Who may avail		Fisherfolks and Citizen of Bacoor City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> This will depend on the concerns presented by the client. Must be a registered fisherfolks 		Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office regarding their concerns.	1.1 Interview by City Agriculture personnel 1.2 Data information Reviewed by Agricultural Technician 1.3 Conduct fishery information campaign against all form of illegal fishing 1.4 Act as government witness in court for the speedy prosecution of criminal complaints against fishery violators	None	30 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i> Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i> Bantay Dagat Operatives
Total:			30 minutes	



6 REGISTRATION OF FISHERFOLK (FishR)

Process of enlisting fisherfolks for the purpose of determining priorities among them, of limiting entry into municipal waters and monitoring activities and or other purposes.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> People directly or personally and physically engaged in taking and or culture and processing fishery and or aquatic resources 		Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office regarding their concerns.	1. Interview by City Agriculture personnel	None	30 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i> Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>
2. Fill-out of Registration form	2. Data Information Review	None	10 minutes	Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>



CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Certification by applicant and date accomplished, thumb mark	3.1 Approved by M/CAO	None	3 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i>
	3.2 Data encoding at FishR data system of Central Office BFAR for the fisherfolk registration	None	5 minutes	Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>
	3.3 Issuance of Fisherfolk I.D.			Angelu Delos Santos <i>Clerk</i>
Total:			48 minutes	



7 REGISTRATION OF FISHING VESSEL 3 GROSS TONAGE & BELOW AND ISSUANCE OF PERMIT TO OPERATE

Issued by the City of Bacoor, Cavite under provision of Executive Order No. 305 by the President of the Philippines and Municipal Ordinance No. 02 Series of 2006.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Must bring admeasurements of fishing vessel 3 gross tonnage below with color coding apple green and signed by the admeasuring officer BFARMC Certificate Barangay Clearance 5R picture 		Bantay Dagat Barangay Fisheries Aquatic Resources Management Council (BFARMC) Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must secure Fisherfolks registration, BFARMC certificate and Barangay clearance that he/she is registered Fisherfolks certified by Brgy. Captain for the registration of fishing boat	1.1 Inspection Revising/checking of documents 1.2 Approval of document	None	5 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i> Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to registration upon approve	2. Issuance of Annex A, Annex B, Annex C and signing of Annexes	None	10 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i>
3. Payment of Registration fee and Mayor's permit to Treasurer's office	3.1 Upon payment issuance of permit to operate	₱ 300 Registration & mayors permit	5 minutes	Treasury Office
	3.2 Issuance of Plate number (CN number), sticker	₱ 50,00 for the sticker ₱120.00 for the plate number	5 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
4. Sign to record book	4. Releasing	None	2 minutes	Marlon P. Cabornay <i>Clerk</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
Total:		P 470.00	27 minutes	



8 ISSUANCE OF MOTORBOAT OPERATOR LICENSE (MBOL)

Issued by LGU of Bacoor under E.O. no. 305 dated April 2, 2006. This License must be carried when operating a motorboat vessel below three (3) gross tons. The holder of this license is authorized to operate municipal fishing vessel.

Office or Division:		City Agriculture Office		
Classification:		Simple		
Type of transaction:		G2C Government to Citizen		
Who may avail		Fisherfolks		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Renewed Registered Fishing Boat 			City Agriculture Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must secure the registration of Fishing Boat	1.1 Inspection Revising/checking of documents 1.2 Approval of document	None	5 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Angelu Delos Santos <i>Clerk</i>
2. Sign the Record Book	2. Releasing	None	5 minutes	Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>
Total:			10 minutes	



9 REGISTRATION OF AQUACULTURE

As per City ordinance No. 2013-033 an ordinance regulating the operation of oyster/mussel farms and other similar structure and businesses within Bacoor Bay

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Mussel Farm Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • BFARMC Certificate • Barangay Clearance • Valid I.D (Voters I.D) • Admeasurement 		City Agriculture Office Barangay Hall National Government Agencies City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Agriculture Office for the application of Aquaculture	1.1 Inspection Revising/ checking of documents 1.2 Approval of document	None	5 minutes	Allan G. Chua <i>OIC-City Agriculture Office</i> Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>
2. Must present documents required and Admeasurements of Aquaculture w/ corresponding date as Latitude & Longitude	2. Processing of application	None	1 minute	Marlon P. Cabornay <i>Clerk Fishery Law Enforcer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of Registration fee and Mayor's permit to Treasurer's office	3.1 Upon payment issuance of permit to operate 3.2 Issuance of Plate number (CN number), sticker 3.3 Encoding 3.4 Approval of the Mayor's office	.50 cent per square meter	10 minutes	Marlon P. Cabornay <i>Clerk</i> <i>Fishery Law Enforcer</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
4. Signed to record book	4. Releasing	None	2 minutes	Marlon P. Cabornay <i>Clerk</i> <i>Fishery Law Enforcer</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
Total:			18 minutes	



10 BOATR REGISTRATION

The National Program BoatR aims to assist the local government unit (LGU) to fast-track enhance and complete the municipal registration of municipal fishing vessels three (3) gross tons and below and fishing gears as required under the E.O. No. 305. Its represent the second level of technical support to LGUs following the year-long completion of the Municipal Registration Program (FishR).

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail	Fishing Boat Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fishing Boat Registration of Fishing Boat 		Motor Boat Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Motor Boat owner should present their boat and fishing gear to the inspecting officer	1. On-site Inspection	None	5 - 10 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Angelu Delos Santos <i>Clerk</i>
2. Pictures of the owner on the boat with complete identification of the vessel along with the fishing gear	2.1 Data gathering 2.2 Encoding direct to Central office Data Base	None	5 - 10 minutes	Angelu Delos Santos <i>Clerk</i>
Total:			20 minutes	



11 ASSISTANCE TO BACOR AGRICULTURAL – MPC (BAMPC)

To provide credit assistance which caters to the basic needs of farmer member especially farm inputs.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Farmers' Cooperative Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Loan Application Form Complete payment of Share Capital 		Agriculture Office or Bacoor Agricultural MPC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance to City Agriculture Office	1. Interview of farmers regarding their loans	None	30 minutes	Abigail Peñalba <i>Agri -Tech Palay</i> Delaiza Rabanes <i>Agri Tech Organic</i>
2. Secure application for Production Loan (Vegetables or Rice)	2. Sign by Coop Board of Directors and Coop Treasurer as witness	None	1 hour	Client
3. Sign by wife/ husband as co-maker	3.1. Sign by Committee on Credit, Chairman of the Committee and Bookkeeper	None	1 hour	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Approved by the BOD Chairman	None	1 hour	Client
	3.3. Release of Loan	Service fee 1.5% of the loan	1 hour	Abigail Peñalba <i>Agri – Tech Palay</i>
Total:			4 hours 30 minutes	



12 ASSISTANCE TO MAMAMAYAN PARA SA LAMBAT AT DAGAT-MPC

To provide credit assistance which caters to the basic needs of Fisherfolks member especially mussel farm inputs.

Office or Division:		City Agriculture Office		
Classification:		Simple		
Type of transaction:		G2C Government to Citizen		
Who may avail		Fisherfolks Cooperative Member		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Loan Application Form Complete payment of Share Capital 			Agriculture Office or Maynilad MPC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance to City Agriculture Office	1. Interview of fisherfolks regarding their loans	None	30 minutes	Gerald Matthew Giron <i>Clerk</i>
2. Secure application for Production Loan	2. Sign by Coop Board of Directors and Coop Treasurer as witness	None	1 hour	Client
3. Sign by wife/ husband asco-makerr	3. 1. Sign by Committee on Credit, Chairman of the Committee and Bookkeeper	None	1 hour	Gerald Matthew Giron <i>Clerk</i>
	3.2. Approved by the BOD Chairman	None	1 hour	Client
	3.3. Release of Loan	Service fee 1.5% of the loan	1 hour	Gerald Matthew Giron <i>Clerk</i>
Total:			4 hours and 30 minutes	



13 ASSISTANCE TO CITY AGRICULTURE AND FISHERIES COUNCIL (CAFC) / CITY FISHERIES AQUATIC RESOURCES MANAGEMENT COUNCIL (CFARMC)

To pursue a functional and holistic approach in dealing with agricultural and fisheries issue and concern.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> This will depend on the concerns presented by the client. 		City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office regarding their concerns.	1.1 Interview by City Agriculture personnel 1.2 Technical advisory and consultancy 1.3 Provision of technical information in various formats. 1.4 Linking clients to agricultural experts	None	30 minutes to 1 hour	Agriculture Office Staff
2. Sign to the record book	Record purposes and monitoring	None	1 minute	Agriculture Office Staff
Total:			1-hour maximum	



14 DA-PHILIPPINE CROP INSURANCE CORPORATION (PCIC) ISURANCE POLICY ASSISTANCE

The PCIC also provides protection against damage to/loss of non-crop agricultural assets including but not limited to machineries, equipment, transport facilities and other related infrastructures due to peril/s insured against. Philippines is vulnerable to natural disasters which cause devastation on crops and miseries to agricultural producers and lenders of agricultural credit.

Office or Division:	City Agriculture Office			
Classification:	Highly Technical			
Type of transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Xerox of Valid I.D. • Application form • Barangay clearance 		Client City Agriculture Office Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office regarding their concerns.	1.1 Interview by City Agriculture personnel 1.2 Technical advisory and consultancy	None	30 minutes to 1 hour	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Abigail Peñalba <i>Agri -Tech Palay</i>
2. For Fisherfolk, Must bring photo copy of boat registration, permit to operate valid I.D., brgy clearance picture of Banca - For farmer Application form and I.D.	2.1. Review by Agricultural Technician	None	10 minutes	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Abigail Peñalba <i>Agri -Tech Palay</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Submitted to Phil. Crop insurance Laguna	None	1 Day	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Abigail Peñalba <i>Agri -Tech Palay</i>
	2.3. For Approval	None	Processing time depends upon the PCIC office	DA-Philippine Crop Insurance Corporation Officer
Total processing time of client			1 hour and 10 minutes	
Total processing time of agency to agency			1 day	
Total processing time of DA-Philippine Crop Insurance Corporation Office			Processing time depends upon the PCIC officer	



15 REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA)

The **RSBSA** serves as a requirement and basis for providing financial assistance, subsidiary funding and insurance services for farmers and fisherfolks such that those registered in the electronic database by government agencies are given priority in the targeting and implementation of their respective programs.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Registration Form One 2x2 i.d. picture 		City Agriculture Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come to City Agriculture Office for the registration of farmers and Fisherfolk	1.1 Interview by City Agriculture personnel 1.2 Technical advisory and consultancy 1.3 Review by Agricultural Technician	None	30 minutes to 1 hour	Joshua Francoise Clark Ener Villaluz <i>Agri-Tech</i> <i>Fishery Law</i> <i>Enforcer</i> Abigail Peñalba <i>Agri -Tech</i> <i>Palay</i>
2. Fill out form and submit to assigned technician	2. Submit to Department of Agriculture RFO-IVA CALABARZON	None	Processing time depends upon the RSBSA officer	Clark Ener Villaluz <i>Agri-Tech</i> <i>Fishery Law</i> <i>Enforcer</i> Abigail Peñalba <i>Agri -Tech</i> <i>Palay</i>
Total:			1-hour processing time	



LIST OF SERVICES

City Assessor's Office

External Services	Page Number
Transfer of Ownership of Real Property	4.2 – 4.5
Subdivision/Consolidation of Real Property	4.6 – 4.9
Reclassification of Real Property	4.10 – 4.13
New Assessment of Real Property	4.14 – 4.17
Reassessment of Real Property	4.18 – 4.21
Cancellation or Correction of Tax Declaration	4.22 – 4.25
Issuances of Certifications :	4.26 -4.28
Certified True Copy	
Certificate of No Improvement	
Certification of Aggregate Land Holdings	
Certificate of No Property for Specific Purpose	



CITY ASSESSOR'S OFFICE

(External Services)

The Bacoor City Assessor's Office gives its services to all its constituents by assisting them in the application of Transfer of Ownership/Updating of Tax Declaration; Segregation/Partition /Subdivision of Tax Declaration from Mother Tax Declaration; Consolidation of Tax Declarations into One Tax Declaration; New Assessment/Declaration of Real Property (Land, Building and Other Improvement and Machinery); Reassessment of Real Property; Reclassification of Real Property as to its current actual use; Issuances of True Copy of Tax Declaration, Certificates such as No Improvement, Aggregate Land Holdings and No Property for Specific Purposes in the City of Bacoor.



1. TRANSFER OF OWNERSHIP/UPDATING OF TAX DECLARATION

New Tax Declaration (TD) is issued to new property owner

Department / Office:	CITY ASSESSOR'S OFFICE
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> ○ Certified True Copy of Title ○ Mode of Transfer <ul style="list-style-type: none"> Deed of Absolute Sale Deed of Donation/Assignment/Exchange/ Extra Judicial Settlement of Estate Certificate of Sale Affidavit of Consolidation, Deed of Final Sale ○ Certificate Authorizing Registration (CAR) Capital Gains Tax/Donors Tax/Estate Tax ○ Real Property Tax Receipt (Updated)/Certification ○ Transfer Tax Receipt/Certification ○ Photo (Building) if the Land is with Improvement ○ Processing Fee: 100.00 per RPU. 	<p>Registry of Deeds Real Property Owner (Documents used and presented at the Bureau of Internal Revenue)</p> <p>Bureau of Internal Revenue</p> <p>City Treasurer's Office</p> <p>City Treasurer's Office Real Property Owner</p> <p>Real Property Owner</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review/evaluate supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari J.O.



2. Pay the required fee	2.1 Forward the documents to Unit concern for evaluation and examination	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>
	2.2 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Regular Casual</i> Alex Van Brian M. Bacolod <i>J.O.</i>
	2.3. Conduct Ocular Field Inspection (if real property is subject for reassessment)	None	Scheduled on the next working day	Jacqueline A. Dumaran <i>LAOO II</i> Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Michael Sagala <i>Administrative Clerk</i>
	2.4 Preparation / encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Gerard Bess Jaca Ian M. Aguilar Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i>



	2.5 Assess/Appraise / Review and Recommends Approval of the FAAS	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.6 Approval of FAAS	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.7 Encoding of data. Printing of Tax Declaration and Notice of Assessment	None	10 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i> Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casual</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo <i>J.O.</i>
	2.8 Cancellation of Previous FAAS and Tax Declaration by the New FAAS and Tax Declaration	None	5 minutes per RPU	Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez Jennifer T. Renomeron Menandro Cristobal Gerard Bess Jaca <i>Tax Mapping Aide</i>
	2.9 Review of Printed Tax Declaration and Notice of Assessment	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>



	2.10 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.11 Recording, Sorting and Filing		4 minutes per RPU	Ian M. Aguilar <i>Tax Mapping Aide</i> Julie Ann P. Noriel <i>Casual Clerk</i> Lorenzo A. Macalalad <i>J.O.</i>
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment		2 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Felix Bisnar <i>Assessment Clerk I</i>
	TOTAL per RPU	100.00 Processing Fee	60 minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of land with improvement subject to reassessment is scheduled on the next working day.

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



2. SUBDIVISION / CONSOLIDATION OF TAX DECLARATION

New Tax Declaration (TD) is issued to Subdivided/Consolidated Land

Department / Office:	CITY ASSESSOR'S OFFICE
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter Request/Request Form Certified True Copy of Title Real Property Tax Receipt (Updated)/Certification Technical Description Approved Subdivision/Consolidation Plan Notarized Sworn Statement Ocular Inspection Report Processing Fee: 100.00 per RPU SPA/Authorization 	<p>Registry of Deeds</p> <p>City Treasurer's Office</p> <p>Geodetic Engineer</p> <p>Bureau of Lands</p> <p>Real Property Owner</p> <p>City Assessor's Office</p> <p>City Treasurer's Office</p> <p>Real Property Owner</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review/evaluate supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>
2. Pay the required fee	2.1. Forward the documents to Unit concern for evaluation and examination	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>



	2.2 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Regular Casual</i> Alex Van Brian M. Bacolod J.O.
	2.3 Conduct Ocular Field Inspection (if real property is subject for reassessment)	None	Scheduled On the next working day	Jacqueline A. Dumaran <i>LAOO II</i> Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Michael Sagala <i>Administrative Clerk</i>
	2.4 Preparation / Encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Gerard Bess Jaca Ian M. Aguilar Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i>
	2.4 Preparation / Encoding of Field Appraisal and Assessment Sheet (FAAS)/	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vilma M. Cabrera



	Field Sheet with picture			Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron Gerard Bess Jaca Ian M. Aguilar Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i>
	2.5 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.6 Approval of FAAS	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.7 Encoding of data. Printing of Tax Declaration, FAAS, and Notice of Assessment	None	15 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i> Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casuals</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo <i>J.O.</i>
	2.8 Cancellation of Previous FAAS and Tax Declaration by the New FAAS and New Tax Declaration	None	5 minutes per RPU	Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez



				Jennifer T. Renomeron Menandro Cristobal Gerard Bess Jaca <i>Tax Mapping Aide</i>
	2.9 Review of Printed Tax Declaration and Notice of Assessment	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.10 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.11 Recording, Sorting and Filing	None	4 minutes per RPU	Ian M. Aguilar <i>Tax Mapping Aide</i> Julie Ann P. Noriel <i>Casual Clerk</i> Lorenzo A. Macalalad <i>J.O.</i>
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1 Releasing of Tax Declaration and Notice of Assessment 3.2 Mailing of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Felix Bisnar <i>Assessment Clerk I</i>
	TOTAL per RPU	100.00 Processing Fee	60minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of land subject for consolidation/subdivision is scheduled on the next working day

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



3. RECLASSIFICATION OF REAL PROPERTY (LAND)

New Tax Declaration (TD) is issued to Reclassified Land

Department / Office:	CITY ASSESSOR'S OFFICE		
Classification:	Highly Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail	Property Owner/Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Letter RequestCertified True Copy of TitleReal Property Tax Receipt (Updated)/CertificationCertification from Zoning and Land Development DepartmentAffidavit of Non-TenancyProcessing Fee: 100.00 per RPUSPA/Authorization <p>In Case of Subdivision:</p> <ul style="list-style-type: none">Permit to DevelopApproved Subdivision PlanCertificate of Registration		<p>Registry of Deeds</p> <p>City Treasurer's Office</p> <p>Zoning and Land Development Department</p> <p>Real Property Owner</p> <p>City Treasurer's Office</p> <p>Real Property Owner</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review/evaluate supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco Assessment Clerk I Jennifer T. Renomeron Tax Mapping Aide Jencel V. Villamor



				Maricel Martos Robi Jay B. Mallari J.O.
2. Pay for the required fee	2.1 Forward the documents to Unit concern for evaluation and examination	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari J.O.
	2.2 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Regular Casual</i> Alex Van Brian M. Bacolod J.O.
	2.3 Conduct Ocular Field Inspection 2.4 Prepare Inspection Report	None	Scheduled on the next working day 5 minutes minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Michael Sagala <i>Administrative Clerk</i>
	2.5 Preparation / Encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron Gerard Bess Jaca



				Ian M. Aguilar Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i>
	2.6 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.7 Approval of FAAS	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.8 Encoding of data. Printing of Tax Declaration, FAAS and Notice of Assessment	None	10 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i> Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casuals</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo <i>J.O.</i>
	2.9 Cancellation of Previous FAAS and Tax Declaration by the New FAAS and New Tax Declaration	None	5 minutes per RPU	Edna Mabini Vilma M. Cabrera <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Gerard Bess Jaca Jennifer T. Renomeron Ronato Reyes Nerida Sabino Sheila M. Ramirez Menandro Cristobal <i>Tax Mapping Aide</i>
	2.10 Review of Printed Tax	None	5minutes per RPU	Myrna C. Mendoza



	Declaration and Notice of Assessment			LAOO III Jacqueline A. Dumaran LAOO II
	2.11. Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare City Assessor
	2.12. Recording, Sorting and Filing	None	4 minutes per RPU	Ian M. Aguilar Tax Mapping Aide Julie Ann P. Noriel Casual Clerk Lorenzo A. Macalalad J.O.
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1 Releasing of Tax Declaration and Notice of Assessment 3.2 Mailing of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Ma. Lanny Nolasco Assessment Clerk I Jennifer T. Renomeron Tax Mapping Aide Felix Bisnar Assessment Clerk I
	TOTAL per RPU	100.00 Processing Fee	60 minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of property subject for reclassification is scheduled on the next working day

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



4. NEW ASSESSMENT

Tax Declaration (TD) is issued to Newly Declared Real Property (Land, Building and Other Structures, Machinery)

Department / Office:	CITY ASSESSOR'S OFFICE
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Land: <i>(for Titled Property)</i> <ul style="list-style-type: none"> Letter Request Certified True Copy of Title Certification from the Registry of Deeds that Original Copy is intact and existing in the said Registry Approve Survey Plan Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land Real Property Tax (Subject back taxes) SPA/Authorization <i>(for Untitled Property)</i> <ul style="list-style-type: none"> Approve Survey Plan/Technical Description Certification from CENRO stating among others, that the land is within the alienable and disposable Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land Joint Affidavit of adjoining owners Real Property Tax (Subject back taxes) SPA/Authorization 	Real Property Owner Registry of Deeds Registry of Deeds Real property Owner Real Property Owner Barangay Chairman/Barangay where the Real Property is located City Treasurer's Office Registry of Deeds CENRO Real property Owner Barangay Chairman/Barangay where the Real Property is located Real Property Owner City Treasurer's Office



<p>Building and Other Improvements:</p> <ul style="list-style-type: none"> ○ Blue Print Approved Building Plan/Floor Plan ○ Xerox Copy of Certificate of Occupancy/Certificate of Completion ○ Photo of the Building ○ Tax Declaration of Land ○ Certificate True Copy of Title/Xerox Copy ○ Sworn Statement ○ SPA/Authorization 	<p>Real Property Owner Office of the Building Official</p> <p>Real Property Owner City Assessor's Office Registry of Deeds Real property Owner Real Property Owner</p>
<p>Machinery:</p> <ul style="list-style-type: none"> ○ List of Machineries ○ Date of Acquisition, Cost, Freight Cost ○ Tax Declaration of Building where the machinery is installed ○ Tax Declaration of Land ○ Notarized Sworn Statement ○ Photo of the machinery ○ SPA/Authorization 	<p>Real property Owner Real property Owner City Assessor's Office</p> <p>City Assessor's Office Real Property Owner Real Property Owner Real Property Owner</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review / evaluate supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari J.O.
2. Pay for the required fee	2.1 Forward the documents to Unit concern for evaluation and	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor



	examination			Maricel Martos Robi Jay B. Mallari J.O.
	2.2 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Regular Casual</i> Alex Van Brian M. Bacolod J.O.
	2.3 Conduct Ocular Field Inspection	None	Scheduled on the next working day	Jacqueline A. Dumaran <i>LAOO II</i> Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Michael Sagala <i>Administrative Clerk</i>
	2.4 Preparation / Encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vicente R. Malinis <i>Tax Mapper I</i>
	2.5 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	10minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.6 Approval of FAAS	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.7 Encoding of data. Printing of Tax Declaration and Notice of Assessment	None	15 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i>



				Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casuals</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo J.O.
	2.8 Review of Printed >Tax Declaration and Notice of Assessment	None	5minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.9. Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.10 Recording, Sorting and Filing	None	4 minutes per RPU	Ian M. Aguilar <i>Tax Mapping Aide</i> Julie Ann P. Noriel <i>Casual Clerk</i> Lorenzo A. Macalalad J.O.
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1 Releasing of Tax Declaration and Notice of Assessment 3.2 Mail Owner's Copy of Tax Declaration and Notice of Assessment (unclaimed)	None	2 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Felix Bisnar <i>Assessment Clerk I</i>
	TOTAL per RPU	100.00 Processing Fee	60 minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of property subject for assessment is scheduled on the next working day.

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



5. REASSESSMENT

Tax Declaration (TD) is issued to Reassessed Land, Building and Other Structures, Machinery

Department / Office:	CITY ASSESSOR’S OFFICE		
Classification:	Highly Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail	Property Owner/Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Building and Other Improvements: <ul style="list-style-type: none">○ Blue Print Approved Building Plan/Floor Plan○ Duplicate Copy of Certificate of Occupancy/Certificate of Completion○ Photo of the Building○ Tax Declaration of Building to be reassess○ Tax Declaration of Land○ Real Property Tax Receipt (Updated)/Certification○ Sworn Statement○ SPA/Authorization		Real Property Owner Office of the Building Official Real Property Owner City Assessor’s Office Registry of Deeds Real property Owner Real Property Owner	
Machinery: <ul style="list-style-type: none">○ Request Letter for Reassessment○ Real Property Tax Receipt (Updated)/Certification○ Tax Declaration of Building where the machinery is installed○ Tax Declaration of Land○ Notarized Sworn Statement		Real property Owner City Assessor’s Office City Assessor’s Office City Assessor’s Office Real Property Owner	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive and review the supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>



2. Pay for the required fee	2.1 Forward the documents to Unit concern for evaluation and examination	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>
	2.2 Evaluate supporting documents	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i>
	2.3 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Regular Casual</i> Alex Van Brian M. Bacolod <i>J.O.</i>
	2.4 Conduct Ocular Field Inspection	None	Scheduled on the next working day	Jacqueline A. Dumaran <i>LAOO II</i> Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Michael Sagala <i>Administrative Clerk</i>
	2.5 Preparation/ Encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Vicente R. Malinis <i>Tax Mapper I</i>



	2.6 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.7 Approval of FAAS	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.8 Encoding of data. Printing of >Tax Declaration >FAAS and >Notice of Assessment	None	10 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i> Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casuals</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo <i>J.O.</i>
	2.9 Cancellation of Previous FAAS and Tax Declaration by the New FAAS and New Tax Declaration	None	5 minutes per RPU	Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez Jennifer T. Renomeron Menandro Cristobal Gerard Bess Jaca <i>Tax Mapping Aide</i>
	2.10 Review of >Printed Tax Declaration and >Notice of Assessment	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>



	2.11 Approval of >Tax Declaration and >Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.12 Recording, Sorting and Filing	None	4 minutes per RPU	Ian M. Aguilar <i>Tax Mapping Aide</i> Julie Ann P. Noriel <i>Casual Clerk</i> Lorenzo A. Macalalad J.O.
3. Receive Owner's Copy of TD with Notice of Assessment	3.1 Release >Tax Declaration and >Notice of Assessment 3.2. Mail Owner's Copy of Tax Declaration and Notice of Assessment (unclaimed)	None	2 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Felix Bisnar <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Felix Bisnar <i>Assessment Clerk I</i>
	TOTAL per RPU	100.00 Processing Fee	60 minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of property subject for reappraisal and reassessment is scheduled on the next working day

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



6. CANCELLATION OR CORRECTION TAX DECLARATION

This service is requested by real property owners when their real property does no longer exist or there are errors on the information entered in their Tax Declaration.

Department / Office:	CITY ASSESSOR'S OFFICE
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>FOR CANCELLATION OF TAX DECLARATION</p> <ul style="list-style-type: none"> Letter Request Real Property Tax Receipt (Updated)/Certification Affidavit of Demolition <p>FOR CORRECTION OF TAX DECLARATION</p> <ul style="list-style-type: none"> Certified True Copy of Title Latest Tax Declaration Real Property Tax Receipt (Updated)/Certification Affidavit SPA/Authorization 	<p>Real Property Owner</p> <p>City Treasurer's Office</p> <p>Real property Owner</p> <p>Registry of Deeds</p> <p>City Assessor's Office</p> <p>City Treasurer's Office</p> <p>Real Property Owner</p> <p>Real Property Owner</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive and review the supporting documents	None	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>



2. Pay for the required fee	2.1 Forward the documents to Unit concern for evaluation and examination	100.00 Processing Fee	5 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari <i>J.O.</i>
	2.2 Evaluate supporting documents	None	5 minutes per RPU	Vilma M. Cabrera <i>Assessment Clerk II</i>
	2.3 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	10 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Casual Clerk</i> Alex Van Brian M. Bacolod <i>J.O.</i>
	2.4 Conduct Ocular Field Inspection	None	Scheduled on the next working day	Vicente M. Malinis <i>Tax Mapper I</i> Edwin G. Guerrero <i>Assessment Clerk III</i> Ferdinand Tortona <i>Tax Mapping Aide</i> Michael Sagala <i>Administrative Clerk</i>
	2.5 Preparation/ Encoding of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture 2.6 Prepare Notice of Cancellation	None	5 minutes per RPU	Vilma M. Cabrera <i>Assessment Clerk II</i>



	2.7 Assess/Appraise/ Review and Recommends Approval of the >FAAS >Notice of Cancellation	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.8 Approval of >FAAS >Notice of Cancellation	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.9 Encoding of data. Printing of >Tax Declaration >FAAS >Notice of Assessment	None	10 minutes per RPU	Elmine Dela Cruz <i>Assessment Clerk III</i> Noime P. Dagohoy <i>Assessment Clerk I</i> Ronato Reyes Nerida Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i> Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad <i>Regular Casuals</i> Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo <i>J.O.</i>
	2.10 Cancellation of Previous >FAAS and >Tax Declaration	None	5 minutes per RPU	Vilma M. Cabrera Edna Mabini <i>Assessment Clerk II</i> Ma. Lanny Nolasco <i>Assessment Clerk I</i> Ronato Reyes Nerida S. Sabino Sheila M. Ramirez Jennifer T. Renomeron Menandro Cristobal Gerard Bess Jaca <i>Tax Mapping Aide</i>



	2.11 Review of >Printed Tax Declaration and >Notice of Assessment	None	5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A. Dumaran <i>LAOO II</i>
	2.12 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU	Jose Lito M. Mallare <i>City Assessor</i>
	2.13 Recording, Sorting and Filing	None	4 minutes per RPU	Ian M. Aguilar <i>Tax Mapping Aide</i> Julie Ann P. Noriel <i>Casual Clerk</i>
3. Receive >Owner's Copy of TD with Notice of New Assessment >Notice of Cancellation	3.1 Releasing of >Tax Declaration and >Notice of Assessment >Notice of Cancellation	None	2 minutes per RPU	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Felix Bisnar <i>Assessment Clerk I</i> Jennifer T. Renomeron <i>Tax Mapping Aide</i> Vilma M. Cabrera <i>Assessment Clerk II</i>
	TOTAL per RPU	100.00 Processing Fee	60 minutes (1 hour)	<i>Maximum Time per RPU</i>

Note: Ocular inspection of property subject for cancellation is scheduled on the next working day

****The processing time of each transaction may vary since we only have two (2) reviewers out of eleven (11) encoders.***



7. ISSUANCES OF CERTIFICATIONS

This service is requested by property owner for the following certifications:

- Certified True Copy of Current and Existing Tax Declaration (TD)
- With/Without Improvement
- Property/Land Holdings
- No Property/Land Holding, etc.

Department / Office:	CITY ASSESSOR'S OFFICE
Classification:	Simple & Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certified True Copy of Tax Declaration <ul style="list-style-type: none"> ○ Request Letter ○ Certified True Copy of Title ○ Real Property Tax Receipt (Updated)/Certification ○ Certification Fee and Verification Fee ○ SPA/Authorization 	Registry of Deeds City Treasurer's Office City Treasurer's Office
Certificate of No Improvement <ul style="list-style-type: none"> ○ Request Letter ○ Certified True Copy of Title ○ Tax Declaration ○ Sketch of Location of Property ○ Photo of Property ○ Certification Fee ○ SPA/Authorization 	Real Property Owner Registry of Deeds City Assessor's Office Real property Owner Real Property Owner City Treasurer's Office Real property Owner
Certification of Aggregate Land Holdings <ul style="list-style-type: none"> ○ Death Certificate ○ Extra Judicial Settlement ○ SPA of the Administrator ○ Title ○ Tax Declaration ○ Certification Fee ○ SPA/Authorization 	Real property Owner Real property Owner Real property Owner Real property Owner City Assessor's Office City Treasurer's Office Real property Owner
Certificate of No Property for Specific Purposes <ul style="list-style-type: none"> ○ Request Letter ○ Barangay Certification/Certificate of Indigence ○ Certification Fee ○ SPA/Authorization 	Requestor Barangay Office City Treasurer's office Requestor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents Fill up the request form for the issuance of copy of official records	1.1. Receive Letter Request and review the supporting documents	Please refer to the next page for the schedule of fees	5 minutes per RPU	Maria Cristina Parra <i>Regular Casual</i> Luningning M. Veluz <i>Casual Clerk</i> Racquel Padilla Chimna Padrones J.O.
2. Pay for the required fee	2.1 Prepare the Certified True Copy of Tax Declaration	Please refer to the next page for the schedule of fees	5 minutes per RPU	Maria Cristina Parra <i>Regular Casual</i> Luningning M. Veluz <i>Casual Clerk</i> Racquel Padilla Chimna Padrones J.O.
	2.2 Ocular Inspection for the Property subject for Certificate of No Improvement 2.3 Verify the property using the QGIS (Quantum Geographical Information System) subject for Certificate of No Improvement 2.4. Prepare Certificate of No Improvement	Please refer to the next page for the schedule of fee	Scheduled on the next working day 5 minutes per RPU 5 minutes per RPU	Vicente R. Malinis <i>Tax Mapper I</i> Ferdinand Tortona Ian M. Aguilar <i>Tax Mapping Aide</i> Cyrus B. Calvez <i>Casual Clerk</i> Alex Van Brian M. Bacolod J.O.
	2.5 Prepare Certificate of Land Holdings	Please refer to the next page for the schedule of fees	10 minutes per Certification	Gerard Bess Jaca <i>Tax Mapping Aide</i> Luningning M. Veluz <i>Casual Clerk</i>



	2.6 Prepare Certifications for specific purpose	Please refer below for the schedule of fees	5 minutes per Certification	Gerard Bess Jaca <i>Tax Mapping Aide</i> Luningning M. Veluz <i>Casual Clerk</i>
	2.7 Approval of >Certified True Copy of Tax Declaration >Certificate of No Improvement >Certificate of Land Holdings >Other Certifications	Please refer below for the schedule of fees	3 minutes per RPU/ Certification	Myrna C. Mendoza <i>LAOO III</i> Jacqueline A.Dumaran <i>LAOO II</i> Edwin G. Guerrero Elmine Dela Cruz <i>Assessment Clerk III</i> Vilma M. Cabrera <i>Assessment Clerk II</i> Noime P. Dagohoy <i>Assessment Clerk I</i>
3. Receive Certification	3. Release/ Issuance of Certification	Please refer below for the schedule of fees	2 minutes per RPU/ Certification	Ma. Lanny Nolasco <i>Assessment Clerk I</i> Felix Bisnar <i>Assessment Clerk I</i> Jennifer T.Renomeron <i>Tax Mapping Aide</i> Luningning M. Veluz <i>Casual Clerk</i>
Total	Certified True Copy	100.00 per RPU	15 minutes	<i>Maximum Time per RPU</i>
	Certificate of No Improvement	50.00 per Certification	20 minutes	<i>Maximum Time per RPU</i>
	Certification of Aggregate Land Holdings	50.00 per Certification	15 minutes	<i>Maximum Time per RPU</i>



LIST OF SERVICES

Bacoor Disaster Risk Reduction and Management Office

External Services	Page Number
Provision of Emergency Medical Services	5.2
Provision of Standby Emergency Medical Services	5.3
Provision of PNP/BFP Assistance	5.4
Provision of Traffic Information Assistance	5.5
Provision of Weather Monitoring and Advisory	5.6
Provision of Utilities Complaints Assistance	5.7
Provision of Trainings and Seminars	5.8
Provision of Disaster Management Operations	5.9



BACOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

(External Services)

City of Bacoor Disaster Risk Reduction and Management Office is the department tasked to render and orchestrate disaster preparedness and mitigation activities as well as to spearhead the response operations in disaster-stricken areas of the locality.



1. EMERGENCY MEDICAL SERVICES

The purpose of this service is to provide emergency medical care.

Office or Division:	Bacoor Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital to hospital coordination for transfer of patients		Hospital		
Patients for discharge must be billed out before dispatch of EMS		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for emergency medical services thru phone, walk-in or social media and give pertinent information .	1.1 Receive request from client and gather data	None	2-3 minutes	<i>Radio/Telephone Operator</i> BDRRMO
	1.2 Dispatch available teams to the scene		1 minute	<i>Emergency Dispatcher</i> BDRRMO
	1.3 Proceed to the scene		5-10 minutes	<i>EMS Teams</i> BDRRMO
		Total:	8-14 minutes	



2. PROVISION OF STANDBY EMERGENCY MEDICAL SERVICES

The purpose of this service is to provide standby emergency medical services during the conduct of events, especially those with high risk of accidents, within the jurisdiction of Bacoor.

Office or Division:	BDRRMO Administration and Training Division & Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All events organizers permitted to conduct activities within Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request addressed to the City DRRM Officer		BDRRMO Email: bdrmo@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request via email and wait for the confirmation/ feedback.	1.1 Request will be reviewed for approval.	None	Request must be submitted at least 1 week before the schedule.	Administration and Training staff
	1.2 Verify the availability of the schedule		1-3 minutes	Administration and Training staff
	1.3 Confirm the schedule or approval of request.		1-3 minutes	Administration and Training staff
	1.4 Inform assigned personnel to assign EMS Team.		3-5 minutes	Administration and Training staff & Operations and Warning staff
		Total:	1 week	



3. PROVISION OF PNP/BFP ASSISTANCE

The purpose of this service is to provide immediate PNP/BFP assistance to citizens in distress.

Office or Division:	Bacoor Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for PNP/BFP assistance thru phone, walk-in or social media and give pertinent information.	1.1 Receive request from client and gather data	None	2-3 minutes	<i>Radio/Telephone Operator BDRMO</i>
	1.2 Coordinate the concern to the Emergency Dispatcher		2 minutes	<i>Emergency Dispatcher BDRMO</i>
	1.3 Proceed to the scene		5-10 minutes	<i>PNP/BFP Response Teams</i>
		Total:	8-14 minutes	



4. PROVISION OF TRAFFIC INFORMATION ASSISTANCE

The purpose of this service is to provide immediate and accurate information regarding traffic situations within the jurisdiction of Bacoor.

Office or Division:	BDRRMO Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Visit the social media sites or Facebook Page of Bacoor Disaster Risk Reduction and Management Office (https://www.facebook.com/bacoordrrmoffice).		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.2.1 Receive request from client.		1 minute	
	1.2.2 Coordinate with CCTV and Communications Dispatcher		1-2 minutes	Operations and Warning staff
	1.2.3 Provide accurate traffic information		1-2 minutes	
		Total:	1-6 minutes	



5. PROVISION OF WEATHER MONITORING ADVISORY

The purpose of this service is to provide immediate and accurate weather advisories to all residents of Bacoor as well as to issue warnings to flood prone areas of the impending danger caused by weather hazards.

Office or Division:	BDRRMO Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Visit the social media sites or Facebook Page of Bacoor Disaster Risk Reduction and Management Office (https://www.facebook.com/bacoordrrmoffice).		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.2.1 Receive request from client.		1 minute	
	1.2.2 Coordinate with CCTV and Communications Dispatcher		1-2 minutes	Operations and Warning staff
	1.2.3 Provide accurate traffic information		1-2 minutes	
		Total:	1-6 minutes	



6. PROVISION OF UTILITIES COMPLAINTS ASSISTANCE

The purpose of this service is to assist the residents of Bacoor in forwarding complaints to our utility providers.

Office or Division:	Bacoor Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bonafide residents of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for utilities complaints assistance by phone, walk-in, or social media	1.1 Receive request from client and gather data	None	1 minute	<i>Radio/Telephone Operator</i> BDRMO
	1.2 Coordinate with Emergency Dispatcher		2 minutes	<i>Emergency Dispatcher</i> BDRMO
	1.3 Coordinate the complaint to the concerned agency		2-3 minutes	<i>Emergency Dispatcher</i> BDRMO
		Total:	5 minutes	



7. PROVISION OF TRAININGS AND SEMINARS

The purpose of this service is to provide trainings and seminars on Disaster Risk Reduction and Management, including Basic First Aid, CPR, Weather Hazards, and Building Emergency Evacuation Planning.

Office or Division:	BDRRMO Administration and Training Division			
Classification:	Complex/Highly Technical			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request addressed to the City DRRM Officer		BDRRMO Email: bdrmo@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request via email and wait for the confirmation/ feedback.	1.1 Request will be reviewed for approval.	None	Request must be submitted at least 1 week before the schedule.	Chief, Capacity Building & Training Services; Administration and Training Division Head
	1.2 Verify the availability of the schedule		1-3 minutes	
	1.3 Confirm the schedule or approval of request.		1-3 minutes	
		Total:	1 week	



8. PROVISION OF DISASTER RESPONSE AND MANAGEMENT OPERATIONS

The purpose of this service is to provide Disaster Management Operations as may be required. This service includes Incident Command System, Mass Casualty Incident and Emergency Rescue & Transfer.

Office or Division:	Bacoor Disaster Risk Reduction and Management Office			
Classification:	Highly Technical			
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee			
Who may avail:	All bona fide residents of Bacoor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for disaster response and management operations by phone, walk-in, or social media and give pertinent information.	1.1 Receive request from client and gather data.	None	3-5 minutes	<i>Radio/Telephone Operator</i> BDRRMO
	1.2 Dispatch available teams to the scene.		1 minute	<i>Emergency Dispatcher</i> BDRRMO
	1.3 Coordinate with other concerned agencies.		2 minutes	<i>Emergency Dispatcher</i> BDRRMO
	1.4 Proceed to the scene.		5-10 minutes	<i>Disaster Response Teams</i> BDRRMO/PNP/ BFP
		Total:	10-15 minutes	

LIST OF SERVICES

Barangay Affairs Office

External Services

Page Number

Technical Assistance on the Documentary Requirements
(DILG and other agencies)

6.2

Barangay Visitation

6.3



BARANGAY AFFAIRS OFFICE

(External Services)

The Barangay Affairs Office provides technical assistance to the City Mayor in the exercise of his/her supervisory function over the Barangays and to serve as the City's coordinating body with the *Liga ng mga Barangay* and the Barangay's primarily in areas of Planning and operations, subject to all laws and existing legal rules and regulations.



2. Technical Assistance on the Documentary Requirements (DILG and other agencies)

Assist in the preparation and finalization of pertinent documents necessary to comply with the requirements of the DILG and other agencies.

Office or Division:	Barangay Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay Captain and Council			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter Letter of Complaints Other requirements that will be needed 		From DILG and other agencies Barangay Captain and Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Barangay submits the necessary documentary requirements needed.	1.1. Receive, review and discuss the required documents	None	30 mins	Elmer G. Jimenez John Edward C. Jalbay
	1.2. Prepare and finalize the documents.	None	1 to 2 days	Elmer G. Jimenez
	1.3. Coordination meeting to discuss the documents and finalization	None	30 mins	Elmer G. Jimenez
	1.4. Finalization of documents	None	1 day	Elmer G. Jimenez
	1.5. Release of documents to the Barangay	None	30 mins	John Edward C. Jalbay
Total Processing Time:		None	2-3 days and 1 hour and 30 minutes	



3. Barangay Visitation

On a regular basis we visit the 73 barangay's for updates.

Office or Division:	Barangay Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay Captain and Council			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Request Letter • Letter of Complaints • Other requirements that will be needed 			From DILG and other agencies Barangay Captain and Council	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, complaints to the Barangay Affairs Office	1. Schedule barangay visitation on a monthly basis	None	1 to 2 days	Elmer G. Jimenez John Edward C. Jalbay
Total Processing Time:		None	1-2 days	



LIST OF SERVICES

Business Permit and Licensing Office

External Services	Page Number
I. Issuance of Mayor's Permit and Business License (Permit)	7.2 – 7.3
A. Walk-in Business Permit Application for New and Renewal	7.3 – 7.6
B. Online New Business Permit Application Thru boss.bacoor.gov.ph	7.6 – 7.9
II. Issuance of Certificate of Business Registration	7.9 – 7.10
III. Issuance of Certificate of Additional Line of Business	7.11 – 7.12
IV. Issuance of Certificate of Change in Business Location / Business Name / Owner's Status / SEC Amendments	7.12 – 7.14
V. Issuance of Certificate of No Business or No Registration	7.14 – 7.15
VI. Issuance of Certificate of Business Retirement / Surrender / Closure of Business	7.15 – 7.17
VII. Issuance of List of Business Establishments and Response to Business Verifications	7.18
VIII. Business Establishment Inspection	7.19 – 7.20
IX. Filing of Complaints	7.20 – 7.21
List of Fees	7.22 – 7.24



BUSINESS PERMIT AND LICENSING OFFICE

(External Services)

The Business Permit and Licensing Office provides effective systems, procedures and practices in the issuance of new and renewal of business permits. It regulates the nature and the operations of different activities, monitor and enforce existing laws, ordinances, policies, rules and regulations in the operation of business within the City.



I. ISSUANCE OF MAYOR'S PERMIT AND BUSINESS LICENSE (PERMIT)

In general, all business should apply for a Mayor's Permit and Business License before operation. Mayor's Permit and Business License must be renewed annually in order to legalize the business operation. The City of Bacor has an established Business One-Stop Shop (BOSS) wherein all concerned offices involved in the issuance are located in one place to facilitate processing and make it business-friendly. Another innovation is the implementation of the Electronic Business One-Stop Shop (eBOSS). From application to releasing and delivery of business permit and plate, it can be done through online.

Office or Division:	Business Permit and Licensing Office (BPLO)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Establishment Owners or Representatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For New Business Registration</u>	
1. Proof of business registration, incorporation, or legal personality {i.e. DTI / SEC / Cooperative Development Authority (CDA) registration} including basis for computing taxes, fees, and charges (e.g. business capitalization). For Franchisee, copy of Franchise Agreement.	Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority Franchisor
2. Contract of Lease (for those renting / leasing) and Photocopy of Business Permit of Lessor.	Lessor
3. Transfer Certificate of Title (TCT) or Tax Declaration, Occupancy Permit, if required by National laws (e.g Building Code) and Local laws, Sketch of business location and front full view picture of establishment.	Zoning & Land Development Department Office of the Building Official Client



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>For Renewal Applications, please bring your latest business permit if readily available for faster processing</u></p> <p>1. Basis for computing taxes, BIR Income Tax Return (1701Q or 1701A) or BIR 2550M/2550Q/2551Q or the Audited Financial Statement. Note:</p> <p>a. Itemized gross sales of all branches for business establishments with multiple locations.</p> <p>b. Sworn declaration of gross sales or receipts</p>	<p>BIR files of client or Audited Financial Statement signed and sealed by client's Accountant</p> <p>Client</p> <p>Client</p>

A. WALK-IN BUSINESS PERMIT APPLICATION FOR NEW AND RENEWAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First Step	1. First Step - Business Permit Application			
1.1 Submission of requirement and filling-up of unified business permit application form	1.1 Issuance of Unified Business Permit Application Form	None	10 mins.	<p>Hernan Alhambra <i>License Inspector II</i></p> <p>Marc Erick Espiritu <i>Clerk</i></p> <p>Bei Jhay Bombita <i>Clerk</i></p> <p>Jeonard Merilo <i>Clerk</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Second Step	2. Second Step – One-Time Assessment and Payment			
	2.1 Zoning Clearance including assessment	Zoning Fee New – Php 1,285.00 Renewal – Php 530.00	10 mins.	Zoning and Land Development <hr/> Personnel In-Charge
	2.2 OBO Clearance including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechanical Fee (Depends on the size and complexity or built of the stall or building)	10 mins.	Office of the Building Official <hr/> Personnel In-Charge
2.1 Claim the assessment	2.3 Business Permit assessment	Business Tax Mayor's Permit Fee Environmental Fee Business Plate Fee Medical Fee Business Processing Fee Security	15 mins.	City Treasurer's Office <hr/> Personnel In-Charge



2.2 One-Time Payment	2.4 Issuance of Official Receipt 2.4.1 If payment will be made to the City Treasurer's Office 2.4.2 If payment will be made online	Seal Fee Sanitary Fee Barangay Business Clearance Fire Safety Inspection Fee	15 mins 1 day	Client
3. Third Step	3. Third Step – Final Approval and Releasing			
3.1 Claim the business permit and other documents	3.1 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance 3.2 Recommending approval – BPLO and Final approval – Mayor	None None	10 mins. 10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Jose Il Chua <i>License Inspector I</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</i> Ramil Asto <i>Clerk</i> Christian Gawaran <i>OIC-BPLO</i> Office of the Mayor



	3.3 Releasing of Mayor's Permit and Business License Certificate, Business Plate, Barangay Business Clearance, and other documents		10 mins.	Dina Dumali <i>License Inspector II</i> Ferdinand Paredes <i>Admin. Aide III</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total Processing Time			1 hour and 30 minutes to 1 day depending on the choice of service	

**B. ONLINE NEW BUSINESS PERMIT APPLICATION THRU
BOSS.BACOR.GOV.PH**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First Step Filling-up all the details required on the screen and uploading all the necessary requirements stated	1.1 Evaluation of the submitted application including uploaded documents	None	10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2 Encoding of details	None	10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Second Step	2. Second Step – One-Time Assessment and Payment			
	2.1 Zoning Clearance including assessment	Zoning Fee New – Php 1,285.00 Renewal – Php530.00	10 mins.	Zoning and Land Development <hr/> Personnel In-Charge



2.1 Claim the assessment	2.2 OBO Clearance including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechanical Fee (Depends on the size and complexity or built of the stall or building)	10 mins.	Office of the Building Official <hr/> Personnel In-Charge
	2.3 Business Permit assessment	Business Tax Mayor's Permit Fee Environmental Fee Business Plate Fee Medical Fee Business Processing Fee Security Seal Fee Sanitary Fee Barangay Business Clearance Fire Safety Inspection Fee	15 mins.	City Treasurer's Office <hr/> Personnel In-Charge
	2.2 One-Time Payment	2.4 Issuance of Official Receipt		City Treasurer's Office <hr/> Personnel In-Charge



	<p>2.4.1 If payment will be made to the City Treasurer's Office</p> <p>2.4.2 If payment will be made online</p>		<p>15 mins</p> <p>1 day</p>	
<p>3. Third Step</p> <p>3.1 Claim the business permit and other documents</p>	<p>3. Third Step – Final Approval and Releasing</p> <p>3.1 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance</p> <p>3.2 Recommending approval – BPLO and Final approval – Mayor</p> <p>3.3 Releasing of Mayor's Permit and Business License Certificate, Business Plate, Barangay Business Clearance,</p>	None	<p>10 mins.</p> <p>10 mins.</p> <p>10 mins.</p>	<p>Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Jose Il Chua <i>License Inspector I</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</i> Ramil Asto <i>Clerk</i></p> <p>Christian Gawaran <i>OIC-BPLO</i></p> <p>Office of the Mayor</p> <p>Dina Dumali <i>License Inspector II</i> Ferdinand Paredes <i>Admin. Aide III</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i></p>



	and other documents			
	Releasing available for 3.2.1 Walk-in applicant 3.2.1 Courier Service	None Depends on the distance where the documents will be delivered		Client Courier Partner
Total Processing Time			1 hour and 40 minutes to 1 day depending on the choice of service	

II. ISSUANCE OF CERTIFICATE OF BUSINESS REGISTRATION

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Business Establishment Owners or Representatives, National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Business Permit or Account No. 2. Request letter from client or National Agencies		Client National Agency Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Issuance of Order of Payment	None	5 mins.	Jeonard Merilo <i>Clerk</i>



				Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
2. Payment	2.1. Issuance of Official Receipt	Certification Fee Php 100.00 Security Seal Php 50.00 Documentar y Stamp Php 30.00 – Total Php 180.00	10 mins.	City Treasurer's Office <hr/> Personnel In- Charge
	2.2. Encoding and printing of certification	None	5 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i> Ramil Asto <i>Clerk</i>
	2.3. Approval	None	5 mins.	Christian Gawaran <i>OIC-BPLO</i>
	2.4. Releasing	None	5 mins.	Dina Dumali <i>License Inspector II</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total:		Php 180.00	35 minutes	



III. ISSUANCE OF CERTIFICATE OF ADDITIONAL LINE OF BUSINESS

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction		G2C Government to Citizen		
Who may avail:		Business Establishment Owners or Representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Business Permit 2. Request letter		} Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Issuance of Order of Payment	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
2. Payment	2.1. Issuance of Official Receipt	Amount of business tax and environmental fee depends on the type of business line/s to be added plus Certification Fee Php 100.00 Security Seal Php 50.00 Document	10 mins.	City Treasurer's Office <hr/> Personnel In-Charge



		ary Stamp Php 30.00		
	2.2. Updating of record, encoding, and printing of certification	None	10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i> Ramil Asto <i>Clerk</i>
	2.3. Approval	None	5 mins.	Christian Gawaran <i>OIC-BPLO</i>
	2.4. Releasing	None	5 mins.	Dina Dumali <i>License Inspector II</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total Processing Time			40 minutes	

IV. ISSUANCE OF CERTIFICATE OF CHANGE IN BUSINESS LOCATION / BUSINESS NAME / OWNER'S STATUS / SEC AMENDMENTS

Office or Division	Business Permit and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction	G2C Government to Citizen
Who may avail:	Business Establishment Owners or Representatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from Owner/Corporate Secretary 2. Photocopy of Business Permit 3. Photocopy of DTI Certificate of Registration / Amended SEC Registration if there is change in business name	Client Client Department of Trade and Industry Securities and Exchange Commission



4. Contract of Lease, picture of business establishment if there is change in business location 5. Marriage Contract (for change in marital status)			Client	
			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Issuance of Order of Payment	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
2.Payment	2.1. Issuance of Official Receipt	Certification Fee Php 100.00 Security Seal Php 50.00 Documentary Stamp Php 30.00 – Total Php 180.00	10 mins.	City Treasurer's Office <hr/> Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i> Ramil Asto <i>Clerk</i>
	2.3. Approval	None	5 mins.	Christian Gawaran <i>OIC-BPLO</i>



	2.4. Releasing	None	5 mins.	Dina Dumali <i>License Inspector II</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total		Php 180.00	40 minutes	

V. ISSUANCE OF CERTIFICATE OF NO BUSINESS OR NO REGISTRATION

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Indigency or Barangay Clearance Request letter from National Agencies		Office of the Barangay Captain National Agency Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Issuance of Order of Payment	None	5 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>



2. Payment	2.1. Issuance of Official Receipt	Certification Fee Php 100.00 Security Seal Php 50.00 Documentary Stamp Php 30.00 – Total Php 180.00	10 mins.	City Treasurer's Office <hr/> Personnel In-Charge
	2.2. Encoding and printing of certification	None	5 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 mins.	Christian Gawaran <i>OIC-BPLO</i>
	2.4. Releasing	None	5 mins.	Dina Dumali <i>License Inspector II</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total:		Php 180.00	30 minutes	

VI. ISSUANCE OF CERTIFICATE OF BUSINESS RETIREMENT / SURRENDER / CLOSURE OF BUSINESS

Office or Division	Business Permit and Licensing Office (BPLO)
Classification:	Complex
Type of Transaction	G2C Government to Citizen
Who may avail:	Business Establishment Owners or Representatives



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Last Business Permit 2. Sketch of business location 3. For Corporation (SEC) a. Board Resolution stating reason for termination (i.e. Change location, Dissolution, etc.) b. Itemized gross sales of all branches for business establishments with multiple locations For Sole Proprietor (DTI) a. DTI Certificate of Cancellation (if necessary) 4. Sworn statement of gross sales / BIR files (Monthly, Quarterly, or ITR) 5. Affidavit of Closure		Client		
		Client		
		Department of Trade and Industry		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	10 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Scheduling of business permit for inspection	None	2 days	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.3. Inspection of the business establishment being surrendered	None	20 mins.	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Jeonard Merilo <i>Clerk</i>



				Alvin Alcantara <i>Clerk</i>
	1.4. Assessment and Issuance of Order of Payment	None Basis – City Ordinance No. 2013-060 Series of 2013, Article 11, Sections 37, 38 & 39	10 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i> Christian Gawaran <i>OIC-BPLO</i>
2. Payment	2.1. Issuance of Official Receipt	Refer to assessment fee	10 mins.	City Treasurer's Office <hr/> Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	10 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 mins.	Christian Gawaran <i>OIC-BPLO</i>
	2.4. Releasing	None	5 mins.	Dina Dumali <i>License Inspector II</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
Total Processing Time			2 days	



VII. ISSUANCE OF LIST OF BUSINESS ESTABLISHMENTS AND RESPONSE TO BUSINESS VERIFICATIONS

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction		G2G Government to Government G2C Government to Citizen		
Who may avail:		Other Government Offices Concerned, Banks/Financial Institutions, Students, All Concerned Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter or E-mail Request		Client Government Offices Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or e-mail request	1. Receiving and evaluation of the request	None	5 mins.	Bei Jhay Bombita <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Receive the response through e-mail	2. Response to the request	None	55 mins.	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Aide VI</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</i>
Total:		None	1 hour	



VIII. BUSINESS ESTABLISHMENT INSPECTION

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction		G2C Government to Citizen		
Who may avail:		Business Establishment scheduled for inspection by the Business Permit and Licensing Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of business within the City 2. Notice of Violation 3. Cease and Desist Order 4. Complaint Declaration 5. Copy of business permit to be inspected for surrender		Business Permit and Licensing Office Business Permit and Licensing Office Business Permit and Licensing Office Complainant Business Permit and Licensing Office / Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Actual business establishment inspection a. with permit b. without permit c. with violation	None	10 mins. 20 mins. 20 mins.	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose Il Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Alvin Alcantara <i>Clerk</i>
	2. Preparation of Inspection Report	None	25 mins.	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose Il Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Alvin Alcantara <i>Clerk</i>



Total:		None	35 minutes to 45 minutes depending on the status of business	
---------------	--	-------------	---	--

IX. FILING OF COMPLAINTS

Office or Division		Business Permit and Licensing Office (BPLO)		
Classification:		Complex		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		All concerned citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of Complaint Form	1.1. Receiving and evaluation of complaint	None	10 mins.	Jeonard Merilo <i>Clerk</i> Bei Jhay Bombita <i>Clerk</i> Heidee Villamin <i>Clerk</i>
	1.2. Coordination with both parties, the barangay concerned, and Homeowner's Association (HOA) (if there's any)	None	30 mins.	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose Il Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Alvin Alcantara <i>Clerk</i>
2. Inspection and Report	2.1. Site inspection	None	2 hours	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i>



				Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Alvin Alcantara <i>Clerk</i>
	2.2. Preparation and submission of report	None	20 mins.	Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Alvin Alcantara <i>Clerk</i>
3. Final Evaluation and Decision	3. Enforcement of decision	None	30 mins.	Christian Gawaran <i>OIC-BPLO</i> Ferdinand Paredes <i>Admin. Aide III</i> Hernan Alhambra <i>License Inspector II</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Barangay Representative HOA Representative
Total:		None	3 hours and 30 minutes	



MAYOR'S PERMIT, ENVIRONMENTAL AND SANITARY FEES

CLASSIFICATION		MAYOR'S PERMIT FEE	ENVIRONMENTAL FEE	SANITARY FEE
1.	Bar, Videoke	5,000	6,600	500 - 700
2.	Restaurant	500	6,600	500 - 700
3.	Carinderia, Eatery	500	1,200 - 2,640	500 - 700
4.	Food Outlet	500	1,200	200
5.	Sari-Sari Store / Retailer	500	240	200
6.	Bakery/Bakeshop	500	3,960	200
7.	Mini Bakery / Hot Pandesal	500	1,800	200
8.	Drug Store	500	1,200 - 1,980	200
9.	Water Station	500	see no. 55	300
10.	BPM Stalls	500	1,800	200
11.	Wholesaler/Dealer - Small (below 3M)	500	4,800	700
	Medium (3M to 14.99M)	700	6,000	700
	Large (15M to 100M)	1,100	7,200	700
12.	Manufacturers - less than 100 sqm	500	1,200	700
	100 but less than 300	1,000	1,980	700
	300 but less than 600	2,500	3,960	700
	600 but less than 1,000	4,000	3,960	700
	1,000 or more	5,000	6,600	700
13.	Warehouse - principal office inside Bacoor	500	see no. 55	700
	- principal office outside Bacoor	1,000	see no. 55	700
14.	Importer / Exporter	500	1,200	700
15.	Coliseum, Cockpit	10,000	see no. 55	700
16.	Fun House, Carnival Rides (indoor)	5,000	see no. 55	500
17.	Offtrack Betting Station	3,000	see no. 55	500
18.	Other pleasurable and amusement places	1,000	see no. 55	500
19.	Posting of Security Guards/Security Agency	2,000	see no. 55	100
20.	Gymnasium/Sports physical fitness	1,000	see no. 55	500
21.	Bowling Establishment	4,000	see no. 55	700
22.	Computer Rentals	100/Computer	see no. 55	100
23.	Billiard Table	100/Table	see no. 55	500



MAYOR'S PERMIT, ENVIRONMENTAL AND SANITARY FEES

CLASSIFICATION		MAYOR'S PERMIT FEE	ENVIRONMENTAL FEE	SANITARY FEE
24.	Junkshop	1,000	see no. 55	300
25.	Contractor, Services, Office	500	see no. 55	100
26.	Media Facilities	500	2,400	250
27.	Gas Station	700	2,400	475
28.	Auto Repair Shop, Carwash	500	2,400	450
29.	Welding, Vulcanizing, Printing, Publishing, Tailoring	500	see no. 55	450
30.	Funeral Parlor	500	see no. 55	500
31.	Beauty Parlor/Barber Shop	500	1,980	450
32.	Telephone, Electric - main	500	3,960	400
	- branch	500	3,960	250
33.	Telecomm, Cable	500	3,960	250
34.	Bank - Main Office	2,000	1,980	325
	- Branch	2,000	1,980	250
35.	ATM (in banks) and the like, per machine	500	1,980	250
36.	Pawnshop, Moneyshop, Insurance Co. Bayad Center, Money Transfer, Money Changer - Main	1,000	1,980	325
	- Branch	1,000	1,980	250
37.	Lending Investor	1,000	1,980	250
38.	Hospital - less than 50 beds	500	6,000	700
	50 to 100	500	9,600	700
	101 to 199	500	12,000	700
	200 or more	500	18,000	700
39.	Medical Clinic, Lying-in, Veterinary Clinic	500	2,640	325
40.	Laboratories	500	2,640	700
41.	Massage Clinic / Spa	500	2,640	700
42.	Subdivision Operators/Real Estate Developer	10,000	6,600	200
43.	Hotel - more than 150 rooms	500	1,200 - 7,800	700
	- 100 - 149 rooms	500	1,200 - 7,800	550
	- 50 - 99 rooms	500	1,200 - 7,800	400
	- 25 - 49 rooms	500	1,200 - 7,800	300
	- less than 25 rooms	500	1,200 - 7,800	250



MAYOR'S PERMIT, ENVIRONMENTAL AND SANITARY FEES

CLASSIFICATION		MAYOR'S PERMIT FEE	ENVIRONMENTAL FEE	SANITARY FEE
44.	Lessor	500	1,200 - 7,800	475
45.	Apartment	500	1,200 - 7,800	50 / door
46.	House for rent	500	1,200 - 7,800	1 / sqm
47.	Memorial park or private cemetery	3,000	see no. 55	200
48.	School - NKP	1,000	<500 students 2,640	550
	Vocational Schools	3,000	500 to 999 3,600	550
	Other Private Schools	5,000	1,000 or more 6,600	550
49.	Swimming Pool, Resort	1,000	4,600	200
50.	Movie House	5,000	4,600	700
51.	Department Store	1,100	4.20 / sq.m.	700
52.	Stalls on Malls - Small	500	3,600	700
	Medium	700	6,000	700
	Large	1,100	8,400	700
53.	Hardware/Super/Commercial Stores	900	6,000	200
54.	Supermarket	1,100	18,000	700
55.	Other Types of Business - less than 100 sq.m.	500	1,200	
	100 but less than 299	500	1,980	
	300 but less than 599	700	3,960	
	600 but less than 999	900	3,960	
	1,000 sqm or more	1,100	6,600	



LIST OF SERVICES

Bacoor Public Safety Unit

External Services

Page Number

Mayor's Security and Other VIP's

8.2

Halfway House, Girls' Home, Ciudad Malasakit,

8.3

Bacoor Coliseum and Vehicle Service
and Maintenance Unit Security



BACOR PUBLIC SAFETY UNIT

(Internal Services)

The Bacoor Public Safety Unit (BPSU) performs its task in coordination with the Provincial Public Safety Unit, and shall assist the local Philippine National Police in conducting local peacekeeping activities as the need arises. In coordination with other relevant department and units within the City of Bacoor, it may likewise render security assistance in conducting inspection and closure of illegally-built structures and businesses operating underground, and in other activities requiring assistance. It is also BPSU's task to secure and make sure event and activity areas are safe for the benefit of city officials, most especially the Honorable City Mayor, and other important guests.

We aim to discipline, train, and supervise all personnel under its authority subject to the approval of the Honorable Mayor.

This unit shall be responsible for setting the direction, development, implementation and coordination of the various peace and order programs within the territorial jurisdiction of the City Government of Bacoor.

Security and safety at all cost



1. MAYOR'S SECURITY AND OTHER VIP'S

Protects and secure safety of our City Mayor, Congressman and other VIP's

Office or Division:	Office of the Mayor-Bacoor Public Safety Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Event Schedule			Requesting Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Department concern will pass down the event Schedule	1.1 Secure location of the event 1.2 Deployment of personnel 1.3 Protect and secure safety	None	Depends on the accumulated time of the scheduled event	BPSU Personnel



2. HALFWAY HOUSE, GIRLS' HOME, CIUDAD MALASAKIT, BACOR COLISEUM AND VEHICLE SERVICE AND MAINTENANCE UNIT SECURITY

Guards and Protects

Office or Division:	Office of the Mayor-Bacoor Public Safety Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Employees, NGO's			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Department concern will submit letter of request for service of our personnel	1.1 Check and secure the perimeter 1.2 Deployment of personnel to each houses 1.3 Attend to the security and protection of the establishment	None	24 hours	BPSU Personnel



LIST OF SERVICES

Bacoor Traffic Management Department

External Services

Page Number

Redemption of Driver's License and Payment of Penalty

9.2 – 9.3

Issuance of Traffic Clearance

9.6 – 9.7

Issuance of Excavation Permit

9.7 -9. 8

Filing of Complaint for Adjudication

9.9

Internal Services

Page Number

Traffic Enforcers Turn-over of Ordinance Violation Receipt
(OVR) and confiscated license

9.4 – 9.5



BACOR TRAFFIC MANAGEMENT DEPARTMENT

(Internal and External Services)

The Bacoor Traffic Management Department shall ensure fast, accurate and friendly manner in releasing and receiving of traffic ordinance violation receipts, licenses and motor vehicle plate numbers.

The Department shall safeguard the proper security and safety of motorists, pedestrians and the riding public in general. The Department shall likewise create a culture of shared accountability and responsibility among traffic enforcers, motorist and pedestrians in proper road use and in the enforcement of traffic rules and regulations.



1. REDEMPTION OF DRIVER'S LICENSE AND PAYMENT OF PENALTY

Driver's licenses and / or plate number's that are confiscated shall immediately be brought to the BTMD office, and may be claimed between 8:00 p.m. to 5:00 p.m. from Mondays to Fridays, after the payment of the fine, as evidenced by an Official Receipt.

Office or Division:	Bacoor Traffic Management Department
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Owner of driver's license and / or plate number's and duly authorized representative
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> • Duplicate copy of ordinance violation receipt; • Official receipt/s as a proof of payment of the prescribed fines; 	
WHERE TO SECURE	
BTMD windows 1 to 3 Treasury Department	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present duplicate copy of Ordinance Violation Receipt.	1. Check if driver's license is already forwarded by the apprehending traffic enforcer and check database for any outstanding and unsettled violation/s.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Genato C. Dizon Elaiza T. Cameros Shallie A. Belen Randolph B. Hernandez Katrina Jelo D. Solis Cherry Ann G. Nuñez Glenda B. Valenzuela



2.	2.1. Prepare order of payment.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Genato C. Dizon Andrei Laurenz C. Irada
3. Proceed to the Treasury Department for payment.	3.1. Accept payment and issue Official Receipt.	Depending on the amount of the fine assessed.	(Depends on the no. of client)	Treasury Department
4. Present the Official Receipt as a proof of Payment of the prescribed fines.	4.1. Validate the receipt then photocopy the Official receipt.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andre Laurenz C. Irada Genato C. Dizon
5. Sign the "Received Driver's License" portion on the order of payment.	5.1. Release the license together with the Original Official Receipt.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Genato C. Dizon Andrei L. C. Irada
Total Processing Time:		4 minutes		



2. TRAFFIC ENFORCERS TURN-OVER OF ORDINANCE VIOLATION RECEIPT (OVR) AND CONFISCATED LICENSE.

Driver's licenses and/or plate numbers that were confiscated shall immediately be brought to the BTMD office by the apprehending traffic officers and deputized PNP personnel for documentation and filing.

Office or Division:	Bacoor Traffic Management Department	
Classification:	Complex	
Type of Transaction:	G2G Government to Government	
Who may avail:	Traffic enforcers and deputized PNP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Original copy of the Ordinance Violation Receipt (OVR); • Confiscated Driver's License and/or vehicle plates. 		Bacoor Traffic Management Department Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over of the Original Copy of OVR as well as the confiscated Driver's License/Plate Number.	1.1 Receive the Original Copy of OVR as well as the confiscated Driver's License/Plate Number.	None	2 minutes	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurencz C. Irada Genato C. Dizon



2.	<p>2.1. Sign Transmittal form based on the surrendered number of OVR's as well as the confiscated Driver's License/ Plate No's and check the number series of the OVR assigned to the traffic enforcer and the</p> <p>chronological surrender of the OVR in series</p>	None	2 minutes	<p>Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Genato C. Dizon Elaiza T. Cameros Shallie A. Belen Randolph B. Hernandez Katrina Jelo D. Solis Cherry Ann G. Nuñez Glenda B. Valenzuela</p>
Total Processing Time:			4 minutes	



3. ISSUANCE OF TRAFFIC CLEARANCE

A Traffic Clearance may be obtained at the BTMD office. The following requirements listed below must be provided by the requesting party:

Office or Division:	Bacoor Traffic Management Department	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	Individual or Organization	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Form from Business Permit and Licensing Office; DTI Business Permit • Barangay Business Clearance; • Photo of the establishment. 		Bacoor Traffic Management Department Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1.1 Receive request letter and complete requirements	None	60 seconds	Adel I. Udarbe Romel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
2.	2. 1 Approval of the request letter and prepared order payment	None	2 minutes	Geronimo B. Del Rosario Rommel A. Bunag Adel I. Udarbe Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela



3. Proceed to the Treasury Department for payment.	3.1 Accept payment and issue Official Receipt.	Depending on the amount of the clearance.	(Depends on the number of client)	Treasury Department
4.	4.1 Issuance of Traffic Clearance.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
Total Processing Time :		4 minutes		

4. ISSUANCE OF EXCAVATION PERMIT

An Excavation Permit may be obtained at the BTMD office. The following requirements listed below must be provided by the requesting party:

Office or Division:	Bacoor Traffic Management Department	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	Contractors and Homeowners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Permit from DPWH; • Request for Excavation Permit (Maynilad-for water service connection; • Clearance from City Engineer Office; • Site Inspection; • Time Frame; • Barangay Business Clearance. 		Bacoor Traffic Management Department Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Requirements	1.1 Receive request letter and complete requirements	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
2.	2. 1 Approval of the request letter and prepared order payment	None	2 minutes	Geronimo B. Del Rosario Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
3. Proceed to the Treasury Department for payment.	3.1 Accept payment and issued Official Receipt.	Depending on the amount of the clearance.	(Depends on the number of client)	Treasury Department
4.	4.1 Issuance of Traffic Clearance.	None	60 seconds	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
Total Processing Time:			4 minutes	

• **FILING OF COMPLAINT FOR ADJUDICATION**



Any person apprehended and issued a ticket for violation of the Bacoor City Traffic Ordinance may contest the same before a committee of the Bacoor City Traffic Adjudication Board (BCTAB) consisting of the City Administrator, as Chairperson; the City Legal Officer, as Vice-Chairperson; the City Councilor who is also the Chair of Barangay Affairs Committee; the Chairperson of the Committee on Public Transportation and Management of the Sangguniang Panlungsod or of the Committee on Government Enterprises and Privatization and Public Franchises; the Head of the BTMD; and Representative from the Office of the City Mayor.

Office or Division:	Bacoor Traffic Management Department
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Alleged Traffic Violators
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Complaint Form; Original copy of the ordinance violation receipt/s. 	WHERE TO SECURE Bacoor Traffic Management Department Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the complaint form.	1.1 Receive the complaint form and schedule the Adjudication Board meeting.	None	2 minutes	Adel I. Udarbe Rommel A. Bunag
2.	2.1 Inform the complainants and the apprehension officer for the adjudication schedule.	None	Day before the scheduled adjudication.	Adel I. Udarbe Rommel A. Bunag
3.	3.1 Adjudication Meeting.	None	2 hours	Adel I. Udarbe Rommel A. Bunag Bacoor Traffic Adjudication Board



LIST OF SERVICES

Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office

External Services	Page Number
Renewal of Motorized Tricycle Operator's Permit (MTOP)	10.2 – 10.4
Issuance of Motorized Tricycle Operator's Permit (MTOP) to tricycle that will change motor	10.5 – 10.7
Issuance of Motorized Tricycle Operator's Permit – Change Ownership	10.8 – 10.10
Issuance of MTOP Dropping Certification to Public Utility Tricycle to Revert the Motorcycle to Private	10.11 – 10.13
Issuance of New Motorized Tricycle Operator's Permit (MTOP) for New TODA	10.14 – 10.17
Various TODA Concerns and Riding Public Concerns	10.18



BACOR TRAFFIC MANAGEMENT DEPARTMENT- BACOR TRANSPORTATION AND FRANCHISING OFFICE (External Services)

All motorized Tricycles for hire, E- Trikes for hire and Pedicabs for hire exclusively operating within the City of Bacoor shall be required to secure a valid franchise issued by the City Government of Bacoor for the approved route where they intend to operate. The procedure for securing such franchise decision shall be in accordance with the rules and regulations set and promulgated by the Bacoor Traffic Management Department - Bacoor Transportation and Franchising Office.



1. RENEWAL OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

All motorized tricycle for hire with updated MTOP should apply for renewal of MTOP every year based on the last digit appearing in the license plate issued by the Land Transportation Office (LTO) - Bacoor.

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Tricycle Operators (TODA)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Completion of the following Requirements: <ul style="list-style-type: none">• Photocopy of latest MTOP• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle• Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) & Certification from local TODA• Barangay Clearance of operators• Community Tax Certificate (Sedula) of operator• Drug test result of driver• Photocopy of Driver's license with restriction code 1&2• Long folder Other supporting documents, if necessary. <ul style="list-style-type: none">• Notarized Special Power of Attorney• Notarized Deed of Sale of Motorcycle and photocopy of valid ID• LTO authorization if plate number is not yet available		Owner of MTOP LTO / Operator Local TODA Officer/BTFO Local TODA Officer Local TODA Officer Barangay Treasury (BGC) DOH Accredited Clinic Tricycle Driver Notary Public LTO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for the renewal of MTOP	1.1 Evaluation and assessment of the requirements	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	1.2 Issuance of Order of Payment	None	1 minute	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
2. Payment of MTOP at Treasury (Miscellaneous Window) Renewal Fee–350.00 Security Sticker–50.00	2. Inform the client to pay the Renewal Fee and Security Sticker at Treasury Department	350.00 50.00	3 Minutes (Depends on the number of clients)	Cashier
3. Submit proof of payment (Official Receipt) to start the processing of MTOP	3. Processing of MTOP	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the MTOP before signing	4.1 Final Checking and review of MTOP and supporting Documents	None	3 minutes	Rommel A.Bunag <i>Assistant Traffic Operations Officer</i>
	4.2 Encoding of Motorized Tri-cycle Operator's Permit (MTOP) data in the system	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Forward the Motorized Tricycle Operator's Permit (MTOP) to the City Mayor for signing	None	1 day	Office of the City Mayor
	4.4 Record and update the MTOP in control logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
5. MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved MTOP and MTOP Plate/ Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza, Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
Total:		P 400.00	1 day and 25 minutes	



2. Issuance of Motorized Tricycle Operator's Permit (MTOP) to tricycle that will change motorcycle.

All motorized tricycle for hire that will change motor need to secure new and updated Motorized Tricycle Operator's Permit (MTOP).

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Tricycle Operator (TODA)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">Completion of the following Requirements:<ul style="list-style-type: none">Photocopy of latest MTOPPhotocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle (OLD and New Motorcycle)Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) & Certification from local TODABarangay Clearance of operatorsCommunity Tax Certificate (Sedula) of operatorDrug test result of driverPhotocopy of Driver's license with restriction code 1&2Long folderOther supporting documents, if necessary.<ul style="list-style-type: none">Notarized Special Power of AttorneyNotarized Deed of Sale of Motorcycle and photocopy of valid IDLTO authorization if plate number is not yet available (New motorcycle)		<div>Owner of MTOP</div> <div>LTO / Operator</div> <div>Local TODA Officer /BTFO</div> <div>Barangay Treasury (BGC) DOH Accredited Clinic</div> <div>Tricycle Driver</div> <div>Notary Public</div> <div>LTO</div>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for change motorcycle of tricycle and updating of Motorized Tricycle Operator's Permit (MTOP)	1.1 Evaluation and assessment of the requirements	None	3 minutes	Jorlyn Geronimo, Raiza Reformado Zenaida Mendoza <i>Clerk</i>
	1.2 Issuance of Order of Payment	None	1 minute	Jorlyn Geronimo, Raiza Reformado Zenaida Mendoza <i>Clerk</i>
2. Payment of Motorized Tricycle Operator's Permit (MTOP) at Treasury Department Change motorcycle Fee – 200.00 Security Sticker – 50.00	2. Inform the client to pay the change motorcycle fee and Security Sticker at Treasury Department	200.00 50.00	3 Minutes (Depends on the number of clients)	Cashier
3. Submit proof of payment (Official Receipt) to start the processing of MTOP	3. Processing of MTOP	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the MTOP before signing	4.1 Final Checking review of MTOP and supporting documents	None	3 minutes	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
	4.2 Encoding of updated MTOP data in the system	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Forward the Motorized Tricycle Operator's Permit (MTOP) to the City Mayor for signing	None	1 day	Office of the City Mayor
	4.4 Record and update the MTOP in control logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
5. MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved MTOP	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
Total:		P 250.00	1 day and 25 minutes	



3. Issuance of Motorized Tricycle Operator's Permit - Change Ownership

New owner of tricycle that have an existing MTOP should secure new and updated Motorized Tricycle Operator's Permit (MTOP).

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	New Tricycle Operator (TODA)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Completion of the following Requirements: <ul style="list-style-type: none"> Notarized Deed of Sale of Tricycle and Membership rights with existing and updated MTOP and photocopy of valid ID Photocopy of latest MTOP Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle TODA Transfer of Rights Inspection Report of the Tricycle Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) Certification from local TODA Voter's ID or Voter's Certification of operator (Bacoor) Barangay Clearance of operators Community Tax Certificate (Sedula) of operator Drug test result of driver Photocopy of Driver's license with restriction code 1&2 Long folder Other supporting documents, if necessary. <ul style="list-style-type: none"> Notarized Special Power of Attorney LTO authorization if plate number is not yet available (New motorcycle) 		<p>Old owner of MTOP/ Notary Public</p> <p>Old owner of MTOP /BTFO LTO / Operator</p> <p>Local TODA Officer Local TODA Officer/ BTFO Local TODA Officer</p> <p>COMELEC Barangay Treasury (BGC) DOH Accredited Clinic Tricycle Driver</p> <p>Notary Public LTO</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for change ownership of tricycle and updating of MTOP	1.1 Evaluation and assessment of the requirements	None	3 minutes	Jorlyn Geronimo, Raiza Reformado Zenaida Mendoza <i>Clerk</i>
	1.2 Issuance of Order of Payment	None	1 minute	Jorlyn Geronimo, Raiza Reformado Zenaida Mendoza <i>Clerk</i>
2. Payment of Motorized Tricycle Operator's Permit (MTOP) at Treasury Department New MTOP Fee – 1000.00 Security Sticker – 50.00	2. Inform the client to pay the change ownership fee and Security Sticker at Treasury Department	1000.00 50.00	3 Minutes (Depends on the number of clients)	Cashier
3. Submit proof of payment (Official Receipt) to start the processing of MTOP	3. Processing of Motorized Tricycle Operator's Permit (MTOP)	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the MTOP before signing	4.1 Final Checking and review of MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
	4.2 Encoding of updated Motorized Tricycle Operator's Permit (MTOP) data in the system	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Forward the Motorized Tricycle Operator's Permit (MTOP) to the City Mayor for signing	None	1 day	Office of the City Mayor
	4.4 Record and update the MTOP in control logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
5. MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved Motorized Tricycle Operator's Permit (MTOP)	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
Total:		P1,050.00	1 day and 25 minutes	



4. Issuance of MTOP Dropping Certification to Public Utility Tricycle to Revert the Motorcycle to Private

Tricycle for hire that will no longer be used as a public utility tricycle need to secure MTOP Dropping Certification to revert the motorcycle to private.

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Tricycle Operator (TODA) / Motorcycle Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Completion of the following Requirements: <ul style="list-style-type: none"> Photocopy of latest MTOP Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle Community Tax Certificate (Sedula) Notarized Affidavit of MTOP Dropping Valid ID Other supporting documents, if necessary. <ul style="list-style-type: none"> Notarized Special Power of Attorney Notarized Deed of Sale of Motorcycle and photocopy of valid ID 		Owner of MTOP /BTFO LTO Treasury (BGC) / Barangay Notary Public Owner of MTOP Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for MTOP Dropping Certification of public utility tricycle	1.1 Evaluation and assessment of the requirements	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	1.2 Issuance of Order of Payment	None	1 minute	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
2. Payment of MTOP Dropping Certification at Treasury Department Dropping Fee – 200.00 Security Sticker – 50.00	2. Inform the client to pay the Dropping fee and Security Sticker at Treasury Department	200.00 50.00	3 Minutes (Depends on the number of clients)	Cashier
3. Submit proof of payment (Official Receipt) to start the processing of MTOP Dropping Certification	3.1 Processing of MTOP Dropping Certification	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
	3.2 Final Checking and review of MTOP Dropping Certification and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
	3.3 Encoding of MTOP Dropping Certification data in the system	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Forward the MTOP Dropping Certification to the City Mayor for signing	None	1 day	Office of the City Mayor
	3.5 Record and update the MTOP Dropping Certification in control logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	3.6 Inform applicants that their MTOP Dropping Certification application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
4. MTOP Dropping Certification applicant can claim the copy of the approved Dropping by presenting the photocopy of the Official Receipt	4. Releasing of approved MTOP Dropping Certification	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
Total:		P 250.00	1 day and 25 minutes	

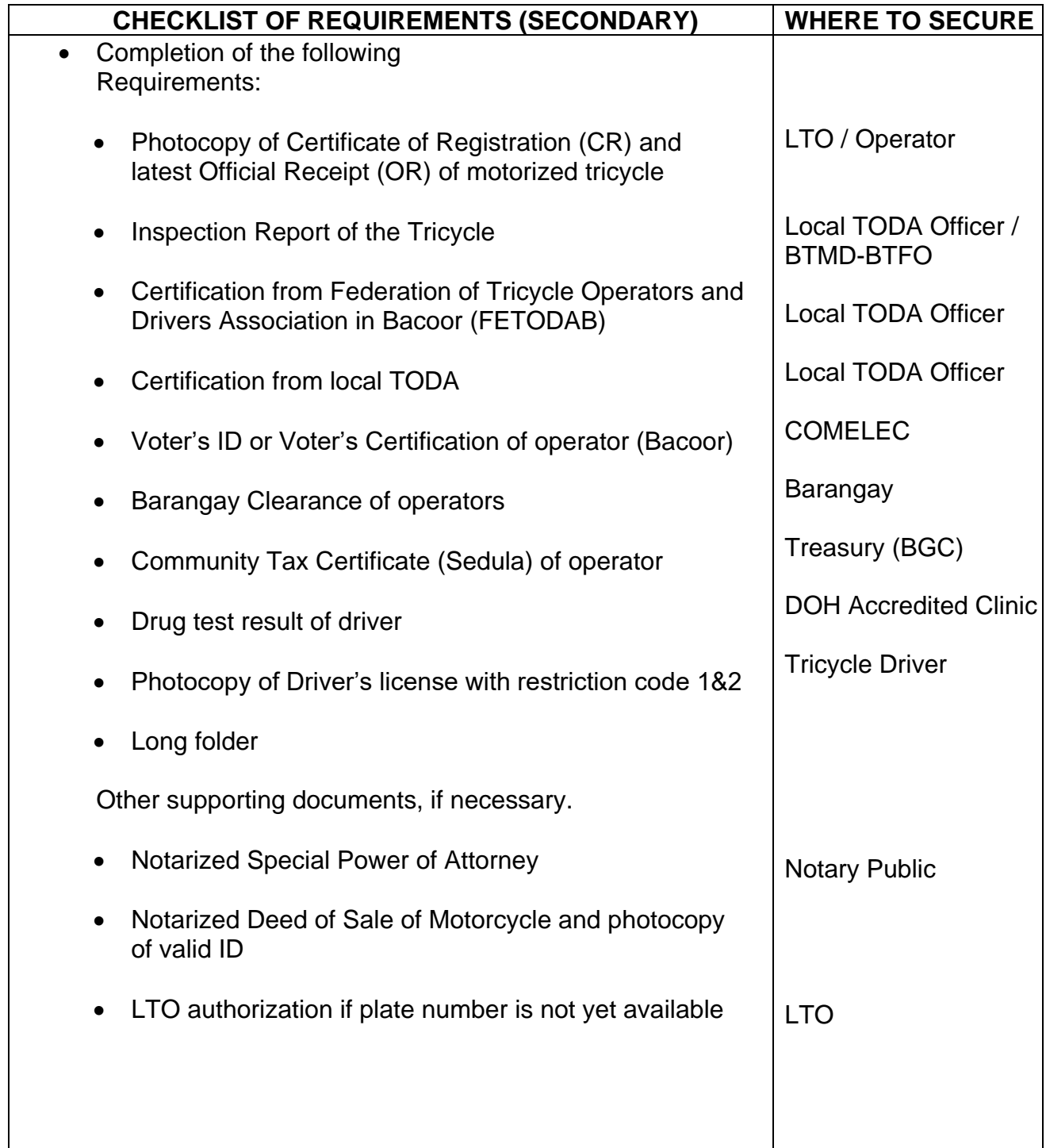


5. Issuance of New Motorized Tricycle Operator's Permit (MTOP) for New TODA

Newly formed Tricycle Operators and Drivers Association (TODA) should apply for new Motorized Tricycle Operator's Permit (MTOP) before the start of their operation.

*** Due to City Resolution No. CR 2017-029 Series of 2017 – A resolution declaring a temporary moratorium in the grant of new tricycle franchise in the City of Bacoor, this service is not available at the moment.

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office	
Classification:	Complex / Highly Technical	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	New Tricycle Operators and Drivers Association (TODA)	
CHECKLIST OF REQUIREMENTS (PRIMARY)		WHERE TO SECURE
<ul style="list-style-type: none">• Completion of the following Requirements:<ul style="list-style-type: none">• SEC Registration of TODA• Endorsement from Federation of Tricycle Operators and Drivers Association (FETODAB)• Map of TODA route• Endorsement from Homeowners Association and Barangay Captain• Route Measurement Capacity (RMC) and Recommendation letter to Sangguniang Panlungsod• Resolution containing the decision of the Sangguniang Panlungsod address to City Mayor• Approval of the City Mayor		<div>Securities and Exchange Commission</div> <div>TODA</div> <div>TODA Federation</div> <div>Local TODA</div> <div>Homeowners Assn./ Barangay Captain</div> <div>BTMD – Head</div> <div>Sangguniang Panlungsod (SP)</div> <div>Office of the Mayor</div>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of primary requirements	1. Evaluation and assessment of the requirements	None	1 day	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
2. Submission of secondary requirements for the issuance of New Motorized Tricycle Operator's Permit (MTOP)	2.1 Assessment of the requirements	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	2.2 Issuance of Order of Payment	None	1 minute	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
3. Payment of New Motorized Tricycle Operator's Permit (MTOP) at Treasury Department New MTOP Fee – 1000.00 Security Sticker – 50.00	3. Inform the client to pay the New MTOP fee and Security Sticker at Treasury Department	1000.00 50.00	3 Minutes (Depends on the number of clients)	Cashier
4. Submit proof of payment (Official Receipt) to start the processing of New Motorized Tricycle Operator's Permit (MTOP)	4. Processing of New Motorized Tricycle Operator's Permit (MTOP)	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Make sure to read and understand the terms and conditions of the MTOP before signing	5.1 Final Checking and review of MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
	5.2 Encoding of MTOP data in the system	None	3 minutes	Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
	5.3 Forward the MTOP to the City Mayor for Signing	None	1 day	Office of the City Mayor
	5.4 Record and update the MTOP in control logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	5.5 Inform applicants that their MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i>
6. MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	6. Releasing of approved MTOP and MTOP Plate/ Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Antonio Gayangos Jr. <i>Clerk</i>
Total:		P1,050.00	2 days and 25 minutes	



6. VARIOUS TODA CONCERNS AND RIDING PUBLIC CONCERNS

Office or Division:	Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Tricycle Operator (TODA) / Riding Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
This will depend on the concerns presented by the client.			Bacoor Traffic Management Department – Bacoor Transportation and Franchising Office (BTMD-BTFO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may directly come or contact Bacoor Traffic Management Department - Bacoor Transportation and Franchising Office regarding their queries, complaints and other concerns.	1.1 Attends to queries, complaints and other concerns on MTOP issues, Fare issues, Terminal issues.	None	30 minutes maximum	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i> Geronimo B. Del Rosario <i>City Gov't Dept. Head I</i>
	1.2 Investigate and call the attention of the concerned TODA and Officers.	None	1 day	Rommel A. Bunag <i>Assistant Traffic Operations Officer</i> Geronimo B. Del Rosario <i>City Gov't Dept. Head I</i>
Total:			1 day and 30 minutes	



LIST OF SERVICES

City Budget Office

External Services

Page Number

Budget Execution	11.4, 11.8
Preliminary Review of Annual and Supplemental Budgets of Barangays and Sangguniang Kabataan	11.10, 11.11
Records Management	11.12
Budgeting Services	11.13

Internal Services

Page Number

Budget Preparation	11.2, 11.7
Budget Execution	11.4, 11.8
Budget Accountability	11.5, 11.9
Records Management	11.12
Budgeting Services	11.13



CITY BUDGET OFFICE

(Internal and External Services)

Functions as stated in RA 7160:

1. Prepare forms, orders and circulars embodying instructions on budgetary and appropriation matters for the signature of the city mayor;
2. Review and consolidate the budget proposals of different departments and offices of the City;
3. Assist the city mayor in the preparation of the budget, and during and after the budget hearings;
4. Study and evaluate budgetary implications of proposed legislation and submit comments and recommendations thereon;
5. Submit periodic budgetary reports to the DBM;
6. Coordinate with the city treasurer, the city accountant and the city planning and development officer for the purpose of budgeting;
7. Assist the sangguniang panlungsod in reviewing the approved budgets of component barangays;
8. Coordinate with the city planning and development office in the formulation of the development plan of the City; and
9. Perform such other duties and functions and exercise such other powers as provided for under the Local Government Code of 1991, and those that are prescribed by law or ordinance.



1. BUDGET PREPARATION (GENERAL FUND)

SECTION 318 of RA 7160 – Upon receipt of the statements of income and expenditures from the treasurer, the budget proposals of the heads of departments and offices, and the estimates of income and budgetary ceilings from the local Finance committee, the local chief executive shall prepare the executive budget for the ensuing fiscal year in accordance with the provisions of the Code.

Office or Division:	City Budget Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Department and Unit Heads
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Budget proposals for the ensuing year using the prescribed Local Budget Preparation Forms 2 and 4. 	
WHERE TO SECURE	
Prescribed format send via email to all concerned offices	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LBP Forms 2 and 4 (Annual PPAs with corresponding budget)	1.1 Consolidate and review all budget proposals to be included in the Annual Budget	None	4 weeks	Elvinia S. Guerrero <i>City Budget Officer</i>
	1.2 Updates Plantilla of Personnel (Permanent/Casual Employees) & Philhealth Contribution			Lester Gene Broas <i>Administrative Officer II</i> Keziah Moscosa <i>Casual-Clerk</i>
	1.3 Setting of target income for budget preparation.			Local Finance Committee-TWG
	1.4 City Budget Office finalizes the annual budget for submission to the Sanggunian for enactment of Appropriation Ordinance. Production of copies for distribution to concerned agencies			Elvinia S. Guerrero <i>City Budget Officer</i> Mariza R. De Leon <i>Supervising Adm. Officer</i> Mark James Santos <i>Casual-Utility Worker</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approval of Local Expenditure Program (LEP)/Annual General Fund Budget by the Sangguniang Panlungsod thru Enactment of Appropriation Ordinance	2.1 Upon approval of LEP, furnish soft and hard copies of Annual Budget to MIS and PIO for posting to city government's website and 3 conspicuous places as compliance to DILG MC No. 2019-149 dated August 30, 2019.	None	10 Minutes	Elvinia S. Guerrero <i>City Budget Officer</i>
	2.2 Prepare Allotment Release Order (ARO) and review before approval of LCE.		1 week	Lester Gene Broas <i>Administrative Officer II</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	2.3 Uploading of budget entries to Integrated Financial Management System (IFMS) / Recording of Appropriations and Allotments in proper registries.		1 week	Lester Gene Broas <i>Administrative Officer II</i> Sherryll Elosa <i>Administrative Aide IV</i> Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscota <i>Casual-Clerk</i>
	2.4 Furnish all departments of their respective approved budgets for preparation of Project Procurement Management Plan (PPMP) for inclusion in Annual Procurement Plan (APP)		30 minutes maximum	Mariza R. De Leon <i>Supervising Adm. Officer</i> Mark James Santos <i>Casual-Utility Worker</i>
		TOTAL	6 weeks 40 minutes	



2. BUDGET EXECUTION (GENERAL FUND)

Budget execution involves the release of allotment, the certification of available appropriations, recording of actual obligations and disbursements of funds for approved PPAs and the delivery of goods and services to target clients in the most efficient, effective, economical and ethical way.

Office or Division:	City Budget Office
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National government offices Other local government units Private suppliers with transactions from the city government Private citizens with transactions from the city government
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
• Obligation Request (OBR)	City Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of copy of Payroll for salaries, wages, contractual services and allowances	1.1 Assignment of proper account codes for each item in the payroll (Permanent/Casual/JO) 1.2 Prepare OBR Form thru Integrated Financial Management System (IFMS) as attachment for every payroll	None	6 minutes maximum per OBR	Keziah Moscosa <i>Casual-Clerk</i>
2. Submission of complete documentary requirements for processing of payment for goods and services subject for procurement	2.1 Review the documents attached from BAC and assign proper account code	None	10 minutes maximum per transaction	Elvinia S. Guerrero <i>City Budget Officer</i>
3. Submission of SOA for all utility bills of city government facilities	3.1 Prepares summary of billing statement of utility bills (Electricity, Telephone & Water) for General Fund as attachment for OBRs 3.2 Assignment of proper account codes for utility bills	None	10 minutes maximum per OBR 2 minutes maximum per OBR	Elaine Monique Gervacio <i>Casual-Clerk</i> Elvinia S. Guerrero <i>City Budget Officer</i>



4.Submission of all other requirements for processing of other operational expenses of the city government	4.1 Review the documents attached and assign proper account code 4.2 Preparation of OBR form thru IFMS	None	5 minutes maximum per transaction 4 minutes maximum per OBR	Elvinia S. Guerrero <i>City Budget Officer</i> Lester Gene Broas <i>Administrative Officer II</i> Sherryll Elosa <i>Administrative Aide IV</i> Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscota <i>Casual-Clerk</i>
5. Secure certified OBR	5.1 Certify as to availability of appropriation in OBR form	None	3 minutes maximum per transaction	Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	40 minutes	

3. BUDGET ACCOUNTABILITY (GENERAL FUND)

This involves the use of a management control techniques to assist in tracking receipts of income/revenues and controlling expenditures. This mechanism provides a venue for the LCE, Local Sanggunian and stakeholders to be continuously informed of the status of implementation of PPAs being funded by public funds.

Office or Division:	City Budget Office		
Classification:	Complex/Highly Technical		
Type of Transaction:	G2G Government to Government		
Who may avail:	City Government Departments National Government Agencies Other Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Registry of Appropriation, Allotment, Obligations for Personal Services, Maintenance and Other Operating Expenses, Capital Outlays and Financial Expenses (RAOO-PS/MOOE/CO/FE) Statement of Appropriations, Allotment, Obligations and Balances (SAAOB) Statement of Receipts and Expenditures (SRB) Statement of Comparison of Budget and Actual Amount (SCBAA) 20% City Development Fund Utilization Other required inter-office reports 		City Budget Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of balances thru RAAO	1.1 Daily posting of certified OBRs to proper registries & encoding in IFMS per office	None	3 minutes maximum per OBR	Lester Gene Broas <i>Administrative Officer II</i> Sherryll Elosa <i>Administrative Aide/IV</i> Katherine Pobre Ma. Cristina Villafranca Monique Gervacio Jayson Bautista Keziah Moscota <i>Casual-Clerk</i>
2. Securing monthly report(SAAOB)	2.1 Summarize monthly RAAO into SAAOB report for submission to COA 2.2 Summary of SAAOB	None	1 day	Katherine Pobre Jayson Bautista <i>Casual Clerk</i> Karen V. Padua <i>Administrative Aide IV</i>
3. Securing SRE	3.1 Prepare manual SRE(3 year period) for submission to Provincial Budget Office 3.2 Encode quarterly budget data in BLGF system for e-SRE	None	1 day	Elvinia S. Guerrero <i>City Budget Officer</i> Mariza R. De Leon <i>Supervising Adm. Officer</i> Lester Gene Broas <i>Administrative Officer II</i>
4. Securing SCBAA	4.1 Input budget data (original amount from annual budget including the changes made in supplemental budgets). 4.2 Reviews and certifies Statement of Comparison of Budget and as part of SCBAA.	None	7 days 1 day maximum	Mariza R. De Leon <i>Supervising Adm. Officer</i> Elvinia S. Guerrero <i>City Budget Officer</i>
5. Securing updated reports on full disclosure policy of DILG	5.1 Updates 20% Development Fund utilization	None	1 day maximum	Lester Gene Broas <i>Administrative Officer II</i>
6. Office memo for inter-office prescribed reports	6.1 Prepare and submit required reports	None	5 days maximum	Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	16 days 3 minutes	



4. BUDGET PREPARATION (SPECIAL EDUCATION FUND – SEF)

SECTION 272. Application of Proceeds of the Additional One Percent SEF Tax. – The proceeds from the additional one percent (1%) tax on real property accruing to the Special Education Fund (SEF) shall be automatically released to the local school boards. The proceeds shall be allocated for the operation and maintenance of public schools, construction and repair of school buildings, facilities and equipment, educational research, purchase of books and periodicals, and sports development as determined and approved by the local school board.

Office or Division:	City Budget Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	Local DepEd Officials & Employees
CHECKLIST OF REQUIREMENTS	
• Budget proposals of Local DepEd	WHERE TO SECURE Template from Budget Operations Manual for LGUs

CLIENT STEPS	AGENCY ACTIONS	FEES TO B PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DepEd District Office to submit draft budget proposals for the ensuing year	1.1 Review the content of the proposals if compliant to prescribed format	None	Maximum 1 day	Karen Padua <i>Administrative Aide IV</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	1.3 City Budget Office finalizes the annual budget for submission to the Local School Board for approval	None	Maximum 1 day	Elvinia S. Guerrero <i>City Budget Officer</i>
2. Approval of Annual Budget by Local School Board	2.1 Prepare Allotment Release Order (ARO) and review before approval of LCE.	None	Maximum 2 days	Karen V. Padua <i>Administrative Aide IV</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	2.2 Recording of Appropriations and Allotments in proper registries/ Uploading of budget entries in IFMS	None	Maximum 3 days	Karen Padua <i>Administrative Aide IV</i> Lester Gene Broas <i>Administrative Officer II</i>
		TOTAL	7 days	



5. BUDGET EXECUTION (SPECIAL EDUCATION FUND-SEF)

Office or Division:	City Budget Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	Local DepEd Officials & Employees
CHECKLIST OF REQUIREMENTS	
• Obligation Request (OBR)	City Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of copy of Payroll for salaries, wages, contractual services and allowances	a. Assignment of proper account codes for each item in the payroll b. Prepare OBR Form as attachment for every payroll	None	3 minutes maximum per OBR	Karen Padua <i>Administrative Aide IV</i>
2.Submission of complete documentary requirements for processing of payment for goods and services subject for procurement	2.1 Review the documents attached from BAC and assign proper account code	None	5 minutes maximum per transaction	Elvinia S. Guerrero <i>City Budget Officer</i>
3.Submission of SOA for all utility bills of city schools	3.1 Assignment of proper account codes for utility bills	None	2 minutes maximum per OBR	Karen Padua <i>Administrative Aide IV</i>
4.Submission of all other requirements for processing of other operational expenses of the Division Office	4.1 Review the documents attached and assign proper account code 4.2 Preparation of OBR form thru IFMS 4.3 Summary of OBRs	None	5 minutes maximum per transaction 4 minutes maximum per OBR	Elvinia S. Guerrero <i>City Budget Officer</i> Karen Padua <i>Administrative Aide IV</i>
5. Secure certified OBR	5.1 Certify as to availability of appropriation in OBR form	None	3 minutes maximum per transaction	Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	22 minutes	



6. BUDGET ACCOUNTABILITY (SPECIAL EDUCATION FUND-SEF)

Office or Division:	City Budget Office	
Classification:	Complex/Highly Technical	
Type of Transaction:	G2G Government to Government	
Who may avail:	National Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Registry of Appropriation, Allotment, Obligations for Personal Services, Maintenance and Other Operating Expenses, Capital Outlays and Financial Expenses (RAOO-PS/MOOE/CO/FE) Statement of Appropriations, Allotment, Obligations and Balances (SAAOB) Statement of Receipts and Expenditures (SRE) Statement of Comparison of Budget and Actual Amount (SCBAA) 		City Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of balances thru RAAO	1.1 Daily posting of certified OBRs to proper registries/ encoding in IFMS	None	3 minutes maximum per OBR	Karen Velez <i>Administrative Aide IV</i>
2. Securing monthly report(SAAOB)	2.1 Summarize monthly RAAO into SAAOB report	None	1 day	Karen Velez <i>Administrative Aide IV</i>
3. Securing SRE	3.1 Prepare manual SRE(3 year period) for submission to Provincial Budget Office 3.2 Encode quarterly budget data in BLGF system for e-SRE	None	1 day	Elvinia S. Guerrero <i>City Budget Officer</i> Mariza R. De Leon <i>Supervising Adm. Officer</i> Lester Gene Broas <i>Administrative Officer II</i>
4. Securing SCBAA	4.1 Input budget data (original amount from annual budget including the change made in supplemental budgets) 4.2 Reviews and certifies Statement of Comparison of Budget and as part of SCBAA.	None	1 week 2 days maximum	Mariza R. De Leon <i>Supervising Adm. Officer</i> Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	1 week/4 days/ 3 minutes	



7. REVIEW OF BARANGAY AND SANGGUNIANG KABATAAN BUDGETS

A. Barangay Budgets:

Section 333 of RA 7160 states that within ten (10) days from approval of barangay council, copies of the barangay ordinance authorizing the annual appropriations shall be furnished the sangguniang panlungsod through the city budget officer.

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Budget Preparation Forms Certified Barangay AIP Certified GAD Plan & Budget for Barangays		Template from Budget Operations Manual for Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Barangay Budget Preparation Forms together with Certified AIP and GAD Plan and Budget	1.1 Examine the forms submitted as to completeness and initiate review of the barangay budget as to compliance to budgetary requirements and general limitations before endorsement to Sangguniang Panlungsod	None	30 minutes maximum	Cristina Villafranca <i>Casual Clerk</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	1.2 Review and sign the endorsement letter of reviewed budgets	None	5 minutes maximum	Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	35 minutes	



B. Sangguniang Kabataan Budgets:

Item 3.3.3.4 of DBM-DILG-NYC Joint Memorandum Circular No. 2019-1 dated January 13, 2019 states that the SK secretary shall submit the SK annual/supplemental budget to the sangguniang panlungsod for review through the city budget officer within ten (10) days upon the approval thereof.

Office or Division:	City Budget Office				
Classification:	Complex				
Type of Transaction:	G2G Government to Government				
Who may avail:	SK Officials				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> <ul style="list-style-type: none"> SK Annual Budget Form Approved 3 year Comprehensive Barangay Youth Development Plan(CBYDP) Approved Annual Barangay Youth Investment Program (ABYIP) </td><td> <ul style="list-style-type: none"> Template from DBM-DILG-NYC JMC No. 2019-1 dated January 13, 2019 Template from DILG Memorandum Circular No.2019-151 dated September 10, 2019 (Annex 9 & 10) </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<ul style="list-style-type: none"> SK Annual Budget Form Approved 3 year Comprehensive Barangay Youth Development Plan(CBYDP) Approved Annual Barangay Youth Investment Program (ABYIP) 	<ul style="list-style-type: none"> Template from DBM-DILG-NYC JMC No. 2019-1 dated January 13, 2019 Template from DILG Memorandum Circular No.2019-151 dated September 10, 2019 (Annex 9 & 10)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
<ul style="list-style-type: none"> SK Annual Budget Form Approved 3 year Comprehensive Barangay Youth Development Plan(CBYDP) Approved Annual Barangay Youth Investment Program (ABYIP) 	<ul style="list-style-type: none"> Template from DBM-DILG-NYC JMC No. 2019-1 dated January 13, 2019 Template from DILG Memorandum Circular No.2019-151 dated September 10, 2019 (Annex 9 & 10) 				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete SK Budget Preparation Forms together with approved CBYDP and ABYIP	1.1 Examine the forms submitted as to completeness and conduct preliminary review of SK budget on their compliance with Section 20(c) of RA 10742, and with other existing laws rules and regulations before endorsement to Sangguniang Panlungsod	None	30 minutes maximum	Cristina Villafranca <i>Casual Clerk</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	1.2 Review and sign the endorsement letter of reviewed SK budgets	None	5 minutes maximum	Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	35 minutes	



8. RECORDS MANAGEMENT

The activities in this management include the systematic and efficient filing of documents of financial transactions related to budgeting.

Office or Division:	City Budget Office
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Officials and employees of the city government National Government Agencies Other Local Government Units Private citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Request for securing file copies of budget documents Certifications 	City Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Provide certified true copies of documents as per request stated in the letter 1.2 Deliver document to concerned offices	None	15 minutes	Katherine Pobre Cristina Villafranca <i>Casual Clerk</i> Mark James Santos <i>Casual-Utility Worker</i>
2. Submit letter request for certifications as to existence of appropriation in the annual budget	2.1. Prepare certifications for the existence of appropriations on all requests. Review and certify as to existence of appropriations	None	10 minutes 5 minutes maximum	Keziah Moscosa Casual Clerk Lester Gene Broas <i>Administrative Officer</i> Elvinia S. Guerrero <i>City Budget Officer</i>
		TOTAL	30 minutes	



9. BUDGETING SERVICES

Render technical assistance to clients on budgetary matters.

Office or Division:	City Budget Office
Classification:	Simple/Complex
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	National Government Offices Local Government Offices Private Citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Written queries Phone-in queries 	City Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written queries or inquire thru landline/mobile	Evaluate and respond to queries	None	30 minutes Maximum	Elvinia S. Guerrero <i>City Budget Officer</i> Mariza de Leon <i>Supervising Admin. Officer</i> Lester Gene Broas <i>Administrative Officer II</i> Sherryll Elosa Karen Padua <i>Administrative Aide IV</i> Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa <i>Casual-Clerk</i>
2. Students must submit written request noted by their advisers in gathering data for their research paper	Evaluate and gather the data needed	None	1 day maximum	Elvinia S. Guerrero <i>City Budget Officer</i> Mariza de Leon <i>Supervising Admin. Officer</i>
		TOTAL	1 day 30 minutes	



LIST OF SERVICES

City Cemetery Office

External Services

Page Number

Provision of New Niches

12.2

Transfer of Bones

12.3

Issuance of New Lease Contract

12.4

Renewal of Lease Contract

12.5



CITY CEMETERY OFFICE

(External Services)

The City Cemetery Office is primarily responsible in the provision of burial services and the implementation of programs to share the needs of Bacoor residents especially the less privileged families of the community. In order to accommodate the increase in number of grieving families , the Office offers two public cemeteries in Maliksi 2 and one public cemetery in Molino 2



1. Provision of new niches

The City Cemetery Office provide new niches/tombs for burial spaces to Bacoor Citizens in its two public cemeteries located in Barangay Maliksi 3 and on located in Barangay Molino 2.

Office or Division		City Cemetery Office		
Classification		Simple		
Type of transaction		G2C Government to Citizen		
Who may avail		City of Bacoor residents		
Checklist of requirements		Where to secure		
1.Death certificate with registry number(photocopy) 2.One valid ID (photocopy with Bacoor address)		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME PROCESSING	PERSON RESPONSIBLE
1.Submission of death certificate	1.1 Receipt of death certificate	None	5 minutes	Judy Villafuerte Rizaliz Gonzales
	1.2 identification of burial spaces	None	5 minutes	Ferdie Del Rosario (Maliksi) Dana Gawaran (Maliksi) Alfredo Quinua Jr. (Maliksi) Zaldy Alonzo (Molino) Rosdi Flores (Molino) Jonatan Fajardo (Molino)
2.Payment of rental for 5 years	2.Issuance of payment order	Php2,000 for 5 years	5 minutes	Treasurer's Office Jordan dela Cruz
3.Release of Lease Contract for new tomb	3.Maintain copy of new Lease Contract	None	5 minutes	Jordan dela Cruz Judy Villafuerte Treasurer's Office
	4.Schedule of interment	None	5 minutes	Ferdie del Rosario (Maliksi) Zaldy Aquino)
	Total :	Php 2,000 for 5 years	25 minutes	



2. Transfer of Bones

The City Cemetery Office facilitates the request for transfer of bones of the deceased by immediate relatives to other cemeteries in coordination with the City Health Office.

Office or Division			City Cemetery Office	
Classification			Simple	
Type of transaction			G2C Government to Citizen	
Who may avail			City of Bacoor residents	
Checklist of requirements			Where to secure	
1. Death certificate with registry number (photocopy) 2. One valid ID (photocopy with Bacoor address)			Local Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Time processing	Person Responsible
1. Submission of death certificate	1. Issuance of request to transfer bones	None	5 minutes	Judy Villafuerte Rizaliz Gonzales
2. Payment of transfer and exhumation Permits	2. Referral to City Health Office	Php 500.00	5 minutes	City Health Office Treasurer's Office
3. Release of transfer and exhumation permits	3. Maintain copy of transfer and exhumation permits	None	5 minutes	Jordan dela Cruz Judy Villafuerte Rizaliz Gonzales City Health Office
	Total	Php 500.00	15 minutes	



3. Issuance of New Lease Contract

The City Cemetery Office facilitates the rental of burial spaces at its two public cemeteries in Barangay Maliksi 2 and one in Molino 2 respectively. The lease contract is for 5 years.

Office or Division	City Cemetery Office
Classification	Simple
Type of transaction	G2C Government to Citizen
Who may avail	City of Bacoor residents
Checklist of requirements	Where to secure
1. Death certificate with registry number(photocopy) 2. Niche photo for interment 3. One valid ID (photocopy with Bacoor address)	Local Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	TIME PROCESSING	PERSON RESPONSIBLE
1.Submission of death certificate	1.1 Receipt of death certificate	None	5 minutes	Judy Villafuerte Rizaliz Gonzales
	1.2 Identification of burial spaces	None	5 minutes	Maliksi: Ferdie Del Rosario Dana Gawaran Alfredo Quinua Jr. Molino: Zaldy Alonzo Rosdi Flores Jonatan Fajardo
2.Payment of Lease Contract for 5 years	2.Issuance of payment order	Php2,300 for 5 years	5 minutes	Treasurer's Office Jordan dela Cruz
3.Release of Lease Contract	3.Maintain copy of signed Lease Contract	None	5 minutes	Jordan dela Cruz
	4.Schedule of interment	None	5 minutes	Ferdie del Rosario (Maliksi) Zaldy Alonzo (Molino)
	Total :	Php 2,300 for 5 years	30 minutes	



4. Renewal of Lease Contract

The City Cemetery Office facilitates the renewal of lease contract for burial spaces at its public cemeteries in Maliksi and Molino respectively.

Office or Division			City Cemetery Office	
Classification			Simple	
Type of transaction			G2C Government to Citizen	
Who may avail			City of Bacoor residents	
Checklist of requirements			Where to secure	
1.Death certificate with registry number(photocopy) 2.Niche photo 3.One valid ID (photocopy with Bacoor address)			Local Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME PROCESSING	PERSON RESPONSIBLE
1.Submission of death certificate	1.1 Receipt of death certificate	None	5 minutes	Judy Villafuerte Rizaliz Gonzales
	1.2 Processing of Lease Contract for renewal	None	5 minutes	Judy Villafuerte Rizaliz Gonzales
2.Payment of Lease Contract for 5 years	2.Issuance of payment order	Php2,000 for 5 years	5 minutes	Treasurer's Office Jordan dela Cruz
3.Release of renewed Lease Contract	3.Maintain copy of renewed Lease Contract	None	5 minutes	Jordan dela Cruz
	Total :	Php 2,000 for 5 years	25 minutes	



LIST OF SERVICES

City Environment and Natural Resources Office

Internal Services

Page Number

Provision of Clean and Green Project Supplies
and Materials

13.2

External Services

Availment of Permit to Operate for Junkshop

13.3 – 13.4

Internal and External Services

Availment of Endorsement Letter to PENRO
for Tree Cutting Permit Application

13.5 – 13.6

Filing of Environmental Complaints/Concerns
(Electronic Mail)

13.7 – 13.8

Filing of Environmental Complaints/Concerns)
(Public Assistance Desk)

13.9 – 13.10

Regular Collection of Solid Wastes

13.11 – 13.12

Request for Clean-up Drive Operation

13.13 – 13.14

Request for Disinfection Activity on Community Area

13.15 – 13.16

Request for Environmental Management Seminar

13.17 – 13.18

Request for Greening and Beautification Program,
Parks and Development

13.19 – 13.20

Settlement of Environmental Violation Citation Ticket

13.21

List of Fees

13.22 – 13.31



CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

(Internal and External Services)

The CENRO is the primary department of the city responsible in protecting the environment, strict enforcement of all existing laws pertaining to the environment, and consistently embark on a platform of government that will conserve and manage the natural resources and balancing the ecology for sustainable development. The CENRO is fully committed to become the frontline organization of the City Government of Bacoor in the development and promotion of environment friendly community based technologies for the protection and conservation of the environment.



PROVISION OF CLEAN AND GREEN SUPPLIES AND MATERIALS

The Office provides supplies and materials such as sacks, cleaning materials, gardening tools, carts, uniforms, personal protective equipment to be used for street sweepings, clean-up operations, disinfection activities, enforcements, grass cuttings, tree trimmings and other parks and development and beautification programs.

Office or Division:	City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	CENRO's eco-aides, river warriors, special operations team, eco-enforcers
CHECKLIST OF REQUIREMENTS	
1. Record Book	CENR Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives information	1. Disseminates schedule information of distribution	None	5 mins	Ms. Jennifer A. Butalid, <i>Technical Staff</i>
2. Request for replacement of item if needed	2.1. Receives request for replacement of item if needed	None	5 mins	Ms. Jennifer A. Butalid, <i>Technical Staff</i>
	2.2. Prepares list and arrange supplies and materials for distribution	None	2 hours	Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Office/Fieldwork Staff
3. Complies with the schedule, receives provided supplies and materials and sign	3. Actual distribution of supplies and materials and records outgoing items upon receipt	None	(200 maximum recipients) x (1 minute per recipient) = 200 minutes	Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Office/Fieldwork Staff
TOTAL:		None	5 hours, 30 minutes	



AVAILMENT OF PERMIT TO OPERATE FOR JUNKSHOP

Issuance of this permit is part of regulatory requirements in accordance with City Ordinance No. 2014-004 regulating the operation and establishment of junkshops within the City of Bacoor. This Permit to Operate shall be secured before establishing or operating a junkshop.

Office or Division:	City Environment and Natural Resources Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	External Clientele who are authorized party or representative, owner of the establishments
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished junkshop application form	Requesting party
2. Certificate of Non-Coverage (CNC) issued by the DENR-EMB	DENR-EMB
3. Bacoor Junkshop Owner's Association, Inc. Membership	Bacoor Junkshop Owner's Association, Inc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send to submit application form, CNC, and Association Membership through electronic mail to cenrobacoorcit y@gmail.com	1.1 Check completeness of application and supporting documents.	None	10 mins.	Engr. Deolito B. Alagos Jr., <i>Statistician I, Sanitary Engineer</i>
	1.2 Review and sign/approve compliant to City Ordinance 2014-004	None	5 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay corresponding fee for Security Seal	2. Receive payment and issue Official Receipt (OR)	Php 50.00	10 mins	Treasury Office
3. Present and submit Official Receipt (OR) of Security Seal	3. Receive and photocopy OR	None	10 mins	Engr. Deolito B. Alagos Jr., <i>Statistician I, Sanitary Engineer</i>
4. Receive Permit to Operate and sign Receiving Log Book	4. Issue signed Permit to Operate with Security Seal	None	10 mins	Engr. Deolito B. Alagos Jr., <i>Statistician I, Sanitary Engineer</i>
TOTAL:		Php 50.00	45 minutes	

**The issued permit is subject to revocation at any time the concerned establishment proven for violation in accordance with City Ordinances, Laws, and other Regulations. The permit also serves that the concerned establishment managed by its owner shall comply in Rules and Regulations of City Ordinance No. 004 Series of 2014.*



AVAILMENT OF ENDORSEMENT LETTER TO PENRO FOR TREE CUTTING PERMIT APPLICATION

This endorsement letter is one of the requirements for application of Tree Cutting Permit from PENRO.

Office or Division:	City Environment and Natural Resources Office		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may avail:	Property owner in the City of Bacoor, private corporations, government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter for Tree Cutting Permit addressed to PENRO		Requesting party	
2. Request Letter addressed to CENRO for Issuance of Endorsement		Requesting party	
3. Clearance of No Objection		Concerned Barangay Hall	
4. Pictures of affected tree(s) with Geo-Coordinates		Requesting party	
5. Development Plan or Floor Plan		Requesting party	
Additional if Private Property			
6. Clearance of No Objection		Concerned Homeowners Association if the tree(s) located inside a subdivision	
Additional if Private Property			
7. Photocopy of Transfer Certificate Title		Requesting Party or Registry of Deeds	
Additional if Fruit Bearing Trees			
8. Request Letter addressed to City Agriculturist for the Issuance of Clearance		City Agriculture Office	
9. Clearance of No Objection		City Agriculture Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Submit letter request and supporting documents	2.1. Check completeness of application and supporting documents.	None	15 mins.	Engr. Joan Paula E. Tolentino, <i>EMS I</i>
	2.2. Review the application, and assign inspection team to conduct site inspection	None	15 mins.	Mr. Rolando R. Vocalan, <i>CENR Officer</i> Engr. Joan Paula E. Tolentino, <i>EMS I</i>
3. Guide/ accompany the inspection team to the site	3.1. Conduct inspection of the area and prepare inspection report	None	3 days or depends on the location of the area*	Engr. Joan Paula E. Tolentino, <i>EMS I</i>
	3.2. Submit recommendation and inspection report to CENRO	None	5 mins.	Engr. Joan Paula E. Tolentino, <i>EMS I</i>
	3.3. Review the application and inspection report. Approve recommendation . Sign the endorsement to PENR Office	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
4. Receive the signed endorsement letter	4. Record and release signed endorsement letter	None	10 mins	Engr. Joan Paula E. Tolentino, <i>EMS I</i>
TOTAL:		None	3 days and 1 hour	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security, and weather condition in the area.*



FILING OF ENVIRONMENTAL COMPLAINT/CONCERNS (Electronic Mail)

To file complaints or concerns through email account cenrobacoorcity@gmail.com, the aggrieved party must accomplish a complaint letter stating his/her cause/s of action. The complaint should bear all the names of the complainants and respondents and other necessary information.

Office or Division:	City Environment and Natural Resources Office
Classification:	Complex/Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative, private corporations, government agencies
CHECKLIST OF REQUIREMENTS	
1. E-mail Complaint Letter	Requesting party / Complainant
2. Attached Evidences	Requesting party / Complainant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complaint letter with attached evidences	1.1. Review completeness of information, receive, record, and report to Immediate Supervisor	None	30 mins.	Assigned Technical Staff
	1.2. Evaluate and assign inspection team to conduct site verifications	None	1 hour maximum	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
2. Guide/ accompany the inspection team to the site	2. Conduct investigation of the area and prepare, sign, submit inspection report with recommendations.	None	3 days or depends on the location of the area*	Assigned Inspection Team Eco-Enforcer Assigned Technical Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive feedback	3. Give feedback to concerned parties; Implement appropriate legal action	None	3 hours maximum	Mr. Rolando R. Vocalan, <i>CENR Officer</i> Eco-Enforcer Assigned Technical Staff
5. None	5. File all actions taken and mark as closed/ accomplished	None	5 minutes	Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Technical Staff
TOTAL:		None	3 days, 4 hours, and 40 mins.	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security, and weather condition in the area.*



FILING OF ENVIRONMENTAL COMPLAINT/CONCERNS (Public Assistance Desk)

To file a complaints or concerns, the aggrieved party must accomplish a complaint letter stating his/her cause/s of action. The complaint should bear all the names of the complainants and respondents and other necessary information.

Office or Division:	City Environment and Natural Resources Office
Classification:	Complex/Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative, private corporations, government agencies
CHECKLIST OF REQUIREMENTS	
1. Complaint Letter	Requesting party
2. Attached Evidences	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Submit complaint letter with attached evidences	2.1. Review completeness of information, receive, record, and report to Immediate Supervisor	None	30 mins.	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i> Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Technical Staff
	2.2. Evaluate and assign inspection team to conduct site verifications	None	1 hour maximum	Mr. Rolando R. Vocalan, <i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Guide/ accompany the inspection team to the site	3. Conduct investigation of the area and prepare, sign, submit inspection report with recommendations.	None	3 days or less depending on the location of the area*	Assigned Inspection Team Eco-Enforcer Assigned Technical Staff
4. Receive feedback	4. Give feedback to concerned parties; Implement appropriate legal action	None	3 hours maximum	Mr. Rolando R. Vocalan, <i>CENR Officer</i> Eco-Enforcer Assigned Technical Staff
5. None	5. File all actions taken and mark as closed/ accomplished	None	5 minutes	Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Technical Staff
TOTAL:		None	3 days, 4 hours, and 40 mins.	

**Number of processing days may increase depending on the location, unexpected issues that may arise from the application, availability of manpower, peace and security, and weather condition in the area.*



REGULAR COLLECTION OF SOLID WASTES

Daily collection of segregated solid wastes within the city with assigned route aligned to the prescribed specific drop stations and pick up station within the territorial jurisdiction of the city for the orderly and efficient segregated solid wastes disposal and collection.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Households in the city		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Segregated solid wastes			Citizens of the city	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Segregate solid wastes	1. Assign and deploy garbage collection trucks	None	20 mins	Garbage Truck Coordinator
	1.2. Informs eco-enforcer on deployment of truck on his/her area of responsibility	None	10 mins	Garbage Truck Coordinator All Eco-Enforcers
2. Proper disposal of segregated solid wastes on the designated pick-up and drop off points and on appropriate schedule	2. Takes charge on routing the truck for collection of solid wastes	None	5 hours	All Eco-Enforcers



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Compliance on solid waste management	3.1. Monitors environmental compliance on solid waste management during collection and accomplish and submit daily truck monitoring enforcement report and gives feedback to truck coordinator	None	12 hours	All Eco-Enforcers
	3.3. Report to Immediate Supervisor	None	30 mins	Garbage Truck Coordinator All Eco-Enforcers
	3.4. Assess report and give instructions	None	15 mins	Mr. Rolando R. Vocalan, CENR Officer
	3.5. Files the report and mark as accomplished	None	5 mins	Ms. Jennifer A. Butalid, Technical Staff
TOTAL:		None	18 hours, 20 mins	



REQUEST FOR CLEAN-UP DRIVE OPERATION

Environmental operations in clean-up drives removal of solid wastes from rivers, creeks, and waterways as part of shared responsibilities in the Water Quality Management Area (WQMA) and to the Writ of Continuing Mandamus of the Supreme Court in restoring and rehabilitating the water quality of Manila Bay and its tributaries.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	External Clientele who are authorized party or representative; private corporations, and government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i> Ms. Jennifer A. Butalid, <i>Technical Staff</i>
	2.2. Review and Instructs team for inspection	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Guide/ accompany the inspection team to the site	3.1. Assess the site for preparation and report to Immediate Supervisor	None	1 hour	Ms. Myleen E. Barron, <i>D1 Special Operations Team Coordinator</i>
	3.2. Review report and give instructions	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
4. Guide/ accompany the inspection team to the site	4. Actual Implementation of instructions	None	10 days or less depends on the status of the area or situation	Ms. Myleen E. Barron, <i>D1 Special Operations Team Coordinator</i>
TOTAL:		None	10 days, 1 hour, 35 minutes	



REQUEST FOR DISINFECTION ACTIVITY ON COMMUNITY AREA

This service serves as part of the health measures against COVID-19 pandemic.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		External Clientele who are authorized party or representative, private corporations, and government agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i> Ms. Jennifer A. Butalid, <i>Technical Staff</i>
	2.2. Review and Instructs team for inspection	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
3. Guide/ accompany the inspection team to the site	3.1. Assess the site for preparation and report to Immediate Supervisor	None	1 hour	Ms. Myleen E. Barron, <i>D1 Special Operations Team Coordinator</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Review report and give instructions	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
4. Guide/ accompany the inspection team to the site	4. Actual Implementation of instructions	None	3 days maximum depends on the status of the area	Ms. Myleen E. Barron, <i>D1 Special Operations Team Coordinator</i>
TOTAL:		None	3 days, 1 hour, 35 mins	



REQUEST FOR ENVIRONMENTAL MANAGEMENT SEMINAR

***Due to COVID-19 Pandemic rules and regulations, this service is will comply to all protocols in public health safety and environment protection.*

Awareness-raising thru dissemination of information to the Barangays, Homeowners Associations, and other Stakeholders on Environmental Practices particularly in pursuing waste diversion targets and establishment of Materials Recovery Facility (MRF) and Climate Change Principle in coordination to the National and Local Events.

Office or Division:	City Environment and Natural Resources Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	External clientele who are authorized party or representative; and government agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter through electronic mail to cenrobacoorcity@gmail.com	1.1. Receives and record the document	None	10 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i> Ms. Jennifer A. Butalid, <i>Technical Staff</i> Assigned Technical Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Approves, assigns staff to conduct seminar	None	5 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
3. Receive feedback	3. Informs the client	None	10 mins	Assigned Office Staff
4. Attends Actual Online seminar	4. Conduct Actual Online seminar	None	5 days or depends on the program	Assigned Office Staff
TOTAL:		None	5 days, 30 mins	



REQUEST FOR GREENING AND BEAUTIFICATION PROGRAM, PARKS AND DEVELOPMENT

This service is an environmental fieldwork operation on tree inventory-planting-growing-caring activities, beautification, cleanliness, parks and development within the city.

Office or Division:	City Environment and Natural Resources Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	External Clientele who are authorized party or representative, private companies, and government agencies
CHECKLIST OF REQUIREMENTS	
1. Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i> Ms. Jennifer A. Butalid, <i>Technical Staff</i>
	2.2. Review and Instructs team for inspection	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Guide/ accompany the inspection team to the site	3.1. Assess the site for preparation and report to Immediate Supervisor	None	1 hour	Mr. Melchor Bulado, <i>Technical Staff</i> Ms. Jane B. Aurellana, <i>D2 Special Operations Team Coordinator</i>
	3.2. Review report and give instructions	None	10 mins	Mr. Rolando R. Vocalan, <i>CENR Officer</i>
4. Guide/ accompany the inspection team to the site	4. Actual Implementation of instructions	None	5 days or depends on the status of the area or situation	Mr. Melchor Bulado, <i>Technical Staff</i> Ms. Jane B. Aurellana, <i>D2 Special Operations Team Coordinator</i>
TOTAL:		None	5 days, 1 hour, 35 mins	



SETTLEMENT OF ENVIRONMENTAL VIOLATION CITATION TICKET

Apprehended violators of environmental policies and ordinances therefore issued with Environmental Violators Receipt (EVR).

Office or Division:	City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business
Who may avail:	Apprehended Violators
CHECKLIST OF REQUIREMENTS	
1. Environmental Violation Receipt (EVR)	Violator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Give the Log Book to the client	None	5 mins	Ms. Christinne Jewel Dueñas, <i>Public Service Coordinator</i>
2. Present the EVR	2. Receives and evaluate apprehension details	None	10 mins	Ms. Mar Lyn Garcia, <i>Office Staff</i> Mr. Rolando R. Vocalan, <i>CENR Officer</i>
3. Pay the fines and penalties and receives Official Receipt	3. Receives payment and issues Official Receipt (OR)	Fines cited in the EVR	5 mins	Treasury Office
4. Present OR, sign record, and receives impounded vehicles and other materials	4. Photocopy OR, record, return OR to the client; release confiscated items, vehicles and other materials	None	10 mins	Ms. Mar Lyn Garcia, <i>Technical Staff</i>
TOTAL:		Fines cited in the EVR	30 mins	



LIST OF FEES

Reference list of fees to be paid by the apprehended violators cited in their Environmental Violators Receipt (EVR).

Bacoar City Ordinance No. 5-S-1997 Requiring to clean their Areas and Put Trash Receptacles within the Vicinity	
Section 2	Section 3
All industrial, commercial, educational establishment and residential owner are required to clean their areas of responsibilities and to put adequate and sufficient trash receptacles within the vicinity of their establishment.	<p>Fines of not less than Php 1,000.00 but not more than Php 2,500.00 or imprisonment of not more than 6 months or both at the discretion of the court</p> <p>Note: In case of establishment, any license may be revoked.</p>

Bacoar City Ordinance No. 14-S-2002 All business, commercial establishments, and/or individuals covered by this Ordinance Regulating the Distribution of Plastic Bags and Polystyrene	
Violation	Fines
Selling and providing plastic bags to consumers as secondary packaging material for wet goods. Provided, that the use of thin gauge, biodegradable plastic bags as primary packaging materials for wet goods shall be allowed until such time as a more environmentally sound alternative is found or identified by the CENRO or by the Office of the Local Chief Executive;	<p>1st offense: Php 1,000.00</p> <p>2nd offense: Php 2,500.00</p> <p>3rd offense: Revocation of Business Permit</p>
Selling and providing plastic bags to consumers as primary or secondary/ packaging material on dry goods;	
Selling and providing Styrofoam as containers	



Bacoor City Ordinance No. 25-S-2011 Requiring Street Vendors and Ambulant Vendors to Bring or Provide Trash Receptacles at their Place/s of Business	
Section 4	Section 5: Penalties
4.1 Selling of any commodity, product, food item, agricultural produce, poultry or marine products, or any similar items without the appropriate trash receptacle	<div>1ST Offense: Php 500.00</div> <div>2ND Offense: Php 1,500.00</div> <div>3rd Offense: Php 2,500.00 plus imprisonment of not more than 2 months</div>
4.2 Failure to throw any garbage or waste item produced by the business activities of the vendors	
4.3 Failure of the vendors to throw the garbage or waste item produced by any of their customers in the trash receptacles	
4.4 Failure of the vendors to put the trash receptacles near his/her place of business. Provided, that the location of the said trash receptacles should be visible and accessible to the customers of the vendors	
4.5 Failure of the vendors to dispose or clean the trash receptacles by 5PM every day or whenever the said trash receptacles are already full	



Bacoor City Ordinance No. 001-S-2014 Garbage Truck Entry Regulation Ordinance	
Violation	Fines
It shall be unlawful for any driver or person-in-charge of any garbage truck not used for collection/disposal of the solid/residual waste of the City to pass through, enter or use any of the streets, roads and thoroughfares within the territorial jurisdiction of the City of Bacoor as defined herein; and	1 st offense: Php 3,000 2 nd offense: Php 4,000 or an imprisonment of not less than 1 month but not more than 3 months
It shall be unlawful for any garbage truck owned by any person or entity including private, government, government-owned or controlled corporation, to pass through the streets and thoroughfares of the City as defined herein to and from any disposal site or sanitary landfill located outside the City of Bacoor, Province of Cavite	3 rd offense: Php 5,000 or an imprisonment of not less than 1 month but not more than 3 months
Additional Php 2,500.00 for the solid/residual waste contained inside any impounded truck, which is properly disposed within a period of two (2) days after its impounding shall be unloaded and re-loaded to any garbage truck accredited by the City , with or without the presence of the driver or registered owner or authorized representative thereof, for proper disposal to a sanitary landfill to avoid decomposition and emission of bad odor in the impounding area and such garbage truck shall not be release unless a transport and tipping fee of Php 10,000.00 is paid at the Bacoor City Treasurer Office.	



Bacoor City Ordinance No. 004-S-2014 Regulating the Operation and Establishment of Junkshops	
Section 5	Penalties
5.7 The burning of junk or any material by any employee of the junkshop within or outside the junkshop	<p>1ST Offense: Php 3,000.00 plus a one-day seminar on environmental protection to be conducted by the CENRO</p> <p>2ND Offense: Php 4,000.00 plus a one-day seminar on environmental protection to be conducted by the CENRO</p> <p>3rd Offense: Php 5,000.00 and cancellation of all permits, certificates, and clearances issued by the city government in favor of the junkshop operator</p>
5.8 Conduct of any activity that produces noise or air pollution including the emission of noxious odor	
5.9 Accepting or treating any toxic or hazardous waste	
5.10 Obstruction of vehicular and pedestrian traffic through the parking of any vehicle, pushcart, or pedicab along sidewalks and road sides	
5.11 Failure to display permits, clearances, certificates, and signboards as mandated in this Ordinance	
5.12 Violation of the Anti-Fencing Law	
5.13 Operating a Junkshop or selling recyclable materials outside of the Centralized Ecological Zone (CEZ)	
5.14 Any act analogous or similar to the foregoing	



Bacoor City Ordinance No. 005-S-2014 Mandating the Segregation at Source Section 8. Penalty for Non-Segregation of Solid Wastes Unsegregated solid wastes generated by household, institutional, industrial, commercial and agricultural sources shall not be collected.	
Violation	Fines
For failing to cause the segregation of their solid wastes, the head of every household and the managers or supervisors of institutional, industrial, commercial and agricultural establishments with unsegregated solid waste shall also be personally fined.	<p>Php 1,000</p> <p>for each instance that they, or their establishment have violated this Ordinance</p>
In addition, the owners of industrial, institutional, commercial, or agricultural establishments that violate this Ordinance shall be penalize as follows:	<p>1st offense: Php 3,000</p> <p>2nd offense: Php 4,000 plus suspension of business permit until the offender complies hereto</p> <p>3rd offense: Php 5,000 plus cancellation of its business permit</p>
Section 9. Dumping and Throwing of Wastes; Penalty. -	
Violation	Fines
Dumping or throwing or placing of waste in areas not designated by the City Solid Waste Management Board or by the Barangay SWM Committee for such purpose is strictly prohibited. Persons who shall violate this provision shall be fined	<p>Php 1,000</p>
Bacoor City Ordinance No. 008-S- 2014 Anti Motor Vehicle Noise Pollution	
Section 2	Penalties
Ban Against Noise Pollution Produced by Motor Vehicles. Consequently, NO motor vehicle without a muffler, or that has a muffler different from its original factory standard muffler, or that has a damaged muffler and produces excessively loud noises, or that was designed to create noise pollution	<p>1ST Offense: Php 2,500.00</p> <p>2ND Offense: Php 3,000.00</p> <p>3rd Offense: Php 5,000.00</p> <p>4th Offense: Php 5,000.00 or imprisonment of not more than ten (10) days or both upon the discretion of the proper court of law.</p>



Bacoor City Ordinance No. 5-S-2019 Establishing a Proper Sewage Treatment and Septage Management System	
Section 14	Section 16
<p>The following acts are prohibited:</p> <p>a. Refusal to desludge as required by this Ordinance;</p> <p>b. Refusal of new and existing residential, commercial, industrial, governmental, and institutional facilities to connect to available sewer lines;</p> <p>c. Dumping of septage and untreated wastewater to drainages, canals, rivers, and other natural and artificial waterways and other open areas;</p> <p>d. Desludging and transporting of septage without the necessary permits and accreditation from the authorized permitting agencies; and</p> <p>e. Hiring/availing the services of illegal/non-accredited desludger, transporter by any person or establishment to desludge septic tanks or dispose of their wastewater.</p>	<p>The City Government shall issue a notice of non-conformity to property owners, administrators or occupants who do not have a septic tank, whose septic tank is not designed properly, or is inaccessible for desludging unless they have an alternative system approved by the City Government.</p> <p>Any owner or user of residential, commercial, industrial, governmental, and institutional structures that fail to comply with the provisions of this Ordinance shall incur the following fines and penalties for every violation:</p> <p>a. For Residential Homeowners</p> <p>i. 1ST Offense: Php 1,500.00 with issuance of Notice of Violation</p> <p>a. For Residential Homeowners</p> <p>ii. 2ND Offense: Php 2,500.00 with mandatory environment related Community Service</p> <p>iii. 3rd Offense: Php 5,000.00 and Non-Issuance of Barangay Clearance</p> <p>iv. Succeeding Offense: Php 5,000.00, Environment Related Community Service, and continued refusal to issue Barangay Clearance until the owner and/or user complies with the provisions of this Ordinance</p> <p>a. For Business Homeowners</p> <p>i. 1ST Offense: Php 2,500.00 and issuance of Notice of Violation</p> <p>ii. 2ND Offense: Php 5,000.00 and the Issuance of a Cease and Desist Order</p> <p>Violators shall be assessed annually to monitor their compliance; likewise, continued violation shall merit the imposition of increasing penalties for each assessed violation.</p>



Bacoor Environmental Code of Bacoor 2008 – Part II Rule IV – Section 2 Table of Fines and Penalties		
Specific Violation	Fines	Penalties
1. Pagkakalat, pagtatapon ng mga basura sa pampublikong lugar, gaya ng kalsada, eskinita, kanal, estero, parke, at mga establisimiyento at pagpapahintulot nito.	1 st offense: Php 300	Community service: 1 st : 1 day 2 nd : 5 days 3 rd : 15 days or both
2. Pagsasagawa ng mga aktibidad o operasyon, pangongolekta o paglilipat ng kagamitan na labag sa operasyon ng kalinisan at iba pang pangangailangan o permisong itinakda o isinaayos ayon sa batas na ito. (R.A. 9003)	2 nd offense: Php 600 3 rd offense: Php 1,000	Community service: 1 st : 15 days 2 nd : 20 days 3 rd : 30 days or both
3. Pagsusunog ng basura.		
4. Pagpapahintulot na kolektahin ang mga hindi napaghihiwalay at napagbukod-bukod na basura.		
5. Paninirahan ng walang pahintulot sa mga lugar tapunan o tambakan ng mga basura.		
6. Pagtatapon at pagbabaon ng mga magagamit pa muling mga bagay na kinakailangang hakutin ng mga karapatdapat na tao.	1 st offense: Php 1,000	Imprisonment: 1 st : 30 days 2 nd : 3 months 3 rd : 6 months or both
7. Walang pahintulot na pag-aalis ng mga “recyclables” na kinakailangang hakutin ng karapat-dapat na tao.	2 nd offense: Php 2,000	
8. Pagsasama-sama ng mga source separated recyclables materials sa iba pang basura sa iisang lalagyang ginagamit, sa pangongolekta at pagtatapon ng basura.	3 rd offense: Php 2,500	Additional imprisonment of: 6 months to 1 year
9. Pagtatayo o pagsasara ng mga lugar tapunan ayon sa nakasaad sa Batas seksyon 37		



Bacoor General Ordinance Chapter 6. Health, Sanitation, and Environmental Management	
Article	Penalty
Article A. Health Examination of Food Handlers	A fine of not less than Php 2,500.00
Article B. Disposal of Garbage, Filth, and Other Waste Matters	A fine of not more than Php 2,500.00
Article C. Advertisement by Means of Signboards and Billboards	A fine of not more than Php 2,500.00
Article D. Advertisement by Means of Posters, Placards, Painting on Walls, Slides in Movies, Handbills and Leaflets	A fine of not more than Php 2,500.00
Article E. Regulations on the Use of Public Roads, Parks, and Plaza	A fine of not more than Php 2,500.00
Article F. Vandalism of Public and Private Properties	A fine of not more than Php 2,500.00
Article G. Protection of the Environment from Astray Animals	A fine of not more than Php 2,500.00
Article H. Ban on Smoking at Certain Public Places and Business Establishments	A fine of not more than Php 2,500.00
Article I. Construction of Pen or Corrals for Cattle, Swine, Chicken, Duck or Other Domestic Animals of Fowls	A fine of not more than Php 2,500.00
Article J. Anti-Littering	A fine of not less than Php 2,500.00
Article K. Pissing Ban in the Public Places	A fine of not less than Php 2,500.00



Implementing Rules and Regulations of Republic Act No. 9003 Part V. Rule XVIII Section 3 Fines and Penalties		
List of Violation under Section 49 of the Act	Fines and Penalties	
Paragraph 1. Littering, throwing, dumping of waste matters in public places, such as roads, sidewalks, canals, esteros or parks, and establishment, or causing or permitting the same	Payment in the amounts not less than PhP 300.00 but not more than PhP 1,000.00	Rendering of community service for not less than 1 day to not more than 15 days to an LGU where such prohibited acts are committed, or both
Paragraph 2. Undertaking activities or operating, collecting or transporting equipment in violation of sanitation operation and other requirements or permits set forth in or established pursuant to the Act		Imprisonment of not less than 1 day to not more than 15 days, or both
Paragraph 3. The open burning of solid waste	Payment in the amounts not less than PhP 1,000.00 but not more than PhP 3,000.00 Imprisonment of not less than 15 days to not more than 6 months, or both	
Paragraph 4. Causing or permitting the collection of non-segregated or unsorted waste		
Paragraph 5. Squatting in open dumps and landfills		
Paragraph 6. Open dumping, burying of biodegradable or non-biodegradable materials in flood-prone areas		
Paragraph 7. Unauthorized removal of recyclable material intended for collection by authorized persons		
Paragraph 8. The mixing of source-separated recyclable material with other solid waste in any vehicle, box, container or receptacle used in solid waste collection or disposal	For the first time, shall pay a fine of PhP 500,000.00 plus an amount not less than 5% but not more than 10% of his net annual income during the previous year The additional imprisonment of a minimum period of 1 year, but not to exceed 3 years at the discretion of the court, shall be imposed for second or subsequent violations of Sec.48 of the Act, Par. 9 and 10	
Paragraph 9. Establishment or operation of open dumps as enjoined in the Act, or closure of said dumps in violation of Sec.37 of the Act		
Paragraph 10. The manufacture, distribution or use of non-environmentally acceptable packaging materials		
Paragraph 11. Importation of consumer products packaged in non-environmentally acceptable materials		



Implementing Rules and Regulations of Republic Act No. 9003 Part V. Rule XVIII Section 3 Fines and Penalties	
List of Violation under Section 49 of the Act	Fines and Penalties
Paragraph 12. Importation of toxic wastes misrepresented as “recyclable” or “with recyclable content”	Payment in the amounts not less than Php 10,000.00 but not more than Php 200,000.00
Paragraph 13. Transport and dumping in bulk of collected domestic, industrial, commercial and institutional wastes in areas other than centers of facilities prescribed under the Act	
Paragraph 14. Site preparation, construction, expansion or operation of waste management facilities without an Environmental Compliance Certificate required pursuant to Presidential Decree No. 1586 and the Act and not conforming with the Comprehensive Land Use Plan of the LGU	Payment in the amounts not less than Php 100,000.00 but not more than Php 1,000,000.00 Imprisonment of not less than 1 year but not more than 6 years, or both
Paragraph 15. The construction of any establishment within two hundred meters from open dump or controlled dumps or sanitary landfills	
Paragraph 16. The construction or operation of landfills or any waste disposal facility on any aquifer, groundwater reservoir or watershed area and/or any portion thereof	



LIST OF SERVICES

City Engineering Office

External Services

Issuance of Permits:

Excavation Permit

Sign/Signage Permit

Pole/Cabinet Location Permit

Page Number

14.2 – 14.5

14.5 – 14.6

14.7 – 14.8



CITY ENGINEERING OFFICE

(External Services)

The City Engineering Office (CEO) is a mandatory office created and established under Republic Act No. 10160 otherwise known as “The Charter of the City of Bacoor”, headed by a City Engineer who initiates, reviews, recommends, and advises the City Mayor on infrastructure and engineering related matters, and who likewise administers, coordinates, supervises and controls the construction, maintenance, improvement, and repair of local infrastructure and public works. Together with a team of competent engineering, architectural, technical, and administrative support staff, the CEO likewise extends engineering services to all 73 Barangays and the Local School Board.



1. EXCAVATION PERMITS

Application for and issuance of excavation permit prior to any excavation or excavation related works along public alley, streets, roads, and other public properties. The permit is categorized into two (2) namely: Type 1, which is mostly residential and non-commercial purposes, and Type 2 for commercial purposes.

Office or Division:	City Engineering Office (CEO)		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	Individuals; Utility Companies or Similar Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<i>In case the excavation falls under TYPE 2 (commercial purposes)</i>			
<u>REQUIREMENTS FOR APPLICATION</u>		From applicant	
<ul style="list-style-type: none">• Sketch plan/map;• Program of Works;• Time table;• Typical sections/ specifications;• Affidavit of Undertaking;• Posting of Cash Bond;• Payment of Non-Refundable Supervision fee;• Barangay Clearance, and Homeowner’s Clearance, if applicable;• Third Party Liability (TPL) Insurance			
<u>REQUIREMENTS FOR ISSUANCE</u>		BTMD	
<ul style="list-style-type: none">• Clearance from Bacoor Traffic Management Department (BTMD);• Clearance from the Office of the Mayor• Joint Inspection by CEO with Regional, District or Provincial representatives as applicable;• Payment of appropriate fees and charges;		Mayor’s Office Concerned Agency CEO/Treasury	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>For all other excavation -TYPE 1 (residential and non-commercial purposes)</i></p> <ul style="list-style-type: none"> • Endorsement from the entity, agency, or company; • Clearance from the Department of Public Works and Highways (DPWH) Cavite Sub-District Engineering Office (Carmona) if the area is within national road-right-of-way, or the Cavite Provincial Engineering Office (PEO, Trece Martirez City) if the area is within provincial road-right-of-way; • Technical drawings and specifications for the entire contract. 	<p>Maynilad DPWH</p> <p>From Applicant</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Excavation Permit form for Type 1, and the complete requirements for Type 2 (complete documents);	1.1. Issuance of comment/follow-up slip	None	1 minute	<p>Administrative Staff</p> <p>*Sharena Bautista <i>Admin Officer IV (AO II)</i></p> <p>*Cecille Jimenez <i>Admin Staff, Casual</i></p> <p>*Aida Buenaventura <i>Admin Staff, Casual</i></p> <p>*Jerralyn Ordoñez <i>Admin Officer IV (AO II)</i></p> <p>Engr. Eleaser Lozano <i>Engineer III Supervising</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Verification of submitted documents, evaluation, assessment and issuance of Order of Payment;	None	20 minutes (for complex projects, additional 1-14 days detailed evaluation may be required if the project cost is at least P1M)	Administrative Staff* Engr. Eleaser Lozano Engineer III Supervising
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (upper ground floor);	2. Issuance of Excavation Permit after presentation of proof of payment;	Fees & Charges: <i>Filing Fee P200.00</i> <i>Inspection Fee P200.00</i> <i>Processing Fee P300.00 (for water house connection)</i> <i>P500.00 (for all other excavations)</i> <i>Excavation Permit Fee</i> <i>a) For a max width of trench of 0.50m.</i> <i>a.1) First 50lm length & below – P1,000.00</i> <i>a.2) Over 50lm length –P30.00/lm</i> <i>b) Excess over 0.50m width of trench- 50.00/sq.m</i> <i>*per CO 25-2014, Section 14</i>	4 minutes	Administrative Staff* Engr. Eleaser Lozano Engineer III Supervising Engr. Jicky D. Jutba OIC-City Engineer Approving
	Total:	P1,800.00 minimum	25 minutes	

Formatted: Right: -0.08", Tab stops: 0.93", Left + 1", Left



2. SIGN/SIGNAGE PERMIT

Application for and issuance prior to any installation or placement of sign or signages (including billboards) within public areas and domain including attachments/anchorage to utility poles or structures along sidewalks, with concern and/or impact on aesthetics of alleys, streets, roads, and highways.

Office or Division:	City Engineering Office (CEO)	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Individuals; Establishments/Companies or Similar Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. <u>Accomplished Sign/Signage Permit Form with attached details:</u> <ul style="list-style-type: none">• Classification of sign (<i>business or advertising</i>)• Material used for the sign (<i>painted, tarpaulin, lighted panaflex, etc.</i>)• Dimension per sign (<i>in meters</i>)• Number of signs to be installed (<i>for each type</i>)• Technical details (<i>drawings and specifications</i>)• Location map where the sign(s) will be installed• Message on or content of the sign		From applicant
2. Clearance from the Department of Public Works and Highways (DPWH) Cavite Sub-District Engineering Office (Carmona) if the area is within national road-right-of-way, or the Cavite Provincial Engineering Office (PEO, Trece Martirez City) if the area is within provincial road-right-of-way;		DPWH



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Sign/ Signage Permit form, with the appropriate clearance(s);	1.1. Issuance of comment/ follow-up slip	None	1 minute	Administrative Staff* *Sharena Bautista Admin Officer IV (AO II) *Cecille Jimenez Admin Staff, Casual *Aida Buenaventura Admin Staff, Casual *Jerralyn Ordoñez Admin Officer IV (AO II) Engr. Julius Darrell Gomez CGADH1 Supervising
	1.2. Verification of submitted documents, evaluation, assessment and issuance of Order of Payment;	None	15 minutes (for complex projects, additional 1-14 days detailed evaluation may be required if the project cost is at least P1M)	Administrative Staff* Engr. Julius Darrell L. Gomez CGADH1 Supervising
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (upper ground floor);	2. Issuance of Sign/ Signage Permit after presentation of proof of payment;	P224.00 minimum* a) Up to 4 sq.ms. base area P120.00 Every sq.m. or fraction thereof in excess of 4 sq.ms. P24.00 *per CO 2013 060	4 minute	Administrative Staff* Engr. Julius Darrell Gomez CGADH1 Supervising Engr. Jicky D. Jutba OIC-City Engineer Approving
	Total:	P224.00 minimum	20 minutes	



3. POLE/ CABINET LOCATION PERMIT

Issuance prior to installation and/or relocation of utility poles and/or cabinets along the road-right of ways.

Office or Division:	City Engineering Office (CEO)	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Individuals; Utility Companies or Similar Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter from the concerned utility company or similar entity containing the following details: (a) Number of poles/cabinets to be installed and/or relocated, and, (b) Summarized cost of the project;		From applicant
2. Technical details (<i>drawings and specifications</i>);		From applicant
3. Clearance from the Department of Public Works and Highways (DPWH) Cavite Sub-District Engineering Office if the area is within national road-right-of-way, or the Cavite Provincial Engineering Office (PEO) if the area is within provincial road-right-of-way, if applicable;		DPWH

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter with the documentary attachments;	1.1. Issuance of comment/ follow-up slip;	None	1 minute	Administrative Staff* *Sharena Bautista <i>Admin Officer IV (AO II)</i> *Cecille Jimenez <i>Admin Staff, Casual</i> *Aida Buenaventura <i>Admin Staff, Casual</i> *Jerralyn Ordoñez <i>Admin Officer IV (AO II)</i> Engr. Julius Darrell Gomez <i>CGADH1 Supervising</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Verification of submitted documents, evaluation, assessment and issuance of Order of Payment;	None	10 minutes <i>(for complex projects, additional 1-14 days detailed evaluation may be required if the project cost is at least P1M)</i>	Administrative Staff* Engr. Julius Darrell Gomez CGADH1 Supervising
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (upper ground floor);	2. Issuance of Pole/Cabinet Location Permit after presentation of proof of payment;	<i>Fees & Charges:</i> <i>Filing Fee P200.00</i> <i>Inspection/ Verification Fee P300.00</i> <i>Excavation Fee per pole P300.00</i> <i>Pole Loc. (per pole) P1,000.00</i> <i>*per CO 2013 051</i>	4 minutes	Administrative Staff* Engr. Julius Darrell Gomez CGADH1 Supervising Engr. Jicky D. Jutba OIC-City Engineer Approving
	Total:	P1,800.00 minimum	15 minutes	

Formatted: Left, Right: -0.08", Tab stops: 1.31", Left



LIST OF SERVICES

CITY HEALTH OFFICE

External Services	Page Number
Animal Bite Treatment Center	15.2 – 15.3
Anti – Tuberculosis Program	15.4 – 15.5
Cataract Operation Services	15.6
Death Certificate	15.7
Dental Services – Oral Health Care	15.8 – 15.9
Family Planning Services	15.10
Health Permit	15.11 – 15.12
Immunization Services	15.13
Laboratory Examination	15.14 – 15.15
Lying – In Services	15.16 – 15.17
Maternal Health Care Services	15.18
Medical Certificate	15.19 – 15.20
Newborn Screening Services	15.21
Other Certification	15.22
Outpatient Consultation	15.23
Physical Therapy and Rehabilitation Services	15.24
Sanitary Permit	15.25 – 15.26



CITY HEALTH OFFICE

(External Services)

The City Health Office performs various programs that focus mostly on medical, dental, environmental health, and nutrition. The health services offered are preventive and curative which addresses the needs of the community particularly the poor and vulnerable groups (pregnant and lactating mothers, malnourished children, elderly, etc.) so they can be active and productive members of the society. It is a government mandate aiming to ensure that every Bacooreno shall receive accessible, available and quality health services. The City Health Office's function is to develop plans and strategies, formulate programs and policies and implement health programs in accordance to the guidelines of the Department of Health.



1. ANIMAL BITE AND TREATMENT CENTER

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Certificate/Clearance Certificate of Indigency (for patients availing of Medical assistance) 			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Ask patient his/her reason for consultation Take patient's vital signs and history Instruct patient to wait and be seen by the Physician	None	5 minutes	Everlyn Ignacio <i>ABTC Staff</i>
	1.2. Physician examines the patient and Categorize: <ul style="list-style-type: none"> Category 1 – give pre-exposure vaccination Category 2 – post-exposure vaccination (2 site Intradermal injection) Category 3 – post-exposure vaccination (1 site Intradermal injection plus RIG) 	None	5 minutes	Dr. Grace Aseron <i>Rural Health Physician</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Nurse administers the necessary vaccination, skin testing for RIG, ATS and observe for adverse events after vaccination Physician prescribe appropriate medicine if necessary	None	30 minutes – 1 hour	Alicia Sabalvaro <i>Nurse II</i>
	1.4. Advice on wound care and follow-up is given	None	5 minutes	Alicia Sabalvaro <i>Nurse II</i>
	1.5. Pay corresponding fee	P500.00 for anti-Rabies vaccine P1000.00 for RIG	2 minutes	Alicia Sabalvaro <i>Nurse II</i> Everlyn Ignacio <i>ABTC Staff</i>
	Total:		1 hour 17 minutes	



2. ANTI – TUBERCULOSIS PROGRAM

This service treats and prevents the spread of communicable diseases such as TB

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Any individual who displays the following physical signs and symptoms: fever, chills, night sweat, sudden weight loss, lack of appetite, fatigue and weakness, spitting out bloody mucous while coughing, chest pain or patients with Chest Xray findings of TB			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Result of Sputum Examination			City Health Laboratory	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the TB Program and necessary requirements	1. Give instruction for proper sputum collection	None	7 minutes	Nurse Midwife
2. Collect and submit sputum specimen	2. Receive specimen and instruct patient to return on specified date for the result	P 40.00	3 minutes	Medical Technologist
3.1. Submit laboratory result to Physician / Nurse	3. Assess patient If TB positive, physician / nurse shall: - Enroll patient under National Tuberculosis Program (NTP)	None	30 minutes	Nurse Midwife



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> - Give patient information and educate him about the disease - Issue TB drugs and supply - Instruct patient to follow daily intake of medicines - Return for regular sputum test and check up 			
4. Follow Physician's/ Nurse advice and return to health center for regular check up	4. Attends to patient for follow-up check-up	None	5 minutes	Nurse Midwife
	Total:	P 40.00	45 minutes	



3. CATARACT OPERATION SERVICES

Provision of services in a facility for the prevention of blindness

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor diagnosed with Cataract			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Patient's consent for Operation 		24/7 City of Bacoor Lying – In and Eye Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and wait to be called	1.1. Provide patient's chart, fill out registration form, secure patient's consent	None	10 minutes	Optha Clerk
	1.2. Examine and assess patient 1.3. Schedule for Operation	None	30 Minutes	Dr. James Coshuming
	1.4. Examine patient 1.5. Give instruction, home medications and medical advices	None	15 Minutes	Dr. James Coshuming
		Total:	55 minutes	



4. DEATH CERTIFICATE

Medical Officer writes the cause of death, reviews and signs death certificate to ensure proper registration at the Local Civil Registrar

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Death Certificate (4 copies) 			Funeral Service Provider	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Assess completeness of requirements, interview relative of the deceased	None	5 minutes	Medical Officer
	1.2. Write Cause of Death, Review and Sign Death Certificate	None	5 minutes	Medical Officer
		Total:	10 minutes	



5. DENTAL SERVICES – ORAL HEALTH CARE

This program aims to provide preventive, curative and promote dental health.

Office or Division:	City Health Office		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Proof of Payment/Official Receipt P 100.00 (Tooth extraction) P 200.00 (Oral prophylaxis) P 350.00 (Restoration)		Office of the City Treasurer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Register patient and fill out Individual Treatment Record 1.2. Instruct patient to wait until number is called for treatment	None	5 minutes	Dental Aide
2. Proceed to Dental Unit	2.1. Perform tooth examination and do appropriate and desired dental service <ul style="list-style-type: none"> Oral Prophylaxis or Gum Treatment Tooth Extraction Restoration of Permanent Filling (Amalgam) 	P100.00 (Tooth extraction) P200.00 (Oral prophylaxis) P350.00 (Restoration)	20 minutes	Public Health Dentist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prescribe medicine Give instructions to the patient	None	5 Minutes	Public Health Dentist
	Total:	Depends on the dental service/s given, stated above are the list of fees	30 minutes minimum, may vary if more than (1) dental service was performed	



6. FAMILY PLANNING SERVICE

Family planning controls the growth of population. Birth spacing is beneficial for the growth and development of the child.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Married couples of reproductive age			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue Early Childhood Care and Development Card (Old Patient) Secure record and fill out Early Childhood Care and Development Card	None	3 minutes	Nurse Midwife Barangay Health Worker
	1.2. Perform counseling and discuss different family planning methods	None	10 minutes	Nurse Midwife
2. Select which methods according to choice	2.1. Explain thoroughly the chosen method 2.2. Give advice on when to follow up.	None	10 minutes	Nurse Midwife
		Total:	23 minutes	



7. HEALTH PERMIT

Health Certificates are issued to employees of all establishments to ensure that the business is protected from various diseases.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All people employed in establishments within the City of Bacoor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance NBI or Police Clearance Cedula 1x1 ID picture Laboratory results :X-Ray, Urine and Stool, Drug Test Mayor's Working Permit Proof of Payment/Official Receipt - P 150.00 For GRO / Entertainer: Hepa B Screening, Urine and Stool Exam, Chest X-Ray, Drug Test HIV / AIDS Orientation certificate			Barangay NBI or PNP Office Barangay or Treasurer's Office DOH accredited Laboratory MIS Office Office of the City Treasurer DOH accredited laboratory City Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1. Assess completeness of requirements	None	2 minutes	Sanitary Inspector
2. Pay corresponding fee required, acquire Working Permit from MIS and present to Sanitation Inspector		P150.00	15 minutes	Office of the City Treasurer MIS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Accomplish Health Certificate and prepare for City Health Officer's signature	None	2 minutes	Sanitary Inspector
	2.2. City Health Officer evaluates laboratory results: - Signs Health Card - Prescribe appropriate medications if needed - Make referral if additional laboratories are needed	None	3 minutes	Dr. Ivy Marie Yrastorza <i>City Govt. Dept. Head I (CHO)</i>
	2.3. Release Health Certificate	None	1 minute	Sanitary Inspector
	Total:	P 150.00	23 minutes	



8. IMMUNIZATION SERVICES

Immunization of children to prevent diseases

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All pregnant women
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue Early Childhood Care and Development Card (Old Patient) Secure record and fill out Early Childhood Care and Development Card	None	2 minutes	Nurse Midwife Barangay Health Worker
	1.2. Weigh and assess baby	None	5 minutes	Nurse Midwife
	1.3. Perform desired immunization 1.4. Advise / give health education and follow up date of immunization	None	10 minutes	Nurse Midwife
		Total:	17 minutes	



9. LABORATORY EXAMINATION

Examination of all body fluids as well as waste products of the body

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Proof of Payment/Official Receipt <ul style="list-style-type: none"> P 20.00 (Urinalysis) P 20.00 (Fecalalysis) P 55.00 (CBC) (Sputum Exam) 			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request	1.1. Check laboratory request from requesting physician 1.2. Give instruction in the collection of specimen and request to pay corresponding amount	None	2 Minutes	Medical Technologist
2. 1. Pay corresponding amount and follow steps in collection of specimen		P20.00 (Urinalysis) P20.00 (Stool) P55.00 (CBC)	3 Minutes	Medical Technologist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. Submit collected specimen	2.1. Receive collected specimen and payment 2.2. Inform patient when to return for result	Depends on the Laboratory Request performed, fees are stated above	3 Minutes	Medical Technologist
	2.3. Process the specimen 2.4. Record and prepare laboratory result	Depends on the Laboratory Request performed, fees are stated above	30 minutes	Medical Technologist
3. Return on specified time/date	3. Release laboratory result	None	1 minute	Medical Technologist
	Total:	Depends on the Laboratory Request performed, fees are stated above	39 minutes	



10. LYING – IN SERVICES

Provision of assistance and services in a facility to ascertain the wellness of would be mothers and their newborn babies

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All pregnant women			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> HBsAG, UA, CBC, Ultrasound Proof of Payment/Official Receipt Uncomplicated Normal Deliver – P 2,000.00 Complicated Normal Delivery – P 3,000 .00 			DOH Accredited Laboratory Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Once in labor, pregnant woman goes to Lying-in Facility	1.1. Secure record of the would be mother 1.2. Notify Physician for admission	None	10 minutes	Nurse / Midwife
2. Submit self for examination	2.1. Examine and assess patient 2.2. Admit patient	None	10 minutes	Nurse / Midwife
3. Patient goes into active labor and eventual delivery	3. Assist the patient for normal spontaneous delivery	None	2 – 3 hours *depending on the length of labor	Nurse / Midwife
4. Patient stays in the facility for 24 hours observation	4. Monitors patient, completes chart	None	1 day maximum	Nurse / Midwife



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay corresponding fee		Uncomplicated Normal Delivery – P 2,000.00 Complicated Normal Delivery – P 3,000.00	5 minutes	Office of the City Treasurer
	5.1. Examine patient 5.2. Give further instruction, home medications and medical advices then discharge patient	None	10 minutes	Nurse / Midwife
	Total:	Uncomplicated Normal Delivery – P 2,000.00 Complicated Normal Delivery – P 3,000.00	1 day, 3 hours, 35 minutes *depending on the length of labor and stay in the facility	



11. MATERNAL HEALTH CARE SERVICES

Comprehensive program to women during pregnancy, post – partum and lactating period

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		All babies 0-12 months		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue and fill up Home Based Maternal Record (Old Patient) Secure record and fill up Home Based Maternal Record	None	5 minutes	Nurse Midwife Barangay Health Worker
	1.2. Perform Pre – Natal Examination and may: <ul style="list-style-type: none"> • Give maternal care advice • Show the importance of reporting to Physician during pregnancy • If laboratory is needed, refer to Medical Technologist • Make referral or request to hospital if patient needs to be hospitalized Give instruction on the next visit Advice to return immediately if pregnancy danger signs occur	None	20 minutes	Nurse Midwife
		Total:	25 minutes	



12. MEDICAL CERTIFICATE

Medical Certificates are issued for intended purposes such as employment, travel, school requirement and the like

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For out of town/ out of the country travel:</p> <ul style="list-style-type: none"> - Barangay Certification - Certificate of Acceptance from receiving LGU/country - Other documents that are required depending on the place of destination and purpose of travel (hotel bookings, etc.) <p>For school/training certification:</p> <ul style="list-style-type: none"> - Certification from school - Laboratory results: CBC, Chest Xray, etc. that may be deemed necessary upon the assessment of the physician <p>Health declaration checklist</p> <p>Proof of Payment/Official Receipt - P50.00</p>			<ul style="list-style-type: none"> - Barangay where the patient lives - LGU or Country of destination - Patient's school - DOH accredited laboratory - Health center <p>Office of the City Treasurer</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Get priority number and wait to be called		None	1 minutes	Nurse Midwife Barangay Health Worker



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Fill out health declaration checklist	1.1. (New Patient) Issue Individual Treatment Record and health declaration checklist (Old Patient) Secure chart and health declaration checklist and fill out Individual	None	10 minutes	Nurse Midwife
	1.2. Assess and examine patient 1.3. Fill out and sign Medical Certificate	None	10 minutes	Physician
2. Pay corresponding fee	2. Issue Medical Certificate	P50.00	5 minutes	Physician
	Total:	P 50.00	26 minutes	



13. NEWBORN SCREENING SERVICE

Provision of assistance and services in a facility to ascertain the wellness of newborn babies

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Babies 24 – 72 hours old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach CHO – Lying In	1.1. Register patient and fill-out filter card	P 600 to be remitted at UP-NIH	5 minutes	Nurse Midwife
	1.2. Conduct Newborn Screening		5 minutes	Nurse Midwife
	1.3. Advise mother when to follow – up for the result	None	2 minutes	Nurse Midwife
2. Return to Lying-in to get the result	2. Release and explain result to the mother	None	10 minutes	Nurse Midwife
	Total:	P 600.00	22 minutes	



14. OTHER CERTIFICATIONS

This covers other certifications like Transfer of Death/Bones/Ashes, Certificate of Potability that are issued in this office.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transfer of Death/Bones/Ashes - Copy of Death Certificate Certificate of Potability - Copy Of Water Test results like monthly Microbiological Exam and semi-annual Physical-Chemical Exam Proof of Payment/Official Receipt - P50.00			Office of the Local Civil Registry DOH accredited Water Testing Laboratory Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Environmental Health and Sanitation Unit. Present all documents	1. Assess completeness of documents	None	3 minutes	Sanitation Inspectors
2. Pay corresponding fee		P 50.00	5 minutes	Office of the City Treasurer
	2.1. Prepare Certificate	None	2 minutes	Sanitation Inspectors
	2.2. Sign the certificate	None	1 minute	Dr. Ivy Marie Yrastorza City Govt. Dept. Head I (CHO)
	2.3. Release the Certificate	None	1 minute	Sanitation Inspectors
	Total:	P 50.00	12 minutes	



15. OUTPATIENT CONSULTATION

Assistance to individual with the purpose of treating illness, diagnose and give appropriate medical services

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue new family folder and fill out Individual Treatment Record (Old Patient) Secure chart and fill out Individual Treatment Record	None	2 minutes	Nurse Midwife Barangay Health Worker
	1.2. Take patient's vital signs and history Instruct patient to wait until number is called and be seen by the Physician	None	5 minutes	Nurse Midwife Barangay Health Worker
2. When number is called, proceed to the Physician for examination	2. Physician examines the patient and may: <ul style="list-style-type: none"> Give medical advice / health consultation Prescribe appropriate medications (medicines may be given to patient free of charge when available) If laboratory is needed, refer to Medical Technologist Make referral or request to hospital if patient needs to be hospitalized 	None	5 minutes	Nurse Midwife Barangay Health Worker
		Total:	12 minutes	



16. PHYSICAL THERAPY AND REHABILITATION SERVICES

Provision of assistance and services for rehabilitation and improvement of well-being

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor needing this kind of service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physical Therapy Program		Physiatrist or Rehabilitation Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach CHO – Rehabilitation Unit	1.1. Interview and assess patient	None	15 minutes	Rhea Salvador <i>Physical Therapist</i>
	1.2. Conduct prescribed treatment	None	1 hour	Rhea Salvador <i>Physical Therapist</i>
	1.3. Provide progress report 1.4. Advise follow – up	None	10 minutes	Rhea Salvador <i>Physical Therapist</i>
		Total:	1 hour, 25 minutes	



17. SANITARY PERMIT

Sanitary Permits are issued to all business establishments to ensure compliance to the Sanitation Code of the Philippines and the City of Bacoor Health and Sanitation Code

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All business establishments operating within the City of Bacoor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Food Establishment: Business Permit Sanitary Order Health Certificate of employees, Water Test Result Proof of Pest Control or certificate NMIS certificate Non-Food Establishment: Business Permit Health Certificate of employees Proof of Pest Control or certificate Other requirement deemed necessary depending on the type of business Proof of Payment/ Official Receipt for Business Permit			Business Permit and Licensing Office City Health Office City Health Office DOH accredited water testing laboratory Pest control company NMIS Business Permit and Licensing Office City Health Office Pest control company Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay corresponding fee required and present to Sanitation Inspector	1.1. Assess completeness of requirements	* Depends on type of business, please refer to BPLO for the list of Sanitary Fees	15 minutes	Sanitary Inspector



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Accomplish Sanitary Permit and prepare for City Health Officer's signature	* Depends on type of business, please refer to BPLO for the list of Sanitary Fees	10 minutes	Sanitary Inspector Dr. Ivy Marie Yrastorza <i>City Govt. Dept. Head I (CHO)</i>
	1.3. Release Sanitary Permit		2 minutes	Sanitary Inspector
		Total:	27 minutes	



LIST OF SERVICES

City Information Office

Internal and External Services	Page Number
Uploading of Social Media Content	16.2 – 16.3
Publication of News Releases	16.4 – 16.5
Barker and Public Announcement	16.6
Text Brigade/ Text Blast	16.7
 Internal Services	
Calendar of Activities	16.8 – 16.9
Events Organization	16.10 – 16.11
Uploading of Materials on LED	16.12



CITY INFORMATION OFFICE

(Internal and External Services)

The City Information Office function is to provide communication between the city government and its constituents through dissemination of relevant information about the plans, programs and projects of the City Government of Bacoor towards the attainment of a productive, cultured and well-informed city. The CIO uses all forms of media for the improvement of the safety, welfare and interest of the city and its residents. The CIO aids as a medium of information from local government to the people and serves as a venue for feedback that can harness the services and work ethics of the city government's staff and work harmoniously with the local executive and other officials of the City Government.



1. UPLOADING OF PHOTOS, VIDEO CLIPS, WRITE-UP, PRESS RELEASES AND STATEMENTS AND OTHER MATERIALS AT PUBLIC INFORMATION OFFICE-BACOR AND CITY GOVERNMENT OF BACOR OFFICIAL FACEBOOK PAGE

Office or Division:		City Information Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		Constituents of Bacoor and other interested parties		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Softcopy of photo • Softcopy of write-ups, press-releases 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and coordination of materials to CIO for posting	1.1. Gathering of Confirmed schedules, occasions and notices, memoranda, advertisements from the Office of the Mayor and other departments and Units	None	5 minutes	Andrianne Mark Ng Arlene Monton Charito Ganzon Cescille Brazil Glecy Mae Rebollido Arman Albesa
	1.2. Forward details to photographer and /or videographer	None	5 minutes	Andrianne Mark Ng Arlene Monton Charito Ganzon Alelyn Sangalang Arman Albesa
	1.3. Event coverage by photographer and videographer	None	10 minutes	Analyn Prodigalidad Jay Peregrino Joseph Noel Jose Roberto Ciriaco III Jayron Torrente Charlie Hubilla



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Forward materials (Photos and Video Clips) to PIO and stored in database	None	10 minutes	Analyn Prodigalidad Jay Peregrino Donnie Ray Borja MM Methusella Validisimo Joseph Noel Jose Roberto Ciriaco III Jayron Torrente
	1.5. Clarifies event details; write up photo release. Selection of best photos (average 5 photos per event), saves in folder indicating event details (name, date and venue)	None	10 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Ma. Angelica Garciano Jennifer Rodica
	1.6. Forward photos, write-up/photo release, video clips to Management information System for uploading at www.bacoor.gov.ph	None	10 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jennifer Rodica
	1.7. Monitors website upload by MIS	None	5 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jennifer Rodica
Total Processing Time:			55 minutes	



2. PUBLICATION OF NEWS RELEASES ON LOCAL AND NATIONAL PUBLICATIONS

Office or Division:		City Information Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		Constituents of Bacoor and other interested parties		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Softcopy of photos • Copy of press-releases • Layout of advertisement 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and coordination of materials to CIO for publication	1.1. Selection of photos and prepares captions	None	5 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jennifer Rodica
	1.2. Forward materials/news releases via email to publications/media (national and local contacts	None	5 minutes	Andrianne Mark Ng Marzon Figueras Alelyn Sangalang
	1.3. Monitors published materials in national and local publications	None	5 minutes	Andrianne Mark Ng Alelyn Sangalang Marzon Figueras
	1.4. Files published materials in national and local publications	None	5 minutes	Marzon Figueras Alelyn Sangalang Cescille Brazil Arlene Monton Glecye Mae Rebollido
	1.5. Logs published materials and prepares summary	None	5 minutes	Marzon Figueras Alelyn Sangalang Charlie Hubilla



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Compiled clipping (published materials) then sent for binding on a monthly basis	None	5 minutes	Marzon Figueras Cescille Brazil Arlene Monton Charlie Hubilla
	1.7. Submit book clippings to the Office of the Mayor	None	5 minutes	Cescille Brazil Arlene Monton Charlie Hubilla
Total Processing Time:			35 Minutes	



3. BARKER AND PUBLIC ANNOUNCEMENT

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Constituents of Bacoor and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request addressed to Mayor Lani Mercado-Revilla 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for public announcement to the City Mayor's Office	1.1. Forward letter of request addressed to Mayor Lani M. Revilla, through Motorpool Head, for use of barker.	None	5 minutes	Andrianne Mark Ng Arlene Monton Charito Ganson Arman Albasa
	1.2. Upon approval, coordinates with Motorpool for schedule	None	5 minutes	Arlene Monton Charito Ganson Arman Albasa Charlie Hubilla
	1.3. Prepares route (within the city's 2 districts), spiel and tarpaulin/ streamer to be used	None	10 minutes	Marzon Figueras Alelyn Sangalang
	1.4. Actual barker/public announcement	None	1 hour	Alberto Obias Jr. Arman Albasa Charlie Hubilla
	1.5. Reports feedback, including untoward incidents (if any) for post-activity discussion	None	5 minutes	Andrianne Mark Ng Arman Albasa Alberto Obias Jr.
Total Processing Time:			1 Hour 25 Minutes	



3. TEXT BRIGADE/TEXT BLAST

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government G2C Government to Citizens			
Who may avail:	City Government Offices, constituents of Bacoor/ interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of announcements				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Weekly confirmation of calendar of events/activities	None	5 minutes	Arman Albesa Cescille Brazil Arlene Monton Charito Ganzon
	1.2. Double-check facts and details with implementing/concerned office	None	5 minutes	Andrianne Mark Ng Arman Albesa Exquil Mercado Alelyn Sangalang
	1.3. Coordinate with MIS, if feasible, to launch text blast/brigade using their system (more than 10,000 contacts); if not; PIO resources are used (3,000 contacts of different sectors)	None	5 minutes	Donnie Ray Borja Arman Albesa Marzon Figueras
	1.4. Prepares copy for launch; proof read/edit	None	10 minutes	Andrianne Mark Ng Alelyn Sangalang Marzon Figueras Jennifer Rodica
1. Receive text /information from CIO	1.5. Actual text blast/brigade	None	10 minutes	Marzon Figueras Charlie Hubilla
	1.6. Monitor feedback; respond to queries, if any	None	5 minutes	Andrianne Mark Ng Donnie Ray Borja
Total Processing Time:			40 Minutes	



4. CALENDAR OF ACTIVITIES (TARPAULINS, LETTERS, AND POSTERS)

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Department/Unit Offices of the City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule of Activities and programs from each department				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepares communication (noted by Mayor Lani M. Revilla other department/unit offices to provide PIO their monthly calendar of events	None	5 minutes	Andrianne Mark Ng Marzon Figueras Alelyn Sangalang
	1.2. Distribution of letter to department/unit offices	None	5 minutes	Arman Albesa Cescille Brazil Arlene Monton Charlie Hubilla
	1.3. Reminds other officers regarding the request letter 2 days prior to submission date of their monthly calendar of events	None	5 minutes	Arman Albesa Cescille Brazil Arlene Monton
1. Submit schedule of activities and programs	1.4. Collection of calendar of events from other offices	None	5 minutes	Arman Albesa Cescille Brazil Arlene Monton
	1.5. Compilation of calendar of events	None	10 minutes	Arman Albesa Cescille Brazil Arlene Monton
	1.6. Preparation of artwork/ layout of calendar of events (for tarpaulin/streamer, poster, brochure/flyer, website posting)	None	20 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jay Peregrino Jacob San Alfonso



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Proof reading and editing of artwork/layout	None	10 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jay Peregrino Jacob San Alfonso Jennifer Lejano
	1.8. Finalizes artwork/layout	None	10 minutes	Donnie Ray Borja Jay Peregrino Jacob San Alfonso
	1.9. Prepares copy for printing (tarpaulin/streamer, poster, brochure/flyer) ; for posting (strategic locations) and distributions (within city hall, public market, extension offices, health centers, business establishments, schools and barangay halls)	None	10 minutes	Andrianne Mark Ng Marzon Figueras Alelyn Sangalang Donnie Ray Borja
	1.10. Coordinates with City Engineering Offices the schedule of installation of tarpaulin/streamer	None	5 minutes	Donnie Ray Borja Charlie Hubilla
	1.11. Actual printing of tarpaulin/streamer, posters, flyer/brochure	None	5 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang
	1.12. Installation of tarpaulin and streamer ; distribution of posters, flyer/brochure	None	5 minutes	Arman Albesa Donnie Ray Borja Glecy Mae Rebolledo
	1.13. Monitoring of posted tarpaulin/streamer and distributed posters, flyers/brochures	None	5 minutes	Marzon Figueras Donnie Ray Borja Charlie Hubilla
Total Processing Time:			1 Hour 40 Minutes	



5. EVENTS ORGANIZATION

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Government Offices (Department and Unit Offices)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal of events, projects and programs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of proposed events/ projects or programs	1.1. Meeting with concerned office/s are set-up a month prior to event date or as soon the event is confirmed	None	5 minutes	Andrianne Mark Ng Marzon Figueras Maria Angelica Garciano
	1.2. Confirmed events details, tasks are delegated per office	None	10 minutes	Andrianne Mark Ng Marzon Figueras Arman Albasa Maria Angelica Garciano
	1.3. Initial information dissemination using various tools of communication	None	10 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Marzon Figueras Maria Angelica Garciano
	1.4. Schedule another meeting to discuss other details, finalize program flow and updates	None	10 minutes	Andrianne Mark Ng Marzon Figueras Maria Angelica Garciano Exquil Mercado



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Continuation of information dissemination using various tools of communication	None	5 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Marzon Figueras
	1.6. Distribution of copies of invites/programs	None	5 minutes	Arman Albesa Arlene Monton Cescille Brazil Charito Ganzon Charlie Hubilla
	1.7. Coordination to concerned on last minute changes (a day before or right before the program)	None	5 minutes	Andrianne Mark Ng Marzon Figueras Exquil Mercado Maria Angelica Garciano
	1.8. Post event analysis	None	30 minutes	Andrianne Mark Ng Marzon Figueras Maria Angelica Garciano Exquil Mercado
	1.9. Store materials (photos and videos) in database	None	10 minutes	Donnie Ray Borja MM Methusella Valdisimo Jay Peregrino Jayron Torrente
Total Processing Time:			1 Hour 30 Minutes	



7. UPLOADING OF MATERIALS ON LED (BACOR BOULEVARD INTERSECTIONS, GLOBALTRONICS AND COMMUNITY CHANNEL OF CABLE COMPANIES)

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Government Offices (Department and Unit Offices)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Layout of advertisements and announcement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit layout of advertisement and announcement	1.1.Coordination with MIS on specifications of materials for uploading on LED and community channels	None	5 minutes	Donnie Ray Borja Alelyn Sangalang
	1.2.Prepare layout/artwork based on requirements	None	5 minutes	Donnie Ray Borja Alelyn Sangalang Jay Peregrino Jacob San Alfonso Jayron Torrente Roberto Ciriaco III
	1.3.Seek approval for layout/artwork	None	10 minutes	Andrianne Mark Ng Donnie Ray Borja Alelyn Sangalang Jay Peregrino Jacob San Alfonso Jayron Torrente Roberto Ciriaco III
	1.4.Update layout/artwork on revisions, if any exist	None	10 minutes	Donnie Ray Borja Alelyn Sangalang Jay Peregrino Jacob San Alfonso
	1.5.Send final copy to Globaltronics and cable companies	None	5 minutes	Donnie Ray Borja Alelyn Sangalang Charlie Hubilla
	1.6.Monitoring of display of materials on LED and cable companies	None	5 minutes	Donnie Ray Borja Marzon Figueras Alelyn Sangalang Charlie Hubilla
Total Processing Time:			40 Minutes	



LIST OF SERVICES

City Cooperative Development Office

External Services

Page Number

Pre- Registration Seminar (PRS) 17.2 – 17.3

Internal Services

Conduct of mandatory seminars/trainings
and other seminars needed by the cooperatives 17.4 – 17.5

Provide Management and Technical Advisory Services 17.6 – 17.8



CITY COOPERATIVE DEVELOPMENT OFFICE

(Internal and External Services)

The City Cooperative Development Office shall be primarily responsible for the formulation and implementation of the City's programs, projects and activities on cooperative development.

1. Design Cooperative Capacity Development Plan.
2. Design training content based on cooperative values, norms and business model.
3. Prepare training methodologies, training materials and manual.
4. Conducts seminars/workshops/consultations/meetings with relevant stakeholders.

MISSION : To ensure the viability of growth of cooperatives as instrument of social justice, equity, self-reliance, economic development and people's empowerment.

VISION : Center of cooperative development and socio-economic sustainability united and working harmoniously.



1. Pre – Registration Seminar (PRS)

A mandatory seminar required by the Cooperative Development Authority, prior to the registration of a proposed cooperative. A certificate of PRS conducted form part of the registration documents for registration. This seminar is being conducted by the personnel of the Cooperative Development Authority.

Office or Division	:	City Cooperative Development Office		
Classification	:	Simple		
Type of Transaction	:	G2C Government to Citizen G2G Government to Government		
Who may avail	:	Pre-cooperative groups with at least 15 members		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Letter request address to the City Cooperative Development Office.			From the focal person of the would- be cooperative.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appointment with the City Cooperative Office for the briefing	1.1. Set a scheduled date for the pre- coop group, maximum of 5 persons for social distancing for briefing	none	20 minutes	Vicenta M. Lazaro, Sr. Cooperative Dev't Specialist Leonida Caraveo, Cooperative Development Specialist I Kenneth Pobre, Cooperative Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Prepare endorsement letter to the Regional Director of the Cooperative Dev't Authority, R-IV	None	5 minutes	Vicenta M. Lazaro, Sr. Cooperative Development Specialist
	1.3. Submit endorsement letter to the Regional Director of the Regional Cooperative Development Authority through email	None	10 minutes	Kenneth Pobre, Cooperative Staff
	1.4. Coordinate with the would be cooperative for the scheduled set by the Cooperative Development Authority	None	10 minutes	Maria Catalina C. Ballera Cooperative Staff Leonor M. Miranda, Admin Officer IV
		Total:	45 minutes	



2. Conduct of mandatory trainings/seminars and other seminars needed by the members of the cooperatives.

1. Fundamentals of Cooperative

- mandatory seminar required by the Cooperative Development Authority to the Board of Directors and officers of primary cooperatives. This seminar enables the participants to know the salient features of RA 9520, otherwise known as the Philippines Cooperative Code of 2008.

2. Cooperative Management and Governance

- another mandatory seminar required by the Cooperative Development Authority to be able to enhance the sense of direction, responsibility and accountability in running the cooperative. Develop and enhance the knowledge in the practice of good governance and management thereby enabling them to contribute to the effective operation of cooperative as an economic and social enterprise.

3. Cooperative Education and Transport Operations Seminar (CETOS)

- A primary and continuing educational course requirement for new and old members of transport service cooperative to provide basic orientation on how to operate and function as a business enterprises and business providers.

4. Financial/Risk and Credit Management

- designed for general managers and members of the Credit Committee of the primary cooperatives.

5. Gender and Development (GAD)

- Mainstreaming Gender and Development to cooperatives to promote gender and equality.

6. Conduct of Compliance Review Forum

- in preparation for the documents/requirements needed by the Cooperative Development Authority (CDA) for the issuance of Certificate of Compliance.

7. Business Continuity Management Plan Seminar

- to ensure employees/members safety; maintain clients/customers confidence; minimize economic losses and to ensure continuous services and operations



Office or Division :		City Cooperative Development Office		
Classification :		Complex		
Type of Transaction :		G2G Government to Government		
Who may avail :		Officers and members of primary cooperatives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepare training design for the approval of the City Mayor	none	30 mins	Vicenta M. Lazaro, Sr. Cooperative Development Specialist
1.1. Accepts invitation	1.2.Send letters/invitations to all primary cooperatives through emails, texting and phone calls	none	30 mins	Leonida Caraveo, Cooperative Development Specialist I Maria Catalina C. Ballera, Cooperative Staff Leonor M. Miranda, Admin Officer IV
1.2. Confirms attendance	1.3.Follow ups for the confirmation of attendees through texting and phone calls	none	2 days	Maria Catalina C. Ballera, Kenneth Pobre, Cooperative Staff Leonor M. Miranda, Admin Officer IV
1.3. Attends seminar	1.4. Preparations of venue, documents and other materials needed (safety protocols)	none	1 day	Vicenta M. Lazaro, Sr. Cooperative Development Specialist Leonida C. Caraveo, Cooperative Development Specialist I Kenneth C. Pobre, Maria Catalina C. Ballera, Cooperative Staff, Leonor M. Miranda, Admin Officer IV
	1.5. Issuance of Certificate of attendance/ participation	none	15 minutes	Vicenta M. Lazaro, Sr. Cooperative Development Specialist
		Total:	3 days, 1 hour and 15 mins.	



3. Provide Management and Technical Advisory Services

3.1- Management Advisory Service for the Would Be Cooperatives- assistance to the documentary requirements needed for submission to the Cooperative Development Authority and registration to the Bureau of Internal Revenue for tax exemption.

3.2- Technical Assistance to the existing coops on the submission of the Cooperative Annual Progress Report (CAPR)

Office or Division :		City Cooperative Development Office		
Classification :		Simple		
Type of Transaction :		G2C Government to Citizen G2G Government to Government		
Who may avail :		Pre-cooperative groups with at least 15 members		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appointment with the City Cooperative Office for schedule	1.1 Set a scheduled date for the would be coop	none	15 mins	Vicenta M. Lazaro, Sr. Cooperative Dev't Specialist Leonida Caraveo, Cooperative Development Specialist I Leonor M. Miranda, Admin Officer IV



Office or Division	:	City Cooperative Development Office
Classification	:	Simple
Type of Transaction	:	G2C Government to Citizen G2G Government to Government
Who may avail	:	Pre-cooperative groups with at least 15 members

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Appointment with the existing coop for technical assistance on the submission of the CAPR	1.2 Conduct meeting with the officers of the would be coop for the preparations of the needed documents for submissions to the CDA and the BIR.	None	Half day	Vicenta M. Lazaro, Sr. Cooperative Dev't Specialist Leonida Caraveo, Cooperative Development Specialist I Leonor M. Miranda, Admin Officer IV
	2.1 Set a scheduled date for the existing coop	None	15 mins	Vicenta M. Lazaro, Sr. Cooperative Dev't Specialist Leonida Caraveo, Cooperative Development Specialist I Leonor M. Miranda, Admin Officer IV



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Conduct technical and management advisory assistance	None	Half day	<p>Vicenta M. Lazaro, Sr. Cooperative Dev't Specialist</p> <p>Leonida Caraveo, Cooperative Development Specialist I</p> <p>Leonor M. Miranda, Admin Officer IV</p>
		Total	1 day and 30 mins	



LIST OF SERVICES

City Planning and Development Coordinator

External Services	Page Number
Barangay Annual Investment Program (AIP) Budget	18.7
Barangay Annual Investment Program Certification	18.8
Cities/Municipalities Competitiveness Index (CMCI)	18.9
Ecological Profile (EP)	18.10
Technical Assistance to walk-in/phone-in clients and other government agency	18.11
Internal Services	
Annual Accomplishment Report	18.12
Annual Investment Program (AIP)	18.13
Annual Physical Report of Operations	18.14
City Development Council Resolution	18.15
Comprehensive Land Use Plan (CLUP) Data	18.16
Local Development Investment Plan (LDIP)	18.17
Office Performance Commitment Review (OPCR) and Division Performance Commitment Review (DPCR)	18.18
Performance Management Team (PMT) Secretariat	18.19
Project Procurement Management Plan (PPMP)	18.20
Re- Engineering	18.21
Devolution Transition Plan 2022-2024 (DTP)	18.22-18.23



CITY PLANNING AND DEVELOPMENT COORDINATOR

(Internal and External Services)

The City Planning & Development Coordinator's Office (CPDO) initiate coordination in setting the direction of all economic and social development efforts in the city.

As the highest economic development planning and policy-coordinating body of the City government, the CPDO based on the Local Government Code of 1991 has the following major function:

1. Formulation of Comprehensive Development Plan (CDP)

- Prepare integrated socio-economic physical (land use) and other development plans & policies of the city;
- Integrate and coordinate all sectoral plans & studies undertaken by the different department/ offices of the city as well as the other national agencies or functional groups;
- Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- Maintain Comprehensive data banks on socio-economic situation of the city;

2. Formulation of the City's CDP and AIP

- Provide assistance to implementing agencies/ city departments / barangays in identification of priority projects for implementation in accordance with the **City Development Plan**.

The Local Government Code or RA 7160 mandates local government units to prepare A **Comprehensive Development Plan** that outlines the key goals and objectives, challenges and concerns facing LGU's and a set of programs, projects and policies to attain its vision and mission towards a sustained socio-economic development

3. Appraisal & Prioritization of the Socio Economic Development Programs and Projects

- Evaluate, review & prioritize proposed city program & project for the consideration of the City Development Plan.



4. Monitoring & Evaluation of Plan Implementation

- Monitoring & Evaluation of Plan Implementation of various development programs, projects and activities of the city in accordance with the approved city development plan.

5. Conduct Researches, Studies & Training

- Conduct continuing researches, studies & training necessary to evolve plans & programs for implementation &
- Provide technical assistance to the barangays in plan formulation, investment programming & securing special development funds.

6. Secretariat to the City Development Council

- Exercise supervision & control over the secretariat of the city development council &
- Provide technical assistance to the barangays in project development and Planning.

CITY DEVELOPMENT COUNCIL (CDC) –is the body mandated by law to assist the Sanggunian concerned in setting the direction of economic and social development and coordinating development efforts within their respective territorial jurisdiction.

7. Promotion of People Participation in the Development Planning

- Conduct public consultations as part of participative development planning

8. Local Finance Committee Member

- Recommend to the Local Chief Executive the level of annual expenditures and the ceilings of spending for economic, social, & general services based on the the approved local development plan.
- Recommend revenue-generating measures.

9. Performance of Other Appropriate Tasks as maybe assigned by the Local Chief Executive

- Act as members of various committees.

The **City Planning & Development Coordinator** is responsible for the socio-economic planning / ecological profile, consolidation, formulation and implementation of plans & programs, statistical services & coordination in the formulation & implementation of economic and social policies.



In coordination with the National Government, the following projects were handled by the City Planning & Development :

- Early Childhood Care & Development (ECCD)
- Gender & Development (GAD)
- Local Governance Performance Management System (LGPMS) now SGLG
- Millennium Development Goals (MDG) now Sustainable Development Goals (SDG)

SUSTAINABLE DEVELOPMENT GOALS (SDGs), otherwise known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

- Goal 1: No Poverty
- Goal 2: Zero Hunger
- Goal 3: Good Health and Well-being
- Goal 4: Quality Education
- Goal 5: Gender Equality
- Goal 6: Clean Water and Sanitation
- Goal 7: Affordable and Clean Energy
- Goal 8: Decent Work and Economic Growth
- Goal 9: Industry, Innovation and Infrastructure
- Goal 10: Reduced Inequalities
- Goal 11: Sustainable Cities and Communities
- Goal 12: Responsible Consumption and Production
- Goal 13: Climate Action
- Goal 14: Life Below Water
- Goal 15: Life on Land
- Goal 16: Peace, Justice and Strong Institutions
- Goal 17: Partnerships for the Goals

SUSTAINABLE DEVELOPMENT GOALS are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice.

Recognition of the important interconnections between eliminating hunger and promoting and investing in sustainable agriculture, ensuring healthy lives and reducing air, water and soil pollution, promoting economic growth while improving resource efficiency and decoupling this growth from environmental degradation.

The **importance of sustainable development goals**. ... to end poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development agenda. These are called the **Sustainable Development Goals**.



The **aim of sustainable development** is to balance our economic, environmental and social needs, allowing prosperity for now and future generations.

Sustainable development means development of an economy in a way that doesn't deplete natural resources.

The City Planning Office consolidated the Program/Plans/Activities (PPAs) of different offices of the LGU for the processing of the Executive Legislative Agenda which also includes the Identified Issues/Concerns, Development Goals and Objectives for 3 year period.

LOCAL DEVELOPMENT INVESTMENT PROGRAM (LDIP) is the principal instrument for implementing the Comprehensive Development Plan.

- It is a document that translates the CDP into programs and projects and selects those that will be picked up by the LGU for funding in the annual general fund budget or through special fund generation schemes.
- The LDIP should have a time frame of three (3) years.

The Local Development Investment Program (**LDIP**) is a program to allocate the investible portion of the annual general fund budget for funding the development programs, projects and activities identified in the Comprehensive Development Plan (**CDP**).

LDIP is a program of prioritized programs, projects and activities (PPAs) for funding and implementation at the local level. The process of formulating the LDIP involves formalizing and ranking the PPAs identified by the local government and matching the prioritized projects with the investment financing capacity of the city.

ANNUAL ACCOMPLISHMENT REPORT was consolidated and submitted to the Sangguniang Panlungsod and other concerned agencies, in accordance with the mandate of the Local Government Code by the **City Planning Office**.

BARANGAY ANNUAL INVESTMENT PROGRAM (AIP) was reviewed and evaluated by the city planning office all the 73 barangays of the City of Bacoor.

ISSUED CERTIFICATION to every barangay who has been reviewed the BDIP by the City Planning Officer in compliance with the Local Government Code of 1991 Article 410 of its IRR.

TECHNICAL ASSISTANCE RENDERED TO WALK –IN/ PHONE-IN CLIENTS for their queries on CLUP, CDP, Ecological Profile, Population of the LGU.



ANNUAL PHYSICAL REPORT OF OPERATIONS (January 1, 2020-December 31, 2020) of every Department and Unit Heads was consolidated by the City Planning.

CAPACITY DEVELOPMENT for the calendar year 2020-2022, of every Department and Unit Heads was consolidated by the City Planning and turned over to Human Resource Development and Management Department.

CITIES/MUNICIPALITIES COMPETITIVENESS INDEX (CMCI)

The **Cities and Municipalities Competitiveness Index** is an annual ranking of Philippine cities and municipalities developed by the National Competitiveness Council and the Department of Trade and Industry through the Regional Competitiveness Committees (RCCs) with the assistance of the United States Agency for International Development. It is a program which encourages LGUs to gather and submit data which will be used to measure their performance on four pillars : Economic Dynamism, Government Efficiency, Infrastructure and Resiliency. Each pillar has indicators which provide a more detailed view of the economic status of the locality.

The completeness of data of our local government unit will provide with greatly impact of our ranking on the index. These data may be used not only for the Index but also a tool for local policy making, development planning and investment promotion.

The data serves as a tool to evaluate the competitiveness level of our locality and undertake steps moving forward to further improve performance in investment promotion and creation of new jobs. The increasing coverage of the index signifies a higher level of awareness and commitment to improve data collection and LGU performance.

In line with the Annual Ranking of the **Cities and Municipalities Competitiveness Index (CMCI)** for the year 2020 all LGUs in CALABARZON Region were invited to participate in the CMCI by the DTI-Competitiveness Bureau Undersecretary, Atty. Rowell S. Barba in data collection by accomplishing the attached 2020 Local Data Capture Sheet, requiring the department heads and constituents to provide the necessary information and all the data shall be submitted to the City Planning Office for consolidation of accomplished data in the attached Local Data Capture Sheet.

LOCAL GOVERNMENT PERFORMANCE MANAGEMENT SYSTEM (LGPMS)

LGPMS, under Joint Memorandum Circular No. 1-2016 of the DILG, NEDA, DBM and DOF, serves as a robust online national information system on local government, and is a self-assessment, management and development tool that enables provincial, city and municipal governments to determine their capabilities and purposes:

- a. Supporting the development of a local government through the improved use of financial and human resources;
- b. Benchmarking local government performance against established standards; Informing national policymakers on the state of development in local governments;



The City Planning & Development Office (CPDO) is tasked to collect data on the five(5) areas of governance namely: Administrative Governance; Social Governance; Economic Governance; Environmental Governance and Valuing Fundamentals of Good Governance, from various line-agencies of the local government using the Data Capture Forms designed by the DILG and to be encoded on-line at the DILG-LGPMS website by the said office;

OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

OPCR – is accomplished by the Department Heads,/Unit Heads/ Division heads with three(3) categories:

Strategic Priorities- these are outputs that implement and deliver the mandates of the agency as identified its strategy roadmap, OPIF & etc.

Core Functions – these are functions that deliver the main services & products of the agency.

Support Functions – these are functions that provide necessary resources to enable the agency-its offices & units – to effectively perform its mandate

The **City Planning & Development Office (CPDO)** serve as the PMT Secretariat :

a. Monitor the submission of OPCR and schedule the review/ evaluation of Office Commitment by the PMT before the start of a performance period.

b.Consolidates, reviews, validates and evaluates the initial performance assessment of the Head of Offices based on reported Office Accomplishment against the success indicators, and the allotted budget against the actual expenses. The result of the assessment shall be the basis of PMT's recommendation to the Head of Agency who shall determine the final Office rating.

c.Conducts an agency performance planning & review conference annually for the purpose of discussing the Office assessment for the preceding performance period and plans for the succeeding rating period with concerned Heads of Offices. This shall include participation of the Financial Office as regards budget utilization.

d.Provides each office with final Office Assessment to serve as basis of offices in the assessment of individual staff member.



1.BARANGAY ANNUAL INVESTMENT PROGRAM (AIP) BUDGET

Review and evaluate Brgy. AIP budget

Office or Division:		City Planning & Development Coordinator		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		City of Bacoor / Brgy. Captains		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Barangay Resolution • Proposed AIP budget of 73 barangays- Form 3 • Barangay AIP budget Form 2 			Barangay Secretary Barangay Treasurer	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents listed in the checklist of requirements then proceed to 2 nd flr. BGC Bldg.-CPDC office	1.1.Immediately review and evaluate upon presentation of the required documents needed	none	5 minutes	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	1.2.Upon review If error was found the documents will be returned to the person who presented the documents for necessary correction	none	5 minutes	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	1.3.If no error was found upon review , certification was then prepared	none	5 minutes	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
		TOTAL	15 minutes	



2. BARANGAY ANNUAL INVESTMENT PROGRAM (AIP) BUDGET CERTIFICATION

Issuance of barangay AIP budget Certification

Office or Division:	City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Brgy. Captains			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Barangay Resolution • Proposed AIP budget of 73 barangays- Form 3 • Barangay AIP budget Form 2 			Barangay Secretary Barangay Treasurer	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents listed in the checklist of requirements then proceed to 2 nd flr. BGC Bldg.-CPDC office	1.1. Upon review of the documents submitted and found no error the certificate will be issued at once 1.2.The CPDC officer immediately sign & issue the certificate	None none	5 minutes 5 minutes	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1 Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	10 minutes	



3. CITIES/MUNICIPALITIES COMPETITIVENESS INDEX (CMCI)

Gathering of data and accomplishing the attached 2020 Local Data Capture Sheet, requiring the department/ unit heads provide the necessary information, that serves as a tool to evaluate the competitiveness level of our locality and undertake steps moving forward to further improve performance in investment promotion and creation of new jobs and the increasing coverage of the index signifies a higher level of awareness and commitment to improve data collection and LGU performance.

Office or Division:	City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
All dept./unit heads concerned were given template to fill up based on the attached 2020 Local Data Capture Sheet			CPDC office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the template given by CPDC Staff based on the attached Local Data Capture Sheet then submit immediately once it is completely done	1.1.Immediately consolidated the given information/ data needed to the attached Local Data Capture Sheet for finalization	none	20 minutes per office (depends on the availability of the data given to CPDC)	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	1.2.Presentation of the Local Data Capture Sheet to Mayor and all concerned department/unit heads for further evaluation of the consolidated data given	none	4 hours	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
	1.3. Upon reviewed and approval of the Mayor, online transmittal of the Local Data Capture Sheet & other supporting documents to CMCI will follow	none	4 hours	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
		TOTAL	8 hours, 20 minutes per office (depends on the availability of data given to CPDC)	



4. ECOLOGICAL PROFILE

Gathering of data from barangay socio economic profile, BDRRM, DEP-ED, and other concerned department/ unit heads, national agencies, to help the LGU determine the current level of services to its constituents, resources available, environmental factors that will affect policy to bring changes and to provide data that will lead to identification of problem situations affecting the target or specific segments of the population. The EP is the more comprehensive replacement of the usual Socio-Economic Profile (SEP) that gives equal coverage to the physical, biological, socio- economic, cultural and built environments. Consolidate & encode the gathered data.

Office or Division:		City Planning & Development Coordinator		
Classification:		Complex		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		City of Bacoor / Brgy. Captains/ Department/Unit heads /Students/Researchers		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Data from barangay socio economic profile, BDRRM, DEP-ED,& other concerned department/unit heads, national agency				Barangay, BDRRMO, Dep-Ed,other concerned department/unit heads & other National agency
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The CPDC office will prepare the template to be filled up based on the questions attached for the needed information	1.Immediately distribute the template to all 73 brgys, BDRRMO, Dep-Ed and other concerned dept./unit heads & national agency	none	5 days	CPDC Staff
2.Submit all gathered data to CPDC office- 2 nd flr. BGC Bldg. for consolidation	2.Immediately consolidate all data gathered	none	15 minutes per barangay data, BDRRM, Dep-Ed (depends on the availability of data)	CPDC STAFF
		TOTAL	5 days distribution 15 minutes per barangay data, BDRRM, Dep-Ed	



5. TECHNICAL ASSISTANCE RENDERED TO WALK -IN/ PHONE-IN CLIENTS & OTHER GOVERNMENT AGENCY

Render technical assistance to walk-in/phone-in clients and other government agency for their queries on CLUP, CDP, Ecological Profile, Population of the LGU

Office or Division:	City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	City of Bacoor / Brgy. Captains/ Department/Unit heads /Students/Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request with approval from Mayor's office			Person requesting documents	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request with the approval from Mayor's office	1.Data is given immediately if available	none	5 minutes	Edna I. Bernardo Admin. Asst. III Generoso P. Broas Admin. Asst.III Annielyn N. Javier Statistician II Marjorie C. San Jose Project Dev't. Asst
		TOTAL	5 minutes	



6. ANNUAL ACCOMPLISHMENT REPORT

Consolidated and submitted to the COA, City Mayor and other concerned agencies ,in accordance with the mandate of the Local Government Code by the **City Planning Office**.

Office or Division:	City Planning & Development Coordinator			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
All dept./unit heads concerned shall submit annual accomplishment report			From their office file	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CPDC office prepare the letter to all concerned dept./unit heads for their annual accomplishment report	1.Distribute the letter to all concerned dept./unit heads for their annual accomplishment report	none	Half day	CPDC Staff
2.Submit annual accomplishment report all dept./ unit heads to CPDC office-2 nd flr. BGC Bldg.	2.1. Edit /print annual accomplishment report of all dept./unit heads before consolidation	none	20 days (depends on the availability of their report)	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	2.2. Consolidate after printing for book binding	none	3 days	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	2.3. Book binding of books	P700/book	3 days per book	Romell B.Espiritu Reproduction Operator II
		TOTAL	26 .5 days	



7. ANNUAL INVESTMENT PROGRAM (AIP)

Prepare Annual Investment Program which is the yearly program of expenditures both for capital and current operating requirements of the LGU that will serve as basis for the preparation of Annual and Supplemental Budgets and in accordance with the provision of JMC No.001 Series of 2007, the LDC shall cull out the AIP from the current slice of the LDIP, which upon approval of the Sanggunian, shall serve as the basis for preparing the Executive Budget.

Office or Division:		City Planning & Development Coordinator		
Classification:		Highly Technical		
Type of Transaction:		G2G Government to Government		
Who may avail:		City of Bacoor / Brgy. Captains/ Department/Unit heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
All dept./unit heads concerned were given template to fill up for their annual budget			CPDC office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CPDC office prepare the template to be filled up to all concerned dept./unit heads for the annual budget purposes	1.Distribute the template to all concerned dept./unit heads for them to fill up	none	Half day	CPDC Staff
2.Submit all the proposed budget of all dept./unit heads to CPDC office- 2 nd flr. BGC Bldg.	2. Consolidate all the proposed budget of every dept./unit heads for finalization	none	30 minutes per dept./unit heads(depends on the availability of the report)	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	Half day for distribution 30 minutes per dept./unit heads(depends on the availability of report given to CPDC)	



8. ANNUAL PHYSICAL REPORT OF OPERATIONS

Consolidate Annual Physical Report of Operations of every Department and Unit Heads by the City Planning.

Office or Division:	City Planning & Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill- up the Annual Physical Report of Operations template of all Dept./Unit Heads			CPDC Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CPDC office prepare the letter to all concerned dept./unit heads for their annual physical report of operations with attached template	1.Distribute the letter to all concerned dept./unit heads for their annual physical report of operations with attached template	none	Half day	CPDC Staff
2.Submit all filled-up form of annual physical report of operations of all dept./unit heads to CPDC office - 2 nd flr. BGC Bldg.	2.1. Edit /print annual accomplishment report of all dept./unit heads before consolidation	none	5 minutes per dept./unit heads (depends on the availability of report)	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1
	2.2. Consolidate after printing for book binding	none	half day	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1
		TOTAL	I day – distribute & consolidate 5 minutes per dept./unit heads	



9. CITY DEVELOPMENT COUNCIL RESOLUTION

Prepare Notice of Meeting, Minutes of the Meeting and Resolutions of the City Development Council

Office or Division:	City Planning & Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notice of Meeting, Minutes of the Meeting , CDC Resolution			CPDC Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare Notice of Meeting for CDC Council & Members	1.Distribution of Notice of Meeting for CDC Council & Members	none	30 minutes	CPDC Staff
2.Preparation of Minutes of the Meeting & CDC Resolution	2.1. Prepare Meeting, Minutes of the Meeting & CDC Resolution	none	half day	Engr. Sylvia R. Castro City Gov't. Asst.Dept. Head 1
	2.2. Minutes of the Meeting & CDC Resolution reviewed & signed by the CDC Secretariat	none	10 minutes	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
	2.3.Distribution of CDC Resolution to concerned CDC Council & Members for signing of documents	none	5 minutes per signatory(depends on the availability of the signatory)	Romell B.Espiritu Reproduction Operator II Edna I. Bernardo Admin. Asst. III
		TOTAL	4.5 hours 5 minutes per signatory	



10. CONSOLIDATION OF COMPREHENSIVE LAND USE PLAN (CLUP) DATA

Consolidate gathered data from different departments/unit heads concerned in preparation for Comprehensive Land Use Plan (CLUP) 10 years plan.

Office or Division:	City Planning & Development Coordinator			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen G@G Government to Government			
Who may avail:	City of Bacoor / Brgy. Captains/ Department/Unit heads /Students/Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gathering of data from different dept./unit heads concerned			Dept./Unit heads	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of template to be filled up by the dept./unit heads concerned re CLUP data	1..Distribution of prepared template to all concerned dept./unit head concerned	none	10 minutes per dept./unit heads	CPDC STAFF
2. Submit to CPDC office -2 nd flr. BGC Bldg.- all the filled-up documents	2. Consolidate all the given data then turn over to consultant	none	10 minutes per dept./unit heads	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	20 minutes per dept./unit heads	



11. PREPARATION OF LOCAL DEVELOPMENT INVESTMENT PROGRAM (LDIP)

Prepare LDIP which is the document that translate CDP into a programs, projects and activities (PPAs), for funding and implementation at the local level which involve ranking the PPAs identified by the local government and matching the prioritized projects with the investment financing capacity of the city and a time frame of 3 years

Office or Division:	City Planning & Development Coordinator			
Classification:	Highly technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents that translate CDP into a programs, projects & activities (PPAs)			Planades consultant	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposed programs, projects & activities from CDP documents	1.Prepare LDIP based from CDP proposed PPAs	none	30 days (depends on the availability of documents needed)	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	30 days	



12. REVIEW AND EVALUATE OPCR and DPCR

Review the Office Performance Commitment Review (OPCR) and Division Performance Commitment Review (DPCR) of every department/unit heads prior to signing of Chairman of PMT and City Mayor.

Office or Division:		City Planning & Development Coordinator		
Classification:		Complex was changed to simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		City of Bacoor / Department/Unit heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OPCR and DPCR form to be filled up			HRDMD	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPCR & DPCR to CPDC office 2 nd flr., BGC Bldg. for review	1. Immediately review & return if there's correction and if no error submit in 3 copies	none	5 minutes	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1
2. Submit in 3 copies if reviewed & found no error	2. Immediately signed by the PMT Secretariat & release prior to signature of PMT Chairman and City Mayor	none	5 minutes	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	10 minutes	



13. PERFORMANCE MANAGEMENT TEAM (PMT) SECRETARIAT

Prepare the Notice of Meeting, Minutes of the Meeting, PMT Resolution and the Ranking of eligible offices or delivery units pertaining to Performance Based Bonus (PBB)

Office or Division:	City Planning & Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Summary list of Ranking of Eligible offices or delivery units based from OPCR			CPDC office-PMT Secretariat	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call for a Meeting	1.1.The PMT Secretariat issue notice of meeting for the ranking of eligible offices or delivery units pertaining to PBB to all PMT members	none	30 minutes	Engr. Jesus D. Francisco City Gov't. Dept. Head 1 PMT Members
	1.2.Prepare Minutes of the Meeting	none	30 minutes	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1 PMT Secretariat
		TOTAL	60 minutes	



14. PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP)

A project procurement management plan submitted to BAC secretariat to be included in the AIP.

Office or Division:	City Planning & Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Brgy. Captains/ Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill up the Project Procurement Management Plan form			BAC office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- up PPMP form	1.1.Prepare CPDC Project Procurement Management Plan	none	15 minutes	Noemi Ambrocio Statistician Aide
	1.2.Reviewed & evaluated CPDC PPMP	none	5 minutes	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1
	1.3. Signed by CPDC officer for approval of CPDC PPMP	none	5 minutes	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
	1.4. Submit to BAC for further review & final approval of CPDC PPMP	none	5 minutes	Noemi Ambrocio Statistician Aide
		TOTAL	30 minutes	



15. RE- ENGINEERING

Re-engineering identifies, analyzes, and re-designs the office organizational structure to achieve improvements in critical performance measures, such as cost, quality, service and speed.

Office or Division:		City Planning & Development Coordinator		
Classification:		Complex		
Type of Transaction:		G2G Government to Government		
Who may avail:		City of Bacoor / Brgy. Captains/ Department/Unit heads		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
			CPDC Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Community Based Monitoring System (CBMS)	1.1.Updating of Community Based Monitoring System (CBMS)	79B Limited Fund	6 months tentative	James Nelzeht Espiritu Clerk IV
2.Project Monitoring & Evaluation of Plan Implementation	1.1. Monitoring & Evaluation of Project based on approved plan	none	Depends on the project time frame	Engr. Magdalena Mar City Gov't. Asst. Dept. Head 1
3.Mandatory Trainings/Seminars needed by the officers, staffs & barangay officials	1.1. Conducts of Mandatory Trainings/Seminars needed by the officers, staffs & barangay officials	200K	3 days	Engr. Jesus D. Francisco City Gov't. Dept. Head 1
		TOTAL	Pls. refer to the above data	



16. DEVOLUTION TRANSITION PLAN (DTP) for Calendar Year 2022-2024

The DTP is the main tool of LGUs to operationalize the transition to full devolution covering the 2022-2024 period.

On June 1, 2021, President Rodrigo Roa Duterte signed Executive Order (EO) No. 138, s. 2021: Full Devolution of Certain Functions of the Executive Branch to Local Governments. Creation of a Committee on Devolution, and for the Other Purposes that prescribes the processes and mechanisms towards full devolution for the effective implementation of the Supreme Court Ruling on the Mandanas-Garcia Cases starting FY 2022 Section 10 of the said EO enjoins all LGUs to formulate and prepare their Devolution Transition Plans (DTPs) to guide the transition in their full assumption of the roles and functions devolved to them through Section 17 of Republic Act (RA) No. 7160: Local Government Code of 1991 and other pertinent laws passed thereafter.

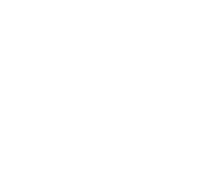
To support the transition to full devolution, Section 10 of EO No. 138, s. 2021, instructs all LGUs to formulate and prepare their Devolution Transition Plans (DTPs) to guide the transition in their full assumption of the devolved roles and responsibilities.

Through the DTP, the LGU will be provided with a roadmap to **ensure strategic, systematic, and coherent actions towards the full implementation of functions, services, and facilities to be fully devolved by national government agencies** starting 2022.

Office or Division:	City Planning & Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	City of Bacoor / Brgy. Captains/ Department/Unit heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill up the given Annexes form: E-1, F-1, G-1, H, I, J, K and The State of Devolved Functions, Services and Facilities thru Narrative.			DILG office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filled- up Annexes form thru Google Drive	1.1. Submitted to DILG office for review and evaluation then turned over to CPDC office for consolidation	none	10 days	Mam Norma DILG Officer
	1.2. CPDC consolidated all the Annexes reviewed and evaluated by the DILG by sector	none	5 days	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1



	1.3. Signed the following Annexes: For E-I by CPDC, Local Administrator, LCE For F-1 by CPDC, Local Administrator, LCE For G by CapDev Agenda TWG, LCE For H by HRDMD, Local Administrator, LCE For I by HRDMD , Budget Officer, LCE For J by City Treasurer, Chair of Local Finance Committee, LCE For K by CPDC, Project Monitoring Committee, LCE	none	1 day	Engr. Jesus D. Francisco City Gov't. Dept. Head 1 Edna I. Bernardo Admin. Asst. III Romell B.Espiritu Reproduction Operator II
	1.4. Prepare CDC Resolution re: Devolution Transition Plan 2022-2024		30 minutes	Engr. Sylvia R. Castro City Gov't. Asst. Dept. Head 1
	1.5. Submit to Sangguniang Panlungsod with complete signature of the CDC Chairman members , member of house of representative-2 nd legislative district	none	5 minutes	Romell B.Espiritu Reproduction Operator II
		TOTAL	16 days and 35 minutes	.





LIST OF SERVICES

City Social Welfare and Development Office

External Services	Page Number
Aids to Individual in Crisis Situation	19.2 – 19.5
Child Development Service	19. 6 – 19.8
Disaster Relief Assistance	19.8
A. Without Evacuation	19.8 – 19.10
B. With Evacuation Center	19.10 – 19.12
Girls' Home	19.12 – 19.18
Halfway House	19.18 – 19.22
Issuance of Solo Parent ID	19.22 – 19.23
Pre-Marriage Orientation and Counselling	19.23 – 19.25
Reach Out Project	19.25 – 19.27
Self-Employment Assistance/Sustainable Livelihood Program	19.27 – 19.29
Shelter for Boys	19.29 – 19.32
Social Services for Special Cases	19.33
A. Special Social Services for Children	19.33 – 19.35
B. Special Social Services for Elderly and PWD's	19.35 – 19.36
C. Special Social Services for Women in Especially Difficult Circumstances	19.36– 19.37
D. Special Tie-Up Project for Families	19.37 – 19.38
Supplemental Feeding Program	19.38
A. Availment of Dietary Program	19.38– 19.40
B. Availment of Ready to Use Therapeutic/ Supplemental Food	19.40 – 19.42
C. Barangay Nutrition Council Technical Assistance	19.42
D. Nutrition Education/Provision of Education Campaign Materials	19.43
Satellite Offices Staff Composition	19.44 - 19.45



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

(External Services)

I. MANDATE:

The City Social Welfare and Development Office is the lead agency mandated to uplift the living condition of the marginalized sectors of the community. It implements five (5) major programs specifically:

- a) Family and Community Welfare – provision of services to strengthen, capacitate, empower community and families
- b) Child and Youth Welfare – provision of services for the protection and promotion of children's right
- c) Women Welfare – provision of services to empower and enable women to participate in community development processes
- d) Elderly/Disabled Welfare – provision of services to senior citizen and person with disability to encourage community participation including self-enhancement activities
- e) Emergency Welfare – provision of emergency needs to families affected by calamities and those presently in crisis situation.

II. VISION:

"Empowered individuals, families and communities with sustained socio-economic development for an improved quality of life."

III. MISSION:

"To assist needy Bacooreños to meet their basic needs, protect and uphold the rights of children, help restore dignity and self-worth, develop and enhance potentials, capacitate dysfunctional individuals, promote and strengthen family relationship, motivate and enable communities to partake in developmental processes."

IV. SERVICE PLEDGE:

- 1. Provision and delivery of social welfare programs and services for the identified clientele group.
- 2. Lead in advocating the rights and uplifting the welfare of the children.
- 3. Promotion of family solidarity.



4. Empower families and communities through provision of opportunities for socio-economic advancement.

1. AIDS TO INDIVIDUAL IN CRISIS SITUATION

Provision of Burial, Medical, Financial Assistance, Social Case Study Report and Certificate of Indigency for individuals who are currently experiencing an emergency situation.

Office or Division	CSWDO - 21 SATELLITE OFFICES
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may avail:	All residents of Bacoor who are presently in a crisis situation and cannot cope up with their current needs.
CHECKLIST OF REQUIREMENTS	
A. Burial /Financial Assistance: <ul style="list-style-type: none"> •Funeral Contract (with signature) – 1 Copy •Death Certificate with Registry No. •Personal Letter Addressed to Mayor – 1 copy •Valid ID of the claimant with address in Bacoor if the place of death is outside Bacoora – 1 photo copy 	
B. Medical/Financial Assistance: <ul style="list-style-type: none"> • Clinical Abstract/ Medical Certificate with signature and license # of the attending physician, issued within 3 months– 1 copy •Hospital bill / laboratory request/prescription, with signature and license # of the attending physician– 1 copy •Valid ID of the claimant and client(patient) with address in Bacoor – 1 photo copy •Personal Letter Addressed to Mayor - 1 copy 	
C. Balik Probinsiya/Financial Assistance <ul style="list-style-type: none"> •Assessment Report - 1 copy 	
WHERE TO SECURE	
<ul style="list-style-type: none"> •Funeral Parlor that provided the service 	
<ul style="list-style-type: none"> • Public/private physician 	
<ul style="list-style-type: none"> • Hospital where the client is confined, public or private physician 	
<ul style="list-style-type: none"> •SSS, GSIS, LTO, Post Office, Pag-ibig 	
<ul style="list-style-type: none"> • To be prepared by Social Worker • To be facilitated by Social 	



<ul style="list-style-type: none"> •Confirmation letter from the receiving LGU •Valid ID – 1 photo copy <p>E. Social Case Study Report (to be submitted to other GO's and NGO's)</p> <p>E.1. Hospitalization Assistance:</p> <ul style="list-style-type: none"> •Clinical Abstract/ Medical Certificate with signature and license # of the attending physician, issued within 3 months– 1 copy (as reference) •Hospital bill / laboratory request/prescription, with signature and license # of the attending physician– 1 copy •Valid ID of the claimant and client(patient) with address in Bacoor – 1 photo copy (as reference) <p>E.2. Burial Assistance:</p> <ul style="list-style-type: none"> •Funeral Contract (with signature) – 1 Copy •Death Certificate with Registry No. •Valid ID of the claimant and the beneficiary (deceased) with address in Bacoor – 1 photo copy <p>E.3. Financial Assistance (Medicines/Maintenance)</p> <ul style="list-style-type: none"> •Medical Certificate, 1 copy • Updated Prescription, 1 photocopy <p>F. Certificate of Indigency</p> <ul style="list-style-type: none"> •Certificate of No Property – 1 copy <p>G. Certificate of Financially Incapable (Philhealth)</p>	<p>Worker</p> <p>*Public/private physician</p> <p>* Hospital where patient is confined</p> <ul style="list-style-type: none"> • SSS, GSIS, LTO, Post Office, Pag-ibig <ul style="list-style-type: none"> •Funeral parlor providing the service •SSS, GSIS, LTO, Post Office, Pag-ibig <ul style="list-style-type: none"> • Public/private physician •Public/private physician <ul style="list-style-type: none"> •Assessor's Office
---	---



•Social Case Study Report H. Certificate for SSS(for burial benefit claim) •Letter from SSS			•CSWDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walk-in at the CSWDO Satellite Office in the Barangay /Main Office or call up the Satellite Office	1.Satellite Office staff conducts intake interview and assessment	none	10 minutes	Satellite Office 1 to 21 Satellite Office Staff composed of Social Worker, Child Development Worker, Social Welfare Aide
2. Submit requirements in person or send thru email, messenger, viber	2.Received documents in person or thru email	none	10 minutes	Satellite Office 1 to 21 Satellite Office Staff composed of Social Worker, Child Development Worker, Social Welfare Aide
	2.1. Prepare and forward the assessment report/SCSR with recommendation for approval of CSWD Officer /Mayor's Office	none	1/2 day	Satellite Office Social Worker Emiliana D. Ugalde – CSWDO Mayor's Office



3. Client receives the assistance	3. Satellite Office receives the requested assistance for release to clients/send or notify clients thru email of the approved request.	none	½ day	Maria Cristina C. Bombita – SWAsst Satellite Office Staffs
	3.1 Guarantee Letters and burial assistance are sent directly thru email to the hospital, laboratory clinics or funeral parlor		5 minutes	Maria Cristina C. Bombita - SWAsst
	3.2. Certification for SSS will be sent thru email to SSS		5 minutes	Satellite Office DStaff
Total:			1 day & 30 minutes	



4. CHILD DEVELOPMENT SERVICE

Provision of early childhood care and development activities which focus on the six (6) domains of child development and in preparation for their formal entry to education.

Office or Division		CHILD DEVELOPMENT UNIT		
Classification		Highly Technical		
Type of Transaction		G2C Government to Citizen		
Who may avail:		3-4.11 years old pre-school children		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Online Pre-Registration • Accomplished CDC Intake Form - • Birth Certificate – 1 copy • Immunization Records/pertinent health records – 1 photo copy • 2 pcs. ID picture 			<ul style="list-style-type: none"> • bacoorchilddevelopmentcenter@gmail.com • Child Development Center where the child resides <ul style="list-style-type: none"> • PSA • Health Center, private or public physician 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child's parent pre-register thru online.	1. CDW assess the submitted information on the google sheet	none	1 day	CDC Focal , Coordinators, Team Leaders Geraldo Reyes, Marygel Raymunda Sornet, Team Leaders – Imelda Adoptante, Charisma Pantig, Rosebeda Dizon, Bernadeth Murcilla, Benita Hilario, Andrelyn Calara, Child Dev't Workers
2. Parents accomplished the CDC Intake form and	2. Provide parents with the CDC Intake form	none	1 day	Satellite Office – Child Development: Workers Imelda Adoptante, Charisma Pantig, Rosebeda Dizon,



submit requirements				Bernadeth Murcilla, Benita Hilario, Andrelyn Calara Haydee Pamaran
2.1 .Parents attend virtual orientation meeting	2.1. Virtual Meeting with parents on the prescribed mode of ECCD learning scheme	none	2 hours	CDC Focal , Coordinators, Team Leaders Geraldo Reyes, Marygel Raymunda Sornet, Team Leaders – Imelda Adoptante, Charisma Pantig, Rosebeda Dizon, Bernadeth Murcilla, Benita Hilario, Andrelyn Calara, Child Dev't Workers
3.Parent assists his/her child in doing the structured activities at home	3. Provide modules for the structured activities	none	2 hours a day for 10 months	Child Dev't Workers
3.1.Child participates in the CDC Supplementary Feeding Note : SF is a tie up project with DSWD IV-A	3.1.Provides hot meals and dry ration foods for Supplementary Feeding	none	20 minutes/day for 120 days	Cristina O. Elalto Nutrition Officer 4 Child Devt Workers BNS
3.2. Parent assists in getting the child's monthly height and weight	3.2. Conduct weight and height monitoring	none	5 minutes/child /month	Cristina O. Elalto Nutrition Officer 4 Child Devt Workers BNS
3.3. Parent provides feedback on the progress of his/her child's learning	3.3. Conduct weekly home monitoring thru video calls/text messages	none	5 minutes /child	Child Development Workers



4. Child completes the 10-month home session	4. Termination of service/recognition ceremony	none	3 hours – one time only	Office of the Mayor Emiliana D. Ugalde CSWD Geraldo Reyes CDW's/Focal CDW Coordinators/ Team Leaders Child Dev't Workers
Total:			10 months and 2 days – completion of full Child Development Service	

CHILD DEVELOPMENT SERVICE IS COVERED BY RA 8980, RA 697

5. DISASTER RELIEF ASSISTANCE

Provision of timely and appropriate assistance at the onset of disasters to the disaster affected individuals/families.

A. Without Evacuation Centers

Office or Division	CSWD- 21 SATELLITE OFFICES			
Classification	Complex			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail:	Individuals/Families affected/victims of natural and man-made disasters.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certification from BFP (if fire victims) • Certificate of Eligibility, Certification that families/individuals are affected by the calamity 			<ul style="list-style-type: none"> • Bureau of Fire Protection (Bacoar) • CSWDO – City of Bacoar 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist in the list of affected	1. Receives reports of affected families	none	10 minutes	Satellite Office staff



families from the barangay	from the barangay			
2. Client personally appears for intake interview and receives DAFAC	2. Conduct intake interview	none	5 minutes/client	Satellite Office staff With support from other CSWDO based on the # of victims and Alert Level
	2.1. Provide hotmeals and other non-food items	none	immediately	Satellite Office staff With support from other CSWDO based on the # of victims and Alert Level
	2.2 Ocular survey/Validation	none	1-3 days depends on the # of affected families	Satellite Office staff With support from other CSWDO based on the # of victims and Alert Level
	2.3. Issue DFAC to qualified beneficiaries	none	1-2 days	Satellite Office staff With support from other CSWDO based on the # of victims and Alert Level
	2.4. Request for the assistance		1 day	Satellite Office Social Worker/Camp Manager
3. Client gets the assistance	3. Provision of relief assistance and other	none	Immediately upon approval of request	Satellite Office staff



	assistance			With support from other CSWDO based on the # of victims and Alert Level
--	------------	--	--	---

B. With Evacuation Centers

Office or Division		Satellite Office		
Classification		Highly technical/ Multi- stage Processing		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Individuals/Families affected/victims of natural and man-made disasters.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Certification from BFP (if fire victims) •Certificate of Eligibility, Certification that families/individuals are affected by the calamity 			Bureau of Fire Protection (Bacoor) CSWDO – City of Bacoor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Affected individuals/families stay in the evacuation center	1. Work with other LGU offices for the setting up of Evacuation Centers and other support services	none	2 hours	Emiliana D. Ugalde, CSWDO Social workers assigned in Satellite Office covering the concerned barangay
	1.1 Victims are provided with hot meals and other needs for the entire duration of stay in the	none	immediately	Cristina Elalto Nutrition Officer 4, Nutrition Unit Staffs, BNS Social Worker



	evacuation center.			assigned as Camp Manager SWA
	1.2 Prepare/Submit Disaster Report for other GO's and NGO's	none	2 hours	Felicidad C. de Castro CGADH Emiliana D. Ugalde CSWD Officer
2. Responds to Intake interview receives the Family Access Card	2. Conduct Intake Interview and issue DAFAC Card	none	10 minutes/client	Social Workers, SWA, Day Care Workers
	2.1. Masterlisting /Profiling of Affected families' data	none	1-2 days but depends on the number of affected families	IT Unit: Ross Anniel Romasanta Team Leader
	2.2. Validation in the area/site	none	1 day or more depending on the number of affected families	Social Workers, , SWA, CDC
	2.2.1. Sanitation of masterlist)	none		IT Unit: Ross Anniel Romasanta Team Leader
2. Attend meetings regarding their rehabilitation plan	2. Conduct meeting with the victims regarding rehabilitation plans	none	2 hours	Social Worker Emiliana D. Ugalde CSWD Officer Other dept heads involved in the operation Office of the



				Mayor
2.1. Affected individuals/families carry out the agreed rehabilitation plan	2.1. Implementation of rehabilitation plans - Provision of financial assistance (for Balik-Probinsiya , for rebuilding their house or for house rental) -Relocation	none	1 day (or longer depending on the number of affected families)	Social Worker Emiliana D. Ugalde CSWD Officer Other dept heads involved in the operation Office of the Mayor
	7. Termination (preparation of termination report)	none	1 day	Felicidad C. de Castro – CGADH Emiliana D. Ugalde CSWD Officer

*** *DISASTER OPERATION With Evacuation Centers qualified for multi- stage process.*

Total processing time: Depends on the severity of damage and number of affected families.

6. GIRLS' HOME

Residential/center-based Social Protection Services to Children/Youth Girls' Home which provides 24/7 residential care and rehabilitative services for girls 0-17 years old who are identified as abandoned, neglected, exploited and victims of all forms of abuses and In- Conflict with the Law. It is designed to provide protective alternative care and homely atmosphere for the children's early recovery and healing process.

A. FOR ABUSED, ABANDONED, FOUNDLING, TRAFFICKING CASES

Office or Division	GIRLS' HOME
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Female children below 18 years old who are Child in Conflict with the Law, abused, abandoned, neglected, trafficked
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
• Referral letter, 1 copy	• Office of the referring party



<ul style="list-style-type: none"> • Police or barangay blotter , 1 copy • Medical certificate, 1 copy • Negative SWAB result, 1 copy • Birth Certificate, 1 copy 			<ul style="list-style-type: none"> • PNP, Barangay • Hospital, Health Center • PSA, Local Civil Registrar 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is turned over to Satellite	1. Conduct intake interview and assessment	none	1 hour	Satellite Office Staff, Social Worker
	1.2 Turn-over to Girl's Home (female only)	none	1 hour	Satellite Office Staff, Social Worker
2. Child undergoes medical or medico-legal examination, if needed	2.. Assist the minor for medical or medico-legal examination in Health Center, NBI Manila or Child Protection Unit – PGH	none	1 day	Jesani Rose Casuno Center Head SWO 3 Irene Guinday Social Welfare Aide
2.1. Child gives statement at PNP –Child and Women's Desk, if needed	2.1. Assist the child/minor to give statement at PNP-WCPD	none	½ day	Jesani Rose Casuno Center Head SWO 3 Irene Guinday Social Welfare Aide
2.2. Goes to Provincial Prosecutor's Office to personally submit Sworn Statement, if needed	2.2. Assist in Filing a case the Prosecutor's Office	none	½ day	Jesani Rose Casuno Center Head SWO 3 Irene Guinday Social Welfare Aide
3. Client avails of the residential	3. Provide temporary	none	Stay is not definite,	Jesani Rose Casuno



care services while at the center	shelter/residential services and other support services		depends on the case	Center Head SWO 3 Irene Guinday Social Welfare Aide Ma. Florisa Mojica Admin staff Janine Torrijos Center Tutor Joenel Aranzamended Livelihood Trainor HOUSEPARENTS
3.1 Client participates in the daily activities of the and other activities conducted in coordination with other GO's and NGO's	3.1 Monitor the children's daily activities and assist during conduct of outreach activities thru zoom	none	24 hours	SWO 3 HOUSEPARENTS Irene Guinday SWA Jesani Rose Casuno Center Head
3.2 Child provides names/ information of relatives	3.2. Identify and conduct collateral interview to relatives of the child/minor who is willing to take custody through phone call or video call, homevisit, if child could not	none	2 hours	Jesani Casuno Center Head SWO 3 Irene Guinday SWA



	be turn-over to family.			
	3.2.1. Conduct video call counselling to custodian	none	3 hours	Jesani Casuno Center Head SWO 3
3.3. Child participates in the interview for SCSR	3.3. Prepares Social Case Study Reports and other documents and submit thru email for approval of CSWD Officer	none	2 days	Jesani Casuno Center Head SWO 3 Emiliana D. Ugalde CSWD Officer
	3.3.1. Coordinate through email or telephone with other GO's and NGO's for appropriate assistance for children needing permanent, long term assistance or reintegration to family	none	2 weeks	Jesani Casuno Center Head Social Welfare Officer 3
3.4 Attends pre-discharge conference	3.4. Conduct pre-discharge conference thru zoom	none	2 hours	Emiliana D. Ugalde CSWD Officer Jesani Casuno Center Head SWO 3 NGO's/GO's or Custodian/ family
4. Minor reintegrated /turn-over to custodian or to	4. Turn over the minor to family/ or to other institution	none	1 day	Emiliana D. Ugalde CSWD Officer



other agency.				Jesani Casuno Center Head SWO 3
---------------	--	--	--	---------------------------------------

GIRLS' HOME is covered under RA 9344, RA 10630, RA 7610, RA 9208

B. FOR CHILDREN IN CONFLICT WITH THE LAW ADMITTED AT GIRLS' HOME:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client is turned over to the center by PNP	1.Conduct intake interview	none	30 minutes	Jesani Rose Casuno Center Head SWO 3 Irene Guinday Social Welfare Aide
1.1.Participate s /answers the interview on discernment tool	1.1.Prepare /submit approved discernment report to Prosecutor's Office	None	1 day (within 7 days upon admission)	Jesani Casuno Center Head SWO 3
2. Stays in the center and avails of the shelter programs and services.	2. Provide temporary shelter/resident ial care and other support services	none	24 hours a day, Stay is not definite, depends on the case	Jesani Rose Casuno Center Head SWO 3 Irene Guinday Social Welfare Aide Houseparents
2.1 Client participates in the daily and other activities conducted in the center	2.1. Monitor /assist in daily and other activities of the children	none	24 hours (12 hours/shift)	Houseparents Livelihood Trainor Tutor Jesani Rose Casuno Center Head SWO 3



3. Attends court hearing for the disposition of the case	3. Assists CICL during court hearings for the disposition of the court -	none	As scheduled	Jesani Casuno Center Head SWO 3 Irene Guinday SWA
	3.1. Assist in the preparation of documents needed for the processing of the bail, If client opted to post bail.	none	Not definite, depends on the receiving agency	Jesani Casuno Center Head SWO 3
	3.1.1 For dismissed case, prepares child for reintegration to family		1 day	Jesani Casuno Center Head SWO 3
	3.1.2 Coordinates with Marillac Hills , for transfer of CICL with suspended sentence.			Jesani Casuno Center Head SWO 3
	3.1.3 Prepare documents for submission to Marillac Hills thru e-mail(Court Order, Birth Certificate and Social Case Study Report)			Jesani Casuno Center Head SWO 3
	3.1.4 Prepare Community-Based Diversion Contract for			Jesani Casuno Center Head SWO 3



	client on Community – Based Diversion Program			
4. Attends the pre-discharge conference	4. Conduct Pre-discharge conference	none	2 hours	Emiliana D. Ugalde CSWD Officer Jesani Casuno Center Head SWO 3 GO/NGO/Family
5 .Minor reintegrates with family/ or transferred to other agency	5. Release/ Turn-over the minor to parents/guardian	none	2 hours	Emiliana D. Ugalde CSWD Officer Jesani Casuno Center Head SWO 3
	5.1 Turn-over to Marillac Hills		½ day	Irene Guinday-SWA Jesani Casuno Center Head SWO 3
	5.1.2 Release for Community Based Diversion Program		3 hours	Jesani Casuno Center Head SWO 3

***GIRLS' HOME is covered under RA 9344, RA 10630, RA 7610, RA 92

Total processing time: 24 hours residential care provided to children; stay of children in the shelter is not definite; depends on the case

7. HALFWAY HOUSE

Residential/center-based Social Protection Services to Children in Conflict with the Law. It provides rehabilitative activities that aim to restore their normal functioning thus facilitate reintegration to their families/community.

Office or Division	HALFWAY HOUSE
Classification	Multi-Stage Processing



Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Male children below 18 years old who are Child in Conflict with the Law, Child at Risk		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral letter -1 copy Police or barangay blotter – 1 copy Medical certificate – 1 copy Birth Certificate, baptismal or school record (that will prove client's age) -1 copy Negative SWAB Test result – 1 copy 			<ul style="list-style-type: none"> Office of the referring party PNP, Barangay Hospital, Health Center PSA, Local Civil Registrar, school CHO 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client is turned over to the center (by PNP)	1. Conduct intake interview	none	30 minutes	Christian Joshua Guillermo Center Head SWO 3 Zeny Salve Social Welfare Aide
1.2. Participates /answers the interview on discernment tool.	1.2. Prepare /submit approved discernment report to Prosecutor's Office	none	1 day (within 7 days upon admission)	Christian Joshua Guillermo Center Head SWO 3
2.Stays in the shelter and avails of the shelter program and services	2. Provides residential care and other support services	none	24 hours (12 hours/shift)	Christian Joshua Guillermo Center Head SWO 3 Zeny Salve Social Welfare Aide Houseparents



2.1. Client participates in the daily and other activities in the shelter	2.1. Monitors/assist in the daily and other activities of the children	none	24 hours (12 hours/shift)	Houseparents Zeny Salve SWA Christian Joshua Guillermo Center Head SWO 3
3. Attends court hearing for the disposition of the case	3. Assists CICL during court hearings for the disposition of the court	none	4 hours	Christian Joshua Guillermo Center Head SWO 3 Zeny Salve Social Welfare Aide
	3.1. Assist in the preparation of documents needed for the processing of the bail, If client opted to post bail	none	3 hours	Christian Joshua Guillermo Center Head SWO 3
	3.1.1 For dismissed case, prepares child for reintegration to family.	none	1 day	Christian Joshua Guillermo Center Head SWO 3
	3.1.2. Coordinates with NTSB, for transfer of CICL with suspended	none	1 day	Christian Joshua Guillermo Center Head SWO 3



	sentence.			
	3.1.3 Prepare documents for submission to NTSB thru e-mail(Court Order, Birth Certificate and Social Case Study Report)	none	2 days	Christian Joshua Guillermo Center Head SWO 3 Zeny Salve Social Welfare Aide
3.	3.1.4 Prepare Community-Based Diversion Contract for client on Community – Based Diversion Program			Christian Joshua Guillermo Center Head SWO 3
4. Attend pre-discharge conference	4. Conduct pre-discharge conference for after care arrangement/turn-over *** Due to the pandemic Pre-discharge conference is thru zoom meeting	none	2 hours	Christian Joshua Guillermo Center Head SWO 3 Satellite Office Social Worker BCPC, Parent Agency Social Worker
5. Minor reintegrates with family/transfer to other agency	5. Release/turn over the minor to parents/guardian	none	2 hours	Christian Joshua Guillermo Center Head SWO 3 Emiliana D. Ugalde CSWD Officer
	5.1. Turn over to NTSB *** due to pandemic, NTSB is not accepting transfer	none	1 day	Christian Joshua Guillermo Center Head SWO 3
	5.1.2 Release for		3 hours	Christian Joshua



	Community-Based Diversion Program			Guillermo Center Head SWO 3
--	-----------------------------------	--	--	-----------------------------------

HALFWAY HOUSE is covered under RA 9344, RA 10630

Total processing time: 24 hours temporary shelter to children; stay of children in the shelter is not definite; depends on the case

8. ISSUANCE OF SOLO PARENT ID

Issuance of ID to qualified and assessed solo parents pursuant to Republic Act 8972 or an Act providing for benefits and privileges to solo parents and their children.

Office or Division	CSWDO – 21 SATELLITE OFFICES			
Classification	Simple			
Type of Transaction	G2C Government to Citizen			
Who may avail:	Solo parent with minor children or those with special need children even above 17 years old but could not care for themselves.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Accomplished Solo Parent Form -1 copy •ITR/Certificate of Employment (if employed) •Birth Certificate of minor children- 1 xerox copy •Death Certificate of Spouse, for widowed applicant – 1 xerox copy •Medical Certificate for children with Special Needs – 1 copy •2 pcs. 1 x 1 ID picture of the applicant 			<ul style="list-style-type: none"> * Can be secured in S.O. where it is posted (QR Code) *Employer of the applicant, if employed *Local Civil Registrar *Local Civil Registrar *Public or private physician 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Clients fill up via google form thru QR code or Walk-in	1. Conduct intake interview or pre-assessment thru phone or in person using the Solo Parent Form	none	20 minutes	Satellite Office staffs



	1.1. If assessed qualified, scan or collect the requirements	none	10 minutes	Satellite Office staffs
	1.1.2 If for further assessment, conduct validation or homevisit	none	1 day	Satellite Office staffs
	1.2. Prepare and countersign the Solo Parent ID and submit for approval of CSWDO Head	none	½ day	Satellite Office staffs Wilsonia Recana Emiliana D. Ugalde
	1.3. Call or text the applicant for the schedule release of the ID	none	10 minutes	Satellite Office staffs
2. Applicant receives the Solo Parent ID on scheduled date of release	2. Release the Solo Parent ID	none	½ day	Satellite Office staffs Wilsonia Recana
Total processing time:			2 days & 40 minutes	

9. PRE-MARRIAGE ORIENTATION AND COUNSELLING

Provision of orientation and counselling to couples before getting married. Orientation and counselling prepares them for their responsibilities, duties and functions as husband and wife, as parent and in home management. It also tackles husband and wife relationship and planning for their family.

A. PRE-MARRIAGE ORIENTATION

Office or Division	Special Case Unit
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	All couples planning to get married.



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Application for Marriage License •Payment of Marriage License Fee 			Local Civil Registrar City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Couple attends the orientation - - has already applied for marriage license and paid necessary fees	1. Provide Pre-marriage orientation – jointly with City Population Office, City Health Office(maximum of 5 couples)	none	3 hours	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 2
	1.2. Prepares/signs the PMC Certificate	none	5 minutes	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 2
2. Couple accepts the PMC Certificate	3. Release the PMC Certificate	none	5 minutes	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 2

Total Processing Time - 3 hours & 10 minutes

B. PRE-MARRIAGE COUNSELLING

Office or Division	Special Case Unit			
Classification	Simple			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail	Couples planning to get married who are below 24 years old.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Application for Marriage License •Payment of Marriage License Fee 			Local Civil Registrar City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Couple attends the Pre-Marriage Counselling -has already applied for marriage license and paid necessary fees - has attended the joint Pre-Marriage Orientation	1. Conduct pre-marriage counselling (thru zoom) maximum of 5 couples	none	2 hours	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 2
	1.2. Prepares/signs the PMC Certificate	none	5 minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 2
2. Couple accepts PMC Certificate	2. Release the PMC Certificate	none	5 minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 2

Total processing time: 2 hours and 10 minutes

10. REACH OUT PROJECT

A project that aims to rescue children who are at risk from the street and facilitate their turn-over to their families or placement in other appropriate institutions.

Office or Division	Cluster 1 and Cluster 2 Unit			
Classification	Simple			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail:	Street children, child laborers,			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None; based on messages or reports from concerned citizens/ barangay				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Concerned citizen or barangay reports cases of street children	1. Receives report /phone calls	none	10 minutes	Main Office-based Social Workers or S.O Staff
	1.2. Inform the CSWDO for instruction/action	none	10 minutes	Emiliana D. Ugalde CSWD Officer
	1.3. Coordinate with the barangay, PNP for the Reach – Out Operation	none	1 hour	Gina Pornelos SWO 3
2. Children are in the street are reached out	2. Conduct the reach –out operation	none	3 hours	Reach Out Team
	2.1. Intake interview and counselling to reached out children	none	1 hour	Reach Out Team Satellite Office Social Worker
	2.2. Counselling to parents with the BCPC		1 hour	Satellite Office Social Worker
	2.3. Turn-over the reached out children to parents if residents of Bacoor	none	10 minutes	Reach Out Team



	2.3.1. Turn-over of reached out children to BCPC of other LGU, for non-Bacoor residents.	none	½ day	Susan Rivera CSWDO Reach out Team
--	--	------	-------	--

***Due to pandemic, reached –out children are temporarily not admitted at the CSWDO shelters.

Total processing time: 6 hours and 30 minutes (within Bacoor); 9 hours and 20 minutes to 1 day (for children outside Bacoor)

11. SELF-EMPLOYMENT ASSISTANCE/SUSTAINABLE LIVELIHOOD PROGRAM

Provision of capital assistance to be used in engaging in an income generating project. It is a capability-building for poor, vulnerable and marginalized households and communities to improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods.

Office or Division		CSWDO – Satellite Office , SLP Unit		
Classification		Highly Technical		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Family Heads, women, youth, PWD's, 4P's beneficiaries, SDG Member and other groups referred by SLP		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Initial Assessment Report Barangay Clearance and Indigency Certificate 			<ul style="list-style-type: none"> CSWDO Barangay Hall where he/she lives 	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client inquire at Satellite (for both 4P's benes and non 4P's	1. Conduct Intake Interview	none	10 minutes/client	Satellite Office staff



	1.2 Refer to SLP Unit for assessment		10 minutes	Satellite Office staff
	2.SLP Unit conduct assessment of applicants for the group project.		2 months	SLP Unit staff Carlos Cataga
2. Attend social preparation activities	2. Conduct social preparation activities a. Capacity Building b. Basic Micro Entrepreneurship c. Basic Business Management	none	Capacity Building – 2 days Basic Micro Entrepreneurship – 3 days Basic Business Management – 3 days	SLP Unit Crisphina M. Castillo SWO 4
2.1. Participate in the organization into SLP Groups	2.1. Organize the participants into SLP groups	none	1 day	Crisphina M. Castillo SWO 4 Carlos Cataga Admin Aide IV Community Facilitators
3. Prepare group project proposal	3. Assist in the preparation of group project proposal	none	3 days	Crisphina M. Castillo SWO 4 Carlos Cataga Admin Aide IV Community Facilitators
3.1. Finalize group project proposal	3.1. Review the group project proposal	none	1 week	Emiliana D. Ugalde CSWDO Crisphina M. Castillo SWO 4 Carlos Cataga



				Admin Aide IV
	3.2. Submit group project proposal for approval	none	1 day-submission 3-6 months - approval	Emiliana D. Ugalde CSWDO Carlos Cataga
4. Clients receive the Capital assistance	4. Release the SEA-K Assistance	none	2 hours	Emiliana D. Ugalde CSWDO Crisphina M. Castillo SWO 4 Carlos Cataga Admin Aide IV
5. Client attends follow –up meetings, pay rollback for two years.	5. Monitors project, collect rollback	none	1 hour/week for 24 months	Carlos Cataga Admin Aide IV Community Facilitators
6. Client graduates from the program	6. Evaluates/Terminates the program or referral to other services, if necessary.	none	After 24 months	Emiliana D. Ugalde CSWDO Carlos Cataga Admin Aide IV
Total processing time			No definite time, depends on the proposed project	

*** SELF-EMPLOYMENT ASSISTANCE/SUSTAINABLE LIVELIHOOD

PROGRAM qualified for multi-stage processing.

*** No trainings conducted due to COVID -19 pandemic

12. SHELTER FOR BOYS

Residential/center-based Social Protection Services to Children/Youth for male children that provides 24 hours home-life services, other support services that aim to rehabilitate, improve the condition of the children in preparation for their reintegration to their families/community or for long-term placement.

Office or Division	SATELLITE OFFICE/ SHELTER FOR BOYS
Classification	Simple



Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Abused, abandoned, neglected, street children, foundling male children		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral letter, 1 copy Police or barangay blotter , 1 copy Medical certificate, 1 copy Negative SWAB result, 1 copy Birth Certificate, 1 copy (if applicable) 			Office of the referring party PNP, Barangay Hospital, Health Center PSA, Local Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client is referred to Satellite Office	1.Conduct intake interview and assessment	none	1 hour	Satellite Office Social Worker
	1.2 Turn-over the case to Home for Boys	none	1 hour	Satellite Office Social Worker
2.Child undergoes medical or medico-legal examination, if needed	2. Assist the minor for medical or medico-legal examination in Health Center, NBI Manila or Child Protection Unit - PGH	none	½ day	Gina Porneilos Center Head SWO 3 Nino Castillo Social Welfare Aide
2.1.Child gives statement at PNP –Child and Women’s Desk, if needed	2.1. Assist the child/minor to give statement at PNP-WCPD	none	½ day	Gina Porneilo Center Head SWO 3 Nino Castillo Social Welfare Aide
2.2. Goes to Provincial Prosecutor’s Office to personally submit Sworn	2.2. Assist in Filing a case the Prosecutor’s Office	none	½ day	Gina Porneilos Center Head SWO 3 Nino Castillo Social Welfare



Statement, if needed				Aide
3.Stays in the center and avails of the shelter and other support services	3. Provide temporary shelter/residential services and other support services	none	Not definite, depends on the case	Gina Pornelos Center Head SWO 3 Nino Castillo Social Welfare Aide Krizjelyn Gumaro/Tutor Houseparents
3.1 Client participates in the shelter's daily and other activities	3.1. Monitor/assist daily and other activities of the children	none	24 hours (12 hours per shift)	Gina Pornelos Center Head SWO 3 Nino Castillo Social Welfare Aide Krizjelyn Gumaro/Tutor Houseparents
	3.1.1. Identify, assess and conduct collateral interview to relatives of the child/minor who is willing to take custody through homevisits, phone call or video call, if child could not be returned to her family	none	1 week	Gina Pornelos Center Head SWO 3 Nino Castillo - SWA



	3.1.2. Prepares/submits Approved Social Case Study Reports and other documents. To concerned agencies	none	1 week	Gina Pornelos Center Head SWO 3 Emiliana D. Ugalde CSWDO
	3.1.3.Coordinates through email or telephone with other GO's and NGO's for appropriate assistance for children needing permanent, long term assistance or reintegration to family	none	2 weeks	Gina Pornelos Center Head SWO 3
3.2. Attends , participates in the pre-discharge conference	3.2.Conduct pre-discharge conference thru zoom	none	2 hours	Gina Pornelos Center Head SWO 3 GO/NGO/parents Emiliana D. Ugalde CSWD Officer
4..Minor reintegrated to family/ or transferred to other agency	4.Turn-over/transfer minor to family or other agencies	none	1 day	Gina Pornelos Center Head SWO 3 Emiliana D. Ugalde CSWD Officer

SHELTER FOR BOYS is covered under RA 7610, RA 9208

Total processing time: 24 hours temporary shelter to children; stay of children in the shelter is not definite; depends on the case



13. SOCIAL SERVICES FOR SPECIAL CASES

A. SPECIAL SOCIAL SERVICES FOR CHILDREN

Provision of special social services to children, his/her family which include counselling to child and his family, assistance in filing the case, referral to other agencies for the other support services.

Office or Division	Satellite Offices			
Classification	Complex, Munti-stage			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail:	Children with behavioral problem, child custody, abused cases, abandoned/neglected, foundling, other concerns on children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Basic Requirements <ul style="list-style-type: none"> •Referral/endorsement letter •Blotter/report from the barangay/PNP -1 copy •Birth Certificate, if needed, 1 copy •Marriage Contract •Medical Certificate Note: Other requirements may be requested based on the assessment of the case but not limited to the above.			<ul style="list-style-type: none"> •Referring agency •Barangay where the client resides/WCPD -PNP •Local Civil Registrar •Govt hospital,physician 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Case refer to Satellite /walk-in	1. Conduct Intake interview and assessment in person or thru phone/video call	none	1 hour	Satellite Office-Staff, Social Worker
	1.1.Based on assessment provides appropriate assistance			Satellite Office Social Worker
	1.1.1. Provides counselling service	none	2 hours	Satellite Office Social Worker
	1.1.2. Refer to other agencies	none	1 hour	Satellite Office Social Worker



	if necessar y			
	1.1.3. Call a meeting to be participated by concerned parties	none	2 hours	Satellite Office Social Worker
	1.1.4. For complex cases, conduct Case Conference	none	2 hours	Satellite Office Social Worker Emiliana D. Ugalde CSWDO
2. Participate in the approved intervention plan	2. Formulate intervention plans			Satellite Office Social Worker Emiliana D. Ugalde CSWDO
	2.1. Implement the intervention Plan			Satellite Office Social Worker
	2.1.1. Refers/turn-over to other agencies for other needed support /assistance, if necessary	none	2 days	Satellite Office Social Worker Emiliana D. Ugalde CSWD Officer
	2.1.2 Turn-over to family/relatives	none	2 hours	Satellite Office Social Worker Susan Rivera RC
3. Client is reintegrated to family/relatives or placed in other	3. Termination of the case			Satellite Office Social Worker



agencies				
----------	--	--	--	--

*** SERVICES FOR SPECIAL CASES (CHILDREN) – qualified for multi-stage processing.

B. SPECIAL SOCIAL SERVICES FOR ELDERLY AND PWDs

Provision of special services to Elderly and PWD's which include referral to other agencies/institution when families are not found or working/locating their families for their reintegration.

Office or Division		Satellite Offices		
Classification		Complex		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Foundling, abandoned senior citizens/PWD's , "taong grasa",		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Referral/indorsement/blotter/report from the barangay, 1 copy •Medical Certificate, 1 copy •Social Case Stud Report, 1 copy 			<ul style="list-style-type: none"> •Barangay where the client resides •Public/private physician •CSWDO 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.In person or through phone inquiry/referral	1.Conduct intake interview/assessment	none	10 minutes	Satellite Office staff
.	1.2 Conduct homevisit/area validation	none	2 hours	Satellite Office staff
	1.3. Prepares/submit assessment report/recommendation for approval	none	20 minutes	Satellite Office Social Worker
2. Client assisted for medical check-up and other documents	2. Coordinates with other agencies to locate families or institutional placement	none	Not definite, depends on the case	Satellite Office Social Worker
	2.1. Prepares and submit	none	2 days	Satellite Office Social Worker



	documents to agency for case consultation.			
3. Client is received by his/her family /turn-over to other institution	3. Turn-over to family/ institution	none	½ day	Susan Rivera RC S.O. Social Worker

***SPECIAL SOCIAL SERVICES FOR ELDERLY AND PWD'S qualified for multi-stage processing.

C. SPECIAL SOCIAL SERVICES FOR WOMEN IN ESPECIALLY DIFFICULT CIRCUMSTANCES

Provision of special social services to Women who are victims of battery/abuse, trafficking, exploitation.

Office or Division	Satellite Offices			
Classification	Complex, Multi-stage			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail:	Disadvantaged women who are residents of Bacoor, VAW Victims, Trafficked victims, Victim of Exploitation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Referral/indorsement •Blotter •Birth Certificate(as necessary) – certified true copy •Medical Certificate, if needed – 1 copy 			<ul style="list-style-type: none"> •Referring agency • Barangay/WCPD-PNP •Local Civil Registrar •Public /private physician 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in or refer by BVAWC/ thru phone call	1. Intake interview/assessment, in person or thru phone	none	1 hour	Satellite Office staff, social worker
	1.2 Provides assistance available in the office.		½ day	Satellite Office staff, social worker



2. Client refers to the other agency coordinated by the social worker.	2. Coordinates with other agencies for the other needed assistance , if necessary	none	Not definite, depends on the case	Satellite Office Social Worker
3. Client gets the assistance needed from other agency	3.Termination of the case	none	1 day to 1 week	Satellite Office Social Worker, CSWDO

*****SPECIAL SOCIAL SERVICES FOR WOMEN IN ESPECIALLY DIFFICULT CIRCUMSTANCES** qualified for multi-stage processing.

D. SPECIAL TIE -UP PROJECT FOR FAMILIES

Provision of special social services to families concerning housing, which include assessment, validation of families affected by demolition, Civil Case, Relocation and preparation/submission of documents, reports.

Office or Division		CSWDO – SATELLITE OFFICE /SPECIAL PROGRAM UNIT - REVETMENT		
Classification		Highly Technical		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		Individuals referred by NHA, Court, HUDRD, PCUP, DPWH		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
•Referral/endorsement – 1 copy			*NHA, Court, UPHDO, PCUP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In person inquiry	1. Conduct intake interview	none	10 minutes	Satellite Office Staff
	1.2. Forward to Revetment Unit	none	10 minutes	Satellite Office Staff
2. Respond to assessment/valid ation interview in person or thru	2. Conduct face to face or thru phone call assessment/	none	15 minutes	Revetment Unit Staff, Ms. Evelyn Castillo



telephone, video call				
	2.1. Conduct ocular visit	none	1 day	Revetment Unit Staff, Ms. Evelyn Castillo
	2.2. Prepares assessment report	none	3 days	Evelyn Castillo
3. Client prepares needed documents.	3. Submit reports to concerned agencies for the needed assistance	none	2 days	Evelyn Castillo Emiliana D. Ugalde
4. Client gets the assistance needed	4. Turn-over to other agency/Termination of the case	none	3 to 6 months	Evelyn Castillo Emiliana D. Ugalde

*** SPECIAL TIE -UP PROJECT FOR FAMILIES qualified as multi-stage

**Office-based social workers when not on duty are performing their other assigned tasks in the shelters or Work from Home.

Total processing time: No definite time, depends on the case.

14. SUPPLEMENTAL FEEDING PROGRAM

Food assistance to underweight and severely underweight children as an immediate and direct intervention to improve their nutritional status and prevent any permanent physical and mental retardation. The objective of the program is to elevate to underweight nutritional status of at least 30% of the enrolled severely underweight and provide food supplementation to at least 24% of the identified underweight and severely underweight pre-school children giving priority to 0-3 years old. It also provides practical opportunities for developing good food habits among these children and their parents through Nutrition Education Program and other related-activities.

A. AVAILMENT OF DIETARY PROGRAM

Office or Division	Nutrition Unit
Classification	Highly Technical



Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		6 months to 6 years old undernourished children		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Nutritional status of children			* Barangay OPT Result	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Children participate in the OPT	1. Conduct house to house Operation Timbang or weight validation	none	4 minutes/child	Cristina O. Elalto Nutrition Officer 4 BNS
	1.2. Consultation of validated OPT/Data gathered	none	2 minutes/child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff BNS
	1.3. Masterlisting of the identified children who are underweight and severely underweight (boys and girls)	none	1 minute/child	Nutrition Unit Staff BNS
	1.4. Coordination and distribution of masterlist to Barangay Chairpersons and feeding volunteers through email	none	10 minutes	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff BNS
2. Children and parents go to the Barangay Health Stations for the medical check-up and deworming	2. Refer for pre-medical check-up and deworming to CHO	none	10 minutes	Emiliana D. Ugalde CSWD Officer Cristina O. Elalto/ Nutrition Officer 4 Nutrition Unit Staff BNS
3. Enroll to Feeding	3. Masterlisting of qualified children	none	2 minutes/child	Nutrition staff



Program	beneficiaries enrolled in the feeding program			BNS
3.1 Attendance to Feeding Program	3.1. Provision of dry ration/hotmeals to feeding clients	none	2 minutes /child (for 120 days)	Emiliana D. Ugalde CSWD Officer Cristina O. Elalto Nutrition Officer 4 BNS
4. Client's parents participates in evaluation	4. Evaluation/termination once the nutritional status is rehabilitated	none	2 minutes /child	Emiliana D. Ugalde CSWDO Cristina O. Elalto Nutrition Officer 4 Nutrition staff BNS
Total processing time			120 days (duration of implementation)	

*** SUPPLEMENTAL FEEDING PROGRAM is covered by RA 11037, RA 11148

B. AVAILMENT OF READY TO USE THERAPEUTIC/SUPPLEMENTAL FOOD (RUTF/RUSF)

Office or Division	Nutrition Unit			
Classification	Highly technical/ Multi- stage Processing			
Type of Transaction	G2C Government to Citizen G2G Government to Government			
Who may avail:	3 to 6 years old wasted and severely children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Nutritional status of children (wasted and severely wasted) 			* Barangay OPT Result	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Children stay in their	1. Conduct house to house	none	4 minutes/child	Cristina O. Elalto



home and wait for the for the OPT team	Operation Timbang or weight validation			Nutrition Officer 4 BNS
	1.2. Consultation of validated OPT/Data gathered	none	2 minutes/child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff BNS
	1.3. Identification of children who are Severely Acute Malnutrition (SAM) and Moderately Acute Malnutrition (MAM) cases.	none	5 minute/child	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff
	1.4. Taste test of children identified as SAM and MAM cases	none	10 minutes	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
2. Children and parents go to the Barangay Health Stations for the medical check-up and deworming	2. Refer for pre-medical check-up to Rural Health Unit	none	10 minutes	Cristina O. Elalto/ Nutrition Officer 4 Emiliana D. Ugalde
3. Parents undergo nutrition counselling	3. Nutrition Counselling to parents on the use of RUTF/RUSF (dosage and frequency)	none	30 minutes/child	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff
	3.1 Releasing of RUTF/RUSF to mothers of SAM/MAM child with photo	none	5 minute	Nutrition staff BNS



	documentation			
Total processing time			90 days (duration of implementation)	

*** SUPPLEMENTAL FEEDING PROGRAM is covered by RA 11037, RA 11148

C. BARANGAY NUTRITION COUNCIL TECHNICAL ASSISTANCE

Office or Division		Satellite Office , Nutrition Unit		
Classification		Simple		
Type of Transaction		G2G Government to Government		
Who may avail:		Barangay Councils of the City of Bacoor		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter to CSWDO 			* Barangay OPT Result	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Nutrition Council provides communication letter addressed to CSWD-Bacoor thru email or in person	1.1. Receives letter request for Technical Assistance thru e-mail or in person	none	5 minutes	Satellite Office staff
	1.3. Forward letter request to Nutrition Unit with approval or instruction of the CSWDO	none	2 minute/child	Satellite Office staff
2. Barangay Nutrition Council receives confirmation of their request	2. Conduct BNC Technical Assistance	none	2 hours	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Technical staff
Total processing time			2 hours and 5 minutes	

*** SUPPLEMENTAL FEEDING PROGRAM is covered by RA 11037, RA 11148



D. NUTRITION EDUCATION/PROVISION OF INFORMATION EDUCATION CAMPAIGN (IEC) MATERIALS

Office or Division		Satellite Office, Nutrition Unit		
Classification		Simple		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter to CSWDO 			* Barangay OPT Result	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Nutrition Council provides communication letter addressed to CSWD-Bacoor thru email or in person	1.1. Receives letter request for Nutrition Education and other IEC Materials thru e-mail or in person	none	5 minutes	Satellite Office staff
	1.3. Forward letter request to Nutrition Unit with approval or instruction of the CSWDO	none	2 hours	Satellite Office staff
2. Barangay Nutrition Council receives confirmation of their request	2. Conduct Nutrition Education based on modules to clients and provision of IEC Materials (for 3 months period)	none	2 hours	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Technical staff
Total processing time			4 hours and 5 minutes	

*** SUPPLEMENTAL FEEDING PROGRAM is covered by RA 11037, RA 11148

***** SATELLITE OFFICES STAFF ATTACHED BELOW



SATELLITE OFFICE #/LOCATION	BARANGAYS COVERED	SOCIAL WORKER	SOCIAL WELFARE AIDE	CHILD DEV'T WORKER
1 – ZAPOTE 2 CDC	ZAPOTE 2, ZAPOTE 3	KATHLEEN JOY MUYOT	NORA PAGATPATAN	JAY-R NUNEZ
2- ZAPOTE 1 CDC	ZAPOTE 1, ZAPOTE 4	ALYSSA MAE MANCILLA	MARILOU CARBONILLA	CAROL PALOMO
3- MOLINO 2 MAIN CDC	MOLINO 2, MOLINO 5	EVELYN CASTILLO, SW Consultant CHARISMA PANTIG- Team Leader	LORNA RODRIGUEZ CECILLE NEYPES	SOCORRO EGLOSO
4 – MOLINO 4 DUPLEX CDC	MOLINO 4	ROSANNA FUENTES	JENNY RIVERA	ROSELYN BASANES
5- HABAY 2 CDC	SALINAS 2 SALINAS 3 SALINAS 4 REAL 2 HABAY 2	KRISTINE PATEL	QUEENIE CORTEZ	RUBY CERRANTES
6- SALINAS 1 CDC	REAL 1 SALINAS 1 MABOLO 1 MABOLO 2 MABOLO 3	LALYN LAGATA	MA. THERESA BILUGAN	MARGIE SORILLO
7- NIOG 1 CDC	PANAPAAN 4 PANAPAAN 2 PANAPAAN 3 NIOG 1	GINA PORNELOS- Consultant Social Worker	CARL DIAZ JULITA ENALISAN	JOCELYN IBARRA
8- TALABA 4 CDC	TALABA 4 TALABA 3 TALABA 1 TALABA 7	RICCA CALAPIT – Consultant Social Worker ANDRELYN CALARA – Team Leader	EMMA PIDO CRISTINA BARTOLOME	MARY GRACE CAANDOY
9- MALIKSI 1 CDC	MALIKSI 1 MALIKSI 2 MALIKSI 3 KAINGEN	CHINQUE CLEMENTE	JOAN DIESTRO ANALIZA GOLEZ	EMMARUTH CUADOR
10- MAMBOG 2 CDC	BAYANAN MAMBOG 1 MAMBOG 2 MAMBOG 3 MAMBOG 4 MAMBOG 5	KATHRINA DE CASTRO	ELIZABETH DIONISIO	JENETTE BERNIL
11- CAMPOSANTO CDC	DIGMAN DAANBUKID CAMPOSANTO TABINGDAGAT	MAIZA MAGTIBAY BERNADETH MURCILLA – CDW Team Leader	SUZARAH EUSEBIO GREGINA PRADILLA	MARY JANE GAYETA
12- LIGAS 2 CDC	NIOG 2 NIOG 3 LIGAS 1 LIGAS 2 LIGAS 3	CAMILLE ANN INTIA	JENNIFER ERISPE	LEONRA RADANA
13- TALABA 5 CDC	ZAPOTE 5 TALABA 5 TALABA 6 TALABA 2	IANNAH LIM	ROSHYLL PANOFY	FLOR CONDE



14- ANIBAN 1 CDC	ANIBAN 1 ANIBAN 2 ANIBAN 3 ANIBAN 4 ANIBAN 5	JACKIELOU SAEL- Social Worker Consultant BENITA HILARIO ROSEBEDA DIZON – Team Leaders	GENEROSA CRUZ	DENISE MAGNO
15- SAN NICOLAS 1 CDC	SAN NICOLAS 1 SAN NICOLAS 2	SHEILA MAE SALADA	MARYJANE MENDOZA	JENNILYN GAPAS
16- MOLINO1 CDC	SAN NICOLAS 3 MOLINO 1 MOLINO 6	HANNAH PHOEBE RODRIGUEZ	MARICEL LAGNASON RUBY AGANA	KIMBERLY JOY DELOS SANTOS
17 – MOLINO 3 MAIN CDC	MOLINO 3	JOCELYN TABASAN	MARY JOY MANO	ARLYN LABONG
18- QRW CDC (OLD BRGY HALL)	QUEENROW CENTRAL QUEENSROW EAST QUEENSROW WEST	CHRISTIAN JOSHUA GUILLERMO – Social Worker Consultant	JEJE OBLIGAR MA. RACHELLE CORDON	RODELYN ASTILLERO
19- SINEGUELASAN CDC	ALIMA SINEGUELASAN BANALO	JESANI ROSE CASUNO – Social Worker Consultant	DAINICA CAMERINO CELIA DOMIN	MARITES QUIAOIT
20- PANAPAAN 5 CDC	PANAPAAN1 PANAPAAN 5 PANAPAAN 6 PANAPAAN 7 PANAPAAN 8	SHENAH RUA CABALLES	MARIBETH RODRIGUEZ	CRISTINA HERNANDEZ 21-
21- DULONGBAYAN CDC	HABAY 1 DULONGBAYAN	FAITH FAJUTAGANA- HAYDED PAMARAN – CDW Team Leader	LALAIN REFORMADO MARY KRISTINE FRANCISCO	NORALYN VILLAROSA



LIST OF SERVICES

General Services Office

Internal Services

Page Number

Provide office supplies for different Offices	20.2
Procurement Procedure	20.3
Inspection and Acceptance	20.4
Property, Plant and Equipment (PPE) inventory and	20.5
Tagging Property Number	



GENERAL SERVICES OFFICE

(Internal Services)

To assist our city government in promoting effectiveness and efficiency in government operations and the prudent utilization of its scarce resources for more progressive Bacoor.

To be an efficient and effective department, making Bacoor 2014 a reality, we in the GSO recognize that the existing laws and regulations which may be obstructive are designed with the best of intentions to protect government funds and property. Bound with the duty to implement laws and rules, we are committed to make it easy for government agency as partners in development.e resources for more progressive Bacoor.



1. PROVIDE OFFICE SUPPLIES FOR DIFFERENT OFFICES

The purpose of this service is to provide/distribute the basic needs of different offices

Office or Division:		General Services Office		
Classification:		Complex		
Type of Transaction:		G2G Government to Government		
Who may avail:		All Department/Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter; RIS(Requisition and Issuance Slip) 			Department/Offices GSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit request letter	1.1 Accept and verify the stock availability of supplies	None	3 to 5 minutes	Alvin Reformado <i>Admin Aide IV</i> Miko Ugalde <i>Regular Casual</i>
	1.2.Prepare Requisition and Issue Slip	None	Depends on the volume of request letter	Alvin Reformado <i>Admin Aide IV</i> Sainthia Arcayos <i>Admin Aide IV</i> Miko Ugalde <i>Regular Casual</i>
2. Receive and Sign RIS	2.Release Supplies	None	5 to 10 minutes	Herbert Delos Santos Leonard Joshua Roque Dondie Apostol Dennis Apostol Arnel Zamora <i>GSO Staff</i>
		Total:	Depends on the volume of request letter	



2. PROCUREMENT PROCEDURE

The purpose of this service is to provide proper and efficient process for Agency procurement

Office or Division:	General Services Offices			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Different Offices/Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Purchase Request Purchase Order 			GSO GSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter	1. Prepare the Purchase Request	None	5 to 10 minutes	Alvin Reformado <i>Admin Aide IV</i> Sainthia Arcayos <i>Admin Aide IV</i> Miko Ugalde <i>Regular Casual</i>
2. Present the required document	2.1. Check /verify the price, specification Purchase Request	None	5 to 10 minutes	Alvin Reformado <i>Admin Aide IV</i> Miko Ugalde <i>Regular Casual</i>
	2.2. Upon receipt of either BAC Award or resolution, goods will be purchase	None	1 to 2 days	Alvin Reformado <i>Admin Aide IV</i> Sainthia Arcayos <i>Admin Aide IV</i>
	2.3. Prepare and Numbering Purchase Order	None	5 to 10 minutes	Sainthia Arcayos <i>Admin Aide IV</i> Joshua Roque <i>Regular Casual</i>
		Total:	2 days, and 15 minutes	



3. INSPECTION AND ACCEPTANCE

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Different Offices/Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Inspection and Acceptance Report Property Acknowledgement Receipt			GSO GSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document	1.1. Prepare/Validate the Inspection and Acceptance Report	None	5 to 10 minutes	Sean Solis <i>Supply Officer III</i> Sainthia Arcayos <i>Admin Aide IV</i>
	1.2. Inspection of goods/equipment/	None	within the day	Sean Solis <i>Supply Officer III</i> Anthony Frank Ayos <i>Admin Aide III</i>
	1.3. Accept and Approve/Sign Documents	None	1 minute	Jocelyn R. Ricardo <i>OIC-GSO</i> Sean Solis <i>Supply Officer III</i>
	1.4. Preparing Proper Acknowledgement Receipt	None	10 - 15 minutes	Anthony Frank Ayos <i>Admin Aide IV</i> Paulo Gacutan <i>Clerk</i>
	1.5. Approve/Sign	None	1 minute	Jocelyn R. Ricardo <i>OIC-GSO</i>
		Total:	1 day and 27 minutes	



4. PROPERTY, PLANT AND EQUIPMENT (PPE) INVENTORY AND TAGGING

The Purpose of this service is to provide proper and efficient management to all the government properties owned by the City.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Different Offices/Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPE Report Tagging Sticker			GSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check PPE	1.1. Tagging of new acquired Government Equipment and Actual Inventory of PPE	None	Depends on the PPE per department.	Manolito Nario <i>Supply Officer III</i> Alfonso Azaña <i>Laborer I</i> Esperanza Aquino <i>Admin Assistant III</i> Anthony Frank Ayos <i>Admin Aide III</i>
	1.2. Prepare Annual Inventory Report	None	Depends on the PPE per department	Manolito Nario <i>Supply Officer III</i> Anthony Frank Ayos <i>Admin Aide III</i> Sainthia Arcayos <i>Admin Aide IV</i> Paulo Gacutan <i>Clerk</i>
		Total:	Depends on the PPE per department	



LIST OF SERVICES

Human Resources Development and Management Department

Internal Services	Page Number
Employee Hiring and Appointment	21.2 – 21.4
Issuance of Personnel Certifications and Records	21.5
Processing of Employee Application for Leave of Absence	21.6
Various Personnel Concerns	21.7 – 21.9
 External Services	
Employee Hiring and Appointment	21.2 – 21.4
 On the Job Training / Senior High School Immersion Program	21.8 – 21.9
<i>(Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is not accommodated at the moment.)</i>	



HUMAN RESOURCES DEVELOPMENT AND MANAGEMENT DEPARTMENT

(Internal and External Services)

The HRDMD performs various human resource management programs that focus mostly on recruitment and selection, learning and development, performance management, welfare and benefits administration, maintaining human resource information system and other HR management and development services. The HRDMD's function is to implement an organization's human resource requirements effectively, taking into account the rules and regulations that the Civil Service Commission may impose as well as Philippine labor laws; ethical business practices; and net cost, in a manner that maximizes, as far as possible, employee motivation, commitment and productivity.



1. EMPLOYEE HIRING AND APPOINTMENT

All vacant positions are open for application to Filipino Citizens provided that they meet the qualifications of the vacant positions required, of good moral character and a resident of the City of Bacoor. Vacant positions are posted on the HRDMD Bulletin Board, Bacoor Website and CSC Job Portal.

Office or Division:	Human Resources Development and Management Department	
Classification:	Complex / Highly Technical	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, Interested Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Application Letter addressed to the City Mayor specifying the position applied for and the office where the vacancy is; • Scholastic Record / Academic Record duly authenticated by authorized personnel; • Original copy of the authenticated certificate of eligibility Report of Rating / Valid Professional License; • NBI Clearance; • Medical Certificate (CS Form No. 211, Revised 2018); • Photocopy of Training and Seminars attended, if necessary; • Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized; • Certificate of Live Birth; • Marriage Contract/Certificate; • Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018); <p>Other supporting documents, if necessary.</p>		<p>CSC/ PRC/ SC/ LTO</p> <p>NBI</p> <p>Issued by a licensed government physician</p> <p>Downloadable at CSC website PSA/LCR PSA/LCR</p> <p>From applicant's former office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the HRDMD Bulletin Board for Vacant Positions located at the CSC Job Portal, HRDMD Bulletin Board of the City Hall Building or Bacoor Official Website	1. Publication and Posting of vacant positions in 3 conspicuous places in the agency -CSC Job Portal, Bacoor Official Website www.bacoor.gov.ph , HRDMD Bulletin Board, PESO Bulletin & SP Bulletin Board	None	1 day	Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i> Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i>
2. Submit application letter, specifying the position applied for, together with the requirements to the HRDMD Office **Interested and qualified applicants may also opt to submit via e-mail at hrdmd_recruitment@yahoo.com the scanned copy of their application together with the other requirements as posted in CSC Job Portal and HR	2.1.Receive Application; Conduct Preliminary Screening (Interview, Test Administration, Requirements Verification). Assessment and evaluation to be conducted by the concerned Department Head	None	Depends on the volume of applications received	Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i> <i>Erika U. Viernes Clerk</i>
	2.2. Inform shortlisted applicants through telephone call and Prepare Documents for Personnel Selection Board Convening	None	Depends on the number of published vacant positions and applications received	Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Convening / Deliberation of Personnel Selection Board (PSB)	None	1 day	Personnel Selection Board
	2.4 Forward result of deliberation to the City Mayor for final action / selection	None	1 day	Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i>
	2.5. Prepare notice to selected applicants through letter and telephone call	None	5 minutes per applicant	Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i>
	2.6. Ensure that the Personal Data Sheet is answered properly and completely with recent photo, thumb-mark affixed and Valid ID indicated and review completeness of the requirements in preparation of Appointment papers for signature of the members of the Personnel Selection Board and Department/Unit Head concerned	None	1 hour	Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i>
3. Successful Applicants, assume duty at specified date	3. Transmit Appointment and necessary documents to the Civil Service Commission Field Office	None	2 hours every 25th of the month / as needed	Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Diane Nicole Fae A. Bay <i>HRMO I</i>
Total processing time: depends on the number of published vacant position, volume of applications received and convening schedule.				



2. ISSUANCE OF PERSONNEL CERTIFICATIONS AND RECORDS

Securing personnel records such as Certificate of Employment, Service Records, Leave Credits and others for various purposes.

Office or Division:	Human Resources Development and Management Department			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, either currently employed, separated, retired.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Payment / Official Receipt <ul style="list-style-type: none"> • Certificate of Employment P 100.00 • Service Record P 50.00 			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification -Certificate of Employment -Service Record -Others	1. Prepare Certification, Service Record as requested based on Personnel Record upon payment of prescribed fees. 1.2. Sign Certification and Service Records	P 100.00 P 50.00	30 minutes	Ethelyn U. Jamolin <i>Administrative Assistant V</i> Melanie Joyce G. De Leon <i>Admin Officer I</i> Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i> Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i>
Total:		Depends on the requested document/s above	30 minutes	



3. PROCESSING OF EMPLOYEE APPLICATION FOR LEAVE OF ABSENCE

Employees are granted the right to avail leave of absence with or without pay as provided by the law.

Office or Division:	Human Resources Development and Management Department			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	City Employees – Permanent, Co-Terminous, Casual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely Signed Application for Leave of Absence Form		Human Resources Development and Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Leave of Absence. Fill up form and submit at the HRDMD duly signed by the immediate supervisor -for sick leave more than (3) days attach Medical Certificate issued by physician -vacation leave must be filed (5) days prior to scheduled leave and sick leave upon return to work	1.1. Process leave application for -leave credits availability -for sick leave verify Medical Certificate issued by the physician	None	10 minutes	Virginia M. Fernandez <i>HRMO III</i> Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Natividad Ludwig Ople, <i>City Gov't Dept. Head I</i>
	1.2. Approval of the Mayor	None	1 day	Office of the City Mayor
	1.3. Record and update Leave in control logbook	None	5 minutes	Virginia M. Fernandez <i>HRMO III</i>
Total:		None	1 day and 15 minutes	



4. VARIOUS PERSONNEL CONCERNS

Office or Division:	Human Resources Development and Management Department			
Classification:	Simple/Complex/Highly Technical			
Type of Transaction:	G2G Government to Government G2C Government to Citizen			
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts and Clients who has Personnel Concerns			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
This will depend on the concerns presented by the client.		Human Resources Development and Management Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client may directly come to HRDMD regarding their queries, complaints and other concerns. 1.2. When physical communication is not necessarily needed, it is advised to contact HRDMD thru email or phone calls.	1. Attends to queries, complaints and other concerns on personnel matters -Payroll -GSIS concerns -Pag-ibig/ -Philhealth -Correspondence	None	15 minutes or depends on presented concerns	Natividad Ludwig I. Ople, City Gov't Dept. Head I Rachelle D. Alcantara, City Gov't Asst. Dept. Head I Editha C. Broas Sr Admin Asst II Jonalene Bautista Clerk Natividad Ludwig I. Ople, City Gov't Dept. Head I
Total:		None	15 minutes or depends on presented concerns	



5. ON THE JOB TRAINING / SENIOR HIGH SCHOOL IMMERSION PROGRAM

*** Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is not accommodated at the moment.

Office or Division:	Human Resources Development and Management Department		
Classification:	Complex / Highly Technical		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	College / Senior High School Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• 2 Sets of Comprehensive Resume• 3 Sets of Endorsement Letter• OJT / Practicum Agreement and Liability Waiver (from HRDMD) must be notarized before submission		Human Resources Development and Management Department	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OJT / SHS Immersion Program Requirements. <i>*SHS should be coordinated by the teacher / school authority, not by the students.</i>	1.1. Attend to queries and other concerns on OJT/ SHS Immersion Program	None	15 minutes	Jonalene Bautista <i>Clerk</i>
	1.2. Orientation for OJT / SHS Immersion Program <i>(Upon submission of Complete Requirements)</i>	None	1 hour	Natividad Ludwig I Ople, City Gov't <i>Dept. Head I</i> Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Prepare Endorsement Letter to Respective Department for OJT / SHS Immersion Program	None	5 minutes for each department	Jonalene Bautista <i>Clerk</i>
	1.4. Sign Endorsement	None	1 minute maximum	Natividad Ludwig I. Ople, <i>City Gov't Dept. Head I</i>
	1.5. Endorsement to Respective Department	None	5 minutes for each department	Jonalene Bautista <i>Clerk</i>
2. Submit (1) original copy and (1) photocopy of the following: * Notice from the respective department that the student finished the required number of hours for OJT / SHS Immersion Program * Daily Time Record * Duly signed evaluation by the authorized signatory	2.1. Prepare Certificate of Completion	None	5 minutes for each student	Jonalene Bautista <i>Clerk</i>
	2.2. Sign Certification	None	1 minute maximum	Natividad Ludwig I. Ople, <i>City Gov't Dept. Head I</i>

Total processing time: depends on the number of students accommodated.

*** Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is not accommodated at the moment.



LIST OF SERVICES

Housing Urban Development and Resettlement Department

External Services	Page Number
1. Assistance to ISF/Community association on Organizational matters	22.3 – 22.4
2. Investigation/validation on land and housing related concerns especially on demolition and eviction cases involving informal settler families (ISF) or association	22.4 – 22.5
3. Conduct of pre, actual and post relocation activities	22.6 – 22.9
4. Act as Mobilizer for ISF and urban poor association applying for Social Housing and Finance Corporation - Community Mortgage Program (CMP)	22.10 - 22.12
5. Assistance to ISF and urban poor association on Meralco and Maynilad application	22.12 -22.13
6. Assistance to ISF and urban poor association requesting for a certification needed by concerned agencies for registration purpose/s and for availing any government programs	22.14
Internal Services	
Secretariat to the Housing Urban Development and Resettlement Board, Local Inter-Agency Committee (LIAC), and Beneficiary Selection Awards and Arbitration Committee (BSAAC) meetings	22.3 - 22.14



HOUSING URBAN DEVELOPMENT AND RESETTLEMENT DEPARTMENT (Internal and External Services)

THE HOUSING URBAN DEVELOPMENT AND RESETTLEMENT DEPARTMENT shall serve as the enforcing and implementing body of the socialized housing program and all housing concerns of the local government unit.

- a.** Act as the implementing arm of the **Housing Urban Development and Resettlement Board**, the policy-making body of the City on Socialized Housing and Resettlement, and to implement the provisions of R.A. No. 7279 the Urban Development and Housing Act and its implementing rules and regulations, for the City's underprivileged and homeless residents, informal settlers families (ISF) and other related laws;
- b.** Implement the City of Bacoor Comprehensive and Continuing Urban Development and Housing Program, and the Resettlement, Relocation Action Plan (RRAP) and initiate linkage and cooperation with concerned national government agencies, public and private institutions concerned with socialized housing, and benchmarking with other LGUs to afford the best practices for the constituents of the City of Bacoor;
- c.** Serve as Secretariat of the City of Bacoor LIAC (Local Inter-Agency Committee) and of the City of Bacoor Housing and Urban Development Board;
- d.** Create and implement a Capacity Development program for all stakeholders in the City of Bacoor Strategic Housing Program in order to increase competency in this particular expertise or field of public service, and to promote the values systems, productivity and self-reliance of our informal settler families;
- e.** Formulate programs, projects and activities for continued and sustained development of the City's resettlement communities while ensuring balanced housing in cooperation with private developers and property owners of the City of Bacoor;



f. Conduct in coordination with the City Planning and Development Office, Titling and Zoning Office, and Assessor's Office, an inventory of all lands and update inventory every three(3) years for use in the City's socialized housing program;

g. Ensure the provision of basic social services to the City's community development and resettlement sites such as power/electricity, potable water, sewerage facilities, adequate solid waste disposal system, and access to primary roads and transportation facilities;

h. Activate and participate in the Beneficiary Selection Awards and Arbitration Committee to ensure eligibility of beneficiaries and to adopt measures to identify and curtail illegal squatting syndicates and their illegal activities;

i. Prioritize resettlement or relocation of ISFs living in danger zones, such as esteros, river banks, railroad tracks, garbage dumps, shorelines, waterways, and in public places such as sidewalks, roads, parks and playgrounds;

j. Coordinate with the National Home Mortgage Finance Corporation (NHMFC), the NHA, HUDCC, the Technology Livelihood Resource Centre (TLRC), the Department of Science and Technology (DOST) and other concerned agencies in initiating housing projects such as Community Mortgage Program (CMP) and access support programs;



1. ASSISTANCE TO ISF / COMMUNITY ASSOCIATION ON ORGANIZATIONAL MATTERS

Providing technical assistance to address issues and concerns of informal settler families (ISF) or urban poor association on organizational matters affecting them, for endorsement or referral to concerned government agencies or private institution.

Office or Division:	Community Development and Support Services Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal settler families Urban poor association
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Written request or appeals of informal settler families or urban poor association 	
WHERE TO SECURE	
Requesting client	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written request from the informal settler families or urban poor association	1.1. Assessment of the request	None	15 minutes	Atty. Bernadette Carrasco, OIC-HUDRD Annie Nacienceno-HHRO V
	1.2. Conduct or provision identified technical assistance needed (consultation, general assembly, election, and other related activities)	None	one day depends upon the case	Annie Nacienceno, HHRO V Ligaya Cas Fe Eras Claudio Madarang, Reynaldo Arevalo



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Preparation of referral or indorsement to concerned agencies or private institution copy furnish the clients	None	one day	Annie Nacienceno HHRO V
	Total:	None	2 days and 15 minutes	

2. INVESTIGATION /VALIDATION CONDUCTED ON LAND AND HOUSING RELATED CONCERNS ESPECIALLY ON DEMOLITION AND EVICTION CASES INVOLVING INFORMAL SETTLER FAMILIES OR ASSOCIATION

Conduct of investigation and validation of informal settler families (ISF) or urban poor association on complaints on demolition and eviction cases.

Office or Division:	Community Development and Support Services Division		
Classification:	Highly Technical		
Type of Transaction:	G2C Government to Citizen G2G Government to Government		
Who may avail:	Informal settler families Urban poor association		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
<ul style="list-style-type: none"> Written request or appeals of informal settler families or urban poor association Case documents 			Requesting client



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written request from the informal settler families or urban poor association	1.1. Assessment of the request	None	15 minutes	Atty. Bernadette Carrasco, OIC-HUDRD Annie Nacianceno, HHRO V
	1.2. Conduct of validation or investigation to identify action needed	None	one day	Ligaya Cas, Fe Eras, Claudio Madarang, Reynaldo Arevalo
	1.3. Coordination with concerned government agencies or private institution for possible land negotiation		two days	Atty. Bernadette Carrasco, OIC-HUDRD Annie Nacianceno, HHRO V
	1.4. Preparation of referral or endorsement to appropriate agencies copy furnish the clients	None	15 minutes	Annie Nacianceno, HHRO V
	Total:	None	3 days and 30 minutes	

3. CONDUCT OF PRE, ACTUAL AND POST RELOCATION ACTIVITIES

Social preparation activities conducted for informal settler families (ISF) in accordance with the guidelines and policies by the Urban Development and Housing Act (UDHA)



Office or Division:	Housing and Homesite Regulation Division / Community Development and Support Services Division	
Classification:	Highly Technical	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	Informal settler families Urban poor association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Informal settler families included in the Census tagging masterlist • Informal settler families included in the Community Based Monitoring System masterlist • Informal settler families Qualified in the Beneficiary Selection, Awards and Arbitration Committee deliberation • Informal settler families who undergo NHA pre-qualification • Informal settler families who completed & submitted relocation documentary requirements • Informal settler families tested negative in SWAB 		Housing Urban Development and Resettlement Department Community based Monitoring System Beneficiary Selection Awards and Arbitration Committee National Housing Authority City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to verify their names if included in the masterlist for relocation	1. Local Inter Agency Committee Meeting	None	1 day	Atty. Bernadette Carrasco, OIC- HUDRD



	2. Census tagging / Validation /Boundary Markings activities	None	Depends on the number of ISF	Fe Eras, Claudio Madarang, Eva San Buenaventura Reynaldo Arevalo, Charlie Bamba
	3. Masterlist preparation	None	Depends on the number of ISF	Annie Nacianceno, HHRO V
	4. Confirmation with the CBMS masterlist	None	2 days	Fe Eras, Eva San Buenaventura
	5. Conduct of BSAAC deliberation	None	1 day	Atty. Bernadette Carrasco, OIC-HUDRD
	6. Preparation of BSAAC minutes and Resolution for signing of members	None	1 hour	Annie Nacianceno, HHRO V Fidel Dones
	7. Conduct of dialogue and serving of Notices to ISF for relocation	None	Depends on the number of ISF	Ligaya Cas, Fe Eras, Claudio Madarang, Eva San Buenaventura Reynaldo Arevalo, Charlie Bamba

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit requirements	1. Submission of requirements by the Qualified ISF	None	1 month	Ligaya Cas Fe Eras



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Client submits letter of appeals	2.1. Conduct of BSAAC deliberation for the appeals	None	1 day (depending on the number of applicants)	Atty. Bernadette Carrasco, OIC-HUDRD
	2.2. Preparation of BSAAC minutes and Resolution for signing of members	None	1 hour	Annie Nacienceno, HHRO V Fidel Dones
	2.3. Submission to NHA for pre-qualification	None	1 week upon completion of requirements for pre-qua	Ligaya Cas Fe Eras
	2.4. Preparation of masterlist of ISF for relocation	None	1 day	Annie Nacienceno HHRO V Ligaya Cas Fe Eras
	2.5. Conduct of swabbing testing for ISF to be relocated	None	Depends on the number of ISF	Atty. Bernadette Carrasco, OIC-HUDRD HUDRD Staff
	2.6. Checking and completion of ISF folders	None	1 week	Ligaya Cas, Fe Eras, Eva San Buenaventura
3.Client submits requirements for financial assistance	3.1. Preparation and processing of financial assistance for qualified ISF	None	2 weeks	Fidel Dones, Eva San Buenaventura



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Coordination with NHA and other concerned agencies and private institution for the relocation activities	None	1 week	Atty. Bernadette Carrasco, OIC-HUDRD Annie Nacienceno HHRO V
	3.3. Preparation of Relocation Resettlement Action Plan (RRAP)	None	1 week	Fidel Dones, Eva San Buenaventura
	3.4. Conduct of TWG for the target relocation activities	None	1 day	Atty. Bernadette Carrasco, OIC-HUDRD
	3.5. Actual relocation activities	None	Depends on the number of ISF	Atty. Bernadette Carrasco, OIC-HUDRD HUDRD Staff
	3.6. Allocation of unit assignment	None	1 day	Ligaya Cas, NHA
	3.7. Post monitoring activities (livelihood program and other activities)	None	Depending upon the programs	Ligaya Cas, Fidel Dones, Eva San Buenaventura
	3.8 Release of Financial Assistance	None	Depends upon the submission and completion of requirements	Atty. Bernadette Carrasco, OIC-HUDRD, Eva San Buenaventura
	Total:	None	Minimum of 60 days	



4. ACT AS MOBILIZER FOR URBAN POOR ASSOCIATIONS OR HOMEOWNERS ASSOCIATIONS APPLYING FOR SOCIAL HOUSING FINANCE CORPORATION –COMMUNITY MORTGAGE PROGRAM.

Providing technical assistance to urban poor association or homeowners association in their application for Community Mortgage program.

Office or Division:	Housing and Homesite Regulation Division			
Classification:	Simple/Complex			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Homeowners Association/Community Association			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Memorandum of Agreement between Community Association and landowner • Memorandum of Agreement between Community Association and Mobilizer • List of officers with address and contact number • List of members certified by the Secretary • Sangguniang Panglungsod Accreditation Certificate • Minutes of Election certified by the Secretary • Transfer Certificate of Title • Barangay Certification • and other Community Mortgage Program related requirements 			Community Association Community Association Community Association Sangguniang Panglungsod Community Association Register of Deeds Barangay concerned	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter of HOA for CMP	1.1. Assessment and validation	None	Depends upon the viability for CMP	Atty. Bernadette Carrasco, OIC-HUDRD Ligaya Cas



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Consultation w HOA re: CMP orientation	None	1 day / consultation (with several consultations)	Ligaya Cas Fe Eras
	1.3. Land negotiation between the landowner and CA	None	Depends upon the progress of negotiation	Atty. Bernadette Carrasco, OIC-HUDRD
	1.4. Assistance in the registration of HOA with DHSUD and concerned government agencies	None	Depends upon the completion of necessary requirements	Ligaya Cas Fe Eras
	1.5. Conduct of census tagging and preparation of socio eco-profile	None	Depends upon the number of beneficiaries	Ligaya Cas Fe Eras Other HUDRD personnel
	1.6. Assessment and provision of technical assistance in the completion of documentary requirements by the HOA	None	one week	Ligaya Cas Fe Eras
	1.7 Cliniquing with Social Housing and Finance Corporation for	None	Depends upon the assessment of LGU- Mobilizer and SHFC	Atty. Bernadette Carrasco, OIC-HUDRD SHFC



	the following requirements by phase: a. Accreditation and Evaluation b. Technical c. Loan Examination d. Mortgage Examination			
	Total:	None	Minimum of 6 months	

5. ASSISTANCE TO ISFs AND ASSOCIATION ON MERALCO AND MAYNILAD APPLICATIONS

Providing assistance to informal settler families and/or urban poor association on their application to Meralco and Maynilad

Office or Division:	Community Development and Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Informal settler families Urban poor association			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ISF applicant included in the Community Based Monitoring System masterlist 			Community Based Monitoring System	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of applications and complete requirements	1.1.Assessment of the application (with complete documents)	None	15 minutes	Elizabeth Salavantes, Claudio Madarang
	1.2. Verification with CBMS	None	1 day (depends upon the result of CBMS)	Elizabeth Salavantes, Claudio Madarang



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Preparation and signing of indorsement to Meralco and Maynilad (<i>if the applicant is an association</i>)	None	15 minutes	Elizabeth Salavantes Annie Nacianceno, HHRO V
	Total:	None	1 day and 30 minutes	

6. ASSISTANCE TO INFORMAL SETTLER FAMILIES / ASSOCIATION REQUESTING FOR CERTIFICATION NEEDED BY CONCERNED GOVERNMENT AGENCIES FOR REGISTRATION PURPOSES AND FOR AVAILING OF ANY GOVERNMENT PROGRAMS

Providing assistance to urban poor association on the issuance of a Certification as part of requirements for their registration with concerned government agencies for registration purposes or availment of government programs

Office or Division:	Community Development and Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Urban poor association			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request Registered with Bacoor City Urban Poor Federation Accredited with the Bacoor City Sangguniang Panglungsod 			Association BCUPF Bacoor City SP	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to HUDRD attached all the necessary requirements	1.1. Assessment of the request	None	30 minutes	Annie Nacianceno, HHRO V



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2Verification of the submitted documents and validation, if needed	None	1 day	Fe Eras Reynaldo Arevalo BCUPFC
	1.3Preparation of Certification	None	15 minutes	Annie Nacianceno, HHRO V
	1.4 Payment of Bacoor City seal	P 50.00	5 minutes	City Treasury
	Total:	P 50.00	1 day and 50 minutes	

LIST OF SERVICES

Local Civil Registry Office

External Services	Page Number
Timely Registration of Certificate of Live Birth (COLB)	23.2
Late Registration of Certificate of Live Birth (COLB)	23.3 - 23.4
Application of Marriage License	23.5 - 23.7
Timely Registration of Certificate of Marriage (COM)	23.7 - 23.8
Late Registration of Certificate of Marriage (COM)	23.9 - 23.10
Timely Registration of Certificate of Death (COD)	23.11
Late Registration of Certificate of Death (COD)	23.12 – 23.13
Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement	23.14 – 23.15
Registration of Court Orders/Decrees and request of Annotated Record	23.16 – 23.18
Filing for Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE) under R.A. 9048 & 10172	23.19 – 23.23
Issuance of Certified True Copy and Transcription of Record of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.	23.24 – 23.25



LOCAL CIVIL REGISTRY OFFICE

The LCRO performs various civil registry programs that focus on recordings of the civil status of persons, in which shall be entered: births, deaths, marriages, annulments of marriages, judicial recognition of foreign divorces, adoptions, legitimations acknowledgment of natural children, supplemental report, correction of clerical error and changes of name.

1. Timely Registration of Certificate of Live Birth (COLB)

Register the COLB of persons born within the territorial jurisdiction of the City of Bacoor.



Office or Division:			Local Civil Registry Office	
Classification:			Simple	
Type of Transaction:			Government to Citizen	
Who may avail:			All resident and non-resident of the City of Bacoor	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) Government issued valid ID's Medical Certificate Certificate of Marriage if the parents were married <p>Authority to Use the Surname Other supporting documents, if necessary.</p>			<ul style="list-style-type: none"> Attending Physician/Midwife/Nurse Any National Government agencies Hospital, Clinic Philippine Statistics Authority (PSA) or Local Civil Registry Office (LCRO) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Carmen R. Eusebio <i>Administrative Aide II</i> Adelberto P. Pineda <i>Clerk</i>
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
2. Receive the civil registry document	2.1 Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		None	10 minutes	



2. Late Registration of Certificate of Live Birth (COLB)

Register the COLB of persons born within the territorial jurisdiction of the City of Bacoor.

Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • PSA Certificate of Negative Record • National Certification (if born 1944 and below) • Certificate of Marriage if the parent were married • Baptismal Certificate • Barangay Fact of Birth • School Record • Immunization Record • Voter's Certification Other supporting documents, if necessary		<ul style="list-style-type: none"> • Attending Physician/Midwife/Nurse • Any National Government agencies • PSA • National Archives • PSA/ LCRO • Church • Barangay • School • Health Center • Commission on Elections (COMELEC) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Carmen R. Eusebio <i>Administrative Aide II</i> Adelberto P. Pineda <i>Clerk</i>
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration Php 200.00	5 minutes	City Treasury Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the Official Receipt	3.1. Advice to return on the scheduled date of release (after 10 days posting)	None	10 days posting period	Carmen R. Eusebio <i>Administrative Aide II</i> Adelberto P. Pineda <i>Clerk</i>
	3.2. Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		Php 200.00	10 days and 15 minutes	

3. Application of Marriage License

Processing of Application for Marriage License for residents of the City of Bacoor.



Office or Division:	Local Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	At least one of the contracting parties must be a resident of the City of Bacoor.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of No Marriage (CENOMAR) • Certificate of Live Birth or Baptismal Certificate • Family Planning Seminar/ Pre-marriage Counselling • Parental consent (for ages 22 to 25) • Parental Advice (for ages 18 to 21) • Barangay Certificate • Valid ID with Bacoor residence or address of either of the parties • Long Folder • Certificate of Death (if widowed), Annotated Certificate of Marriage (if annulled) <p>Additional for Foreign Applicant:</p> <ul style="list-style-type: none"> • Passport • Legal Capacity • CENOMAR <p>If one/both of the parties was/were previously married:</p> <ul style="list-style-type: none"> • Judicial Decree of absolute divorce • Judicial Decree of Annulment • Judicial Decree of Nullity of Marriage <p>Other supporting documents, if necessary</p>	<ul style="list-style-type: none"> • PSA • Local Civil Registry Office/PSA or Church • Population Commission Office (POPCOM) • Local Civil Registry Office • Local Civil Registry Office • Barangay • Any National Government agencies • Client • PSA/LCRO • Department of Foreign Affairs (DFA) • Embassy/ Consular • PSA • Court • Court • Court



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	10 minutes	Rowena A. Barco <i>Administrative Assistant I</i>
2. Pay the required fees	2. Receive payment and issue official receipt	Application Fee PHP 200.00 Family Planning PHP 50.00	5 minutes	City Treasury Office
3. Present the Official Receipt	3. Advice to return on the scheduled date of release after 10 days posting	None	10 days	Rowena A. Barco <i>Administrative Assistant I</i>
4. Return to the Local Civil Registration Office after the posting period	4. Check and review submitted document and advice to pay required fee	None	2 minutes	Ma. Theresa B. Dela Cruz <i>Clerk</i>
5. Pay the required fees	5. Receive payment and issue official receipt	Marriage License PHP 100.00	5 minutes	City Treasury Office
6. Present the Official Receipt	6.1. Prepares the Marriage License	None	5 minutes	Ma. Theresa B. Dela Cruz <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Signs the Marriage License	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
7. Receive the civil registry document	7. Release the Marriage License	None	2 minutes	Ma. Theresa B. Dela Cruz <i>Clerk</i>
Total		Php 350.00	10 days and 30 minutes	

4. Timely Registration of Certificate of Marriage (COM)

Register the COM celebrated/ solemnized within the territorial jurisdiction of the City of Bacoor.

Office or Division:	Local Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) Government issued valid ID's Certification from the Venue Affidavit of Solemnizing Officer Application for Marriage License Marriage License <p>Other supporting documents, if necessary.</p>	<ul style="list-style-type: none"> Solemnizing Officer Any National Government agencies Event place/venue Solemnizing Office LCRO LCRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Rowena A. Barco <i>Administrative Assistant I</i>
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
2. Receive the civil registry document	2. Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		None	10 minutes	



5. Late Registration of Certificate of Marriage (COM)

Register the COM celebrated/ solemnized within the territorial jurisdiction of the City of Bacoor.

Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • PSA Certificate of Negative Record • Certification of No Marriage (CENOMAR) • Certification from the Venue • Affidavit of Solemnizing Officer • Affidavit of Two (2) Disinterested Persons • Application for Marriage License • Marriage License Other supporting documents, if necessary		<ul style="list-style-type: none"> • Solemnizing Officer • Any National Government agencies • PSA • PSA • Event Place/Venue • Solemnizing Office • Notary Public • Local Civil Registry Office Local Civil Registry Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Rowena A. Barco <i>Administrative Assistant I</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PHP 200.00	5 minutes	City Treasury Office
3. Present the Official Receipt	3.1 Advice to return on the scheduled date of release (after 10 days posting)	None	10 days	Rowena A. Barco <i>Administrative Assistant I</i>
	3.2 Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		Php 200.00	10 days and 15 minutes	

6. Timely Registration of Certificate of Death (COD)

Register the COD of all persons died within the territorial jurisdiction of the City of Bacoor.



Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • Transfer Permit • Burial/Cremation Permit • Police Report • Certificate of Post Mortem Examination Other supporting documents, if necessary.		<ul style="list-style-type: none"> • Funeral Parlor/Service • Any National Government agencies • Treasury Office • Treasury Office • Philippine National Police (PNP) • PNP/ National Bureau of Investigation (NBI) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Rowena C. Tamayo <i>Registration Officer III</i>
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
2. Receive the civil registry document	2. Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		None	10 minutes	



7. Late Registration of Certificate of Death (COD)

Register the COLB of persons born within the territorial jurisdiction of the City of Bacor, register the COM celebrated/ solemnized within the territorial jurisdiction of the City of Bacor and register COD of all persons died within the territorial jurisdiction of the City of Bacor.

Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) Government issued valid ID's PSA Certificate of Negative Record Transfer Permit Burial/Cremation Permit Police Report Certificate of Post Mortem Examination Affidavit of Two (2) Disinterested Persons Certificate from the Funeral Service Certificate from the place of interment <p>Other supporting documents, if necessary</p>		<ul style="list-style-type: none"> Funeral Parlor/ Service Any National Government agencies PSA Treasury Office Treasury Office Philippine National Police (PNP) PNP/ NBI Notary Public Funeral Parlor/ Service Cemetery/ Crematorium 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Rowena C. Tamayo Registration Officer III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PhP 200.00	5 minutes	City Treasury Office
3. Present the Official Receipt	3.1 Advice to return on the scheduled date of release (after 10 days posting)	None	10 days	Rowena C. Tamayo <i>Registration Officer III</i>
	3.2 Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	Release the civil registry document	None	2 minutes	Cecilia G. Lopez <i>Administrative Officer V</i>
Total		Php 200.00	10 days and 15 minutes	



8. Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement

Office or Division:		Local Civil Registry Office		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PSA Copy of Certificate of Live Birth (Child) • PSA Copy of Certificate of Marriage (Parents) • Latest PSA Copy of CENOMAR (both parents) • Valid ID of Parents • Joint Affidavit of Legitimation • Affidavit of Admission of Paternity (AAP) • Affidavit to Use the Surname of the Father (AUSF) Other supporting documents, if necessary		<ul style="list-style-type: none"> • PSA/LCRO • PSA/LCRO • PSA/LCRO • Any National Government agencies • Notary Public • Notary Public • Notary Public 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Assess the requirements and issue the order of payment	None	5 minutes	Rochel T. Arciaga <i>Clerk</i>
2. Pay the required fees	2. Receive payment and issue official receipt	Registration of Legitimation Php 400.00 Registration of AUSF and other Legal Instruments Php 400.00	5 minutes	City Treasury Office



		Certification of Legal Instruments Php 200.00 Certified True Copy Php 100.00 Security Seal Php 50.00		
3. Present the Official Receipt	3.1. Process the registration of the Legal Instruments	None	5 minutes	Rochel T. Arciaga <i>Clerk</i>
	3.2. Signs the certified civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Rochel T. Arciaga <i>Clerk</i>
Total		Depends on the requested document/s stated above	18 minutes	



9. Registration of Court Orders/Decrees and request of Annotated Record

Register the court decision/order issued by the Regional Trial Court with the territorial jurisdiction of the City of Bacoor and annotate the civil document.

Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Original /certified photocopy of the court order (at least 3 copies each) Certificate of finality Certificate of court registration and authenticity issued by the concerned City Civil Registrar where the court is functioning. Other supporting documents, if necessary		<ul style="list-style-type: none"> Court Court and LCRO Court and LCRO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of the City Civil Registrar	1. Check the submitted document for registration. Enter the court order to the registry book and annotate the same to the record. Prepare certificate of court registration, annotated civil registry record and certified photo copy of court order.	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Adoption Php 1,000.00 Annulment Php 500.00 Correction Php 500.00 Legal Separation Php500.00 Judicial Recognition of Foreign Divorce Php500.00 CTC of court order/decreed per page Php 100.00 Certificate of Registration Php 200.00 Certificate of Authenticity Php 200.00 Security Seal Php 50.00	5 minutes	City Treasury Office



3. Present the Official Receipt	3.1 Signs the certified copy of the court order/decreed and Certificate of Registration and Authenticity	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	4.1 Release the civil registry document	None	2 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
Total		Depends on the requested document/s stated above	13 minutes	



10. Filling for Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE) under R.A. 9048 & 10172

Process petition for change of first name and correction of entries in civil documents in accordance with R.A. under 9048 & 10172.

Office or Division:	Local Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • PSA & Local copy of COLB, COM or COD • Baptismal Certificate • School Record • Medical Records • Business Record • GSIS/SSS Record • PhilHealth MDR • Service Record • NBI Clearance • Police Clearance • Certificate of Employment of no pending administrative or criminal case from employment (affidavit of non-employment if not employed) • Civil registry record of ascendants/descendants • Certificate of Marriage • Medical Certificate • Affidavit of Explanation • Affidavit of Child Custody • Affidavit of NO Hospital Record • Voter's Certification • Barangay Certificate • Government issued valid IDs • Special Power of Attorney • Certificate of Publication <p>Other supporting documents, if necessary</p>	<ul style="list-style-type: none"> • PSA/ LCRO • Church • School • Hospital • BPLO • GSIS/ SSS • PhilHealth • Human Resources Office • NBI • PNP • Human Resources Office • PSA/ LCRO • PSA/LCRO • Health Center • Notary Public • Notary Public • Notary Public • COMELEC • Barangay • Any National Government agencies • Notary Public • Any newspaper of general circulation



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the civil document that needed to be changed/ corrected	1.1 Assess the civil registry document that contains the errors and present the steps remedies available- whether in filing a petition and explains the supporting documents required in filing the petition.	None	10 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
2. Submit the requirements	2. Assess the requirements and issue the order of payment	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
3. Pay the required fees	3. Receive payment and issue official receipt	CFN Php 3,000.00 CFN (Migrant) Php 1,000.00 CCE under (RA 10172) Php 3,000.00	5 minutes	City Treasury Office



		CCE under (RA 10172) (Migrant) Php 1,000.00		
		CCE under (RA 9048) Php 1,000.00		
		CCE under (RA 9048) (Migrant) Php 500.00		
4. Present the Official Receipt	4. Prepares the petition for clients.	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
5. Sign the petition	5. Review the petition then ask the client to notarize the petition	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
6. Return the duly notarized petition	6.1. Advice to return on the scheduled date of release after 10 days posting	None	10 days	Lorena F. Navarro <i>Administrative Aide IV</i>
	6.2 Review and sign the petition	None	1 minutes	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
7. Return to the Local Civil Registration Office after the	7.1. Verifies if the petition is granted by the LCR; If	None	PSA Processing Period: 90 days	Lorena F. Navarro <i>Administrative Aide IV</i>



prescribed period	the petition is granted endorse petition to OCRG for the Latter's Affirmation and advice to follow up after the PSA processing period, if not asked the petitioner to comply with the decision of the LCR			
	7.2 Publish for CFN/CCE and posting for clerical error and Submit the granted petition to the OCRG	None	Posting Period 10 days	Lorena F. Navarro <i>Administrative Aide IV</i>
8. Follow up the Petition	8. Verifies if the petition is Affirmed by the OCRG: If the petition is affirmed advice to pay required fee if not asked the petitioner to comply	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>



	with the decision of the OCRG			
9. Pay the required fees	9. Process payment and issue Official Receipt	Certificate of Finality Php 200.00 CTC of Petition Php 100.00 CTC of Civil Registry Document Php 100.00 Security Seal Php 50.00	5 minutes	City Treasury Office
10. Present the Official Receipt	10. Signs the certified copy of the petition and Certificate of Finality	None	2 minutes	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
11. Receive the Affirmed Petition	11. Release the Affirmed Petition	None	2 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
Total		Depends on the requested document/s stated above	110 days and 45 minutes	

11. Issuance of Certified True Copy of Certificate and Transcription of Record of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.

Issue certified copy or transcription of record of COLB, COM and COD of appearing in the registry book.



Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All resident and non-resident of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Government issued valid ID Authorization letter or special power of attorney Other supporting documents, if necessary		<ul style="list-style-type: none"> Any National Government agencies Notary Public 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request form	1.1. Verifies from the record section whether the record is already available: 1.2. If available advice to pay required fee 1.3. If not available advice to get a PSA copy for further verification	None	6 minutes	Rochel T. Arciaga <i>Clerk</i> Amor B. Fortuna <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Certified True Copy PHP 100.00 Transcription of Record PHP 200.00 Security Seal PHP 50.00	5 minutes	City Treasury Office
3. Present the Official Receipt	3.1 Signs the certified civil registry document	None	1 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
4. Receive the civil registry document	4.1 Release the civil registry document	None	2 minutes	Rochel T. Arciaga <i>Clerk</i> Amor B. Fortuna <i>Clerk</i>
Total		Depends on the requested document/s stated above	14 minutes	



LIST OF SERVICES

Office of the City Legal Service

Internal and External Services	Page Number
Receiving of Complaint/s Against City Employees	24.2 – 24.4
Review of Legal Documents and Availment of Legal Opinion	24.5 – 24.7
Walk-in / Referral for Legal Advice	24.8



OFFICE OF THE CITY LEGAL SERVICE

(Internal and External Services)

The OCLS is a mandatory office created by virtue of Republic Act No. 10160 otherwise known as The Charter of the City of Bacoor, headed by the City Legal Officer who shall: formulate measures, develop plans and strategies, investigate on administrative cases, draft or review issuances or instruments, recommend measures related to upholding the rule of law, render legal opinion, supports participative good governance, and represent the City as counsel as well as prosecute in its behalf. Together with a team of competent attorneys and legal support staff, the OCLS likewise extends legal advice to walk-in visitors/constituents in the interest of justice and public service. The OCLS is at the forefront of legal education and support legal service provider of the City Government.



1. RECEIVING OF COMPLAINT/S AGAINST CITY EMPLOYEES

Written complaint(s), in accordance with the formalities prescribed by law, rules or regulations, are received by the Office for the conduct of Preliminary Investigation Report, as against:

(1) Any city employee, including unit or department heads and their deputies, for any malfeasance, misfeasance, misfeasance, or any misconduct in relation to his/her official functions, upon proper endorsement by the City Mayor for offices under the local chief executive, and the Vice Mayor for the Office of the Sangguniang Panlungsod;

(2) Any other persons not technically considered as city employees but recognized and working under the color or authority of the City Government of Bacoor, such as hired consultants, janitorial services, security services, job order, and others.

Office or Division:	Office of the City Legal Service	
Classification:	Highly Technical	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> For the general public, verified complaint stating the facts and the issue to be resolved including supporting documents; For City Employees, a proper endorsement of the complaint or letter, with certification from the endorsing official that he/she personally determined from the complainant or by reason of his/her official function that there is a good ground to support the complaint; Other supporting documents, if necessary. 		Office of the City Legal Service



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a verified complaint, or duly endorsed complaint in the case of inter-office endorsements;	1. Checks if the complaint or endorsement is substantially acceptable as to form;	None	4 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
2. Client decides whether he/she shall come back for the resolution/recommendation or wait thru mail and has the option to make follow-ups	2.1. Receiving staff informs the complainant of the formal defects, if any; otherwise, the Complaint or endorsement is accepted and referred to the City Legal Officer	None	5 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
	2.2. The City Legal Officer or her designated lawyer studies the complaint and the require the city employee concerned to submit his/her answer to the complaint;	None	7 days	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. The City Legal Officer makes or approves recommendation or resolution on the complaint; and/or transmits the same to proper venue or body to resolve the complaint.	None	3 days	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i>
3. Client receives a copy of the letter of recommendation/ resolution/ transmittal	3. Releases the recommendation or resolution to the complainant; or transmit the complaint	None	5 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
		Total:	10 days and 14 minutes	



2. REVIEW OF LEGAL DOCUMENTS AND AVAILMENT OF LEGAL OPINION

Review of legal query or documents such as contracts, memoranda of agreements, deed of donation, deed of absolute sale, draft resolution/ordinance and rendering of legal opinion on matter brought by walk-in clients or those referred by the City Mayor, highlighting the rights, obligations and liabilities of parties and the next legal action or remedy, if any.

Office or Division:	Office of the City Legal Service	
Classification:	Highly Technical	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> For the general public, a written request for review of the legal document and other supporting documents; however, if the document refers to official dealing with the City Government of Bacoor, an endorsement from the Office of the City Mayor is needed; For inter-office requests, a proper endorsement from the Office of the City Mayor of the written inquiry for legal opinion and/or seeking for review of legal document with the attached supporting documents. 		<p>If the document refers to official dealing with the City Government of Bacoor: Office of the City Mayor</p> <p>Office of the City Mayor</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits his letter request for review of legal document	1. Receiving staff checks the nature of the letter request and supporting documents, and endorsement from the Office of the City Mayor	None	5 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
2.1. Walk-in client decides whether he/she will come back after review or discuss the matter with the available lawyer;	2.1. The City Legal Officer or her designated lawyer interviews the client and reviews the legal document and render his/her verbal legal opinion at once	None	30 minutes	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i>
2.2. For inter-office request, client leaves the letter request and endorsement	2.2. Receiving staff refers the legal query to the City Legal Officer, who then briefly scan the documents, and determines with her additional document needed, if any	None	5 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
	2.3. Staff informs the client to submit the additional document needed for the review of the document or rendering legal opinion	None	5 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client submits additional document needed for the review of the document or rendering legal opinion	3.The City Legal Officer reads the written legal query and refer it to subordinate lawyer or legal researcher/assistant for study,	None	5 days	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i>
4. Client comes back to claim the requested legal document/opinion or waits for the transmittal of the document	4. Releases or transmit the written legal opinion or the reviewed legal document	None	10 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
		Total:	5 days and 55 minutes	



3. WALK-IN / REFERRAL FOR LEGAL ADVICE

Interview and rendering of legal advice on matter brought by any walk-in client or those referred by the City Mayor, highlighting the rights, obligations and liabilities of parties and the next legal action or remedy, if any.

Office or Division:	Office of the City Legal Service			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
This will depend on the concerns presented by the client.			Office of the City Legal Service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in client tells the receiving staff briefly of the nature of his/her concern	1. Ask the client to sign in a logbook, and then refer him/her to available Attorney or Paralegal staff	None	2 minutes	Lucita G. Bamba <i>Legal Staff</i> Salve F. Valenciano <i>Admin. Officer V</i> Ella Paola T. Bamba <i>Admin. Officer II</i>
2. Narrate the relevant facts and issues, and the ends/relief sought to be achieved; answer to clarificatory questions	2. Interview the client and provide for the appropriate answer to the legal questions, or to give advice as to the remedies available to the client	None	23 minutes	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i>
3. Client may request for referral letter	3. Whenever necessary, referral letter shall be issued for Public Attorney's Office -Bacoor City, Integrated Bar of the Philippines-Cavite, the MTCC or RTC, or any office concerned.	None	5 minutes	Atty. Maria Bernadette R. Carrasco <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i>
		Total:	30 minutes	



LIST OF SERVICES

City Livelihood and Development Office

External Services	Page Number
Barangay - Based Livelihood Skills Training (Alagang Ate Lani Caravan)	25.3
Center – Based Livelihood Skills Training	25.4
TESDA - Technical Skills Training/ Scholarship Program	25.5
DOST - Grants-In-Aid (GIA), Small Enterprise Technology Upgrading Program (SETUP) Food Safety Seminar	25.6
DTI - Registration of Business Name	25.7
DTI - Issuance of BMBE Certificate of Authority	25.8



CITY LIVELIHOOD AND DEVELOPMENT OFFICE (External Services)

Resources Education Vocational Instruction Livelihood Learning Academic (R.E.V.I.L.L.A.) Center under the City Livelihood and Development Office was established in 2007. Since then the City of Bacoor offer livelihood programs and Mayor Lani Mercado-Revilla continues to offer it as she sees the importance of technical and vocational education in the development of the City of Bacoor. Various livelihood programs are being offered by CLDO to give livelihood opportunities to the out of school youths, the unemployed and etc.

The persistence and effort of Mayor Lani Mercado-Revilla and CLDO to alleviate poverty and unemployment rate in the City of Bacoor are shown in the progress and development of the city. A great number of out of school youths, unemployed and other aspirants who have had chances to be one of beneficiaries of the livelihood programs offered by the City every year. Beneficiaries were able to use the knowledge and skills that they acquired in finding jobs, in starting their own business and having opportunities to work outside the country.

Mayor Lani started the “Alagang Ate Lani Caravan” which gives free massage and haircut to the communities in the 73 barangays in the City of Bacoor and enables the trainees to practice the skills they learned. Trade Fairs are also conducted in different areas in the City



of Bacoor to promote products of the beneficiaries of the livelihood and scholarship programs. Through the effort of Mayor Lani Mercado-Revilla and Ms. Carmelita Fabian-Gawaran the livelihood programs are also brought inside correctional institutions in City of Bacoor because livelihood programs will be beneficial to the detainees when they get a new start in life.

Mayor Lani has high hopes for Bacoor. She got recognitions for excellence before but her greatest award is the continuous development of Bacoor through continuing programs that enrich the skills of the Bacooreños.

The Negosyo Center shall be responsible for promoting ease of doing business and facilitating access to services for MSMEs. Aside from facilitating business registration through the Philippine Business Registry (PBR) System, the center shall provide assistance to SMEs in the availment of technology transfer, production and management training programs and marketing assistance of the Department of Trade and Industry(DTI), Department of Science and Technology(DOST), University of the Philippines – Institute for Small – Scale Industries(UPISSI), Cooperative Development Authority(CDA), Technical Education and Skills Development Authority(TESDA) and other relevant agencies.



1. BARANGAY-BASED LIVELIHOOD SKILLS TRAINING

Office or Division:	City Livelihood and Development Office – Negosyo Center		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	Bonafide residents of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Endorsement of Barangay Captain/ Homeowners Association• Request Letter addressed to the City Mayor specifying the intent, training course, schedule, name of applicants and date of training; Other supporting documents, if necessary.		Brgy. Hall, NGO or Homeowners association if inside subdivision/ village	

Bacoorreños to undergo livelihood skills training serviced at their respective barangays.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and endorsement to the Office of the Mayor	1.1. Logs and validates request	None	1 day	Office of the Mayor front desk
	1.2. Receives the approved Request Letter from the Office of the Mayor	None	2 minutes	Ms. Michelle L. Peñaflor -- <i>Messenger</i> Emmanuel M. Sambajon <i>Watchman</i>
	1.3. Logs and validates request	None	3 minutes	Ms. Michelle L. Peñaflor -- <i>Messenger</i> Emmanuel M. Sambajon <i>Watchman</i>
	1.4. Evaluation and approval	None	5 minutes	Ms. Carmelita F. Gawaran <i>Executive Assistant IV</i>
		Total:	1 day and 10 minutes	



2. CENTER-BASED LIVELIHOOD SKILLS TRAINING

Bacooreños to undergo livelihood skills training.

Office or Division:	City Livelihood and Development Office – REVILLA Center
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide residents of the City of Bacoor
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> • Photo copy of Barangay Clearance • Photocopy of Diploma • 2 pcs. 1x1 ID Picture • Trainees Profile Form 	
Other supporting documents, if necessary.	
WHERE TO SECURE	
Barangay Hall	
REVILLA Center	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Requirements	1.1. Logs and validates requirements.	None	2 minutes	Eugene D. Elalto, Jr.- <i>Office Staff</i> Sheila Mae A. Gayamo- <i>Clerk</i>
	1.2. Gives Trainees Profile to be filled up by participant	None	3 minutes	Eugene D. Elalto, Jr.- <i>Office Staff</i> Sheila Mae A. Gayamo- <i>Clerk</i>
	1.3. Informs registered Trainee of Orientation schedule	None	2 minutes	Trainers-in-Charge
		Total:	7 minutes	



3. ASSISTANCE ON TECHNICAL SKILLS TRAINING/TESDA SCHOLARSHIP PROGRAMS, COMPETENCY ASSESSMENT AND CERTIFICATION FOR WORKERS, ENDORSEMENT/REFERRAL TO PARTNER TVIS.

Individuals who needs to undergo skills training under scholarship programs and service above.

Office or Division:	City Livelihood and Development Office – Negosyo Center		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	Bonafide residents of the City of Bacoor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Barangay Clearance• Barangay Indigency• Voters ID/COMELEC Stub/VRR• Intent Letter addressed to Cong. Strike B. Revilla or Mayor Lani M. Revilla Thru: Ms. Carmelita Fabian-Gawaran, City Livelihood and Development Officer• Pictures (passport size 6pcs. & 1x1 6pcs. w/collar, white background, matte finished, w/ nameplate• Photocopy of TOR or Form 137• Birth Certificate (Photocopy and Original for verification		Barangay Hall	
		COMELEC BAcoor	
		Local Civil Registrar Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk on duty	1. Check for available slots of chosen scholarship qualification	None	2 minutes	Michelle L. Peñaflor <i>Messenger</i> Sheila Mae A. Gayamo <i>Clerk</i> Lean C. Estrobillo <i>Laborer</i>
2. Submit Requirements	2.1.Logs and validates requirements, gives Trainees Profile to be filled up by participant	None	2 minutes	Michelle L. Peñaflor <i>Messenger</i> Sheila Mae A. Gayamo <i>Clerk</i> Lean C. Estrobillo <i>Laborer</i>
	2.2. Inform participant to wait for confirmation of orientation thru cellphone text message	None	1 minutes	Michelle L. Peñaflor- <i>Messenger</i> Sheila Mae A.Gayamo- <i>Clerk</i> Lean C. Estrobillo- <i>Laborer</i>
		Total:	5 minutes	



4. ASSISTANCE IN THE AVAILMENT OF DOST GRANTS-IN-AID (GIA), SMALL ENTERPRISE TECHNOLOGY UPGRADING PROGRAM (SETUP), FOOD SAFETY SEMINAR

Department of Science and Technology's Technology Transfer, Consultancy (MPLEX, CAPE, DATBEG, CP/EA), Seminars, Library Services and Water Testing Laboratory.

Office or Division:	Department of Science and Technology - Cavite
Classification:	Complex/Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	SMEs residing at the City of Bacoor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Specific form for the proposed activity. Other supporting documents, materials, or samples if necessary. 	Negosyo Center Bacoor thru: Focal for Department of Science and Technology- Cavite

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk on duty.	1. Provide visitor's logbook and endorse to the concerned person	None	5 minutes	Jennifer L. Barquez Office Staff
2. Proceed to the specific office unit or person to be visited.	2. Attend to the customer and discuss services being requested, Provide references and other related information materials.	None	10-30 minutes	Jennifer L. Barquez Office Staff
3. Accomplish the Customer Satisfaction Feedback Form (CSF) provided by the concerned staff.	3. Retrieve the Customer Satisfaction Feedback Form.	None	5 minutes	Jennifer L. Barquez Office Staff
		Total:	40 minutes	



5. REGISTRATION OF BUSINESS NAME

BNR is mandated by act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions.

Office or Division:	Department of Trade and Industries – Negosyo Center			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Filipino citizen 18 years old above			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly filled-out Application Form signed by the applicant of the BNR One valid government-issued ID 			Department of Trade and Industries Negosyo Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit application form	1. Receive, verify and process application form	None	10 minutes	Loucell L. Anselmo / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Reinalyn C. Burga <i>Business Counselor</i>
2. Pay registration fee	2. Receive payment and issue official receipt	Registration fee based on territorial scope: Barangay: ₱200.00 City: ₱500.00 Regional: ₱1,000.00 National: ₱2,000.00 Plus Documentary Stamp Tax of ₱30.00 per registration	3 minutes	Loucell L. Anselmo / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Reinalyn C. Burga <i>Business Counselor</i>
3. Claim Certificate of BNR	3. Print and issue Certificate of BNR	None	2 minutes	Loucell L. Anselmo / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Reinalyn C. Burga <i>Business Counselor</i>
	Total:	Pls. refer to above stated fees	15 minutes	



6. ISSUANCE OF BMBE CERTIFICATE OF AUTHORITY

Barangay micro business enterprises that have an asset size of not more than Three Million Pesos, excluding land, and engage in the production or manufacturing of products or commodities, including agro-processing, training, and service.

Office or Division:	Department of Trade and Industries – Negosyo Center		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	Filipino citizen 18 years old above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Duly filled-out application form (BMBE Form),• Certificate of Registration for new application• Old BMBE Certificate of Authority for application for renewal of BMBE registration.		Department of Trade and Industries Negosyo Center	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit application form	1. Receive, verify and process application form	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is one (1) day	Loucell L. Anselmo / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Reinalyn C. Burga <i>Business Counselor</i>
2. Claim BMBE Certificate of Authority	2. Issues the BMBE Certificate of Authority	None	2 minutes	Loucell L. Anselmo / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Reinalyn C. Burga <i>Business Counselor</i>
		Total:	1 day and 2 minutes	



LIST OF SERVICES

OFFICE OF THE MAYOR - (Secretariat)

External Services	Page Number
Issuance of Oath of Office	26.2
Preparation and Issuance of	26.3
a. Certification	
b. Endorsements	
c. Recommendations	
Receiving and Responding of Incoming Documents (Letter Request, Proposal, Complaints, etc.)	26.4 - 26.5
Reservation of Function Halls (Villar, Revilla and Gawaran Hall)	26.6
Solemnization of Marriage (Civil Wedding Ceremony)	26.7
Internal Services	
Issuance of Authority to Travel	26.8
Receiving and Releasing of Documents for Signature of the City Mayor	26.9
Schedule of Appointments with the City Mayor	26.10



OFFICE OF THE CITY MAYOR

Secretariat

(Internal and External Services)

The City Mayor's Secretariat Office executes daily administrative tasks that provides varied complex and other secretarial assistance to the Mayor. The office is responsible for maintaining records, preparing correspondences and reports, coordinating meetings, keeping the Mayor's schedule on track, supporting all the Mayor's programs, providing direction for office support staff and performs other related work as assigned.



1. ISSUANCE OF OATH OF OFFICE

Members of the barangay council, teachers, city employees and other organizations need to take their oath before they can officially assume into office or commence their duty.

Office or Division:	Office of the Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Barangay Officials, Teachers, City Employees, members of organizations
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Community Tax Certificate Appointment Letter 	WHERE TO SECURE Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements	1.1 Verify authenticity of document submitted	None	5 mins	Liza T. Solon <i>Clerk</i>
	1.2 Schedule Date of Oath Taking	None	1 min	Ramsell Rose J. Canonigo <i>Clerk</i>
2. Return on the scheduled date of Oath Taking	2.1 Prepare Oath of Office	None	10 mins	Liza T. Solon <i>Clerk</i>
	2.2 Officiate the Oath Taking Ceremony		30 mins	Hon. Lani Mercado-Revilla <i>City Mayor</i>
Total:		None	36 mins	



2. PREPARATION AND ISSUANCE CERTIFICATIONS, ENDORSEMENTS AND RECOMMENDATIONS

The Office issues Certifications, Endorsements and Recommendations for various purposes such as employment, school requirement, national/local agency requirement and medical assistance.

Office or Division:	Office of the Mayor - Secretariat Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Bacoor Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Certification/Clearance duly signed by the Barangay Chairman and valid for six (6) months; Personal letter stating the purpose of the request; Other supporting documents, if necessary. 			Barangay	
			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1. Check documents presented	None	1 min	Julie Ann Z. Bertumen Hanae Chantal B. Dela Cruz <i>Clerk</i>
2. Receive instruction for claiming the requested document as to time and date	2.1 Process and prepare the requested document for signature of the City Mayor 2.2 Release/Issue requested document	None	1-2 days	Pia C. Gomez - Malabanan <i>Supervising Labor & Employment Officer</i> Liza T. Solon Jennifer L. Feleciano Lourdes Joie B. Gabutin Michelle Q. Segun <i>Clerk</i>
Total:		None	2 days, 2 mins	



3. RECEIVING AND RESPONDING OF INCOMING DOCUMENTS (LETTER REQUEST, PROPOSAL, COMPLAINTS, ETC.)

The Office of the City Mayor daily receives documents and communications from various local and national agencies, organizations and individuals.

Office or Division:	Office of the Mayor - Secretariat Office	
Classification:	Simple - Complex - Highly Technical	
Type of Transaction:	G2C Government to Citizen G2G Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Incoming Documents received from client personally hand-carried, e-mailed or couriered • Communication must have detailed contact information therein for feedback • Other supporting documents and attachments when stated 		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document	1.1 Check completeness of document	None	1 min	Julie Ann Z. Bertumen Hanae Chantal B. Dela Cruz <i>Clerk</i>
	1.2 Stamp and receive document indicating date/time, follow-up contact number and reference number		1 min	
	1.3 Input document in the office database		1-3 mins	
	1.4 Prepare for review		1 min	
	1.5 Initial review and classify complexity of the document		3-5 mins	Jocelyn R. Ricardo <i>Chief of Staff</i>



	<p>1.6 Final review, comment and action by the City Mayor</p> <p>1.7 Input comment and action in the database</p> <p>1.8 Transmit documents to concerned office/unit</p>		<p>1 day</p> <p>1 min</p> <p>5 mins</p>	<p>Pia C. Gomez - Malabanan <i>Supervising Labor & Employment Officer</i></p> <p>Hon. Lani Mercado-Revilla <i>City Mayor</i></p> <p>Jennifer L. Feleciano</p> <p>Lourdes Joie B. Gabutin <i>Clerk</i></p> <p>Jennifer L. Feleciano <i>Clerk</i></p> <p>Joy T. Caballa <i>Liaison Ofcr</i></p>
2. Follow-up and receive feedback	2.1 Instruct client of the final instruction and comment and as to where the document was transmitted or endorsed	None	3 mins	<p>Julie Ann Z. Bertumen</p> <p>Hanae Chantal B. Dela Cruz</p> <p>Jennifer L. Feleciano <i>Clerk</i></p>
Total		None	1 day, 20 mins	



4. RESERVATION OF FUNCTION HALLS

The City of Bacoor offers the use of the following function halls for seminars, meetings, graduations and other events:

- a. Villar Hall
- b. Revilla Hall
- c. Gawaran Hall

Office or Division:	Office of the Mayor - Secretariat Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Intent to use function hall 		Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request addressed to the City Mayor specifying the hall to be used, date, time and purpose	1.1 Receive and have the letter reviewed by the authorized personnel	None	1 day	Julie Ann Z. Bertumen Hanae Chantal B. Dela Cruz <i>Clerk</i>
	1.2 Once approved, pencil book the request and inform client		5 mins	Michelle Q. Segun <i>Clerk</i>
2. Pay the prescribed fee at the Treasurer's Office	2.1 Prepare Order of Payment	Revilla Hall P 2,000.00 per Hour	10 mins	Michelle Q. Segun <i>Clerk</i>
	2.2 Log payment details and confirm the use of the hall	Villar and Gawaran Hall P 1,000.00 per hour	30 mins	
Total			1 day, 46 mins	

Note: Due to Covid-19 Pandemic and based on IATF, this service is not accommodated at the moment.



5. SOLEMNIZATION OF MARRIAGE (CIVIL WEDDING CEREMONY)

By virtue of the Philippine Law (Family Code), the City Mayor solemnizes civil wedding within the jurisdiction. The ceremony is held either inside the Mayor's Office or within its vicinity. The City Mayor also officiates Mass Wedding.

Office or Division:	Office of the Mayor - Secretariat Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Bacoor Residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Marriage License issued by the Local Civil Registrar 		Office of the Local Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirement	1.1 Verify authenticity of document submitted	None	5 mins	Lourdes Joie B. Gabutin
	1.2 Schedule Date of Wedding Ceremony		1 min	Michelle Q. Segun <i>Clerk</i> Ramsell Rose J. Canonigo <i>Clerk</i>
2. Return on the date of Wedding Ceremony	2.1 Solemnize wedding ceremony	None	1 hour	Hon. Lani Mercado-Revilla <i>City Mayor</i>
Total:		None	1 hr., 6 mins	



6. ISSUANCE OF AUTHORITY TO TRAVEL

All government officials and employees who wishes to travel abroad must secure Authority to Travel whether on official business or vacation/leisure purposes.

Office or Division:	Office of the Mayor - Secretariat Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Government Officials and Employees, Barangay Officials			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Duly signed and accomplished Clearance Approved Leave of Absence Letter of Invitation, for official business Letter of Intent, for vacation/leisure purposes Confirmed Ticket (photocopy) 				HRDMD HRDMD Inviting Agency Client Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Check and verify completeness of submitted documents	None	5 mins	Pia C. Gomez - Malabanan <i>Supervising Labor & Employment Officer</i>
	1.2 Prepare Authority to Travel for signature of the City Mayor		1 day	Lourdes Joie B. Gabutin Michelle Q. Segun Jennifer L. Feleciano <i>Clerk</i>
2. Return at the Office of the Mayor and receive Authority to Travel	2.1 Inform client	None	1 min	Lourdes Joie B. Gabutin <i>Clerk</i>
	2.2 Hand-over signed Authority to Travel		1 min	
Total		None	1 day, 7 mins	



7. RECEIVING AND RELEASING OF DOCUMENTS FOR SIGNATURE OF THE CITY MAYOR

These are document/s from various departments and units of the local government that needs to be signed by the City Mayor.

Office or Division:	Office of the Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All Departments and Units of the Local Government
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Document/s to be signed by the City Mayor 	
WHERE TO SECURE	
Concerned Department or Unit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document/s to be signed by the City Mayor	1.1 Receive and verify completeness document/s	None	5 mins	Lourdes Joie B. Gabutin
	1.2 Prepare documents for signature of the City Mayor		1 day	Michelle Q. Segun Jennifer L. Feleciano Liza T. Solon <i>Clerk</i>
2. Return at the Office of the Mayor and receive signed document/s	2.1 Inform concerned office	None	1 min	Lourdes Joie B. Gabutin <i>Clerk</i>
	2.2 Release signed document/s		1 min	
Total		None	1 day, 7 mins	



8. SCHEDULING OF APPOINTMENTS WITH THE CITY MAYOR

The City Mayor accommodates numerous requests from various individuals, groups, associations, organizations and business entities for an audience as the office commits to bring people together, solve problems and craft a local government that better serves its constituents.

Office or Division:	Office of the Mayor - Secretariat Office	
Classification:	Simple	
Type of Transaction:	G2G Government to Government G2B Government to Business Entity G2C Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Request for an Appointment 		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request stating the intention for an appointment	1.1 Receive and have the letter reviewed by authorized personnel	None	5 mins	Julie Ann Z. Bertumen
	1.2 When approved, schedule/set the meeting		1 min	Hanae Chantal B. Dela Cruz <i>Clerk</i>
	1.3 Inform requestor and confirm details of the appointment		5 mins	Ramsell Rose J. Canonigo <i>Clerk</i>
2. Return at the Office of the Mayor for the scheduled meeting at least 30mins ahead of time	2.1 Prepare necessary documents	None	10 mins	Ramsell Rose J. Canonigo <i>Clerk</i>
	2.2 Inform concerned personnel or department/unit to be present in the meeting		5 mins	
Total		None	2 hrs., 26 mins	



LIST OF SERVICES

Management Information System Office

External Services	Page Number
Mayor's Permit to Work	27.2
Mayor's Clearance	27.3
Recommendation / Referral Letter	27.4
Solidarity Route Sticker	27.5



MANAGEMENT INFORMATION SYSTEM

(External Services)

The Management Information System Office (MIS) is responsible for planning, development and implementation of hardware, software applications, programming and systems network and integration of a management information system or enterprise network. It also establishes procedures and standards for access to data processing facilities and the data itself.



1. MAYOR'S PERMIT TO WORK

Individuals need to secure Permit to Work prior to their employment.

Office or Division:	Office of the Mayor-Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Bonified residents of the city of Bacoor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> NBI Clearance or Police Clearance (1 photocopy); Latest Community Tax Certificate (1 original); Health Card Official Receipt (1 original); 			NBI / PNP Station City Treasury Office City Health Office City Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	P 150.00	2 Minutes	Glorina F. Feliciano <i>MIS Staff.</i>
	1.2. Prepare requested document	None	5 Minutes	Josie L. Pastor <i>Comm. Equip. Optr. III</i> Aviatar T. Gunlao Aldrich P. Dacanay <i>Clerk</i>
	1.3. Approval of the City Mayor	None	2 Minutes	Jerome V. Oliveros <i>City Administrator</i>
	1.4. Releasing of requested document	None	1 Minute	Josie L. Pastor <i>Comm. Equip. Optr. III</i> Aviatar T. Gunlao Aldrich P. Dacanay <i>Clerk</i>
	Total:	P 150.00	10 Minutes	



2. MAYOR'S CLEARANCE

Agencies require Mayor's Clearance / Referral Letter and Certificate of Good Moral Character before they are allowed to enroll in a school or apply for a job.

Office or Division:	Office of the Mayor-Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Bonified residents of the city of Bacoor			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> NBI Clearance or Police Clearance (1 photocopy) Latest Community Tax Certificate (1 original); Official Receipt (1 original); 				NBI / PNP Station City Treasury Office City Treasury Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	P 100.00	2 Minutes	Glorina F. Feliciano <i>MIS Staff</i>
	1.2. Prepare requested document	None	5 Minutes	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	1.3. Approval of the City Mayor	None	2 Minutes	Jerome V. Oliveros <i>City Administrator</i>
	1.4. Releasing of requested document	None	1 Minute	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	Total:	P 100.00	10 Minutes	



3. RECOMMENDATION / REFERRAL LETTER

Agencies require Mayor's Clearance / Referral Letter and Certificate of Good Moral Character before they are allowed to enroll in a school or apply for a job.

Office or Division:	Office of the Mayor-Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Bonified residents of the city of Bacoor			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> NBI Clearance or Police Clearance (1 photocopy); Latest Community Tax Certificate (1 original); Official Receipt (1 original); 				NBI / PNP Station City Treasury Office City Treasury Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	P 100.00	2 Minutes	Glorina F. Feliciano <i>MIS Staff</i>
	1.2. Prepare requested document	None	5 Minutes	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	1.3. Approval of the City Mayor	None	2 Minutes	Jerome V. Oliveros <i>City Administrator</i>
	1.4. Releasing of requested document	None	1 Minute	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	Total:	P100.00	10 Minutes	



4. SOLIDARITY ROUTE STICKER

All Bacoor City residents are allowed to use, free of charge, the roads and streets forming part of the Solidarity Route as alternative routes to ease or decongest traffic in the City of Bacoor, subject to a sticker system that may be utilized or implemented by the LGU-City of Bacoor.

Office or Division:	Office of the Mayor-Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Bonified residents of the city of Bacoor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • OR / CR of vehicle (1 photocopy) • Driver's License (1 photocopy) 			Issued by LTO Issued by LTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client submits request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minutes	Glorina F. Feliciano <i>MIS Staff.</i>
	1.2. Prepare requested document	None	3 Minutes	Robert Michael R. Violeta Eva A. Carreon <i>MIS Staff</i>
	1.3. Releasing of requested document	None	1 Minute	Robert Michael R. Violeta Eva A. Carreon <i>MIS Staff</i>
	Total:	None	5 Minutes	



LIST OF SERVICES

Office of the Building Official

External Services	Page Number
Application for Building Permit	28.2 – 28.10
Application for Extension/Renovation Permit (Residential 20m ² floor area or less)	28.11 – 28.16
Application for Renovation Permit (Commercial Interior Fit-out)	28.17 – 28.22
Application for Building Permit (Commercial PTTI)	28.23 – 28.28
Application for Fencing Permit	28.29 – 28.33
Application for Sign Permit (Business Sign & Billboard/Signboard)	28.34 – 28.38
Application for Mechanical Permit (Permit to Install)	28.39 – 28.41
Application for Electrical Permit (Upgrading & Solar Net Metering)	28.42 – 28.45
Application for Electronic Permit	28.46 – 28.49
Application for Demolition Permit	28.50 – 28.53
Application for Excavation and Ground Preparation Permit (Commercial Highly Technical Application)	28.54 – 28.58
Application for Certificate of Occupancy/Use	28.59 – 28.62
Application for Change of Use or Occupancy	28.63 – 28.66
Application for Certificate of Final Electrical Inspection (New Building with COO within 1year of Issuance)	28.67 – 28.69
Application for Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)	28.70 – 28.73
Application for Certificate of Final Electrical Inspection (Solar Net Metering)	28.74 – 28.77
Application for Certificate of Final Electrical Inspection (Temporary Service Connection)	28.78 – 28.81
Application for Certificate of Operation (Mech. Permit to Operate)	28.82 – 28.86
Application for Sign Permit Renewal (Annual Billboard/Signboard)	28.87 – 28.89
Application for Certificate of Annual Inspection	28.90 – 28.92
Processing of Building Assessment (Business Permit)	28.93 – 28.98
Processing of Request for Certified True Copy & Other Certification	28.99 – 28.100
Filing of Complaint	28.101 – 28.102



OFFICE OF THE BUILDING OFFICIAL

(External Services)

The Office of the Building Official is mandated to enforce the National Building Code of the Philippines (P.D. 1096) and its Implementing Rules and Regulations as well as circulars, memoranda, opinions and decisions/orders issued pursuant thereto. It is tasked to supervise and exercise administrative control over all work pertinent to buildings within the area of responsibility. It is considered as one of the top revenue earners for the City of Bacoor, generating collections from building permit, electrical permit, certificate of occupancy, and other related applications as mandated by the Code. It is also tasked to conduct Annual Inspection of buildings/structures prior to approval of business permits. The corresponding partial assessment for buildings, mechanical, plumbing, electrical, signage and other fees shall be derived from actual inspection of the building/structure applied for with the business. Administrative fines for building code violators are also being imposed by the office.



1. Application for Building Permit

A permit is required to proceed with the construction of a specific project/ building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and Regulations.

Office or Division:	Office of the Building Official	
Classification:	Simple/Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Property Documents <ul style="list-style-type: none"> • Certified true copy of Transfer Certificate of Title (1 original) TCT is not yet in the name of applicant <ul style="list-style-type: none"> • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy) Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none"> • Lease Contract (1 photocopy) • Corporate Secretary's Certificate (1 photocopy) Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> • Land Owner's Affidavit of Consent (1 photocopy) • Extrajudicial Settlement (1 photocopy) 		City Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
Representative <ul style="list-style-type: none"> • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) 		Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> • Tax Declaration of Real Property for Land and Building (1 photocopy) 		City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> • Tax Clearance of Real Property for Land and Building (1 photocopy) 		City Treasury Office - Window # 3
Local and National Agency Clearances <ul style="list-style-type: none"> • Barangay Clearance (1 original) • Homeowner's Association Consent (1 original) 		OBO - Window # 4 (Liga ng mga Brangay) HOA - Admin Office DPWH, DepED, CAAP, ERB, DENR, DOH, DOLE



<ul style="list-style-type: none"> National Agencies Clearances (1 original, 1 photocopy) Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original) 	<p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
Application Forms <ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) Architectural Permit Form (5 original) Civil/Structural Permit Form (5 original) Sanitary/Plumbing Permit Form (5 original) Application for Electrical Permit Form (5 original) Mechanical Permit Form (5 original) Sign Permit Form (5 original) Electronic Permit Form (5 original) Locational Clearance Application Form (1 original) Fire Safety Evaluation Certificate Application Form (1 original) Contractor's Tax Application Form (1 original) 	<p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
<ul style="list-style-type: none"> Relocation Survey Report and Certification (1 original, 3 photocopy) 	Client/Applicant's Geodetic Engineer
<ul style="list-style-type: none"> Lot Plan with Vicinity Map (4 original blueprint) 	Client/Applicant's Geodetic Engineer
<ul style="list-style-type: none"> Building Plan (4 original blueprint) 	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> Project Specification (2 original) 	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> Bill of Material (3 original) 	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> Structural Design Analysis & Computation (1 original) 	Client/Applicant's Civil Engineer
<ul style="list-style-type: none"> Geotech Report/Soil Boring Test Report (1 original) 	Client/Applicant's Engineer
<ul style="list-style-type: none"> Seismic Analysis (1 original) 	Client/Applicant's Civil Engineer
<ul style="list-style-type: none"> PRC ID & PTR of Engineer's & Architect (1 photocopy) 	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> PCAB Contractor's License (1 colored photocopy) 	Client/Applicant's Electrical Contractor
<ul style="list-style-type: none"> Construction Safety and Health Program (1 original) 	DOLE.gov.ph
<ul style="list-style-type: none"> Sketch of site/location (1 original) 	Client/Applicant
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 	Client/Applicant



<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes 20 minutes	Zoning Personnel - Zoning Department BFP Assessor - Fire Department Treasury Personnel – Treasury Department
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.6 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.7 Compute & print the order of payment	None	15 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO



2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier - Treasury Department BFP CRO - FIRE Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Zoning, Fire & BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 4hrs, 40 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00
Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m ² – 50.00m ²	3.40
Above 50.00m ² – 100m ²	4.80
Above 100.00m ² – 150m ²	6.00
Above 150m ²	7.20
Commercial	
Up to 500 m ²	₱ 23.00
Above 600 – 700 m ²	22.00
Above 500 – 600 m ²	20.50
Above 700 – 800 m ²	19.50
Above 800 – 900 m ²	18.00
Above 900 – 1,000 m ²	17.00
Above 1,000 – 1,500 m ²	16.00
Above 1,500 – 2,000 m ²	15.00
Above 2,000 – 3,000 m ²	14.00
Above 3,000 m ²	12.00
Institutional	
Up to 500 m ²	₱ 12.00
Above 500 – 600 m ²	11.00
Above 600 – 700 m ²	10.20
Above 700 – 800 m ²	9.60
Above 800 – 900 m ²	9.00
Above 900 – 1,000 m ²	8.40
Above 1,000 – 1, 500 m ²	7.20
Above 1,500 – 2,000 m ²	6.60
Above 2,000 – 3,000 m ²	6.00
Above 3,000 m ²	5.00
Construction of Building Within Cemeteries & Memorial Parks	
1. Tombs	₱ 5.00/m ²
2. Semi-Enclosed Mausoleums	5.00/m ²
3. Enclosed Mausoleums	12.00/m ²
4. Columbarium	18.00/m ²
Construction of Water & Waste Water Treatment Tanks	
Construction of Water & Waste Water Treatment Tanks	₱ 7.00/m ²
Construction of Reinforced Concrete or Steel Tanks for Commercial & Industrial Use	
1. Above Ground up to 10.00 cu.m.	₱ 480.00
*Every cu.m. or fraction there of in excess of 10.00 cu.m.	48.00
2. Underground up to 20.00 cu.m.	540.00
*Every cu.m. or fraction thereof in excess of 10.00 cu.m.	54.00



FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40
LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to 20m ²	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 faucet 1 shower head 1 water meter 1 septic tank	Minimum of ₱ 55.00
Additional water closet	₱ 7.00
Additional floor drain	3.00
Additional sink	3.00
Additional lavatory	7.00
Additional faucet	2.00
Additional shower head	2.00
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00



Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00
Each water meter	₱ 2.00
12 – 25 mm Ø	8.00
Above 25 mm Ø	10.00
Construction of Septic Tank	
Up to 5.00 m3 of digestion chamber	₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3	7.00
Swimming Pools	
Per cubic meter or fraction thereof	
1. Residential	₱ 3.00
2. Commercial	36.00
3. Social/Recreational	24.00
4. Swimming Pool Shower Rooms /Locker Rooms	
a. Per unit or fraction thereof	60.00
b. Residential	6.00
c. Commercial	18.00
d. Industrial	12.00
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 +1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
MECHANICAL PERMIT FEE	
ACU (window type)	₱ 60.00/unit
ACU (package type)	90.00/ton
Sprinkler	4.00/head
Gas meter	100.00/unit
Elevator	
Dumbwaiter	₱ 600.00/unit
Construction Elevator	2,000.00/unit
Passenger/Freight	5,000.00/unit
Car Elevator	5,000.00/unit
SIGN PERMIT FEE	
Type Of Sign Display	Business Sign
Neon	₱ 36.00
Illuminate	24.00
	Advertising
	₱ 52.00
	36.00



Others	15.00	24.00
Painted on	9.60	18.00
ELECTRONIC FEES		
A. Central Office Switching Equipment		₱ 2.40/port
B. Broadcast Station for Radio & TV		1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like		10.00/unit
D. Electronics and Communications Outlets Used for Connection & Termination of Voice & Data Computer		2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security & Alarms System		2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio & TV Broadcast		1,000.00/location
G. Antenna Towers/Masts for Installation of any Electronic and/or Communications Transmissions Reception		1,000.00/location
H. Electronic or Electronically Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection Of Towers		
	Self-Supporting	Trilon (Guyed)
1. Residential	₱ 150.00	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00	240.00
*Every fraction in excess of 10 m.	120.00	20.00
3. Institutional	1,800.00	120.00
*Every fraction in excess of 10 m.	120.00	20.00
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m ²
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
REPAIR FEE		
Repair Fees		₱ 5.00/m ²
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00



STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



2. Application for Extension/Renovation Permit (Residential 20m² floor area or less)

A permit is necessary to proceed with the extension for residential or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and regulations.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Property Documents <ul style="list-style-type: none"> Certified true copy of Transfer Certificate of Title (1 original) TCT is not yet in the name of applicant <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Deed of Assignment/Donation or any equivalent (1 photocopy) Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> Land Owner's Affidavit of Consent (1 photocopy) Extrajudicial Settlement (1 photocopy) 		City Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant
Representative <ul style="list-style-type: none"> Authorization Letter (1 original) Special Power of Attorney (1 photocopy) 		Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land and Building (1 photocopy) 		City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land and Building (1 photocopy) 		City Treasury Office - Window # 3
Local and National Agency Clearances <ul style="list-style-type: none"> Barangay Clearance (1 original) Homeowner's Association Consent (1 original) Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original) 		OBO - Window # 4 (Liga ng mga Barangay) HOA - Admin Office OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



Application Forms <ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) Architectural Permit Form (5 original) Civil/Structural Permit Form (5 original) Sanitary/Plumbing Permit Form (5 original) Application for Electrical Permit Form (5 original) Contractor's Tax Application Form (1 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Lot Plan with Vicinity Map (4 original blueprint) 		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> Building Plan (4 original blueprint) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Project Specification (1 original) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Bill of Material (2 original) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer's & Architect (1 photocopy) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes	Treasury Personnel – Treasury Department
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO



	1.4 Review the evaluation report/ compliance checklist If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.5 Compute & print the order of payment	None	15 minutes	Permit Assessor - OBO
	1.6 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificate BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
3. Claim the permit & sign logbook for acknowledgement				



	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			3hrs, 45 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00
Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m ² – 50.00m ²	3.40
Above 50.00m ² – 100m ²	4.80
Above 100.00m ² – 150m ²	6.00
Above 150m ²	7.20
FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40
LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to 20m ²	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains	Minimum of ₱ 55.00



1 lavatory 1 sink 3 faucet 1 shower head 1 water meter 1 septic tank	
Additional water closet	₱ 7.00
Additional floor drain	3.00
Additional sink	3.00
Additional lavatory	7.00
Additional faucet	2.00
Additional shower head	2.00
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00
Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00
Each water meter	₱ 2.00
12 – 25 mm Ø	8.00
Above 25 mm Ø	10.00
Construction of Septic Tank	
Up to 5.00 m3 of digestion chamber	₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3	7.00
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00



REPAIR FEE		
Repair Fees		₱ 5.00/m ²
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 50.00



3. Application for Renovation Permit (Commercial Interior Fit-Out)

A permit is necessary to proceed with the commercial renovation of interior space to meet the requirement the tenant after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and Regulations.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Lease Contract (1 photocopy) Location of construction is not inside the Mall (ex. SM City Bacoor)		Client/Applicant
<ul style="list-style-type: none"> Certified True Copy of Transfer Certificate of Title (1 original) 		Lessor
<ul style="list-style-type: none"> Special Power of Attorney (1 photocopy) 		Lessor/Representative of Lessor
Representative		
<ul style="list-style-type: none"> Corporate Secretary's Certificate (1 photocopy) 		Client/Applicant
<ul style="list-style-type: none"> Authorization Letter (1 original) 		Client/Applicant being represented
<ul style="list-style-type: none"> Barangay Clearance (1 original) 		OBO - Window # 4
Application Forms		
<ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Architectural Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Sanitary/Plumbing Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Application for Electrical Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Mechanical Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Sign Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Electronic Permit Form (5 copies) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Locational Clearance Application Form (1 copy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Fire Safety Evaluation Certificate Application Form (1 copy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Contractor's Tax Application Form (1 copy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



• Building Plan (4 original blueprint)	Client/Applicant's Engineer/Architect			
• Project Specification (2 original)	Client/Applicant's Engineer/Architect			
• Bill of Material (3 original)	Client/Applicant's Engineer/Architect			
• PRC ID & PTR of Engineer's & Architect (1 photocopy)	Client/Applicant's Engineer/Architect			
• PCAB Contractor's License (1 colored photocopy)	Client/Applicant's Electrical Contractor			
• Sketch/Key Plan of site/location (1 original)	Client/Applicant			
• Picture of site/location (1 colored original)	Client/Applicant			
• Expanding yellow plastic envelope & long folder (1 pc)	Client/Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes 20 minutes	Zoning Personnel - Zoning Department BFP Assessor - Fire Department Treasury Personnel – Treasury Department
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.6 Review the inspection report If OK, for assessment of fees; If NOT OK, prepare & sign	None	20 minutes	Building Official - OBO



	the evaluation report/ compliance checklist			
	1.7 Compute & print the order of payment	None	15 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier – Treasury Department BFP CRO - FIRE Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Zoning, Fire & BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO



TOTAL		1 day, 4hrs, 40 minutes*	
--------------	--	-------------------------------------	--

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES			
BUILDING PERMIT FEE			
Commercial			
Up to 500 m ²			₱ 23.00
Above 600 – 700 m ²			22.00
Above 500 – 600 m ²			20.50
Above 700 – 800 m ²			19.50
Above 800 – 900 m ²			18.00
Above 900 – 1,000 m ²			17.00
Above 1,000 – 1,500 m ²			16.00
Above 1,500 – 2,000 m ²			15.00
Above 2,000 – 3,000 m ²			14.00
Above 3,000 m ²			12.00
Institutional			
Up to 500 m ²			₱ 12.00
Above 500 – 600 m ²			11.00
Above 600 – 700 m ²			10.20
Above 700 – 800 m ²			9.60
Above 800 – 900 m ²			9.00
Above 900 – 1,000 m ²			8.40
Above 1,000 – 1, 500 m ²			7.20
Above 1,500 – 2,000 m ²			6.60
Above 2,000 – 3,000 m ²			6.00
Above 3,000 m ²			5.00
PLUMBING PERMIT FEE			
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 faucet 1 shower head 1 water meter 1 septic tank			Minimum of ₱ 55.00
Additional water closet			₱ 7.00
Additional floor drain			3.00
Additional sink			3.00
Additional lavatory			7.00
Additional faucet			2.00



Additional shower head	2.00	
Special Plumbing Fixtures		
Each slop sink	₱ 7.00	
Each urinal	4.00	
Each bath tub	7.00	
Each grease trap	7.00	
Each garage trap	7.00	
Each bidet	4.00	
Each dental cuspidor	4.00	
Each gas-fired water heater	4.00	
Each drinking fountain	2.00	
Each bar or soda fountain sink	4.00	
Each laundry sink	4.00	
Each laboratory sink	4.00	
Each fixed-type sterilizer	2.00	
Each water meter	₱ 2.00	
12 – 25 mm Ø	8.00	
Above 25 mm Ø	10.00	
Construction of Septic Tank		
Up to 5.00 m3 of digestion chamber	₱ 24.00	
Every cu. Meter of fraction thereof in excess of 5.00 m3	7.00	
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less	₱ 200.00	
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA	
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA	
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA	
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA	
Over 6,000 kVA	20,850.00 +1.50/kVA	
Miscellaneous Fees		
Residential	₱ 30.00	
Commercial / Industrial	96.00	
Institutional	42.00	
MECHANICAL PERMIT FEE		
ACU (window type)	₱ 60.00/unit	
ACU (package type)	90.00/ton	
Sprinkler	4.00/head	
Gas meter	100.00/unit	
SIGN PERMIT FEE		
Type Of Sign Display	Business Sign	Advertising
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
ELECTRONIC FEES		



A. Central Office Switching Equipment	₱ 2.40/port
B. Broadcast Station for Radio & TV	1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like	10.00/unit
D. Electronics and Communications Outlets Used for Connection & Termination of Voice & Data Computer	2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security & Alarms System	2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio & TV Broadcast	1,000.00/location
G. Antenna Towers/Masts for Installation of any Electronic and/or Communications Transmissions Reception	1,000.00/location
H. Electronic or Electronically Controlled Indoor & Outdoor Signages	50.00/unit
DEMOLITION PERMIT FEE	
Demolition Permit	₱ 3.00/m ²
*Structures of up to 10.00 m. height	800.00
*Every meter in excess of 10.00 m.	50.00
REPAIR FEE	
Repair Fees	₱ 5.00/m ²
FILING & PROCESSING FEES	
	Filing Fee Processing Fee
Business, Merchantile, Industrial, Assembly Buildings	
Costing less than ₱ 250,000.00	₱ 100.00 ₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00 400.00
Costing more than ₱ 1,000,000.00	100.00 500.00
Accessories	
Costing less than ₱ 250,000.00	₱ 100.00 ₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00 100.00
Costing more than ₱ 1,000,000.00	100.00 200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



4. Application for Building Permit (Commercial PTI's)

A permit is required before the installation/construction of telecommunication facility within the City of Bacoor.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Antenna / Cabinet		
<ul style="list-style-type: none"> • Application for Electrical Permit Form (5 original) • Electronic Permit Form (5 original) • Contractor's Tax Application Form (1 original) • Electrical & Electronic Plan (4 original blueprint) • Bill of Material (3 original) • PRC ID & PTR of Engineer's (1 photocopy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Applicant's Engineer's Client/Applicant's Engineer's Client/Applicant's Engineer's
Cellsite / Tower		
<ul style="list-style-type: none"> • Unified Application Form for Building Permit (4 original) • Architectural Permit Form (5 original) • Civil/Structural Permit Form (5 original) • Application for Electrical Permit Form (5 original) • Electronic Permit Form (5 original) • Locational Clearance Application Form (1 original) • Contractor's Tax Application Form (1 original) • Lot Plan with Vicinity Map (4 original blueprint) • Building Plan (4 original blueprint) • Project Specification (2 original) • Bill of Material (3 original) • Structural Design Analysis & Computation (1 original) • Geotech Report/Soil Boring Test Report (1 original) • Seismic Analysis (1 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Civil Engineer Client/Applicant's Engineer Client/Applicant's Civil Engineer



<ul style="list-style-type: none">• PRC ID & PTR of Engineer's & Architect (1 photocopy)• PCAB Contractor's License (1 colored photocopy)		Client/Applicant's Engineer/Architect		
		Client/Applicant's Electrical Contractor		
Property & Supplementary Documents				
Proof of ownership <ul style="list-style-type: none">• Certified true copy of Transfer Certificate of Title (1 original) TCT is not yet in the name of applicant <ul style="list-style-type: none">• Deed of Absolute Sale (1 photocopy)• Contract to Sell (1 photocopy)• Deed of Assignment/Donation or any equivalent (1 photocopy) Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none">• Lease Contract (1 photocopy)• Corporate Secretary's Certificate (1 photocopy)		City Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant		
Representative <ul style="list-style-type: none">• Authorization Letter (1 original)• Special Power of Attorney (1 photocopy)		Client/Applicant being represented Client/Applicant being represented		
<ul style="list-style-type: none">• Tax Declaration of Real Property for Land and Building (1 photocopy)		City Assessor Office - Window # 1, 2, 3		
<ul style="list-style-type: none">• Tax Clearance of Real Property for Land and Building (1 photocopy)		City Treasury Office - Window # 3		
Local and National Agency Clearances <ul style="list-style-type: none">• Barangay Clearance (1 original)• Homeowner's Association Consent (1 original)• National Agencies Clearances (1 original)• Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original)		OBO - Window # 4 (Liga ng mga Barangay) HOA - Admin Office DPWH, CAAP, DENR, DOH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none">• Sketch of site/location (1 original)		Client/Applicant		
<ul style="list-style-type: none">• Picture of site/location (1 colored original)		Client/Applicant		
<ul style="list-style-type: none">• Expanding yellow plastic envelope & long folder (1 pc)		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO



	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes 20 minutes	Zoning Personnel - Zoning Department BFP Assessor - Fire Department Treasury Personnel – Treasury Department
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.6 Review the inspection report If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier - Treasury Department BFP CRO - FIRE Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO



	2.3 Check the certificates from Zoning, Fire & BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 4hrs, 30 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
BUILDING PERMIT FEE	
Commercial	
Up to 500 m ²	₱ 23.00
Above 600 – 700 m ²	22.00
Above 500 – 600 m ²	20.50
Above 700 – 800 m ²	19.50
Above 800 – 900 m ²	18.00
Above 900 – 1,000 m ²	17.00
Above 1,000 – 1,500 m ²	16.00
Above 1,500 – 2,000 m ²	15.00
Above 2,000 – 3,000 m ²	14.00
Above 3,000 m ²	12.00
LINE AND GRADE	
Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to 20m ²	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
ELECTRONIC FEES	
A. Central Office Switching Equipment	₱ 2.40/port
B. Broadcast Station for Radio & TV	1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like	10.00/unit



D. Electronics and Communications Outlets Used for Connection & Termination of Voice & Data Computer	2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security & Alarms System	2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio & TV Broadcast	1,000.00/location
G. Antenna Towers/Masts for Installation of any Electronic and/or Communications Transmissions Reception	1,000.00/location
H. Electronic or Electronically Controlled Indoor & Outdoor Signages	50.00/unit
Construction/Erection Of Towers	
	Self-Supporting
1. Residential	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00
*Every fraction in excess of 10 m.	120.00
3. Institutional	1,800.00
*Every fraction in excess of 10 m.	120.00
FILING & PROCESSING FEES	
	Filing Fee
	Processing Fee
Business, Merchantile, Industrial, Assembly Buildings	
Costing less than ₱ 250,000.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00
Costing more than ₱ 1,000,000.00	100.00
Accessories	
Costing less than ₱ 250,000.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00
Costing more than ₱ 1,000,000.00	100.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



5. Application for Fence Permit

A permit is required before the installation of a fence in a construction area within the jurisdiction of City of Bacoor.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Property Documents <ul style="list-style-type: none"> Certified true copy of Transfer Certificate of Title (1 original) 		City Registry of Deeds - Window D
TCT is not yet in the name of applicant <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Deed of Assignment/Donation or any equivalent (1 photocopy) 		Client/Applicant Client/Applicant Client/Applicant
Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none"> Lease Contract (1 photocopy) Corporate Secretary's Certificate (1 photocopy) 		Client/Applicant Client/Applicant
Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> Land Owner's Affidavit of Consent (1 photocopy) Extrajudicial Settlement (1 photocopy) 		Client/Applicant Client/Applicant
Representative <ul style="list-style-type: none"> Authorization Letter (1 original) Special Power of Attorney (1 photocopy) 		Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land (1 photocopy) 		City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land (1 photocopy) 		City Treasury Office - Window # 3
Local and National Agency Clearances <ul style="list-style-type: none"> Barangay Clearance (1 original) Homeowner's Association Consent (1 original) National Agencies Clearances (1 original, 1 photocopy) Affidavit of Undertaking (1 original) 		OBO - Window # 4 (Liga ng mga Barangay) HOA - Admin Office DPWH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



Application Forms				
<ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) Fencing Permit Form (5 original) Locational Clearance Application Form (1 original) Contractor's Tax Application Form (1 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Relocation Survey Report and Certification for vacant lot (1 original, 3 photocopy) 		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> Lot Plan with Vicinity Map (4 original blueprint) 		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> Fencing Plan (4 original blueprint) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Project Specification (2 copies) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Bill of Material (3 copies) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer's & Architect (1 photocopy) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Sketch of site/location (1 original) 		Client/Applicant		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes	Zoning Personnel - Zoning Department BPLO Personnel – Business Permit Office
	1.3 Evaluate the application	None	15 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO



	1.6 Review the inspection report If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Office Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Zoning & BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
3. Claim the permit & sign logbook for acknowledgement				



	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 3hrs, 40 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES		
FENCING PERMIT FEE		
A. Made of masonry, metal & concrete up to 1.80 in height		₱ 3.00
- in excess of 1.80 in height		4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter		2.40
LINE AND GRADE		
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m		24.00
- Every meter or fraction thereof in excess to 10m		2.40
Construction Of Pavement		
Construction of pavement up to 20m ²		₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like		3.00
STRUCTURAL AND EXCAVATION PERMIT FEE		
Ground Preparation & Excavation Fee		
Inspection & Verification Fee		₱ 200.00
Issuance of GP & EP		50.00
Excavation per cubic meter		3.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		



Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 50.00



6. Application for Sign Permit (Business Sign & Billboard/Signboard)

A permit is required before the construction of a signage within the City of Bacoor.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business Sign		
<ul style="list-style-type: none"> Sign Permit Form (5 original) Signage Plan (4 original blueprint) Bill of Material (3 original) PRC ID & PTR of Engineer's (1 photocopy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect
Billboard/Signboard (Wall Mounted)		
<ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) Civil/Structural Permit Form (5 original) Sign Permit Form (5 original) Contractor's Tax Application Form (1 original) Signage Plan (4 original blueprint) Bill of Material (3 original) Certificate of Structural Stability of Steel Framing and its Anchorages PRC ID & PTR of Engineer's (1 photocopy) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect
Billboard/Signboard (Free Standing/Pylon)		
<ul style="list-style-type: none"> Unified Application Form for Building Permit (4 original) Architectural Permit Form (5 original) Civil/Structural Permit Form (5 original) Sign Permit Form (5 original) Locational Clearance Application Form (1 original) Contractor's Tax Application Form (1 original) Relocation Survey Report and Certification (1 original, 3 photocopy) Lot Plan with Vicinity Map (4 original blueprint) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Applicant's Geodetic Engineer Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect



<ul style="list-style-type: none"> Architectural, Structural & Signage Plan (4 original blueprint) Project Specification (2 original) Bill of Material (3 original) Structural Design Analysis & Computation (1 original) Seismic Analysis (1 original) PRC ID & PTR of Engineer's & Architect (1 photocopy) 	<p>Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Civil Engineer</p> <p>Client/Applicant's Civil Engineer Client/Applicant's Engineer/Architect</p>
Property and Supplementary Documents	
<p>Proof of ownership</p> <ul style="list-style-type: none"> Certified true copy of Transfer Certificate of Title (1 original) <p>TCT is not yet in the name of applicant</p> <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Deed of Assignment/Donation or any equivalent (1 photocopy) <p>Applicant is a lessee or TCT is in the name of a corporation</p> <ul style="list-style-type: none"> Lease Contract (1 photocopy) Corporate Secretary's Certificate (1 photocopy) 	<p>City Registry of Deeds - Window D</p> <p>Client/Applicant Client/Applicant Client/Applicant</p> <p>Client/Applicant Client/Applicant</p>
<p>Representative</p> <ul style="list-style-type: none"> Authorization Letter (1 original) Special Power of Attorney (1 photocopy) 	<p>Client/Applicant being represented Client/Applicant being represented</p>
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land and Building (1 photocopy) 	City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land and Building (1 photocopy) 	City Treasury Office - Window # 3
<p>Local and National Agency Clearances</p> <ul style="list-style-type: none"> Barangay Clearance (1 original) National Agencies Clearances (1 original, 1 photocopy) Affidavit of Undertaking (1 original) 	<p>OBO - Window # 4 (Liga ng mga Barangay) DPWH</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
<ul style="list-style-type: none"> Sketch of site/location (1 original) 	Client/Applicant
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 	Client/Applicant
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 	Client/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes 20 minutes	Zoning Personnel - Zoning Department BFP Assessor - Fire Department BPLO Personnel – Business Permit Office
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.6 Review the inspection report If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or receive the evaluation report/compliance checklist (comply	2.1 Receive payment & issue official receipt or Release the evaluation	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier – Treasury BFP CRO - FIRE Department Frontline Personnel - OBO



the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	report/compliance checklist			
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Zoning, Fire & BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 4hrs, 30 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES		
SIGN PERMIT FEE		
Type Of Sign Display	Business Sign	Advertising
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
SIGN/SIGNBOARD STRUCTURE BUILDING PERMIT FEE		
Structure		



1. First 10.00m in height	₱ 2,400.00	
2. Additional: Every meter or fraction thereof	120.00/m	
Excavation		
1. Per cu.m of excavation for foundation	4.00/cu.m	
Sign Permit Fee		
A. Erection/Anchorage of display area (single face) up to 4.00 sq.meters signboard area	₱ 120.00/m²	
Additional: Every sq. meter or fraction thereof in excess of 4.00sq. meters	24.00/m²	
B. Installation, per sq. meter or fraction thereof of display area	36.00/m²	
Note: Excluding Electrical & Other Accessory Fee/s		
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits	₱ 300.00	
B. For Extension Permits	100.00	
ADMINISTRATIVE FINES		
Light Violations	₱ 5,000.00	
Less Grave Violations	8,000.00	
Grave Violations	10,000.00	
SURCHARGES		
Excavation for foundation	10% of the BP fees	
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees	
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees	
Construction of superstructure above 2.00 meters	100% of the BP fees	
SECURITY SEAL		
Security Seal Fee	₱ 50.00	



7. Application for Mechanical Permit (Permit to Install)

A mechanical permit is required when any mechanical system/equipment is installed within the jurisdiction of City of Bacoor.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Mechanical Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Mechanical Plan (4 original blueprint) 		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> Bill of Material (3 original) 		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer (1 photocopy) 		Client/Applicant's Mechanical Engineer		
Representative				
<ul style="list-style-type: none"> Corporate Secretary's Certificate (1 photocopy) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Authorization Letter (1 original) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Special Power of Attorney (1 photocopy) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Barangay Clearance (1 original) 		OBO - Window # 4 (Liga ng mga Barangay)		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Evaluate the application	None	15 minutes	Plan Evaluators - OBO
	1.3 Review the evaluation report/compliance checklist If OK, for assessment of fees If NOT OK, prepare & sign	None	15 minutes	Building Official - OBO



	the evaluation report/ compliance checklist			
	1.4 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp & record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs, 50 minutes*	



** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES		
MECHANICAL PERMIT FEE		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
Elevator		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 50.00



8. Application for Electrical Permit (Upgrading / Solar Net Metering)

An electrical permit is secured first before the installation of electrical connection of a certain building/structure within the City of Bacoor.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Application for Electrical Permit Form (5 original)		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
• Electrical Plan (4 original blueprint)		Client/Applicant's Engineer		
• Bill of Material (3 original)		Client/Applicant's Engineer		
• PRC ID & PTR of Engineer (1 photocopy)		Client/Applicant's Engineer		
• PCAB Contractor's License (1 colored photocopy)		Client/Applicant's Electrical Contractor		
Representative				
• Corporate Secretary's Certificate (1 photocopy)		Client/Applicant being represented		
• Authorization Letter (1 original)		Client/Applicant being represented		
• Special Power of Attorney (1 photocopy)		Client/Applicant being represented		
• Barangay Clearance (1 original)		OBO - Window # 4 (Liga ng mga Barangay)		
• Picture of site/location (1 colored original)		Client/Applicant		
• Expanding yellow plastic envelope & long folder (1 pc)		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Evaluate the application	None	15 minutes	Plan Evaluators - OBO



	1.3 Review the evaluation report/compliance checklist If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/compliance checklist	None	15 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier – Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp & record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO



	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs, 50 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES		
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less		₱ 200.00
Over 5 kVA – 50 kVA		200.00 + 20.00/kVA
Over 50 kVA – 300 kVA		1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA		3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA		9,600.00 + 2.50/kVA
Over 6,000 kVA		20,850.00 +1.50/kVA
Miscellaneous Fees		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00



SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



9. Application for Electronic Permit

A permit is required before the installation of electronic devices within the City of Bacoor.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Electronic Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Electronic Plan (4 original blueprint) 		Client/Applicant's Electronic Engineer		
<ul style="list-style-type: none"> Bill of Material (3 original) 		Client/Applicant's Electronic Engineer		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer (1 photocopy) 		Client/Applicant's Electronic Engineer		
Representative				
<ul style="list-style-type: none"> Corporate Secretary's Certificate (1 photocopy) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Authorization Letter (1 original) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Special Power of Attorney (1 photocopy) 		Client/Applicant being represented		
<ul style="list-style-type: none"> Barangay Clearance (1 original) 		OBO - Window # 4 (Liga ng mga Barangay)		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Evaluate the application	None	15 minutes	Plan Evaluators - OBO
	1.3 Review the evaluation report/compliance checklist If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation	None	15 minutes	Building Official - OBO



	report/compliance checklist			
	1.4 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees	10 minutes	Cashier – Treasury
		None	5 minutes	Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp & record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs, 50 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES		
ELECTRONIC FEES		
A. Central Office Switching Equipment		₱ 2.40/port
B. Broadcast Station for Radio & TV		1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like		10.00/unit
D. Electronics and Communications Outlets Used for Connection & Termination of Voice & Data Computer		2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security & Alarms System		2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio & TV Broadcast		1,000.00/location
G. Antenna Towers/Masts for Installation of any Electronic and/or Communications Transmissions Reception		1,000.00/location
H. Electronic or Electronically Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection Of Towers		
	Self-Supporting	Trilon (Guyed)
1. Residential	₱ 150.00	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00	240.00
*Every fraction in excess of 10 m.	120.00	20.00
3. Institutional	1,800.00	120.00
*Every fraction in excess of 10 m.	120.00	20.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00



SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



10. Application for Demolition Permit

A permit is required before a property owner can legally demolish a structure within the City of Bacoor.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Property Documents <ul style="list-style-type: none"> • Certified true copy of Transfer Certificate of Title (1 original) 		City Registry of Deeds - Window D
TCT is not yet in the name of applicant <ul style="list-style-type: none"> • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy) 		Client/Applicant Client/Applicant Client/Applicant
Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none"> • Lease Contract (1 photocopy) • Corporate Secretary's Certificate (1 photocopy) 		Client/Applicant Client/Applicant
Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> • Land Owner's Affidavit of Consent (1 photocopy) • Extrajudicial Settlement (1 photocopy) 		Client/Applicant Client/Applicant
Representative <ul style="list-style-type: none"> • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) 		Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> • Tax Declaration of Real Property for Land (1 photocopy) 		City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> • Tax Clearance of Real Property for Land (1 photocopy) 		City Treasury Office - Window # 3
Local and National Agency Clearances <ul style="list-style-type: none"> • Barangay Clearance (1 original) • Homeowner's Association Consent (1 original) • Affidavit of Undertaking (1 original) 		OBO - Window # 4 (Liga ng mga Barangay) HOA - Admin Office OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> • Demolition Permit Form (5 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



<ul style="list-style-type: none"> Floor Plan and Elevations (4 original blueprint) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer's/Architect (1 photocopy) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Sketch of site/location (1 original) 		Client/Applicant		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Evaluate the application	None	15 minutes	Plan Evaluators - OBO
	1.3 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.4 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.5 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.6 Compute & print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.7 Sign the order of payment	None	5 minutes	Building Official - OBO



2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Office Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp & record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs, 55 minutes	

** Listed above is the usual actual time we accomplished the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



TABLE OF FEES		
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m ²
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 50.00



11. Application for Excavation and Ground Preparation Permit (Commercial - Highly Technical Application)

A permit is secured prior to the actual ground preparation and excavation after the building line is established.

Office or Division:	Office of the Building Official
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents <ul style="list-style-type: none"> Certified true copy of Transfer Certificate of Title (1 original) TCT is not yet in the name of applicant <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Deed of Assignment/Donation or any equivalent (1 photocopy) Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none"> Lease Contract (1 photocopy) Corporate Secretary's Certificate (1 photocopy) Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> Land Owner's Affidavit of Consent (1 photocopy) Extrajudicial Settlement (1 photocopy) 	City Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
Representative <ul style="list-style-type: none"> Authorization Letter (1 original) Special Power of Attorney (1 photocopy) 	Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land and Building (1 photocopy) 	City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land and Building (1 photocopy) 	City Treasury Office - Window # 3
Local and National Agency Clearances <ul style="list-style-type: none"> Barangay Clearance (1 original) National Agencies Clearances (1 original, 1 photocopy) Affidavit of Undertaking (1 original) 	OBO - Window # 4 (Liga ng mga Barangay) DPWH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



Application Forms				
<ul style="list-style-type: none"> Excavation and Ground Preparation Permit Form (5 original) Locational Clearance Application Form (1 original) Contractor's Tax Application Form (1 original) 		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Relocation Survey Report and Certification (1 original, 3 photocopy) 		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> Lot Plan with Vicinity Map (4 original blueprint) 		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> Site Development and Foundation Plan (4 original blueprint) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Project Specification (1 original) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Bill of Material (2 original) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> PRC ID & PTR of Engineer's & Architect (1 photocopy) 		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> Sketch of site/location (1 original) 		Client/Applicant		
<ul style="list-style-type: none"> Picture of site/location (1 colored original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding yellow plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents & print order of payment or notice of disapproval	None	20 minutes 20 minutes	Zoning Personnel - Zoning Department BPLO Personnel – Business Permit Office
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO



	1.6 Review the evaluation report/ compliance checklist If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.7 Compute & print the order of payment	None	15 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Office Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificate from BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number & print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp & record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO



3. Claim the permit & sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 4hrs, 10 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES		
STRUCTURAL AND EXCAVATION PERMIT FEE		
Ground Preparation & Excavation Fee		
Inspection & Verification Fee		₱ 200.00
Issuance of GP & EP		50.00
Excavation per cubic meter		3.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 100.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	200.00
Costing more than ₱ 1,000,000.00	100.00	300.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 300.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	400.00
Costing more than ₱ 1,000,000.00	100.00	500.00
Accessories		
Costing less than ₱ 250,000.00	₱ 100.00	₱ 50.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	100.00	100.00
Costing more than ₱ 1,000,000.00	100.00	200.00
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees



Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 50.00



12. Application for Certificate of Occupancy/Use

A certificate is issued before the actual use or occupancy of a building to determine that the building was completed in accordance with the approved plans. Accompanying a COO is the Certificate of Final Electrical Inspection.

Office or Division:	Office of the Building Official		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Sketch or key plan of site/location (1 original)		Client/Applicant	
Pictures			
<ul style="list-style-type: none">Completed structure/building/house (1 colored original)		Building/House/Structure of the Client/Applicant	
<ul style="list-style-type: none">On-going construction of the three (3) chamber septic tank (1 colored original)		Building/House/Structure of the Client/Applicant	
<ul style="list-style-type: none">Machineries installed with proper label (1 colored original)		Building/House/Structure of the Client/Applicant	
<ul style="list-style-type: none">Tax Clearance of Real Property for Land and Building (1 photocopy)		City Treasury Office - Window # 3	
<ul style="list-style-type: none">National Agencies Clearances (1 original, 1 photocopy)		DPWH, DENR, CAAP	
<ul style="list-style-type: none">Authorization Letter (1 photocopy)		Client/Applicant being represented	
<ul style="list-style-type: none">Approved Yellow Card from MERALCO (1 original)		MERALCO	
<ul style="list-style-type: none">Expanding green plastic envelope color green & long folder (1 pc)		Client/Applicant	
<ul style="list-style-type: none">Unified Application Form for Certificate of Occupancy		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	
<ul style="list-style-type: none">Certificate of Completion Form		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	
<ul style="list-style-type: none">PRC ID & PTR of Engineer's & Architect (1 photocopy)		Client/Applicant's Engineer/Architect	
<ul style="list-style-type: none">Approved Building Permit and Ancillary Permit Forms (1 photocopy)		Client/Applicant	
<ul style="list-style-type: none">Approved Building Plans (1 original)		Client/Applicant	
<ul style="list-style-type: none">Fire Safety Checklist and its corresponding FSEC (1 photocopy)		Client/Applicant	
Certifications of Engineers			
<ul style="list-style-type: none">Certificate of Structural Stability (3 original)		Client/Applicant's Civil Engineer	



<ul style="list-style-type: none"> Mechanical Certificate (3 original) 		Client/Applicant's Mechanical Engineer		
With revisions or changes on approved plan <ul style="list-style-type: none"> As-built Floor Plan & Site Development Plan (2 original) As-built Electrical Plan (2 original) Short Circuit and Voltage Drop Calculation (2 original) Certificate of Final Electrical Inspection/Completion (3 original) 		Client/Applicant's Engineer/Architect Client/Applicant's Electrical Engineer Client/Applicant's Electrical Engineer Client/Applicant's Electrical Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application, schedule the on-site inspection and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO BFP Inspector - FIRE Department Assessor Inspector – Assessor Office
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes 20 minutes	Plan Evaluator - OBO Building Official - OBO
	1.4 Compute & print the order of payment	None	10 minutes 10 minutes	Permit Assessor - OBO BFP Assessor - FIRE Department
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO



2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier - Treasury BFP CRO - FIRE Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the FSIC from FIRE	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sign the approved certificate	None	5 minutes	Building Official - OBO
3. Claim the certificate & sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved certificate	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved certificate in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 3hrs, 15 minutes*	

**** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.***



TABLE OF FEES	
CERTIFICATE OF OCCUPANCY OR USE	
Residential	
Costing up to ₱ 150,000	₱ 100.00
More than ₱ 150,000 – ₱ 400,000	200
More than ₱ 400,000 – ₱ 850,000	400
More than ₱ 850,000 – ₱ 1,200,000	800
Every million or portion thereof in excess of ₱ 1,200,000	800
Commercial	
Costing up to ₱ 150,000	₱ 200.00
More than ₱ 150,000 – ₱ 400,000	400
More than ₱ 400,000 – ₱ 850,000	800
More than ₱ 850,000 – ₱ 1,200,000	1,000.00
Every million or in portion in excess of ₱ 1,200,000	1,000.00
Institutional	
Costing up to ₱ 150,000	₱ 150.00
More than ₱ 150,000 – ₱ 400,000	250.00
More than ₱ 400,000 – ₱ 850,000	600.00
More than ₱ 850,000 – ₱ 1,200,000	900.00
Every million or portion thereof in excess of ₱ 1,200,000	900.00
Miscellaneous Fees	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m ²
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



13. Application for Change of Use or Occupancy

A Change of Use is a change to the occupancy type (use or intended use) of a building, and therefore an Occupancy Permit is required, even if no construction or alterations are anticipated.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Application for Change of Use or Occupancy (2 copies)		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
• Certification Form (2 copies)		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
• PRC ID & PTR of Engineer's & Architect (1 photocopy)		Client/Applicant's Engineer/Architect		
With revisions or changes on actual construction of approved plans				
• As-built Floor Plan & Site Development Plan (2 original)		Client/Applicant's Engineer/Architect		
• As-built Electrical Plan (2 original)		Client/Applicant's Electrical Engineer		
• Tax Clearance of Real Property for Land and Building (1 photocopy)		City Treasury Office - Window # 3		
• Completed Structure/building/house picture (1 colored copy each side)		Client/Applicant		
• Authorization Letter (1 photocopy)		Client/Applicant being represented		
• Sketch or Key Plan		Client/Applicant		
• Expanding green plastic envelope color green & long folder (1 pc)		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.5 Check, receive & encode the application, schedule the on-site inspection and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO



	1.6 Site Inspection & prepare inspection report	None	1 day	Site Inspector – OBO BFP Inspector - FIRE Department Assessor Inspector – Assessor Office
	1.7 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes 20 minutes	Plan Evaluator - OBO Building Official - OBO
	1.8 Compute & print the order of payment	None	10 minutes 10 minutes	Permit Assessor - OBO BFP Assessor - FIRE Department
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/ compliance checklist	See table of fees None	10 minutes 10 minutes 5 minutes	Cashier - Treasury BFP CRO - FIRE Department Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the FSIC from FIRE	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO



	2.5 Sign the approved certificate	None	5 minutes	Building Official - OBO
3. Claim the certificate & sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved certificate	None	30 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved certificate in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 3hrs, 15 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
CERTIFICATE OF OCCUPANCY OR USE	
Residential	
Costing up to ₱ 150,000	₱ 100.00
More than ₱ 150,000 – ₱ 400,000	200
More than ₱ 400,000 – ₱ 850,000	400
More than ₱ 850,000 – ₱ 1,200,000	800
Every million or portion thereof in excess of ₱ 1,200,000	800
Commercial	
Costing up to ₱ 150,000	₱ 200.00
More than ₱ 150,000 – ₱ 400,000	400
More than ₱ 400,000 – ₱ 850,000	800
More than ₱ 850,000 – ₱ 1,200,000	1,000.00
Every million or in portion in excess of ₱ 1,200,000	1,000.00
Institutional	
Costing up to ₱ 150,000	₱ 150.00
More than ₱ 150,000 – ₱ 400,000	250.00
More than ₱ 400,000 – ₱ 850,000	600.00
More than ₱ 850,000 – ₱ 1,200,000	900.00
Every million or portion thereof in excess of ₱ 1,200,000	900.00
Miscellaneous Fees	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m ²
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



14. Application for Certificate of Final Electrical Inspection (New Building with COO within 1 year of Issuance)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Information Sheet & Inspection Report Form for CFEI application (1 original) 		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Approved Electrical Plan or As-Built Electrical Plan (1 original blueprint) 		Client/Applicant		
<ul style="list-style-type: none"> PRC ID's & PTR of Electrical Engineer (1 photocopy) 		Client/Applicant's Electrical Engineer		
<ul style="list-style-type: none"> Approved Yellow Card from MERALCO (1 original) 		MERALCO		
<ul style="list-style-type: none"> Full view picture of the building (1 original) 		Building/House of Client/Applicant		
<ul style="list-style-type: none"> Certificate of Occupancy (1 photocopy) 		Client/Applicant		
Proof of ownership <ul style="list-style-type: none"> Transfer Certificate of Title (1 photocopy) Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Lease Contract (1 photocopy) Land Owner's Affidavit of Consent (1 photocopy) 		Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO



	1.2 Review the application If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.3 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.4 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier - Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO
	2.5 Scan & archive the approved certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.6 Type and send the CFEI Transmittal to MERALCO via electronic mail	None	5 minutes	Record Clerk (Backroom) - OBO



	2.7 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1hrs, 50 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



15. Application for Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the Building Official		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Old buildings with main circuit breaker 200 amperes and ABOVE			
Proof of ownership <ul style="list-style-type: none">Transfer Certificate of Title (1 photocopy) Applicant is not the registered owner of the land <ul style="list-style-type: none">Deed of Absolute Sale (1 photocopy)Contract to Sell (1 photocopy)Lease Contract (1 photocopy)Land Owner’s Affidavit of Consent (1 photocopy)		Client/Applicant	
<ul style="list-style-type: none">Tax Declaration of Real Property for Land & Building (1 photocopy) Building is not yet declared <ul style="list-style-type: none">Acknowledgement Receipt for Appraisal & Assessment (1 photocopy)		City Assessor Office – Window # 1, 2, 3	
<ul style="list-style-type: none">Tax Clearance of Real Property for Land & Building (1 photocopy)		City Assessor Office – Window # 1, 2, 3	
		City Treasury Office – Window # 3	
Application Forms <ul style="list-style-type: none">Information Sheet & Inspection Report Form for CFEI application (1 original)Application for Electrical Permit Form (5 original)Certificate of Final Electrical Inspection/Completion Form (5 original)		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	
<ul style="list-style-type: none">Electrical Plan (4 original)		Client/Applicant’s Electrical Engineer	
<ul style="list-style-type: none">Short Circuit Calculations and Voltage Drop (4 original)		Client/Applicant’s Electrical Engineer	
<ul style="list-style-type: none">PRC ID’s & PTR of Electrical Engineer (1 photocopy)		Client/Applicant’s Electrical Engineer	



<ul style="list-style-type: none"> Approved Yellow Card from MERALCO (1 original) 	MERALCO
<ul style="list-style-type: none"> Full view picture of the building (1 original) 	Building/House of Client/Applicant
Old buildings with main circuit breaker 200 amperes and BELOW	
Proof of ownership <ul style="list-style-type: none"> Transfer Certificate of Title (1 photocopy) Applicant is not the registered owner of the land <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Lease Contract (1 photocopy) Land Owner's Affidavit of Consent (1 photocopy) 	Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land & Building (1 photocopy) Building is not yet declared <ul style="list-style-type: none"> Acknowledgement Receipt for Appraisal & Assessment (1 photocopy) 	City Assessor Office – Window # 1, 2, 3 City Assessor Office – Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land & Building (1 photocopy) 	City Treasury Office – Window # 3
Application Forms <ul style="list-style-type: none"> Information Sheet & Inspection Report Form for CFEI application (1 original) Electrical Permit Form (5 original) Certification Form (5 original) 	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> PRC ID's & PTR of Electrical Engineer (1 photocopy) 	Client/Applicant's Electrical Engineer
<ul style="list-style-type: none"> Approved Yellow Card from MERALCO (1 original) 	MERALCO
<ul style="list-style-type: none"> Full view picture of the building (1 original) 	Building/House of Client/Applicant
Supplementary Documents (maybe required depending on the result of the inspection)	
<ul style="list-style-type: none"> Building Permit / Extension Permit / Renovation Permit (1 photocopy) Certificate of Occupancy (1 photocopy) Schedule of Loads (1 photocopy) Correction of violations (if any) 	Client/Applicant Client/Applicant Client/Applicant Client/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier – Treasury Frontline Personnel - OBO
	2.2. Receive the official receipts	None	5 minutes	Frontline Personnel - OBO



	2.3. Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4. Sign the approved certificate	None	5 minutes	Building Official - OBO
	2.5 Scan & archive the approved certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.6 Type and send the CFEI Transmittal to MERALCO via electronic mail	None	5 minutes	Record Clerk (Backroom) - OBO
	2.7 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 1hrs, 50 minutes	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



16. Application for Certificate of Final Electrical Inspection (Solar Net Metering)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Proof of ownership <ul style="list-style-type: none"> Transfer Certificate of Title (1 photocopy) 		Client/Applicant
Applicant is not the registered owner of the land <ul style="list-style-type: none"> Deed of Absolute Sale (1 photocopy) Contract to Sell (1 photocopy) Lease Contract (1 photocopy) Land Owner's Affidavit of Consent (1 photocopy) 		Client/Applicant Client/Applicant Client/Applicant Client/Applicant
<ul style="list-style-type: none"> Tax Declaration of Real Property for Land & Building (1 photocopy) 		City Assessor Office – Window # 1, 2, 3
Building is not yet declared <ul style="list-style-type: none"> Acknowledgement Receipt for Appraisal & Assessment (1 photocopy) 		City Assessor Office – Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property for Land & Building (1 photocopy) 		City Treasury Office – Window # 3
Application Forms <ul style="list-style-type: none"> Information Sheet & Inspection Report Form for CFEI application (1 original) Certification Form (5 original) 		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Approved Application for Electrical Permit (1 photocopy) 		Client/Applicant
<ul style="list-style-type: none"> Approved Electrical Plan (1 original blueprint) 		Client/Applicant
<ul style="list-style-type: none"> Approved Yellow Card from MERALCO (1 original) 		MERALCO
<ul style="list-style-type: none"> Full view picture of the building (1 original) 		Building/House of Client/Applicant
Supplementary Documents (maybe required depending on the result of the inspection)		



<ul style="list-style-type: none"> • Building Permit / Extension Permit / Renovation Permit (1 photocopy) • Certificate of Occupancy (1 photocopy) • Schedule of Loads (1 photocopy) • Correction of violations (if any) 		Client/Applicant Client/Applicant Client/Applicant Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees	10 minutes	Cashier – Treasury
		None	5 minutes	Frontline Personnel - OBO



	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO
	2.5 Scan & archive the approved certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.6 Type and send the CFEI Transmittal to MERALCO via electronic mail	None	5 minutes	Record Clerk (Backroom) - OBO
	2.7 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 1hrs, 50 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



17. Application for Certificate of Final Electrical Inspection (Temporary Service Connection)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the Building Official		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
On-going construction with Building Permit			
Application Forms			
<ul style="list-style-type: none">Information Sheet & Inspection Report Form for CFEI application (1 original)Permit for Temporary Service Connection Form (5 original)		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	
<ul style="list-style-type: none">PRC ID's & PTR of Electrical Engineer (1 photocopy)		Client/Applicant's Electrical Engineer	
<ul style="list-style-type: none">Approved Building Plans (1 original blueprint)		Client/Applicant	
<ul style="list-style-type: none">Approved Yellow Card from MERALCO (1 original)		MERALCO	
<ul style="list-style-type: none">Meter Base		MERALCO	
<ul style="list-style-type: none">Full view picture of the building (1 original)		Building/House of Client/Applicant	
Informal Settler Families			
Application Forms			
<ul style="list-style-type: none">Information Sheet & Inspection Report Form for CFEI application (1 original)Permit for Temporary Service Connection Form (5 original)Sinumpaang Salaysay Form (1 original)		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Urban Poor Affairs Office – Window # 1	
<ul style="list-style-type: none">PRC ID's & PTR of Electrical Engineer (1 photocopy)		Client/Applicant's Electrical Engineer	
<ul style="list-style-type: none">Endorsement Letter		Urban Poor Affairs Office – Window # 1	
<ul style="list-style-type: none">Barangay Clearance		OBO - Window # 4 (Liga ng mga Barangay)	
<ul style="list-style-type: none">Government issued Identification Card (ID)		SSS, GSIS, PRC, Driver's License	
<ul style="list-style-type: none">Approved Yellow Card from MERALCO (1 original)		MERALCO	



<ul style="list-style-type: none"> Full view picture of the building (1 original) 		Building/House of Client/Applicant		
Supplementary Documents (maybe required depending on the result of the inspection)				
<ul style="list-style-type: none"> Revised Plans (1 original) Correction of violations (if any) 		Client/Applicant's Electrical Engineer Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees	10 minutes	Cashier – Treasury
		None	5 minutes	Frontline Personnel - OBO



	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO
	2.5 Scan & archive the approved certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.6 Type and send the CFEI Transmittal to MERALCO via electronic mail	None	5 minutes	Record Clerk (Backroom) - OBO
	2.7 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 1hrs, 50 minutes	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



18. Application for Certificate of Operation (Mechanical Permit to Operate)

A certificate is issued and required annually thereafter the installation, removal or alteration of machinery within the jurisdiction of City of Bacoor.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Information Sheet & Inspection Report for Certificate of Operation Form (1 original)		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
• Mechanical Certificate (2 original)		Client/Applicant's Mechanical Engineer		
• PRC ID's & PTR of Mechanical Engineer (1 photocopy)		Client/Applicant's Mechanical Engineer		
• Pictures of machineries installed with proper label (1 colored original)		Building of Client/Applicant		
• Approved Mechanical Permit Form (1 photocopy)		Client/Applicant		
• Approved Mechanical Plan (1 original blueprint)		Client/Applicant		
If there are Changes or Revisions on actual construction				
• As Built Plan (2 original blueprint)		Client/Applicant's Mechanical Engineer		
• Certificate of Occupancy & Progress Sheet (1 photocopy)		Client/Applicant		
• Previous Certificate of Operation (1 photocopy)		Client/Applicant		
• Sketch of site/location (1 original)		Client/Applicant		
• Expanding pink plastic envelope & long folder (1 pc)		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO



	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier – Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO
3. Claim the certificate & sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved certificate	None	20 minutes	Record Clerk (Backroom) - OBO



	3.3 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
ANNUAL MECHANICAL INSPECTION FEES	
Refrigeration and Ice Pant, per ton	
a. Up to 100 tons capacity	₱ 25.00
b. Above 100 tons up to 150 tons	20.00
c. Above 150 tons up to 300 tons	15.00
d. Above 300 tons up to 500 tons	10.00
e. Every ton or fraction thereof above 500 tons	5.00
Air Conditioning Systems	
Window type air conditioners, per unit	₱ 40.00
Packaged or centralized air conditioning systems	
a. First 100 tons, per ton	₱ 25.00
b. Above 100 tons up to 150 tons per ton	20.00
c. Every ton or fraction thereof above 500 tons	8.00
Mechanical Ventilation, per unit, per kW	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
Escalators and Moving Walks, Funiculars and the like	
a. Escalator and Moving Walks, per unit	₱ 120.00
b. Funicular, per kW or fraction thereof	50.00
c. Per linear meter or fraction thereof of travel	10.00
d. Cable Car, per kW or fraction thereof	25.00
e. Per linear meter of travel	2.00
Elevator, per unit	
a. Passenger elevators	₱ 500.00
b. Freight elevators	400.00
c. Motor driven dumbwaiter	50.00
d. Construction elevators for materials	400.00
e. Car elevators	500.00
f. Every landing above first five (5) landings for all the above elevators	50.00
Boilers, per unit	
a. Up to 7.5kW	₱ 400.00
b. 7.5kW up to 22kW	550.00
c. 22kW up to 37kW	600.00



d. 37kW up to 52kW	650.00
e. 52kW up to 67kW	800.00
f. 67kW up to 74kW	900.00
g. Every kW or fraction thereof above 74kW	4.00
Pressurized Water Heaters, per unit	
Pressurized Water Heaters, per unit	₱ 120.00
Automatic Fire Extinguishers, per sprinkler head	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00
Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00
Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW	
a. Per kW, up to 50kW	₱ 15.00
b. Above 50kW to 100kW	10.00
c. Every kW or fraction thereof above 100kW	2.40
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit	
a. Up to 1/2 kW	₱ 8.00
b. Above 1/2kW up to 1kW	23.00
c. Above 1kW up to 3kW	39.00
d. Above 3kW up to 5kW	55.00
e. Above 5kW up to 10kW	80.00
f. Every kW above 10kW or fraction thereof	4.00
Pressure Vessels, per cu. Meter or fraction thereof	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
Weighing Scale Structure, per ton or fraction thereof	



Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
Testing/Calibration of pressure gauge, per unit	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	₱ 30.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



19. Application for Sign Permit Renewal (Annual Billboard/Signboard)

A renewal of certificate is required annually after the installation & inspection of billboard/signboard.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Information Sheet & Inspection Report for Certificate of Use (Billboard/Signboard Renewal) Form (1 original) 		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Sign Permit Form (5 original) 		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> Certificate of Structural Stability of Steel Framing & its Anchorages (2 original) 		Client/Applicant's Civil Engineer		
<ul style="list-style-type: none"> PRC ID's & PTR of Civil Engineer (1 photocopy) 		Client/Applicant's Civil Engineer		
<ul style="list-style-type: none"> Approved Signage Plan or As-Built Plan (1 copy) 		Client/Applicant		
<ul style="list-style-type: none"> Previous Approved Sign Permit Form (1 photocopy) 		Client/Applicant		
<ul style="list-style-type: none"> Insurance Coverage and Policy (1 photocopy) 		Client/Applicant		
<ul style="list-style-type: none"> Tax Declaration of Real Property for Billboard/Signboard and Land (1 photocopy) 		City Assessor Office - Window # 1, 2, 3		
<ul style="list-style-type: none"> Tax Clearance of Real Property for Billboard/Signboard and Land (1 photocopy) 		City Treasury Office - Window # 3		
<ul style="list-style-type: none"> Sketch of site/location (1 original) 		Client/Applicant		
<ul style="list-style-type: none"> Picture of Billboard/Signboard (1 original) 		Client/Applicant		
<ul style="list-style-type: none"> Expanding violet plastic envelope & long folder (1 pc) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO



	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute & print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	See table of fees None	10 minutes 5 minutes	Cashier – Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue & print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO
3. Claim the certificate & sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO



	3.2 Scan & archive the approved certificate	None	20 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL			1 day, 2hrs	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
CERTIFICATE OF USE	
50% of Building Permit Fee, excluding Excavation	
Annual Inspection Fee (Structure)	
100% of Building Permit Fee, excluding Excavation	
Annual Inspection Fee (Structure)	
Annual Inspection Fee	₱ 7,500.00
Signboard Inventory Fee	
One-time Signboard Inventory Fee	₱ 2,500.00
Annual Renewal Fee	
Per sq. meter of display area	₱ 38.00/m ²
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 50.00



20. Application for Certificate of Annual Inspection

A certification is issued to business establishment certifying that the building/structure is architecturally presentable, structurally safe, the electrical/electronic/mechanical/plumbing/sanitary installations are in order.

Office or Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Annual Inspection Report & Recommendation Form (1 original) 		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Certification Form (5 original) 		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> Approved Building Plan (1 original blueprint) 		Client/Applicant
If there are Changes or Revisions on actual construction		
<ul style="list-style-type: none"> As-Built Floor Plan (1 original blueprint) 		Client/Applicant's Engineer
<ul style="list-style-type: none"> As-Built Site Development Plan (1 original blueprint) 		Client/Applicant's Engineer
<ul style="list-style-type: none"> As-Built Electrical Plan (1 original blueprint) 		Client/Applicant's Engineer
<ul style="list-style-type: none"> Certificate of Occupancy (1 photocopy) 		Client/Applicant
<ul style="list-style-type: none"> Mayor's Permit & Business License with Official Receipt (1 photocopy) 		Client/Applicant
<ul style="list-style-type: none"> Picture of business establishment (1 original) 		Business establishment of Client/Applicant
For Lessor		
<ul style="list-style-type: none"> Transfer Certificate of Title (1 photocopy) 		City Registry of Deeds – Window D
<ul style="list-style-type: none"> Tax Declaration of Real Property Land & Building (1 photocopy) 		City Assessor Office – Window # 1, 2, 3
<ul style="list-style-type: none"> Tax Clearance of Real Property Land and Building (1 photocopy) 		City Treasury Office – Window # 3
For Lessee		
<ul style="list-style-type: none"> Contract of Lease (1 photocopy) 		Client/Applicant
<ul style="list-style-type: none"> Expanding blue plastic envelope (1 pc) 		Client/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO
	1.3 Review the inspection report If OK, for assessment of fees; If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Issue & print the certificate & order of payment for security seal	None	10 minutes	Frontline Personnel - OBO
	1.5 Sign the approved certificate	None	5 minutes	Building Official - OBO
2. Pay the required fees or Receive the evaluation report/compliance checklist (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2.1 Receive payment & issue official receipt or Release the evaluation report/compliance checklist	Security Seal Fee - ₱ 50.00 None	10 minutes 5 minutes	Cashier – Treasury Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts	None	5 minutes	Frontline Personnel - OBO



3. Claim the certificate & sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan & archive the approved certificate	None	20 minutes	Record Clerk (Backroom) - OBO
	3.3 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
TOTAL		₱ 50.00	1 day, 55 min*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



21. Processing of Building Assessment (Business Permit)

A building assessment is necessary for the application of Business Permit subject to verification by the evaluation section and for renewal of business permit annually.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Business				
Application Forms				
<ul style="list-style-type: none"> New Business Inspection Summary Form (1 original) Annual Inspection Assessment (1 original) Business Permit Form (1 original) 		OBO - Window # 7 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 7 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) BPLO - Window # 3		
New Construction/Renovation business establishment				
<ul style="list-style-type: none"> Picture of business establishment (1 original) Certificate of Occupancy (1 photocopy) Approved Building Plan or As-Built Plan 		Business Establishment Client/Applicant Client/Applicant Client/Applicant		
Renewal				
Application Forms				
<ul style="list-style-type: none"> Building Assessment Renewal Form (1 original) Notice of Annual Inspection of Building/Establishment (1 original) Business Permit Form (1 original) 		OBO - Window # 7 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) OBO - Window # 7 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) BPLO - Window # 3		
<ul style="list-style-type: none"> Certificate of Annual Inspection (1 photocopy) 		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms along with other requirements	1.1 Check, receive & encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection & prepare inspection report	None	1 day	Site Inspector - OBO



	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare & sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Assess the amount of fees	None	5 minutes	Permit Assessor - OBO
2. Claim the assessed business permit form or receive the evaluation report/compliance checklist and sign logbook for acknowledgement (comply the comments on the evaluation report/compliance checklist and proceed to Client Step 1)	2. Release the assessed business permit form or Evaluation report/ compliance checklist	See table of fees	5 minutes	Frontline Personnel - OBO
TOTAL			1 day, 40 minutes*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
BUILDING	
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:	
Appendages of up to 3.00 cu.m/unit	₱ 150.00
Floor area to 100.00 sq.m	120.00
Above 100 sq.m up to 200sq.m	240.00
Above 200 sq.m up to 350sq.m	480.00
Above 350 sq.m up to 500sq.m	720.00
Above 500 sq.m up to 750sq.m	960.00
Above 750 sq.m up to 1000sq.m	1,200.00
Every 1000 sq.m or its portion in excess of 1000 sq.m	1,200.00
Divisions C-1,2, Amusement Houses, Gymnasias and the like:	
First class cinematographs or theaters	₱ 1,200.00
Second class cinematographs or theaters	720.00
Third class cinematographs	520.00
Grandstand/Bleachers, Gymnasias and the like	720.00
PLUMBING	
Annual Plumbing Inspection Fees	
Each plumbing unit	₱ 60.00
SIGNAGE	
Annual Renewal Fees	
Per sq.m of display surface or fraction thereof	
1. Neon Signs (business sign)	₱ 124.00
Neon Signs (advertising sign)	200.00
2. Illuminated Signs (business sign)	72.00
Illuminated Signs (advertising sign)	150.00
3. Others (business sign)	40.00
Others (advertising sign)	110.00
4. Painted-on (business signs)	30.00
Painted-on (advertising signs)	100.00
ELECTRICAL	
Electrical Fees (The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures)	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00
Over 50 kVA – 300 kVA	1,100.00
Over 300 kVA – 1,500 kVA	3,600.00
Over 1,500 kVA – 6,000 kVA	9,600.00
Over 6,000 kVA	20,850.00
Total Transformer/Uninterrupted Power Supply (UPS) Generator Capacity (kVA)	
5kVA or less	₱ 40.00
Over 5 kVA to 50 kVA	40.00



Over 50 kVA to 300 kVA	220.00
Over 300 kVA to 1500 kVA	720.00
Over 1500 kVA to 6000 kVA	1,920.00
Over 6000 kVA	4,170.00
Pole/Attachment Location Plan Permit	
Power Supply Pole Location	₱ 30.00
Guying Attachment	30.00
Miscellaneous Fees (Electric meter for union separation, alteration, reconnection or relocation)	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
MECHANICAL	
Annual Mechanical Inspection Fees	
Refrigeration and Ice Plant, per ton	
a. Up to 100 tons capacity	₱ 25.00
b. Above 100 tons up to 150 tons	20.00
c. Above 150 tons up to 300 tons	15.00
d. Above 300 tons up to 500 tons	10.00
e. Every ton or fraction thereof above 500 tons	5.00
Air Conditioning Systems	
Window type air conditioners, per unit	₱ 40.00
Packaged or centralized air conditioning systems	
a. First 100 tons, per ton	₱ 25.00
b. Above 100 tons up to 150 tons per ton	20.00
c. Every ton or fraction thereof above 500 tons	8.00
Mechanical Ventilation, per unit, per kW	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
Escalators and Moving Walks, Funiculars and the like	
a. Escalator and Moving Walks, per unit	₱ 120.00
b. Funicular, per kW or fraction thereof	50.00
c. Per linear meter or fraction thereof of travel	10.00
d. Cable Car, per kW or fraction thereof	25.00
e. Per linear meter of travel	2.00
Elevator, per unit	
a. Passenger elevators	₱ 500.00
b. Freight elevators	400.00
c. Motor driven dumbwaiter	50.00
d. Construction elevators for materials	400.00
e. Car elevators	500.00
f. Every landing above first five (5) landings for all the above elevators	50.00
Boilers, per unit	
a. Up to 7.5kW	₱ 400.00
b. 7.5kW up to 22kW	550.00



c. 22kW up to 37kW	600.00
d. 37kW up to 52kW	650.00
e. 52kW up to 67kW	800.00
f. 67kW up to 74kW	900.00
g. Every kW or fraction thereof above 74kW	4.00
Pressurized Water Heaters, per unit	
Pressurized Water Heaters, per unit	₱ 120.00
Automatic Fire Extinguishers, per sprinkler head	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00
Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00
Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW	
a. Per kW, up to 50kW	₱ 15.00
b. Above 50kW to 100kW	10.00
b. Every kW or fraction thereof above 100kW	2.40
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit	
a. Up to 1/2 kW	₱ 8.00
b. Above 1/2kW up to 1kW	23.00
c. Above 1kW up to 3kW	39.00
d. Above 3kW up to 5kW	55.00
e. Above 5kW up to 10kW	80.00
f. Every kW above 10kW or fraction thereof	4.00
Pressure Vessels, per cu. Meter or fraction thereof	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	



Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
Weighing Scale Structure, per ton or fraction thereof	
Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
Testing/Calibration of pressure gauge, per unit	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	₱ 30.00
ELECTRONIC	
A. Central Office Switching Equipment	₱ 2.40/port
B. Broadcast Station for Radio & TV	1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like	10.00/unit
D. Electronics and Communications Outlets Used for Connection & Termination of Voice & Data Computer	2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security & Alarms System	2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio & TV Broadcast	1,000.00/location
G. Antenna Towers/Masts for Installation of any Electronic and/or Communications Transmissions Reception	1,000.00/location
H. Electronic or Electronically Controlled Indoor & Outdoor Signages	50.00/unit
Construction/Erection Of Towers	
	Self-Supporting
1. Residential	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00
*Every fraction in excess of 10 m.	120.00
3. Institutional	1,800.00
*Every fraction in excess of 10 m.	120.00
	Trilon (Guyed)
	₱ 150.00
	240.00
	20.00
	120.00
	20.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00



22. Processing of Request for Certified True Copy & Other Certifications

A certification is issued to applicant requesting certified true copy of approved permit and certification of Building Official.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Information Request Form and/or Request Letter 		OBO - Window # 11 / Bacoar.gov.ph (website) / OBO - City of Bacoar, Cavite (FB page)		
<ul style="list-style-type: none"> 2 Government Issued IDs of Requester 		Client/Requester (Request Letter)		
If transacting with OBO thru a representative:				
<ul style="list-style-type: none"> Notarized Authorization Letter / Special Power of Attorney (for individual) or Corporate Secretary's Certificate (for Corporation) 		Client/Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application form and/or Request Letter	1.1 Receive the request	None	5 minutes	Frontline Personnel / Officer of the Day - OBO
	1.2 Check and verify the records	None	1 day	Records Clerk - OBO
	1.3 Assess the amount of fees	None	3 minutes	Permit Assessor - OBO
	1.4 Approve the request & sign the order of payment	None	3 minutes	Building Official - OBO
2. Pay the required fees	2.1 Receive payment & issue official receipts	See Table of Fees	5 minutes	Counter 10 (Cashier)
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel – OBO
	2.3 Post the official receipts & print the CTC or Certification	None	10 minutes	Records Clerk - OBO



	2.40 Sign the Certification or Sign the Certified Documents	None	3 minutes	Building Official – OBO Record Custodian - OBO
3. Claim CTC or Certification & sign logbook for acknowledgement	3.1 Release the CTC or Certification	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and archive of request form & certificate	None	5 minutes	Records Clerk - OBO
TOTAL			1 day, 44 mins*	

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
CERTIFIED TRUE COPY & OTHER CERTIFICATION FEES	
Certified True Copy (per page)	₱ 50.00
Other Certifications (per page)	50.00
SECURITY SEAL	
Security Seal Fee (per certified document/certification)	₱ 50.00



23. Filing of Complaint

A report and recommendation is issued to applicant requesting for inspection of building/structure.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Complaint Form 		OBO - Window # 11 / Bacoar.gov.ph (website) /		
<ul style="list-style-type: none"> and/or Complaint/Request Letter 		OBO - City of Bacoar, Cavite (FB page)		
<ul style="list-style-type: none"> 2 Government Issued IDs of Complainant 		Client/Complainant (Complaint/Request Letter)		
If transacting with OBO thru a representative:		Client/Complainant		
<ul style="list-style-type: none"> Notarized Authorization Letter / Special Power of Attorney (for individual) or Corporate Secretary's Certificate (for Corporation) 		Client/Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished complaint form and/or Request Letter	1.1 Interview, receive the complaint & release the order of payment	None	10 minutes	Frontline Personnel / Officer of the Day - OBO
2. Pay the required fees	2.1 Receive Payment & issue official receipts	₱ 50.00	5 minutes	Counter 10 (Cashier)
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Site inspection and prepare inspection report	None	1 day	Site Inspectors - OBO
	2.4 Review of inspection report & prepare the recommendation	None	10 minutes	Building Official - OBO
3. Claim the inspection report & recommendation and sign logbook for acknowledgement	3.1 Release the inspection report & the recommendation of Building Official	None	10 minutes	Frontline Personnel - OBO
	3.2 Scan and archive of the documents	None	5 minutes	Records Clerk - OBO



TOTAL	₱ 50.00	1 day, 45 mins*	
--------------	----------------	------------------------	--

** Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 date January 4, 2018 the standard in processing of simple application for Building Permits & Certificate of Occupancy is within a maximum of 5 working days. Rest assured that we will do our best to meet the minimum processing time set by our department.*

TABLE OF FEES	
CERTIFIED TRUE COPY & OTHER CERTIFICATION FEES	
Complaint Filing Fee	₱ 50.00



LIST OF SERVICES

Office of the Senior Citizens Affairs

External Services	Page Number
Issuance of Senior Citizen ID and Purchase Booklet	29.2 – 29.3
Issuance of OSCA Certifications	29.4 – 29.5
Philhealth Application	29.5 – 29.7
Provincial Burial Assistance	29.8 – 29.9



OFFICE OF THE SENIOR CITIZENS AFFAIRS (External Services)

RA 9994, an act granting additional benefits and privileges to senior citizens. Further amending Republic Act No. 7432, as amended otherwise known as "An act to maximize the contribution of senior citizens to nation building, grant benefits and special privileges and for other purposes".



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit duly filled out application form with complete requirements	2. Ensure documents presented are valid and complete	None	2 minutes	Eleanor V. Latorre Emelita D. Miranda <i>OSCA Staff</i>
3. Wait for the release	3.1 Typing of required data in the OSCA ID	None	3 minutes	Grace D. Fernandez Rina Lynn L. Manacsa <i>OSCA Staff</i>
	3.2 Record IDs in their respective record book per barangay	None	1 minute	Grace D. Fernandez Rina Lynn L. Manacsa <i>OSCA Staff</i>
4. Receive processed OSCA ID	4. Release processed ID and signed by the receiving senior citizens as received	None	1 minute	Eleanor V. Latorre Emelita D. Miranda <i>OSCA Staff</i>
5. Receive processed discount booklet	5. Release booklet signed by the receiving senior citizens as received	None	1 minute	Eleanor V. Latorre Emelita D. Miranda <i>OSCA Staff</i>
	Total:	None	10 minutes	



2. ISSUANCE OF OSCA CERTIFICATIONS

Issuance of OSCA Certifications as requirements of senior citizens' application to Philippine Statistics Authority (PSA) for Delayed Registration of Birth.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide Senior Citizen residents in the City of Bacoor, Cavite
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Proof of Payment / Official Receipt • Certificate of OSCA Record P100.00	Office of the City Treasurer
• Senior Citizen ID (Original and Photocopy)	In the possession of requesting Senior Citizen
• Original and photocopy of Negative Record of Birth Certificate (readable)	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and photocopy of Senior Citizens ID	1. Check and ensure the authenticity of the OSCA ID being presented	P100.00	2 minutes	Grace D. Fernandez Rina Lynn L. Manacsa Mary Ann DS. Sofera <i>OSCA Staff</i>
2. Secure and fill out Certification Slip Request	2. Process and type required data in the certification	None	3 minutes	Grace D. Fernandez Rina Lynn L. Manacsa Mary Ann DS. Sofera <i>OSCA Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the release	3.1 Check and sign Certification	None	1 minute	Atty. Venus D. de Castro <i>OSCA Head</i> Gloria A. Chiong <i>OSCA Staff</i>
	3.2 Release signed Certification by the receiving senior citizens as received	None	1 minute	Grace D. Fernandez Rina Lynn L. Manacsá Mary DS. Sofera <i>OSCA Staff</i>
4. Receive Certification	4. Receive copy for proper filing	None	1 minute	Grace D. Fernandez <i>OSCA Staff</i>
	Total:	P 100.00	8 minutes	

3. PHILHEALTH APPLICATION

Lifetime Free Membership for Senior Citizens under RA 10645

Office or Division:	Office of the Senior Citizens Affairs	
Classification:	Complex / Highly Technical	
Type of Transaction:	G2G Government to Government G2C Government to Citizen	
Who may avail:	Bonafide and registered Senior Citizens in the City of Bacoor, Cavite	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Senior Citizen ID (Original and Photocopy) 1x1 ID Picture 1 copy 		Office of the Senior Citizens Affairs (OSCA) Any available photo shop outlet



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Philhealth Membership Registration Form (PMRF)	1. Assist senior citizen in filling out PMRF (as needed) by the assigned OSCA employees	None	2 minutes	Luzviminda G. Acuña Eleanor V. Latorre <i>OSCA Staff</i>
2. Submit duly filled out PMRF with attached photocopy of OSCA ID and recent 1x1 ID picture (1 copy)	2. Check PMRF and requirements submitted by senior applicant	None	2 minutes	Luzviminda G. Acuña Eleanor V. Latorre <i>OSCA Staff</i>
3. Secure acknowledgement receipt and follow-up slip	3.1 Issue acknowledgement receipt and follow-up slip with contact number of person responsible	None	2 minutes	<i>Eleanor V. Latorre</i> <i>OSCA Staff</i>
	3.2 Encode data based on submitted duly accomplished PMRF	None	2 minutes	Mary Ann D. Pardo Leoven R. Atienza <i>OSCA Staff</i>
	3.3 Prepare and print transmittal of applicants within a week	None	Depends on the number of PMRFs received	Mary Ann D. Pardo Leoven R. Atienza <i>OSCA Staff</i>
	3.4 Review and sign transmittal by OSCA Head	None	2 minutes	Atty. Venus D. De Castro <i>OSCA Head</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Submit transmittal and PMRFs to Philhealth Office, Dasmariñas, Cavite for their screening	None	Depends on the number of PMRFs and how they screen each forms	Mercy L. Manzanida Enrico S. Quilao <i>OSCA Staff</i>
	3.6 Pick-up newly released Philhealth ID/Member's Data Record upon continuous submission of PMRFs	None	Depends on the number of PMRFs transmitted to receiving assigned employee	Mercy L. Manzanida Enrico S. Quilao <i>OSCA Staff</i>
4. Follow-up Philhealth ID/MDR as available	4. Locate and release ID/MDR signed by the receiving senior citizen as received	None	3 minutes	Luzviminda G. Acuña Eleanor V. Latorre <i>OSCA Staff</i>
	Total:	None	Depends on the approved application by Philhealth	



4. PROVINCIAL BURIAL ASSISTANCE

P2,000.00 burial assistance from Provincial Social Welfare and Development Office, Trese Martires, Cavite.

Office or Division:		Office of the Senior Citizens Affairs		
Classification:		Simple		
Type of Transaction:		G2G Government to Government G2C Government to Citizen		
Who may avail:		Bonafide and Registered Senior Citizens in the City of Bacoor, Cavite		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Senior Citizen ID of deceased senior citizen (Original and Photocopy) 			In the possession of bereaved family member/client	
<ul style="list-style-type: none"> Original or Certified True Copy of Death Certificate 			City Civil Registrar	
<ul style="list-style-type: none"> Original Barangay Clearance of claimant with original hand signature of Barangay Captain 			Office of the Barangay Captain	
<ul style="list-style-type: none"> Photocopy of Valid ID of claimant (e.g. Voter's ID, NBI Clearance, Police Clearance) 			Comelec Office, NBI, PNP	
<ul style="list-style-type: none"> Client's Personal Letter addressed to Gov. Jonvic Remulla 			Provided by the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure intake form for deceased senior citizen's beneficiary to fill out	1. Record data gathered from duly accomplished intake form	None	3 minutes	Mary Ann D. Pardo Leoven R. Atienza <i>OSCA Staff</i>
2. Show up required documents for validation	2. Ensure documents presented are complete to submit online by the client to the Provincial Social Welfare and Development Office (PSWDO) Trese Martires, Cavite	None	2 minutes	Mary Ann D. Pardo Leoven R. Atienza <i>OSCA Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Surrender OSCA ID of deceased senior citizen by claimant of burial assistance	3. Receive surrendered OSCA ID for proper safekeeping	None	1 minute	Mary Ann D. Pardo Leoven R. Atienza <i>OSCA Staff</i>
From OSCA Bacoar	Total:	None	6 minutes	
4. Go to the Provincial Social Welfare and Development Office (PSWDO) Trece Martires, Cavite to submit validated requirements and wait for the schedule of burial assistance released by PSWDO	4. Receive requirements for burial assistance	None	Depends on PSWDO	PSWDO Staff



LIST OF SERVICES

Office of the Vice Mayor

External Services

Page Number

Medical Help

30.2

Solicitations / Request Letter

Complaints / Inquiries

30.3

Internal Services

Authority to Travel

30.4

Feedback and Complaints Mechanism

30.5



OFFICE OF THE VICE MAYOR (Internal and External Services)

I. Mandate:

The City Vice Mayor, pursuant to Section 11 of RA 10160 shall be the Presiding Officer of the Sangguniang Panlungsod;

Signs all warrants drawn on the City Treasury for all expenditures appropriated for the operation of the Sangguniang Panlungsod;

Subject to civil service law, rules & regulations, appoints all officials and employees of the Sangguniang Panlungsod, except those whose manner of appointment is specifically provided in R.A No. 7610;

Assumes the office of the City Mayor for the unexpired term of the latter in the event of permanent vacancy as provided for in R.A. No. 7160;

Exercise the powers and perform the duties and functions of the City Mayor in case of temporary vacancy as provided for in R.A. No. 7160; and

Exercise such other powers and perform such other duties & functions as may be prescribed by law or ordinance.

II. Vision:

Provide public service at its best through excellent, efficient and viable legislative measures that will continuously uplift the way of life of every Bacooreño.

III. Mission:

To serve as a policy- making body of the city government and assist the Local Chief Executive in the efficient implementation of policies and programs adopted in line with the objectives of the national government.

To actively take action as Vice Chairman of Bacoor City Peace and Order Council (CPOC).



EXTERNAL SERVICES

Assistance to Individuals with their Inquiries, Requests and Complaints addressed to the Office of the Vice Mayor.

1. MEDICAL HELP

Office or Division:		Office of the Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Bacooreños		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Certificate Medical Abstract Letter request addressed to the Vice Mayor 			• Respective Barangay	
			• Respective Hospital	
			• Person requesting assistance	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client/ visitor fill Up visitor's log book	1.1Receive and Identify the nature of the submitted documents.	None	1-2 minutes	Office of the Vice Mayor Staff
2.Client presents request for medical help	1.2 Check all the necessary attachments of the request letter given in the checklist.	None	1-2 days	
	1.3 Attach router slip and endorse the document to the Head of the Office for review and approval.			
	1.4 Release of the request			
	Total	None	1 day (2 days max)	



2. SOLICITATIONS/REQUEST LETTER COMPLAINTS/ INQUIRIES

Office or Division:		Office of the Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Client		
Who may Avail:		Constituents/ Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal Letter Addressed to the Vice Mayor 		<ul style="list-style-type: none"> Requesting Person/ Organization 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter of request/ solicitations/ complaints/ inquiries	1.1 Receive the letter and identify the nature of the documents submitted -Solicitations/ request letters -Complaints/ Inquiries	None	1-2 minutes	Office of the Vice Mayor Staff
	1.2 Letters/ request with other concerns will be forwarded to SP Secretariat for inclusion to the weekly agenda	None	1-3 minutes	
	1.3 Release	None	1-2 days (depends on the availability of funds for solicitation/other requests)	
	Total:	None	2 days and 4 minutes	



INTERNAL SERVICES

1. AUTHORITY TO TRAVEL

Office or Division:		Office of the Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may Avail:		OVM/SP Employees		
CHECKLIST OF REQUIREMENTS <ul style="list-style-type: none"> • Leave Form 			WHERE TO SECURE <ul style="list-style-type: none"> • HRDMD 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly furnished leave form	1.1 Form checked and received	None	1 minute	OVM Staff
	1.2 Authority to Travel prepared for signature of the Vice Mayor.		2 minute	Vice Mayor for signature
	1.3 Release to requesting individual/employee	None	Released after the signature of the Vice Mayor (1 day)	OVM Staff
	Total	None	1day and 3 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Send us questions/comments/follow-up at the Office of the Vice Mayor, Bacoor Government Center, Bayanan, Bacoor Blvd., Bacoor City, Cavite Tel. no. (046) 481-41-34
How feedbacks are processed	<p>Feedbacks requiring response/action are forwarded to the staff concerned.</p> <p>Response/action of the office is then relayed to the requesting person/ party.</p> <p>Vice Mayor/SP Secretary monitors the manner in which feedbacks are handled by the staff.</p>
How to file a complaint	<p>Send or submit to the Office of the Vice Mayor written complaint/s addressed to the Vice Mayor. The complainant can also call tel.no. (046) 481-41-34/ (046) 481-41-00 loc. 212-213 to report complaints/ issues/ concerns.</p> <p>The complainant can also send an email to the SP Website (www.bacoorcitysp.com) which is monitored daily by SP personnel assigned to perform the said task.</p>
How complaints are processed	<ol style="list-style-type: none"> 1. The complaint is assessed by the Supervising Admin. Officer to determine if the complaint should be handled by the OVM or by the SP. 2. If the complaint is within the exclusive jurisdiction of the Vice Mayor, the complaint shall be investigated by the OVM and shall be acted upon immediately. <p>If the complaint is within the exclusive jurisdiction of the SP (such as complaints against elected barangay officials, etc), it shall be referred to the SP Secretariat.</p> <ol style="list-style-type: none"> 3. The SP Secretariat shall include the complaint in the weekly agenda (order of business) of the SP for appropriate action.



LIST OF SERVICES

Public Employment Service Office

OFW Help Desk Office

External Services (PESO)

Page Number

Job Referral and Placement

31.2 – 31.3

Employment Programs

- Job Fairs

31.4 – 31.6

- Local Recruitment Activity (LRA)

31.7 – 31.9

- Special Recruitment Activity (SRA)

31.7 – 31.9

Special Program for the Employment of Students (SPES)

31.9 – 31.11

External Services (OFW Help Desk Office)

Processing of Benefits and Claims form OWWA

- Balik Pinas – Balik Hanapbuhay

31.12 – 31.13

- Medical – Disability Assistance

31.13 – 31.14

- OFW Dependent Scholarship Program

31.15 – 31.16

- Education for Development Scholarship Program

31.16 – 31.18

- Skills for Employment Scholarship Program

31.18 – 31.20



PUBLIC EMPLOYMENT SERVICE OFFICE

(External Services)

The Public Employment Service Office or PESO is a non-fee charging multi-employment service facility or entity established or accredited pursuant to Republic Act No. 8750 otherwise known as the PESO ACT of 1999 as amended by R.A. No. 10691 and is linked to the regional offices of the Department of Labor and Employment (DOLE) for coordination and technical supervision and to the DOLE central office, to constitute the national employment service network.

The PESO also manages and supervises the OFW Help Desk Office of the City. The office endeavors to help facilitate claims and other benefits that an OFW is entitled to as mandated by Overseas Workers Welfare Administration. It also endeavors to provide enhancement programs to help OFW's improve their skills and status in life.



1. JOB REFERRAL AND PLACEMENT

All PESO clientele looking for work undergo job referral and placement activities for possible job placement to further enhance their economic status in the community provided that they meet all the qualifications set by partner companies of the PESO. Job Vacancies are posted on the PESO Bulletin and Facebook Account.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2B Government to Business Entity			
Who may avail:	Job seekers, students, out of school youth, migratory workers, persons with disabilities, returning overseas Filipino workers and displaced workers.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Updated resume of applicant with 2x2 picture (2pcs.) Filled up National Skills Registration Program form (NSRP) which is provided by the BLE and the PESO Office for free (1 piece only) 			<ul style="list-style-type: none"> Resume is to be provided by the interested applicant NSRP Form is provided for free by the PESO Office 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the PESO Bulletin Board or PESO Facebook Account for Vacant Job Positions.	1. Publication & Posting of vacant job positions in private accredited companies of PESO in PESO Bacoor Bulletin Board or official PESO Facebook Account	None	5 minutes	Cheryl A. Gaspar Julieta C. Macarayo Ron V. Ferrer Kenric Tejuco



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present resume, log into Applicant's Registration Book and fill-up the National Skills Registration Program Form.	2. Accept resume, & see to it that request applicant has logged in at Applicant's Registration Book & properly completed the NSRP form	None	3 minutes per applicant	Cheryl A. Gaspar Julieta C. Macarayo Ron V. Ferrer Kenric Tejuco
3. Applicant shall be interviewed and assessed for possible job match from among the accredited PESO companies.	3.1. Conduct preliminary interview, provide occupational counseling & find possible job placement that best suits the applicant based on his credentials or previous work.	None	5 minutes per applicant	Dr. Abraham D. De Castro PESO Department Head 1 Josefina G. Dayrit Roxann A. San Pedro (for pwd applicants)
	3.2. Call company and secure appointment for applicant's interview	None	5 minutes per applicant	Dr. Abraham D. De Castro PESO Department Head 1 Josefina G. Dayrit
	3.3. Prepare referral slip and secure appointment for the applicants interview in the prospective PESO accredited company	None	3 minutes per applicant	Juliet D. Macarayo Cheryl A. Gaspar
	Encode applicant's NSRP to Phil-Job.net	None	4 minutes per applicant	Roxan A. San Pedro Ron V. Ferrer Kenric Tejuco
	Total:	None	25 minutes	

Due to the pandemic brought about by the COVID-19, the **PESO Bacoor launched its **Online Job Portal** for each Bacooreño to be able to find a job in these trying times in the comfort of their own homes.**



2. EMPLOYMENT PROGRAMS

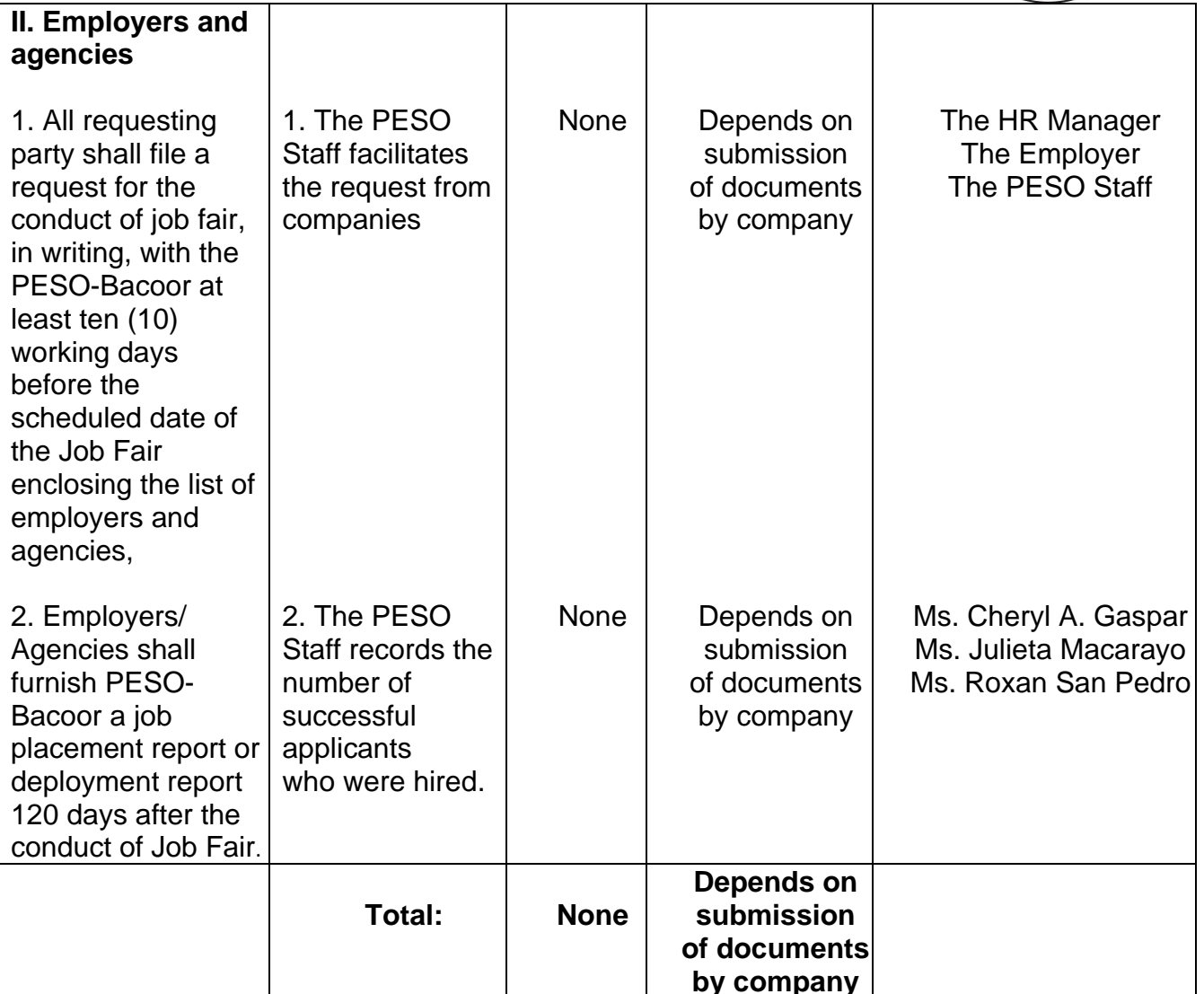
Job Fairs

An employment strategy to fast-track the meeting of jobseekers and the employers in one venue wherein jobseekers can select vacancies suited for their qualifications and employers could interview and hire on the spot qualified

Office or Division:	Public Employment Service Office (PESO)	
Classification:	Complex	
Type of Transaction:	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity	
Who may avail:	<p>I. Jobseekers who are:</p> <ul style="list-style-type: none"> a. Unemployed b. Skilled and unskilled workers c. Newly graduates d. Graduates who have no work e. Displaced Workers f. Employees seeking advancement <p>II. Employers and Agencies</p> <p>Any companies, licensed private recruitment agencies, licensed overseas employment agencies and contractors/subcontractors who will be joining the job fair for purposes of recruitment that are accredited by PESO with complete legal documents.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>I. For Jobseekers</p> <ul style="list-style-type: none"> • 2 pcs. Resume/Biodata/Curriculum Vitae • 2 pcs. Picture 2x2 • Copy of Certificate of Employment • Copy of Diploma/Transcript of Records • Authenticated Birth Certificate <p>II. Employers and Agencies</p> <ul style="list-style-type: none"> • For private recruitment agencies must have a valid PRPA License/Authority from DOLE. 		<p>From applicant From applicant From previous company of applicant From school/college/university From PSA</p> <p>From DOLE</p>



<ul style="list-style-type: none"> For overseas employment agencies must have a valid POEA License, Provincial Recruitment Authority and available job orders. For contractors/subcontractors must be registered with the DOLE Certificate of No Pending Case Company Profile 		From POEA From DOLE From DOLE From Interested Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. For new Jobseekers,				
1. Proceed to the registration area and fill up the necessary information on the NSRP form.	1. PESO Staff tells the applicant to fill up the NSRP form.	None	5 minutes	Ms. Cheryl A. Gaspar Ms. Julieta C. Macarayan Ms. Roxan San Pedro (for PWD's)
2. 1. After filling up the NSRP completely, jobseekers may proceed to the Job Section Area.	2. PESO Staff leads the applicant to the area of prospective employers.	None	Depends on the interview	Ms. Cheryl A. Gaspar Ms. Julieta C. Macarayan Ms. Roxan San Pedro (for PWD's)
2.2. Choose the position that best fits qualification & take note of the company's name.		None	Depends on the interview	The HR Manager The Employer
2.3. Listen carefully to the instructions of the Interviewer.		None	Depends on the interview	The HR Manager The Employer The Applicant
2.4. Get the referral slip from interviewer		None	Depends on the interview	The HR Manager The Employer The Applicant
	Total:	None	Depends on the interview	





Employment Programs

- Local Recruitment Activity (LRA)
- Special Recruitment Activity (SRA)

An all year round activity done at the PESO-Bacoor office wherein local and overseas employment opportunities are brought closer to jobseekers which minimizes them the costs of transportation to areas where the companies are located.

Office or Division:	Public Employment Service Office (PESO)	
Classification:	Complex/Highly Technical	
Type of Transaction:	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity	
Who may avail:	<p>I. Jobseekers who are:</p> <ul style="list-style-type: none"> a. Unemployed b. Skilled and unskilled workers c. Newly graduates d. Graduates who have no work e. Displaced Workers f. Employees seeking advancement <p>II. Employers and Agencies</p> <p>Any companies, licensed private recruitment agencies, licensed employment agencies and contractors/subcontractors who will be joining the local recruitment activity for purposes of recruitment that are accredited by PESO with complete legal documents.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>For Jobseekers</p> <ul style="list-style-type: none"> • 2 pcs. Resume/Biodata/Curriculum Vitae • 2 pcs. Picture 2x2 • Copy of Certificate of Employment • Copy of Diploma/Transcript of Records • Authenticated Birth Certificate <p>Employers and Agencies</p> <ul style="list-style-type: none"> • For private recruitment agencies must have a valid PRPA License/Authority from DOLE. 		<p>From applicant</p> <p>From applicant</p> <p>From previous company of applicant</p> <p>From school/college/university</p> <p>From PSA</p> <p>From DOLE</p>



<ul style="list-style-type: none"> For overseas employment agencies must have a valid POEA License, Provincial Recruitment Authority and available job orders. For contractors/subcontractors must be registered with the DOLE Certificate of No Pending Case Company Profile 		From POEA From DOLE From DOLE From Interested Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. For new Jobseekers				
1. Proceed to the registration area and fill up the necessary information on the NSRP form.	1. PESO Staff tells the applicant to fill up the NSRP form.	None	5 minutes	Ms. Cheryl Gaspar Ms. Julieta Macarayo Ms. Roxan San Pedro (for PWD's)
2.1. After filling up the NSRP completely, jobseekers may proceed to the interview area.	2. PESO Staff leads the applicant to the area of prospective employers.	None	Depends on the interview	Ms. Cheryl Gaspar Ms. Julieta Macarayo Ms. Roxan San Pedro (for PWD's)
2.2. Choose the position that best fits qualification & take note of the company's name.		None	Depends on the interview	The HR Manager The Employer
2.3. Listen carefully to the instructions of the Interviewer.		None	Depends on the interview	The HR Manager The Employer The Applicant
2.4. Get the referral slip from interviewer		None	Depends on the interview	The HR Manager The Employer The Applicant
	Total:	None	Depends on the interview	



II. Employers and agencies 1. All requesting party shall file a request for the conduct of job fair, in writing, with the PESO-Bacoor at least ten (10) working days before the scheduled date of the Job Fair enclosing the list of employers and agencies, 2. Employers/ Agencies shall furnish PESO-Bacoor job placement report or deployment report 120 days after the conduct of Job Fair.	1. The PESO Staff facilitates the request from companies	None	Depends on submission of documents by company	The HR Manager The Employer The PESO Staff
	2. The PESO Staff records the number of successful applicants who were hired.	None	Depends on submission of documents by company	Ms. Cheryl Gaspar Ms. Julieta Macarayo Ms. Roxan San Pedro
	Total:	None	Depends on submission of documents by company	

3. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENT (SPES)

The Special Program for Employment of Students is mandated under Republic Act No. 9547 otherwise known as "An Act To Help Poor But Deserving Students Pursue Their Education By Encouraging Their Employment During Summer and/or Christmas Vacations, Through Incentives Granted to Employers, Allowing Them to Pay Only Sixty Per Centum of Their Salaries or Wages and The Forty Per Centum Through Education Vouchers To Be Paid By the Government, Prohibiting and Penalizing The Filing of Fraudulent and Fictitious Claims.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Complex/Highly Technical
Type of Transaction:	G2G Government to Government

	G2C Government to Citizen G2B Government to Business Entity																
Who may avail:	Jobseekers Students/Out of School Youths <ul style="list-style-type: none"> • 15 to 30 years old • enrolled during the present school year/term during the school year/term immediately preceding the summer vacation, or an out of school youth who intends to continue his/her education. • parent's net income after tax does not exceed P36,000 per annum • obtained a passing school grade. 																
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2">I. For Jobseekers</td></tr> <tr> <td> <ul style="list-style-type: none"> • Duly filled Registration form 01 (3 copies) with ID pictures attached and attested by the school principal or registrar. </td><td>From school/college/university</td></tr> <tr> <td> <ul style="list-style-type: none"> • Any of the following to attest his/her age: <ul style="list-style-type: none"> - birth/baptismal certificate - form 138 where age is specified - joint affidavit of two disinterested parties re age of students </td><td> From PSA From school/college/university From concerned parties </td></tr> <tr> <td> <ul style="list-style-type: none"> • Any of the following to attest the students rating: <ul style="list-style-type: none"> - form 138 - certification by School Registrar that the students has a passing school grade during the previous semester/school year - certified true copy of the student's class card where his/her passing could be determined. </td><td> From school/college/university From school/college/university From school/college/university </td></tr> <tr> <td> <ul style="list-style-type: none"> • Latest income Tax Return of the parent/or a certification from the employer/union president that the parent of the Jobseeker is to be displaced or have been displaced </td><td>Parent of student Employer</td></tr> <tr> <td colspan="2">II. For Employers</td></tr> <tr> <td> <ul style="list-style-type: none"> • Signed Pledge of Commitment </td><td>From Company</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	I. For Jobseekers		<ul style="list-style-type: none"> • Duly filled Registration form 01 (3 copies) with ID pictures attached and attested by the school principal or registrar. 	From school/college/university	<ul style="list-style-type: none"> • Any of the following to attest his/her age: <ul style="list-style-type: none"> - birth/baptismal certificate - form 138 where age is specified - joint affidavit of two disinterested parties re age of students 	From PSA From school/college/university From concerned parties	<ul style="list-style-type: none"> • Any of the following to attest the students rating: <ul style="list-style-type: none"> - form 138 - certification by School Registrar that the students has a passing school grade during the previous semester/school year - certified true copy of the student's class card where his/her passing could be determined. 	From school/college/university From school/college/university From school/college/university	<ul style="list-style-type: none"> • Latest income Tax Return of the parent/or a certification from the employer/union president that the parent of the Jobseeker is to be displaced or have been displaced 	Parent of student Employer	II. For Employers		<ul style="list-style-type: none"> • Signed Pledge of Commitment 	From Company
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE																
I. For Jobseekers																	
<ul style="list-style-type: none"> • Duly filled Registration form 01 (3 copies) with ID pictures attached and attested by the school principal or registrar. 	From school/college/university																
<ul style="list-style-type: none"> • Any of the following to attest his/her age: <ul style="list-style-type: none"> - birth/baptismal certificate - form 138 where age is specified - joint affidavit of two disinterested parties re age of students 	From PSA From school/college/university From concerned parties																
<ul style="list-style-type: none"> • Any of the following to attest the students rating: <ul style="list-style-type: none"> - form 138 - certification by School Registrar that the students has a passing school grade during the previous semester/school year - certified true copy of the student's class card where his/her passing could be determined. 	From school/college/university From school/college/university From school/college/university																
<ul style="list-style-type: none"> • Latest income Tax Return of the parent/or a certification from the employer/union president that the parent of the Jobseeker is to be displaced or have been displaced 	Parent of student Employer																
II. For Employers																	
<ul style="list-style-type: none"> • Signed Pledge of Commitment 	From Company																



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Jobseekers 1. Students who have complied with the documentary requirements and are found to be eligible to join the program shall be referred by the PESO to the employers who signified their intention to participate in the program. 2. Students who will be accepted by these employers are deemed placed and are officially enrolled in the program. 3. An employment contract signed by the employer and the student and attested by the representative of DOLE shall be submitted to the DOLE Regional office within one week after the start of employment of the student.	1. PESO Staff tells the applicant to fill up the NSRP /SPESform.	None	5 minutes	Dr. Abraham de Castro Ms. Josefina Dayrit
	2. PESO Staff encodes names of qualified student applicants	None	5 minutes	Dr. Abraham de Castro Ms. Josefina Dayrit
	3. PESO staff prepares and secures necessary employment contract and submits to DOLE	None	Depends on Partner companies compliance	The HR Manager The Employer Dr. Abraham de Castro Ms. Josefina Dayrit
	Total:	None	Depends on Partner companies compliance	
II. Employers 1. Employers may signify their intention to hire students by signing Pledge of Commitment and submitting it to the nearest PESO/DOLE Regional Offices.	1. The PESO staff facilitates the document from companies and delivers it to DOLE	None	Depends on submission of documents by company	The HR Manager The Employer Dr. Abraham de Castro Ms. Josefina Dayrit
	Total:	None	Depends on submission of documents by company	



SERVICE OF THE PESO - OFW Help Desk in coordination with OWWA
OWWA Reintegration Program

1 . BALIK PINAS! BALIK HANAP BUHAY PROGRAM (BPPH)

THE BALIK PINAS! BALIK HANAPBUHAY! PROGRAM is a livelihood support/assistance intended to provide immediate relief to returning member-OFWs, active or inactive, who were displaced from their jobs due to wars/political conflict in host countries, or policy reforms, control and changes by the host government; or were victims of illegal recruitment and/or human trafficking or other distressful situations. this can be availed only once by eligible OFWs within three (3) years after return to the Philippines.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor	
Classification:	Complex/Highly Technical	
Type of Transaction:	G2G Government to Government G2C Government to Citizen	
Who may avail:	Repatriated Returning Overseas Filipino Workers who wish to stay for good in the country and venture permanently into business.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Proof of OWWA membership • Proof of repatriation • Passport or travel documents. • Written Declaration • 1pc. 2x2 picture • Sketch of business site/ home address • Photocopy of two (2) government issued ids • Barangay Clearance. 		OWWA, OFW and OFW HD Staff OWWA and OFW OFW OFW OFW OFW OFW OFW



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW present his/her documents to PESO – OFW Help Staff for assessment	1.1 PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.2 PESO – OFW Staff checks the membership of the OFW in the OWWA database	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.3 PESO – OFW staff then informs the OFW of his/her status of contribution based from the OWWA database and informs the OFW of his/her privileges.	None	3 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.4 PESO-OFW HD staff informs the OFW of schedule for seminar regarding loan preparation and training for business paper preparation	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	Total:	None	15 minutes	

OWWA WELFARE ASSISTANCE AND SOCIAL ASSISTANCE PROGRAM

2. MEDICAL AND DISABILITY ASSISTANCE

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Complex/Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen



Who may avail:		Returning Overseas Filipino Workers who are active members wish to avail of medical assistance		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished application form Proof of OWWA membership Passport/ Seaman's book Medical certificate with PTR number Supporting documents (record of operation, clinical abstract, discharge summary) Photocopy of two (2) government issued ID's 			OFW HD Staff OWWA - OFW OFW OFW / Hospital OFW OFW	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/her documents to PESO – OFW Help Staff for assessment	1.1. PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.2. PESO – OFW Staff checks the membership of the OFW in the OWWA database	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.3 PESO – OFW staff then informs the OFW of his/her status of contribution based fro the OWWA database and informs the OFW of his/her privileges.	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	Total:	None	10 minutes	



OWWA EDUCATION AND TRAINING PROGRAM

3. OFW DEPENDENT SCHOLARSHIP PROGRAM (ODSP)

- A scholarship assistance program for dependents of OFWs whose basic monthly salary is not more \$600 US Dollars.
- It offers any 4 – 5 year baccalaureate/ any associate courses in any CHED accredited school.
- A financial assistance of 20, 000.00 per year
- First come, first serve basis only
- 13 slots per province

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor	
Classification:	Complex/Highly Technical	
Type of Transaction:	G2G Government to Government G2C Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> OFW's who are still abroad whose qualified beneficiaries are in the Philippines. Returning Overseas Filipino Workers who wish to avail of educational assistance to qualified dependents. Legal dependent of an active OWWA member. Single, not more than 21 years of age. Be a Filipino citizen Must be a grade 12 graduate. Must not be a recipient of other scholarship grant. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Proof of latest OWWA membership Accomplished application form 3. 2pcs. Passport size picture Certified true copy of form 137 or form 138 in Grade 12. PSA birth certificate of applicant PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling. Original medical Certificate Original Certificate good moral character from the school Parents Certification Copy of OFWs employment contract. Course curriculum (College) 		OWWA, OFW – OFW HD Staff OFW HD Staff OFW School, Colleges, University of beneficiary PSA PSA OFW – Beneficiary OFW – Beneficiary Parents of beneficiary OFW Schools, Colleges, University of Beneficiary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/ her documents to PESO – OFW Help Staff for assessment	1.1 PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.2 PESO – OFW Staff checks the membership of the OFW in the OWWA database	None	3 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.3 PESO – OFW staff then informs the OFW of his/her status of contribution based fro the OWWA database and informs the OFW of his/her privileges	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	Total:	None	10 minutes	

4. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

-Scholarship Program that offers financial assistance to qualified dependents of active members, who would enroll in any 4 – 5 years baccalaureate course in any preferred colleges/ universities.

-A financial assistance of 60,000.00 per year.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Complex/Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen



Who may avail:	<ul style="list-style-type: none"> • Legal dependent of an active OWWA member. • Single, not more than 21 years of age. • Be a Filipino citizen • Grade 12 graduating student. • With a GWA of 80% and belongs to top 20% of grade 11/ graduating class • Must belong to the top 400 passers of the DOST qualifying examination • Must not be a recipient of other scholarship grant.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Proof of latest OWWA membership • Accomplished application form • 2pcs. Passport size picture • Certified true copy of form 137 or form 138 in Grade 10 and Grade 11. • Certificate of enrolment/ registration form as Grade 12. • Original cert. from the school principal that the applicant obtained of GWA of at least 80% or higher and that he/she belongs to the upper 20% of the Grade 11. • PSA birth certificate of applicant • PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling. • Original medical Certificate • Original Certificate good moral character from the school • Applicants Certification • Parents Certification on application for Immigration/ Dual citizenship of applicant. 	<p>OWWA, OFW and OFW HD Staff OFW OFW School, College, University of OFW Beneficiary School, College, University of OFW Beneficiary School, College, University of OFW Beneficiary</p> <p>PSA – OFW PSA – OFW</p> <p>OFW School, College, University of OFW Beneficiary</p> <p>OFW OFW</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/her documents to PESO – OFW Help Staff for assessment	1.1. PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.2. PESO – OFW Staff checks the membership of the OFW in the OWWA database	None	3 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.3. PESO – OFW staff then informs the OFW of his/her status of contribution based from the OWWA database and informs the OFW of his/her privileges.	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	Total:	None	10 minutes	

5. SKILLS FOR EMPLOYMENT SCHOLARSHIP PROGRAM (SESP)

-Financial Assistance, not to exceed 14,500.00

-COURSE/SCHOOL: May be allowed to enroll up to two year technical/vocational programs/ courses registered with TESDA/ DOST/ MTC and/or other institution.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Complex/Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Active OWWA member or beneficiary/dependent (Spouse and children below 21 years of married OFWs, while single brother or sister 21 years old and below for unmarried OFWs) 1. Atleast elementary Graduate 2. Filipino Citizen



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished application form 2x2 pictures (2 copies) Form 137/ high school report card/ transcript of record Proof of relationship to OWWA member (Copy of marriage contract for spouse) or birth certificate (for child of OFW) – duly authenticated by PSA/ birth certificate of both applicant and OFW if sibling of OFW and certificate of no marriage by PSA for applicant and OFW. Proof of OWWA membership Certificate of no marriage for child of OFW 18 years old and below. <p>Other SESP Requirements</p> <ul style="list-style-type: none"> Copy of TESDA certificate program registration Copy of BIR certificate of registration 			<p>OFW – OFW HD Staff</p> <p>Beneficiary of OFW</p> <p>School, Colleg, University of OFW Beneficiary</p> <p>OFW Beneficiary of OFW PSA</p> <p>OFW – OFW HD Staff</p> <p>Beneficiary of OFW</p> <p>Beneficiary of OFW</p> <p>Beneficiary of OFW</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/her documents to PESO – OFW Help Staff for assessment	1.1. PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	1.2. PESO – OFW Staff checks the membership of the OFW in the OWWA database	None	3 minutes	Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala



	1.3 PESO – OFW staff then informs the OFW of his/her status of contribution based fro the OWWA database and informs the OFW of his/her privileges	None	2 minutes	Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala
	Total:	None	10 minutes	

Note: *Due to the pandemic brought about by the COVID-19, the **OFW-Help Desk** launched its **OFW HELPLINE** to assist OFWs and OFW Family Members around the province of Cavite with their concerns and to avail services they are entitled to through **Hotline**.



FOR OFW BACOOREÑOS COVID-19 CONCERNS

CITY OF BACOR

PESO - OFW HELP DESK HOTLINE

0943-311-3920
0965-315-5904

OWWA Regional Office & Cavite

0917-628-9010
0926-026-8407

#StaySafe
#StayAtHome
#BeatCOVID19





LIST OF SERVICES

Political Affairs Office

External Services

Page Number

CBD RP-LMR 60Days Program

(Lingap Mapagkalingang Rehabilitasyon)

32.2 – 32.4

Drug Dependency Examination

32.5

Internal and External Services

Various Concerns

32.6



POLITICAL AFFAIRS OFFICE

(Internal and External Services)

The Political Affairs Office is the designated arm of the local government of Bacoor that primarily attends to the concerns, queries and even complaints, of the different non– government organizations, barangays and various departments.



1. CBDRP- LMR 60 Days Program (Lingap Mapagkalingang Rehabilitasyon)

CBDRP-LMR is a Community Based Rehabilitation Program for Drug Dependence with light to moderate condition.

Office or Division:	Political Affairs Office / 60 Days		
Classification:	Highly Technical		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	PWUD's (Person Who Used Drug) and PDL's (Person Deprived of Liberty) Who applied for PLEA Bargaining.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Endorsement from Barangay Captains, Philippine National Police (PNP)BJMP, Private Individual and Volunteer.• Drug assessment from City Health Office, Medical Certificate.• Organized LMR 60days Program• After Care Program (LMR Program Graduates, TRC Bicutan and Tagaytay, Mega Rehab, BJMP• Monitoring of LMR Program Livelihood Project• Endorse Client for in –house rehab (TRC Tagaytay, Bicutan and Mega Rehab)• Conduct SBIRT (Screening Brief Intervention and Referral to Treatment) screening using ASSIST (Alcohol, Smoking, and Substance, Involvement Screening Test), SRQ (Self Reporting Questionnaire) and CRAFFT (Car; Relax; Alone; Forget; Friends; Trouble) form before issuance of DDE Certificate.		Barangay, PNP (Philippine National Police, Private Individual and Volunteer.	
		City Health Office	
		CHO, LMR Staff/PNP LMR Program Graduates, Treatment and Rehabilitation Center (Bicutan, Tagaytay and MEGA Rehab}.	
		LMR Project.	
		Treatment and Rehabilitation Center (Bicutan, Tagaytay and MEGA Rehab}.	
		Interview/Screen PDL's (Person Deprived of Liberty) who applied for PLEA BARGINING from PNP Custodial with Court Order.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay will submit the list of names who will participate on CDBRP – LMR Program.	1. Upon checking CDBRP – LMR Staff will call the Barangay who submit the list to check if the person is still visible in their area.	None	1 hour	Ana Florita Z. Flores <i>Political Staff</i>
2. Client must attend on the set schedule for assessment.	2. CHO and CDBRP – LMR Staff will conduct assessment on clients with PNP as security.	None	1 day	Ana Florita Z. Flores <i>Political Staff</i>
3. Clients who passed the assessment must undergo CDBRP – LMR Program for 60 days	3. CDBRP – LMR Staff will call the Barangay to inform who passed the assessment and the date of CDBRP program will start.	None	2 months	Ana Florita Z. Flores <i>Political Staff</i>
4. CDBRP – LMR Program Graduates	4. Monitor the CDBRP – LMR Graduates by checking on their respective Barangays.	None	Every 3 months	Ana Florita Z. Flores <i>Political Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client ask for rehabilitation assistance	5. CBDRP – LMR Staff will give the client a requirement for the following Treatment and Rehabilitation Center. (TRC Tagaytay / TRC Bicutan / MEGA Rehab)	None	6months 12months 18months	Ana Florita Z. Flores <i>Political Staff</i>
6. Client will submit all necessary documents needed for Treatment and Rehabilitation Center	6. Process Endorsement for In-House Rehabilitation TRC Tagaytay/ TRC Bicutan/ MEGA Rehab	None	1 week	Ana Florita Z. Flores <i>Political Staff</i>
7. Client who graduated on CBDRP-LMR will undergo training of LMR Project Livelihood Program	7. CBDRP – LMR Staff supervise LMR Project Livelihood Program (Sustainable Livelihood Program for Drug PWUD's)	None	6 days	Ana Florita Z. Flores <i>Political Staff</i>
Total:		None	2 months	



2. Drug Dependency Examination (DDE)

DDE – a procedure conducted by a DOH- accredited physician to evaluate the extent of drug abuse of a person and to determine whether he or she is a drug dependent or not, which includes history taking, intake interview, determination of the criteria for the drug dependency, mental and physical status and the detection of dangerous drugs in body specimens through laboratory procedures.

Office or Division:	60 Days			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	PWUD's (Person Who Used Drug) and PDL's (Person Deprived of Liberty) Who applied for PLEA Bargaining.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> • PLEA Bargaining Court Order • Result of Drug Test • Releasing of DDE Certificate 	Issued by Court City Health Office CBDRP – LMR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PNP Custodial will submit a request for DDE along with the list of PDL's names who applied PLEA BARGAINING. (10 to 25 PDL per request x a week)	1. CBDRP – LMR Staff will inform PNP Custodial for the schedule of interview thru Zoom. (Only Accredited Screener can Interview).	None	20 to 25 minutes per client	Ana Florita Z. Flores <i>Accredited SBIRT Screener</i>
2. Walking Applicant request for DDE with Court Order (No Court Oder, No DDE)	2. CBDRP-LMR SBIRT accredited Screener will interview the walk –in applicant/s. (Only Accredited Screener can Interview)	None	1 hour per client	Ana Florita Z. Flores <i>Accredited SBIRT Screener</i>
Total:		None	1 day	

3. Various Concerns



Takes part on different complaints, queries and requests.

Office or Division:		Political Affairs Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Different Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter Letter of Complaints Other requirements that will be needed 		From different Individuals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client may directly come to 3 rd floor Political Affairs Office regarding their queries, complaints and other barangay concerns. 1.2. When physical communication is not necessarily needed, it is advised to contact Political Affair staff's thru phone calls.	1. Attends to queries, complaints, activities & other barangay concerns.	None	15 mins. to 1 day	Marla Dinesy R.Moneda Arnel A. Reyes <i>Political Staff</i>
2.1. Submit letter regarding his concern	2.1. Upon receiving the letters/ reports, initial evaluation will be done.	None	15 mins. to 1 day	Shayne Marie V. Javier <i>Political Staff</i>
2.2. Receive answer or action regarding his concern.	2.2. Review and follow up.	None	15 mins. to 1 day	Shayne Marie V. Javier <i>Political Staff</i>
	2.3. Encodes action taken and file	None	15 mins. to 1 day	Shayne Marie V. Javier <i>Political Staff</i>
	Total:	None	1 day	



LIST OF SERVICES

City Population Office

Profile , Vision, Mission

Page Number

33.1

Thrust

33.2

External Services

Pre Marriage Orientation and Counseling (PMOC)

33.3 – 33.5

Responsible Parenthood and Family Planning Class

33.6 – 33.8

Adolescent Health and Youth Development Program

33.9 – 33.11



CITY POPULATION OFFICE

(External Services)

The City Population Office is committed to ensuring continuing high quality professional development Programs on Population, Responsible Parenthood and Reproductive Health, which enhance the competence and strengthen the capabilities of local government unit and partners and enabling men, women, couples and families to make responsible decisions to meet their expressed needs in the timing, spacing and number of children.

Basic Policy

Responsible Parenthood for Sustainable Development
1987 Constitution Article XV, Section 3.1

“The state shall defend the right of spouses to found a family in accordance with their religious convictions and demands of responsible parenthood”.



Vision

Responsible individuals, well-planned, prosperous healthy and happy families, empowered communities, guided by the Divine Providence living harmoniously and equitability in a sustainable environment.

Mission

We are a technical and information resource agency, working in partnership with national and local government policy and decision makers, program implementers, community leaders and civil society.

We will be the leading strategic partners, policy and program advocates for the population program.

We will create a favorable and enabling policy environment for Population, Responsible Parenthood and Reproductive Health.



CITY POPULATION OFFICE THRUST



The PPMP is being implemented through its main program components:

1. Responsible Parenthood and Family Planning (RP/FP)

- Continuation of FDS barangay classes
- Conduct of training for FDS resource persons among our new local partners
- Walk through of FDS using flipchart
- Increase of FP acceptors through referral system
- Mapping of RHUs & Hospitals for FP Services
- House to House/Couple Reached/Usapang Serye
- Attaining and Sustaining Zero Unmet Need for Modern FP
- Pre Marriage Orientation and Counseling (PMOC)

2. Adolescent Health and Youth Development (AHYD)

- Peer educators' training on Interpersonal Communication Skills and Peer Facilitating
- Conduct of Adolescent Sexuality and Reproductive Health (ASHR) Classes cum Teenage Pregnancy Symposium (TPS)
- Conduct of Parent Teen Talk (PTT)/Breaking the Barrier Sessions (BTBS)
- One Stop Shop on Adolescent Development (OSS-AD)

3. Population and Development (POPDEV) integration

- Establishment of barangay Migration Information Center (MIC)
- POPDEV Mentoring/Coaching

4. Gender and Development

- Mr. GAD KATROPA
- Junior Mr. GAD



1. PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC) SEMINAR:

In accordance with Section 15 of RA 10354 and Article 16 of the New Family Code, all would-be couples are required to undergo information and counseling on responsible parenthood and family planning for the issuance of their marriage license from the City Civil Registrar Office after ten (10) days publication period.

Office or Division		City Population Office		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Would-be-couples applying for marriage license		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (O.R) payment for PMOC fee			Office of the City Treasurer	
2. One (1) xerox copy of any valid government issued ID for would-be-couples			GSIS, SSS, Post Office, DFA, BIR, PSA, PAG-IBIG, BRGY. ID	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Apply for Marriage License at City Civil Registrar Office				Civil Registrar Office
1.2 Pay the PMOC fee at the Cashier		Php50.00		Office of the City Treasurer
1.3 Proceed to City Population Office and register (fill up the information form and log book)	1.1 Interview and assist applicants in the registration and set their schedule date and time (every Thursday) for Pre-Marriage Orientation and Counseling		10 mins	Emilie D. De Castro <i>City Gov't Dept. Head I</i> Rowena R. Santiago <i>Population Program Officer II</i> Freddie R. Malayao <i>Administrative Officer III</i> Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i>



2. Undego Pre-Marriage Orientation & Counseling on the schedule date specified on their follow up slip	2.1 Conduct and facilitate Pre-Marriage Orientation		4 hours	<p>Emilie D. De Castro <i>City Gov't Dept. Head I</i></p> <p>Rowena R. Santiago <i>Population Program Officer II</i></p> <p>Crisphina M. Castillo <i>Social Welfare Officer IV</i></p> <p>Jennifer R. Mopera <i>Nurse II</i></p> <p>Sylvia D. Maglalang <i>Nurse I</i></p> <p>Pastor Joey M. Leona Jr. Pastor Manny</p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p>
	2.2 Conduct Counseling on schedule date and time.		3 hours	<p>Crisphina M. Castillo <i>Social Welfare Officer IV</i></p>



3. Wait for the processing of PMOC Certificate	3.1 Prepare Certificate of Compliance (Would-be-couples);		5 mins / certificate	Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i>
	3.2 Prepare and sign Certificate of Counseling (would-be-couples ages 18 years old and 25 years old)		5 mins / certificate	CSWDO
	3.3 Sign Certificate of Compliance		5 mins / certificate / signatory	Emilie D. De Castro <i>City Gov't Dept. Head I</i> Rowena R. Santiago <i>Population Program Officer II</i> (CSWDO) Crisphina M. Castillo <i>Social Welfare Officer IV</i> (CHO) Ivy Marie C. Yrastorza, M.D <i>City Gov't Dept. Head</i>
	3.4 Issue Certificate of Compliance for Would-be-couples attended			Freddie R. Malayao <i>Administrative Officer III</i> Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i>
4. Applicants will proceed to CCR Office to submit their PMOC Certificate of Compliance	4.1 Released Marriage License (for complete requirements and after 10 days publication)			Civil Registrar Office
TOTAL:			7 hours and 30 minutes	



2. RESPONSIBLE PARENTING MOVEMENT AND FAMILY PLANNING CLASS

It is a response to the directive of the President to formulate and carry out an aggressive and systematic strategy to promote Responsible Parenting and Family Planning.

Office or Division		City Population Office		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Couples of child bearing age who wants to practice birth spacing through Family Planning		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter address to Local Chief Executive thru City Population Office 2. Venue (will fit 50-100 participants) 3. Venue (will fit 10-20 participants) as we observed physical distancing 4. Provide Number of Participants (10-20) as per required by the IATF			Requesting Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter Address to LCE	1. Coordinate with Barangay Captains, Partner Agencies, NGO's	None	30 mins	Emilie D. De Castro <i>City Gov't Dept. Head I</i> Rowena R. Santiago <i>Population Program Officer II</i> Freddie R. Malayao <i>Administrative Officer III</i> Wilson S. Mallari <i>Administrative Aide IV</i>



2. Participants will gather at the assigned venue and register (fill up information and attendance sheet)	2.1 Assist participants in the registration	None	30 mins	<p>Rowena R. Santiago <i>Population Program Officer II</i></p> <p>Freddie R. Malayao <i>Administrative Officer III</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p>
	2.2 Conduct and Facilitate the lecture	None	*2 hours	<p>Emilie D. De Castro <i>City Gov't Dept. Head I</i></p> <p>Rowena R. Santiago <i>Population Program Officer II</i></p> <p>RO IV POPCOM</p>
3. Receive Certificate of Attendance/Participation	3.1 Issue Certificate of Attendance/Participation	None	5 mins	<p>Emilie D. De Castro <i>City Gov't Dept. Head I</i></p> <p>Rowena R. Santiago <i>Population Program Officer II</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p>



3. Receive Certificate of Attendance/Participation	3.2 Monitoring; Schedule home visitation and follow up	None	*1 day	Rowena R. Santiago <i>Population Program Officer II</i> Wilson S. Mallari <i>Administrative Aide IV</i>
TOTAL:			1 day, 3 hours and 5 minutes	

****Due to Covid Pandemic, we observe proper health protocol***

Time of training/workshop for the program can be extended depending on the modules needed by the participants



3. ADOLESCENT HEALTH AND YOUTH DEVELOPMENT PROGRAM

To improve and promote the total well-being (physical, mental, spiritual and social development including self-esteem) and to reduce the incidence of reproductive health problems (premarital sex, teenage pregnancies, abortion, early marriage, ST/HIV/AIDS) and other teenage problems such as gambling, alcohol and drug abuse) among the youth.

Office or Division	City Population Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	Youth between the ages 10-24 years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Venue (will fit in 10-20 participants) as we observed physical distancing (if F2F) 2. Provide identified number of participants (10-20) as per required by the IATF			Identified Schools / Principals	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request letter	1.1 Prepare request letter address to identified schools (public and private) for the conduct of the AHD activities;	None	30 mins	Emilie D. De Castro <i>City Gov't Dept. Head I</i>
	1.2 Prepare request letter address to all Barangay Captains/SK Chairman for the conduct of OSY-AHD activities in their barangays.			



2. Approved/Conforme of school Superintendent/Principal	2. Coordinate with the Heads of the identified schools (Public and Private)	None	1 day	Emilie D. De Castro <i>City Gov't Dept. Head I</i>
3. Approve letter request from the Barangay Captains/SK Chairman, Partner Agencies; other sectors of the community	3. Coordinate with the Barangay Captains/SK Chairman, Partner Agencies; other sectors of the community	None	1 day	Rowena R. Santiago <i>Population Program Officer II</i> Freddie R. Malayao <i>Administrative Officer III</i> Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i>
4. Gather the youths in the assigned venue and register (fill up information and attendance sheet)	4. Assist in the registration of attendees	None	30 mins	Rowena R. Santiago <i>Population Program Officer II</i> Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i>
5. Undergo training/workshop on the AHD Program	5. Conduct and facilitate the lecture		2 hours	Emilie D. De Castro <i>City Gov't Dept. Head I</i> Rowena R. Santiago <i>Population Program Officer II</i> RO IV POPCOM



6. Receive Certificate of Attendance/Participation	4. Assist in the registration of attendees	None	30 mins	Clari Belle S. Medrano <i>Population Program Worker II</i> Wilson S. Mallari <i>Administrative Aide IV</i> Freddie R. Malayao <i>Administrative Officer III</i>
TOTAL:			2 days, 3 hours, 5 minutes	

Note: Thru zoom meeting, if face to face transaction is not possible (will depend on the IATF protocol)

Time of training /workshop for the AHD Program can be extended depending on the modules needed by the participants.





LIST OF SERVICES

Persons with Disability Affairs Office

External Services

Page Number

Application for PWD ID

34.2 – 34.3



PERSONS WITH DISABILITY AFFAIRS OFFICE (Internal Services)

The PDAO aims to promote services to all types of PWDs 0-59 years of age and are members of the City Government of Bacoor. The program focuses on areas of disability prevention, rehabilitation and equalization of opportunities. Moreover, it is intended to enhance PWDs capacity to attain a more meaningful, productive and satisfying way of life and ultimately become self-reliant, productive and contributing members of society.



1. APPLICATION FOR PWD ID

All citizens in the City of Bacoor with disability are open for application and must meet all the requirements needed for the assessment.

Office or Division:		Persons With Disability Affairs Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Citizens in the City of Bacoor		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			PDAO Office	
Clinical Abstract			Attending Physician	
Barangay Clearance			Designated Barangay	
3pcs 1x1 ID Picture				
Assessment for qualification for Medical problem			Barangay City Health per cluster	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding PWD ID Application	1. Advise PWD or his/her caregiver to bring the application with requirements to the designated Barangay City Health Officer per cluster.	None	2 mins	Noemi Tediong Gina Abuan
2. Secure and fill up application form	2. Assist PWD or his/her caregiver in filling out form (when needed)	None	5 mins	Noemi Tediong Gina Abuan
3. Submit application form with requirements	3.1 Review submitted requirements (fully filled out form with assessment from the City Health Officer)	None	5 mins	Noemi Tediong



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Check if membership is new or renewal	None	3 mins	Melody Tubice
	3.3. Encode required data at the ID card	None	5 mins	Noemi Tediong
	3.4 Endorse ID to the City Social Welfare Development Office for countersign.	None	10 mins	Ms. Liliane DR. Ugalde, RSW
	3.5 Endorse ID to the Office of the Mayor	None	10 mins	Office of the Mayor
	3.6 Approval and signatory of the City Mayor	None	10 mins	Hon. Lani Mercado - Revilla
4. Receive Issued ID and Booklet	4. Record and Release PWD ID and Booklet	None	10 mins	Gina Abuan
	Total:	None	1 hour	



LIST OF SERVICES

Scholarship Unit

External Services

Page Number

Online Application of Scholarship for HS, SHS and Colleges

35.2 – 35.4

Processing of Budgetary Requirements

35.5

Releasing of Financial Assistance to the Qualified Students

35.6



SCHOLARSHIP UNIT

(External Services)

The Scholarship Unit thru Scholarship Program provided financial assistance for the under privileged deserving students of Junior, Senior High School and Colleges for residents of Bacoor City. We endorsed qualified and deserving students to Colleges and Universities for Educational Assistance on Semestral Basis. We envision the youth to recognize the importance of educational attainment and assures positive educational outcome, regardless of their status and economic circumstances.



1. Online Application of Scholarship for HS, SHS and COLLEGE

All students are open for application at Scholarship Program provided that they meet the qualification and required documents, as a city resident of Bacoor. Online application are posted on the City Government of Bacoor FB page.

Office or Division:	Scholarship Unit	
Classification:	Complex	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Qualified students of Bacoor	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
➤ Photocopy of Registration Card and Enrollment Receipt		School
➤ Photocopy of latest report card or class cards		School
➤ 1x1 ID picture		
➤ Barangay Certificate of Residency or Indigency		Issued by Barangay
➤ Photocopy of Birth Certificate		PSA/Local Civil Registrar
➤ Photocopy of Parent's or Student's Voter's ID, Comelec Verification or Comelec certificate		Issued by Comelec
➤ Letter of intent addressed to Mayor Lani M. Revilla		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the City Government of Bacoor FB page for the announcement of Scholarship Application for the students of Bacoor	1. Posting of Online Application for Scholarship Program in City Government of Bacoor FB Page.	None	1 day	Remedios V. Santero <i>OIC – Scholarship Unit</i>
2. Online Application based on the schedule posted in City Government of Bacoor FB Page. **Interested and qualified applicants may submit their requirements via e-mail at scholarship_bacoorcity@yahoo.com	2.1.Receive Application; Check, Screen and Review Requirements. Assessment and Evaluation to be conducted by the concerned Scholarship Personnel.	None	Depends on the volume of applications received / 1 min / student	Remedios V. Santero <i>OIC – Scholarship Unit</i> Armida S. Abellanosa <i>Scholarship Staff</i> Marilyn F. Diasanta <i>Scholarship Staff</i> Jonathan V. Dapitan <i>Scholarship Staff</i>
3. Submit online application form together with the requirements via e-mail.	3.1. Inform applicants about the status of their application through reply messages or texting	None	Depends on the number of submission of applicants/ 2 mins.	Remedios v. Santero <i>OIC – Scholarship Unit</i> Armida S. Abellanosa <i>Scholarship Staff</i> Marilyn F. Diasanta <i>Scholarship Staff</i>
	3.2. Forward the result of assessment to the Unit Head	None	1 day	Armida S. Abellanosa <i>Scholarship Staff</i>
	3.3 Encodes successful applicants name and data	None	1 day	Armida S. Abellanosa <i>Scholarship Staff</i>
	Total:	None	3 days and depends on the number of applicants	



2. PROCESSING OF BUDGETARY REQUIREMENTS

Preparing Disbursement voucher and Obligation Request for financial assistance to the qualified students under the City of Bacoor Scholarship Program.

Office or Division:	Scholarship Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Qualified Students of Bacoor City. HS, Senior High School and College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Disbursement Voucher Obligation Request 			Budget Office Accounting Office Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online application form together with the requirements via e-mail.	1. Prepare Disbursement Voucher and Obligation Request for financial assistance granted to deserving HS, SHS and College Students	None	1 min.	Armida S. Abellanos <i>Scholarship Staff</i>
	1.2. Transmit documents to City Budget Office for the approval		1 min.	Armida S. Abellanos <i>Scholarship Staff</i>
	Total:	None	2 minutes per student	



3. RELEASING OF FINANCIAL ASSISTANCE TO THE QUALIFIED STUDENTS

Financial Assistance granted to deserving High School, Senior High School and College students under the City of Bacoor Scholarship Program per School Year.

Office or Division:	Scholarship Unit			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Qualified Students of Bacoor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final Listing of Qualified Students		Scholarship Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for qualified students	1. Process financial assistance for deserving HS, SHS and College students under the City of Bacoor Scholarship Program	None	15 minutes	City Treasurer's Office
	1.2. Approval of City Mayor	None	1 day	Office of the Mayor
	Total:	None	1 day and 15 minutes	



LIST OF SERVICES

Office of the Sangguniang Panlungsod

Page Number

Mandate, Vision, Mission

36.1 – 36.2

Service Pledge

36.2 – 36.3

Internal and External Services

Issuance of Certified True Copies of Various Documents
(Resolutions/Ordinances, others)

36.4 – 36.5

Issuance of Certifications and Records

36.6

Issuance of Certified True Copies of Various Documents
(Committee Reports, Committee Minutes, Agenda, others)

36.7 – 36.8

Inclusion of Various Matters in the Weekly Agenda of
the Office of the Sangguniang Panlungsod

36.9 – 36.11

Assistance to Individuals with their Inquiries, Requests
Addressed to the Office of the Sangguniang Panlungsod.

36.12

Assist Individuals with their Requests/Complaints/Feedbacks
Addressed to the Office of the Sangguniang Panlungsod.

36.13 – 36.14

Handling of Online Feedbacks and Complaints on SP Website

36.14 – 36.15

Access to Records through SP Bacoor Website

36.16

Feedback and Complaints Mechanism

36.17



OFFICE OF THE SANGGUNIANG PANLUNGSOD

(Internal and External Services)

I. Mandate:

- a) Approve ordinances, and pass resolutions necessary for an efficient and effective city government;
- b) Review all ordinances approved by the Sangguniang Barangay and executive orders issued by the Punong Barangay to determine whether these are within the scope of the prescribed powers of the Sanggunian and of the Punong Barangay; and
- c) Perform other tasks as may be mandated by law or by ordinance.

II. Vision:

The Office of Sangguniang Panlungsod of the City of Bacoor is the legislative branch of the city's local government unit guided by the principles of decentralization and the separation of powers, which also upholds fiscal autonomy and authority to come up with local policies aimed at promoting the common good of all its constituents and endeavors to attain social justice in all phases of policy making, and commits itself to forever respect freedom and democracy in all its processes or procedures.

III. Mission:

In pursuit of this Vision, we, the Sanggunian, shall be the leading, independent, exclusive, accountable, and distinct resource of all sovereign local policies which are appropriate and necessary toward local governance, which include:

- Generating and maximizing the use of resources and revenues for the city's development plans, program objectives and priorities;
- Granting franchises and authorizing the issuance of licenses upon such conditions and for such purposes intended to promote the general welfare;
- Regulating activities relative to the use of land, buildings, and structures found within the city;
- Enacting ordinances which shall ensure the efficient and effective delivery of basic services and facilities to the people; and
- Exercising such other powers and performing such other duties and functions as may be prescribed by law or ordinance.



With an organization comprised of elected officials and civil servants, we shall readily offer total quality service through policy making, and build a community of government workers who seek positive change within the perspective of democracy, justice, and religion.

In a local government unit permeated by dynamism and diversity, we pledge to develop ourselves to become great leaders, competent professionals, scholars, researchers, and workers who will participate actively in putting forth effective local legislation for the City of Bacoor.

IV. Service Pledge:

- a) To maintain peace and order by enacting measures to prevent and suppress lawlessness, disorder, riot, violence, rebellion or sedition and impose penalties for the violation of said ordinances;
- b) To adopt measures to protect the inhabitants of the city from the harmful effects of manmade or natural disasters and calamities and to provide relief services and assistance for victims during and in the aftermath of said disasters or calamities and their return to production livelihood following said events;
- c) To enact ordinances intended to prevent, suppress and impose appropriate penalties for habitual drunkenness in public places, vagrancy, mendicancy, prostitution, establishment and maintenance of houses of ill-repute, gambling and other prohibited games of chance, fraudulent devices and ways to obtain money or property, drug addiction, maintenance of drug dens. Drug Pushing, juvenile delinquency, the printing, distribution or exhibition of obscene or pornographic materials or publications and such other activities inimical to the welfare and morals of the inhabitants of the city;
- d). To protect the environment and impose appropriate penalties for acts which endanger the environment, such as dynamite fishing and other forms of destructive fishing, illegal logging and smuggling of logs. Smuggling of natural resources products and of endangered species of floral and fauna, slash and burn farming, and such other activities which result in pollution, acceleration of eutrophication of rivers and lakes, or of ecological imbalance;
- d) To provide a mechanism and the appropriate funds therefore, to ensure the safety and protection of all city government property, public documents or records such as those relating to property inventory, land ownership, records of births, and such other records and documents of public interest in the offices and departments of the city government;



- e) To provide for legal assistance to barangay officials who, in the performance of their official duties or in the occasion thereof, have to initiate judicial proceedings or defend themselves against legal action;
- f) To generate and maximize the use of resources and revenue for the development of plans, programs, objectives and priorities of the city as provided for under Section 18 of the Code with particular attention to agro-industrial development and countryside growth and progress;
- g) To approve the annual and supplemental budgets of the city government and appropriate funds for other purposes not contrary to law, in order to promote the general welfare of the city and its inhabitants;
- i.) To prescribe reasonable limits and restraints on the use of property within the jurisdiction of the city;
- j) To adopt a comprehensive land use plan of the city: provided, That the formulation, adoption, or modification of said plan shall be in coordination with the approved provincial comprehensive land use plan;
- k) To regulate activities relative to the use of land, buildings and structures within the city in order to promote the general welfare of the public;
- l) To approve ordinances which shall ensure the efficient and effective delivery of the basic services and facilities;
- m) To provide for an efficient and effective system of solid waste and garbage collection and disposal and prohibit littering and the placing or throwing of garbage, refuse and other filth and wastes; and
- n) To approve measures and adopt quarantine regulations to prevent the introduction and spread of diseases.



1. ISSUANCE OF CERTIFIED TRUE COPIES OF VARIOUS DOCUMENTS

Client requests for copies duly signed by the Members of the Council for various purposes

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Filled-up request form Letter of requesting client or agency. Other supporting documents, if necessary. 			Sangguniang Panlungsod of Bacoor From client/agency's documents	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client's letter of request for Certified True Copies of documents such as resolutions, ordinances, committee reports, agenda/minutes and other documents to the receiving/reception staff.	1.1 Reception Staff gives request form to client and makes initial assessment on the request of the client.	None	1 minute	Mark Maliksi Raymond Felizardo Thelma Ramos <i>Clerk</i> <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2 Reception Staff forwards the request to the SF Secretariat	None	1 minute	Mark Maliksi Raymond Felizardo Thelma Ramos <i>Clerk</i> <i>Sangguniang Panlungsod Staff on duty during the day.</i>



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews documents from Records Section and Sanggunian Information Systems Records and review and proof read the documents	None	2 to 4 minutes	Wally Gonzales <i>Computer Programmer II</i> Ma. Cristina Malawig <i>Admin. Officer V</i> Maricris Leynes <i>Admin. Asst. IV</i> Shiela Lazo <i>Supervising Admin. Officer</i>
	1.4 Payment of fees for documents if necessary	P 100.00	Depends on the number of clients being served by the Treasurer's Office	Treasurer's Office
	1.5 SP Secretariat prepares the document for release with authority of the SP Secretary and with signature	None	2-4 minutes	Rachel Alagar <i>Admin. Officer III</i> Cristina Malawig <i>Admin. Officer V</i> Maricris Leynes <i>Bookbinder IV</i> Atty. Khalid Atega Jr. <i>SP Secretary</i> Shiela Lazo <i>Supervising Admin. Officer</i> Rachel Alagar <i>Admin. Officer III</i>
2.Client receives the requested certified true copy of document needed.	2. SP Secretariat releases the Certified True Copy to the requesting client.	None	1 minute	Sherrilyn Cardenas <i>Bookbinder IV</i> Lyn Ainza <i>Clerk</i> Rachel Alagar <i>Admin. Officer III</i>
	TOTAL	P100.00	10 minutes	



2. ISSUANCE OF CERTIFICATIONS AND RECORDS

Securing copies of records such as Notice of Approval, Certifications, and others for various purposes.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Filled-up request form Letter of requesting client or agency. Other supporting documents, if necessary. 			Office of the Sangguniang Panlungsod	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for Certification	1.1 Prepare document as requested based on official record as approved by the Council, the Vice-Mayor and the SP Secretary.	None	6 minutes	Marissa Ignacio <i>Admin. Officer III</i>
-Certificate of Approval				Rufithar Sarreal <i>Admin.Asst. III</i>
-Notice of Approval				
-other types of certifications	1.2. Sign Certification	None	1 minute	Atty. Khalid Atega Jr. <i>SP Secretary</i> Shiela Lazo <i>Supervising Administrative Officer</i>
2.Client receives signed certification	2. SP Secretariat releases the signed certification	None	1 minute	Sherrilyn Cardenas <i>Bookbinder IV</i> Lyn Ainza <i>Clerk</i>
	Total:	None	12 minutes	



3. ISSUANCE OF CERTIFIED TRUE COPIES OF VARIOUS DOCUMENTS

Client requests for copies of committee reports/committee minutes.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Filled-up request form Letter of requesting client or agency. Other supporting documents, if necessary. 			Sangguniang Panlungsod of Bacoor From client/agency's documents	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request for Certified True Copies of committee reports, agenda/minutes and other documents to the receiving/reception staff.	1.1 Reception Staff gives request form to client makes initial assessment on the request of the client.	None	1 minute	Mark Maliksi Raymond Felizardo Thelma Ramos <i>Clerk</i> <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2 Reception Staff forwards the request to the SF Secretariat	None	1 minute	Mark Maliksi Raymond Felizardo Thelma Ramos <i>Clerk</i> <i>Sangguniang Panlungsod Staff on duty during the day.</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reviews documents from Records Section and Sanggunian Information Systems Records and proof read the documents	None	2-4 minutes	Wally Gonzales <i>Computer Programmer II</i> Ma. Cristina Malawig <i>Admin. Officer V</i> Maricris Leynes <i>Admin. Asst. IV</i> Shiela Lazo <i>Supervising Admin. Officer</i>
	1.6 Payment of fees for documents if necessary	P 100.00	Depends on the number of clients being served by the Treasurer's Office	Treasurer's Office
	1.7 SP Secretariat prepares the document for release with authority of the SP Secretary and with signature.	None	2-3 minutes	Rachel Alagar <i>Admin. Officer III</i> Cristina Malawig <i>Admin. Officer V</i> Maricris Leynes <i>Admin. Asst. IV</i> Atty. Khalid Atega Jr <i>SP Secretary</i> Shiela Lazo <i>Supervising Admin. Officer</i> Rachel Alagar <i>Admin. Officer III</i>
2.Client receives the requested certified true copy of document needed.	2. SP Secretariat releases the Certified True Copy to the requesting client.	None	1 minute	Sherrilyn Cardenas <i>Admin. Asst. IV</i> Lyn Ainza <i>Clerk</i> Rachel Alagar <i>Admin. Officer III</i>
	Total:	P 100.00	10 minutes	



4. INCLUSION OF VARIOUS MATTERS IN THE WEEKLY AGENDA OF THE SANGGUNIANG PANLUNGSOD

Client requests for action of the Members of the Sanggunian for various purposes.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of requesting client or agency. Other supporting documents, if necessary for inclusion in the agenda or next order of business 			Sangguniang Panlungsod of Bacoor	
			From client/agency's documents	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inclusion of various matters in the weekly agenda	1.1 Staff receives and reviews the document/letter of request for inclusion in the agenda	None	2 minutes	Rachel Alagar <i>Admin. Officer II</i> Sherrilyn Cardenas <i>Admin. Asst. IV</i> Sangguniang Panlungsod Staff on duty during the day.
	1.3 Secretariat prepare and scan attachments	None	5 to 8 minutes	Maricris Leynes <i>Admin. Asst. IV</i> Wally Gonzales <i>Computer Programmer II</i>
	1.4 The SP Secretariat drafts agenda to	None	40 minutes	Shiela Lazo <i>Supervising Admin. Officer</i>



	include the documents supporting the request			Marissa Ignacio <i>Admin. Officer III</i>
	1.5 Review and proof read the correctness of the prepared agenda	None	5 minutes	Atty. Khalid A. Atega Jr. <i>SP Secretary</i> Shiela Lazo <i>Supervising Admin. Officer</i>
	1.6 Approval of Agenda	None	5 minutes	Hon. Catherine Evaristo <i>City Vice-Mayor</i> Atty. Khalid A. Atega Jr. <i>SP Secretary</i>
	1.7 Printing of Agenda	None	3 to 5 minutes	Shiela Lazo <i>Supervising Admin. Officer</i> Marissa Ignacio <i>Admin. Officer III</i>
	1.8 Signing of Agenda.	None	1 minute	Hon. Catherine Evaristo <i>City Vice-Mayor</i>
2. Uploading of files	2.1 Conversion of agenda to PDF	None	10 minutes	Maricris Leynes <i>Admin. Asst. IV</i>
	2.2 Uploading of agenda in tablets, laptops and sending them to emails of the members of the council and their staff.	None	2 minutes	Maricris Leynes <i>Admin. Asst. IV</i>
3. Various matters included in the agenda shall be taken up in the next session.	3.1 All matters shall be taken up on the First Reading and shall be referred to the proper committee.	None	1 to 2 hours	SP Council



	3.2 Subjects referred to the proper committee shall conduct committee hearings	None	2 to 3 days	Committee-in-Charge
	3.3 Subjects shall be approved or disapproved depending on the action/recommendation of the committee and on the results of votes on the next session.	None	3 to 5 days	SP Council
	3.4 SP Council shall issue a resolution on the decision made on the subject.	None	20 minutes	SP Secretariat Atty. Khalid Atega Jr. <i>SP Secretary</i>
	3.5 Council Members shall sign the resolution upon receipt of print out	None	10 minutes	Digital Signatures of Councilors will appear with their authorization.
	3.6 Resolution will be sent to the Office of the City Mayor for signature but will still need the counter signature of the City Legal Office.	None	(2 to 3 days)	Hon. Lani Revilla <i>City Mayor</i> Atty. Bernadette Carrasco <i>City Legal Officer</i>
4. Client receives resolution or a letter regarding the matter	4. Upon receipt from the Office of the Mayor, SP Secretariat sends the copies of resolution to the Client.	None	2 minutes	<i>Rufithar Sarreal Admin. Asst. III</i>
	Total	None	8 days, 2 hours and 5 minutes	



5. ASSIST INDIVIDUALS WITH THEIR INQUIRIES, REQUESTS ADDRESSED TO THE OFFICE OF THE SANGGUNIAN PANLUNGSOD.

Client requests for action on their inquiries, requests and complaints.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Letter of requesting client or agency. Other supporting documents, if necessary for inclusion in the agenda or next order of business 	
WHERE TO SECURE	
Sangguniang Panlungsod of Bacoor From client/agency's documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guests / visitor fills up visitor's slip or logbook	1.1 Screen and interview to know the purpose of coming to the office	None	3 minutes	<i>Public Assistance and Complaint Desk Staff Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2 Receive and identify the nature of the documents submitted such as invitations/solicitations/inquiries to be forwarded to the SP Secretariat if needed to be included in the weekly agenda	None	2 minutes	Miriam Banas Sherilyn Cardenas Mylynn Ambat Janice Maybelle Gayeta Lynn Ainza <i>Sangguniang Panlungsod Staff on duty during the day</i>
	1.3 Releasing of the requested documents/ Disapproval of request	None	2 minutes	Sherrilyn Cardenas <i>Admin. Asst. IV</i> Lyn Ainza <i>Clerk</i> Rachel Alagar <i>Admin. Officer III</i>
	Total:	None	7 minutes	



6. ASSIST INDIVIDUALS WITH THEIR REQUESTS/COMPLAINTS/FEEDBACKS ADDRESSED TO THE OFFICE OF THE SANGGUNIANG PANLUNGSOD.

Client requests for action on their requests/complaints/feedbacks.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Complex			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of requesting client or agency. Other supporting documents, if necessary for inclusion in the agenda or next order of business 			Sangguniang Panlungsod of Bacoor From client/agency's documents	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Client Feedback form and put it in the box available at the reception area or they can call the hotline number 481-4100 loc. 320/310.	1.1 Every Friday, the Public Assistance and Feedback/ Complaints Desk Staff opens the drop box and compiles and records the complaints, and all feed backs submitted.	None	3 to 5 minutes	<i>Public Assistance and Complaint Desk Staff</i> <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2 Feedback requiring answers are forwarded to the SP Secretary/ Supervising Admin. Officer who will act on the com-plaint.	None	3 minutes	Miriam Banas Sherillyn Cardenas Mylynn Ambat Janice Maybelle Gayeta Lynn Ainza <i>Sangguniang Panlungsod Staff on duty during the day</i>



	1.3 The answer of the office is then relayed and sent to the client.	None	within the day	Sherrilyn Cardenas <i>Admin. Asst. IV</i> Lyn Ainza <i>Clerk</i> Rachel Alagar <i>Admin. Officer III</i>
	Total:	None	within the day	

7. ACCESS TO WEBSITE FOR SENDING OF FEEDBACKS AND COMPLAINTS VIA ONLINE

Respond to feedbacks and complaints via online through SP Website.

(www.bacoorcitersp.com)

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Visit SP Website through www.bacoorcitersp.com 			www.bacoorcitersp.com	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client visits website for feebacks and filing of com-Plaints.	1. Every day, all feedbacks posted at the SP website are reviewed	None	2 to 3 minutes	Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr <i>SP Secretary</i>
2. Clients may post feedbacks on the official SP website (www.bacoorcitersp.com) by clicking the "MAY REKLAMO?"	2.1 Complaints filed online that pertain to offices directly under the Office of the Mayor are	None	3 to 5 minutes	Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr <i>SP Secretary</i>



portal and filling up the digital complaints form found therein.	referred to the appropriate city government offices/officials within the same business day as the complaint was posted.			Shiela Lazo <i>Supervising Admin. Officer</i>
	2.2 Complaints against elected barangay officials, SP/OVM personnel, or city government personnel are referred to the SP for appropriate action.	None	Same day	Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr. <i>SP Secretary</i> Shiela Lazo <i>Supervising Admin. Officer</i>
	2.1 Questions are answered within the same working day as they were filed, if possible.	None	Same day	Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr. <i>SP Secretary</i> Shiela Lazo <i>Supervising Admin. Officer</i>
	Total:	None	Same day	



8. ACCESS TO WEBSITE FOR RECORDS VIA ONLINE

Securing copies of records and other pertinent details for various purposes.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Visit SP website (www.bacoorcitysp.com) 			www.bacoorcitysp.com	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client visits website for: -Downloading Online of Copies of Approved Ordinances/ Resolutions -Access to Schedule of Online Sessions/Hearings -Attendance in Online Hearings -Others.	1.1. Every day, SP website is available for access and client may download swiftly all available data they need from the SP Website. 1.2 Questions are answered within the same working day if there is any or if needed	None None	2 to 3 minutes Same day	Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr. <i>SP Secretary</i> Mr. Wally Gonzales <i>Computer Programmer II</i> Atty. Khalid Atega Jr. <i>SP Secretary</i>
	Total:	None	Same day	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Client fills up the Client Feedback form and put it in the box available at the reception area or they can call the hotline number (046) 481-4100 loc. 320/310.</p> <p>Clients may also post feedbacks on the official SP website (www.bacoorcitysp.com) by clicking the “MAY REKLAMO?” portal and filling up the digital complaints form found therein.</p>
How feedbacks are processed	<p>Every Friday, the Public Assistance and Feedback/Complaints Desk Staff opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the SP Secretary/Supervising Admin. Officer who will act on the feedback. The answer of the office is then relayed to the citizen.</p> <p>Every day, all feedbacks posted at the SP website are reviewed by Mr. Wally Gonzales (Computer Programmer II) and by Atty. Khalid Atega Jr. (SP Secretary). Questions are answered within the same working day as they were filed, if possible.</p>
How to file a complaint	<p>Client submits complaint letter and put it in the box available at the reception area or they can call hotline number 481-4100 loc. 320/310.</p> <p>Complaints may also be filed online through the official SP website (www.bacoorcitysp.com) by clicking the “MAY REKLAMO?” portal and filling up the digital complaints form found therein.</p>
How complaints are processed	<p>Every Friday, the Public Assistance and Complaints Desk Staff opens the drop box and compiles and records all complaints submitted. Feedback requiring answers are forwarded to the SP Secretary/Supervising Admin. Officer who will act on the feedback. The answer of the office is then relayed to the citizen.</p> <p>Complaints filed online that pertain to offices directly under the Office of the Mayor are referred to the appropriate city government offices/officials within the same business day as the complaint was posted. Complaints against elected barangay officials, SP/OVM personnel, or city government personnel are referred to the SP for appropriate action.</p>



LIST OF SERVICES

Sports Unit

External Services

Page Number

Provision of City Referees Services	37.2
Provision of Unity Band Services	37.3
Issuances of Trophies, Medals and Sports Equipments	37.4
Conduct of Sports Programs in Barangays	37.5
Accommodation of Sports Events	37.6 – 37.7

Internal and External Services

Use of STRIKE Fitness Center	37.8
Conduct of Sports Events (Public and Private)	37.9



SPORTS UNIT

(Internal and External Services)

The Sports Unit Office under the Office of the Mayor is primarily responsible in the development of the sports programs of the City Government and implementation of prestigious sports tournament in the local community as well as in the Province of Cavite.

In view of the existing pandemic situation, the Sports Office, under a new normal , imposes compliance with IATF health protocols, contact tracing, temperature reading, use of face shields and face masks in the use of sports facilities like the Gymnasium (30% attendance) and the Fitness Center.



1 .PROVISION OF CITY REFEREES SERVICES

The city government provide free referee services to the local community.

Office or Division		Sports Unit		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who May Avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay of client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Randall Toledo/Cecilia Almoró
	1.2. Scheduling of city referees assignment	None	5 minutes	Noel Sabino
	1.3 Approval of referees assignment	None	3 minutes	Sidney Solis
	Total:	None	1 day 13 minutes	



2. PROVISION OF UNITY BAND SERVICES

The city government provide free Unity Band services to the local community in various social events like baptism, wedding, funeral march, events launching and the like.

Office or Division		Sports Unit		
Classification		Simple		
Type of transaction		Government to Citizen		
Who may avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay of client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Randall Toledo/Cecilia Almoro
	1.2. Scheduling of Unity Band Services	None	5 minutes	Cecilia Almoro Randall Toledo Sidney Solis
	1.3. Conduct of Unity Band Services	None	5 minutes	Avelino Mendoza
	Total:	None	1 day 15 minutes	



3. ISSUANCES OF TROPHIES, MEDALS AND SPORTS EQUIPMENTS

The City Government as facilitated by the Sports Unit usually gives free trophies, medals and sports equipment to barangays, HOAS and other clients. This has been a practice since then and has indeed fortified the sports programs implementation of the city government.

Office or Division		Sports Unit		
Classification		Simple		
Type of transaction		Government to Citizen		
Who may avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay of client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
	1.1. Receipt of approved request letter	None	3 minutes	Randall Toledo/ Cecilia Almoro
	1.2. Issuances of items requested	None	3 minutes	Randall Toledo
	1.3. Approval of items requested	None	3 minutes	Sidney Solis
	Total:	None	1 day 9 minutes	



4. CONDUCT OF SPORTS PROGRAMS IN BARANGAYS

Annually, the Sports Office implements its sports programs , basketball and volleyball, at most in 73 barangays of the city government.

Office or Division	City Sports Unit Office			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who May Avail	City residents (barangays)			
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor			Client	
2. Barangay clearance of client			Barangay of client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
2	1.1. Receipt of approved request letter	None	3 minutes	Cecilia Almoro Randall Toledo
3	1.2. Scheduling of barangays sports activities	None	5 minutes	Sidney Solis Cecilia Almoro
4	1.3. Conduct of sports events	None	5 minutes	Sidney Solis/Cecilia Almoro
	Total:	None	1 day 13 minutes	



5. ACCOMODATION OF SPORTS EVENTS IN STRIKE GYM

The Sports Office usually accepts use of Gym Facilities by private sector. Fees are collected to cover up maintenance costs, electricity and water.

Office or Division		Sports Unit		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who May Avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay of client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Randall Toledo/Cecilia Almoro
	1.2. Scheduling of events in STRIKE Gym	None	5 minutes	Cecilia Almoro/Sidney Solis
	1.3. Issuance of payment form for rental of gym facilities	None	5 minutes	Cecilia Almoro



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client pays certain fees for the rental of gym facilities	2. Receives payment for the rental of gym facilities	<p>Php10,000.00 for Sports event, 4 hour usage with aircon</p> <p>Php 5,000.00 for sports events, 4 hours , no aircon</p> <p>Php 16,000.00 for social events, 4 hours with aircon</p> <p>Php 8,000.00 for social events without aircon</p>	15 minutes	Treasury Department
	Total:	Php 5,000,00 to 16,000.00 depending on use or non-use of aircon	1 day 30 minutes	



6. USE OF STRIKE FITNESS CENTER

STRIKE Fitness Center can be used as per schedule by sports enthusiasts. There is a schedule of usage of the fitness facility. The schedule of Fitness Center is from Monday to Saturday, 8am to 8pm. City employees can avail of free usage whereas private individuals pay Php 50 per day of usage.

Office or Division		City Sports Unit Office		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who May Avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay of Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in use of Fitness Center	1. Assist client upon registration	None	3 minutes	Jonathan Cabahit
2. Use of Fitness Center	2. Assist client in using the fitness center equipments	City employees and SBR free Private individuals pay Php 50 per day	1-2 hours approx.	Jonathan Cabahit
	Total:	Php 50 per day for private individual	2 hours and 3 minutes	



7. CONDUCT OF SPORTS EVENTS

The STRIKE gym can be used as scheduled for various social events

Office or Division		City Sports Unit Office		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who May Avail		City residents (barangays)		
Checklist of Requirements			Where to Secure	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved request on the use of Strike Gym	1. Receive approved request on use of Gym	None	3 minutes	Cecilia Almoró
2. Use of Strike Gym	2. Assistance on the use of Strike Gym	None	As scheduled	Sidney Solis/Cecilia Almoró
	Total	None	As scheduled	



LIST OF SERVICES

Office of the City Mayor – Tourism Operations

Internal and External Services	Page Number
Provision of Tourism and Historical Data	38.2
Delivery of Tour Guiding Services	38.3
Utilization of Local Parks and Cultural Properties	38.4
List of Fees	38.5
Implementation of Special Program for the Arts	38.6
Distribution of Tourism and Cultural Materials	38.7
Assistance on DOT Accreditation	38.8



OFFICE OF THE CITY MAYOR

TOURISM OPERATIONS

(Internal and External Services)

The Tourism Operations Unit of the Office of the City Mayor provides the public with access to local tourism and historical data, tour guiding services, and assistance on Department of Tourism (DOT) Accreditation applications. It is also mandated to organize programs, activities, projects, and events related to tourism-building as well as maintain local government-owned recreational parks and cultural properties. Furthermore, this office handles the City of Bacoor Special Program for the Arts (SPA), a program designed for local elementary and high school students who want to enhance their skills in performing arts. In addition, this office manages the Tourism Information and Assistance Center, the front office of Tourism Operations Unit that serves as the receiving area for visitors and guests requesting assistance and services on local tourism and cultural activities. This office also promotes historical tourism through free distribution of tourism brochures and magazines, historical books, and other related print materials.



1. PROVISION OF TOURISM AND HISTORICAL DATA

Tourism and historical data such as tourist arrivals record, local cultural properties information, interviews related to local tourism and cultural sectors, public records, and other related documents.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Non Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; <p>Other supporting documents, if necessary.</p>			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	10 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Provide tourism and historical data	None	*** Depends on the nature and volume of requests received	Gabriel Mark B. Martinez <i>Tourism Operations Officer I</i> Melvin A. Miranda <i>Tourism Staff</i>
	Total:	None	***45 minutes	



2. DELIVERY OF TOUR GUIDING SERVICES ***

Bacoor Tourism circuits consist of two or more tourism attraction sites located closely enough that they can be grouped together for a visit, development, and/or marketing purposes depending on the needs and objectives of visitors.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Non Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; Other supporting documents, if necessary. 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	10 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Provide tour guiding services	None	*** Depends on the number of places to be visited	Karen Joy F. Torres <i>Administrative Assistant II</i> Carlito E. Ungos Jr. Reden C. Tumala <i>Tourism Staff</i>
	Total:	None	***1.5 hours	

*** Due to the ongoing global health crisis brought by COVID-19, this service may be delivered in accordance with the alert level system guidelines and health and safety protocols set by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases.



3. UTILIZATION OF LOCAL PARKS AND CULTURAL PROPERTIES ***

Local government-managed recreational parks and cultural properties may be utilized by the public as long as it is coordinated with the office. According to Republic Act No. 10066, "cultural property" shall refer to all products of human creativity by which a people and a nation reveal their identity, including churches, mosques and other places of religious worship, schools and natural history specimens and sites, whether public or privately-owned, movable or immovable, and tangible or intangible.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Non Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; Proof of Payment / Official Receipt (for Bacoor Eco-Park only) Other supporting documents, if necessary. 			Client Bacoor Eco-Park Admin Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	10 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Utilize local park and cultural properties	Varies	***Depends on the request	Ronaldo J. Angeles Mery Joy Carpeso Mark Joseph G. Jalandoni Ma. Teresa R. Nartea Froilan Nazario Jr. Ronald B. Ocampo Lordan E. Pagnanawon Larry M. Quina Danilo B. Sedrome Jesus I. Trinidad Jr. <i>Tourism Staff</i>



	Total:	Please see attache d list of fees	***45 minutes	
--	---------------	--	----------------------	--

*** Due to the ongoing global health crisis brought by COVID-19, this service may be delivered in accordance with the alert level system guidelines and health and safety protocols set by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases.

LIST OF FEES

BACoor ECO-PARK

		Service Fees
Basketball Court	Hourly rental without electricity	P 100.00
	Hourly rental with electricity	P 200.00
Gazebo	Rental for four hours	P 3,500.00
	Excess of every hour	P 250.00
Stalls	Monthly rental	P 1,000.00
	Monthly water supply	P 1,000.00
	Monthly power supply	P 23.00 per kwh



4. IMPLEMENTATION OF SPECIAL PROGRAM FOR THE ARTS

City of Bacoor Special Program for the Arts is a culture and arts program launched in 2017 designed to educate young members of the community of their strong musical heritage. It is where Bacooreño students can flourish and sharpen their innate skills in creativity and artistry.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Non Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; <p>Other supporting documents, if necessary.</p>			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	10 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Settle engagement of Special Program for the Arts scholars	None	10 minutes	Surelan Jay A. Coquilla Brian Michael A. Gorospe Bernard Dominic A. Martin Lamberto M. Galvez <i>Tourism Staff</i>
	Total:	None	20 minutes	



5. DISTRIBUTION OF TOURISM AND CULTURAL MATERIALS

Individuals may request tourism and cultural materials such as brochures, fliers, magazines, books, newspapers, leaflets, journals, and other consumable items for free.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Non Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; <p>Other supporting documents, if necessary.</p>			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	5 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Distribute tourism and cultural materials	None	5 minutes	Cyrus B. Acosta Jesben P. Lansangan Susan G. Reyes Carlos Tamayo <i>Tourism Staff</i>
Total:		None	10 minutes	



6. ASSISTANCE ON DOT ACCREDITATION

DOT Accreditation is a Certification issued by the Department of Tourism (DOT) to a tourism enterprise that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services. It is mandatory for all primary tourism-related establishments to secure DOT Accreditation before commencing operations.

Office or Division:		Office of the City Mayor - Tourism Operations		
Classification:		Simple		
Type of Transaction:		Business		
Who may avail:		Interested Individuals		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written request addressed to the City Mayor specifying the intent to acquire service; <p>Other supporting documents, if necessary.</p>			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	5 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
2. Wait for the approval of request	2. Provide assistance on DOT Accreditation	None	15 minutes	Virgie B. Ramos Robert V. Ferma Edward Ely M. Ignacio <i>Tourism Staff</i>
	Total:	None	20 minutes	



LIST OF SERVICES

Office of the City Treasurer

External Services	Page Number
Real Property Tax (RPT)	39.2 – 39.3
Business Tax	39.4 – 39.5
Community Tax Certificate (CTC)	39.6
Transfer Tax	39.7 – 39.8
Miscellaneous Payments	39.9
Tax Clearance	39.10
Issuance of Checks	39.11
Issuance of Accountable Forms 51 and Form 16	39.12
 Internal Services	
Disbursement of Salaries and Allowances	39.13



OFFICE OF THE CITY TREASURER

(Internal and External Services)

The Office of the City Treasurer performs to collect all monies accruing to the City Government and disburse funds in accordance with the existing laws and regulations. CTO objects to establish systematic method regarding the collections of Real Property Tax (RPT), Community Tax Certificate (CTC), Business Tax and other related Miscellaneous Taxes. Further, Treasury Office exercise proper management of funds and extend satisfactory service to the public.



1. REAL PROPERTY TAX

This tax shall be imposed upon all real properties including, but not limited to lands, buildings, machineries and other improvements located in the City of Bacoor.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Real Property Tax Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Declarations		Office of the City Assessor		
2. Latest Official Receipts		Last payment made by the tax payers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Walk-in taxpayers may request for Statement of Account (SOA)	1.1. Print Statement of Account (SOA).	None	2 minutes	Elisa M. Gregorio
1.2. Taxpayers may also create and register user account at boss.bacoor.gov.ph	1.2. CTO staff receives and reviews the Tax Declaration/ latest Official Receipt			Alexander Alexis F.Cabias Ricky De Rosas Rachel Alba Rachel Ann Rodriguez Evelyn Abao Jenifer B. Maluto Bill Chester D. Asas
1.3. Enroll the property to be paid.				Rogelio L. Pagara Agnes Jaminal Emily Solidum` Rona Grace G. Torrijos
1.4. Print online appointment/ schedule of payment.				Patricia Mae Antenor Aichiel Angelica Medina Maria Abigail Sarzaba James Christopher Castro



2.Verification of payments	2. Verifies the Official Receipt/ Statement of Account in the Abstract of RPT, One Doc. And/or RPTAR.	None	5 minutes	Elisa M. Gregorio Alexander Alexis F. Cabias Ricky De Rosas Rachel Alba Rachel Ann Rodriguez Agnes Jaminial Emily Solidum Evelyn Abao Jenifer B. Maluto Bill Chester D. Asas Rogelio L. Pagara Rona Grace G. Torrijos Patricia Mae Antenor
3.Gives the corresponding amount as payment	3. Receives the corresponding amount as payment and issues Official Receipt	Fair Market Value (FMV) x Assessed Level (AL)= Assessed Value (AV) x 2% (1% Basic + 1% SEF) = RPT SHT=0.5% of AV (for more than 50,000 AV on Land) EPSF per year – P360.00 Penalty – 2% per month; maximum of 72%	6 to 8 minutes	Elisa M. Gregorio Alexander Alexis F.Cabias Ricky De Rosas Rachel Alba Rachel Ann Rodriguez Agnes Jaminial Emily Solidum Evelyn Abao Jenifer B. Maluto Bill Chester D. Asas Rogelio L. Pagara Rona Grace G. Torrijos Patricia Mae Antenor
Total processing time:			5 minutes	



2. BUSINESS TAX

Business Taxes are those imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment/ Assessment Form		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Request Order of Payment/ Assessment Form	1. Assess and Approves Business Tax for Renewal and Issue Order of Payment/ Assessment Form based on the attachment submitted by the taxpayer.	None	5 minutes	Ailyn F. Inocentes
1.2. Taxpayers may also create and register user account at boss.bacoor.gov.ph				Normalyn T. Lim
1.3. Enroll the business establishment subject for approval CTO				Luz M. Tortona
				Mikee Rose De Leon
				Leilani Ocampo
				Ruel M. Pilapil
				Dennis Ordoñez
				Bernalynne G. Limon
				Gianna Maree Padua
				Rona Grace G. Torrijos
			5 minutes	Maria Abigail Sarzaba
				James Christopher Castro



for RENEWAL.	Business Permit for Renewal.			
1.4 Generates Statement of Account for payment	1. Issues Order of Payment/Asse ssment Form based on the attachment submitted by the taxpayer		2 minutes	
2. Gives the corresponding amount as payment	2. Receives the corresponding amount and issues Official Receipt		3 minutes	AilynF.Inocentes Normalyn T. Lim Luz M.Tortona Mikee Rose De Leon Leilani Ocampo Ruel M. Pilapil Dennis Ordoñez Bernalynne G. Limon Gianna Maree Padua Rona Grace G. Torrijos
Total processing time:			10 minutes	



3. COMMUNITY TAX CERTIFICATE (CTC)

Cities or municipalities may levy a community tax in lieu of the former residence tax.

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's personal information: Name Address Birthdate and Birthplace Gender Nationality Gross Annual Income		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of form as required in Community Tax Certificate	1. Computes the amount based on Gross Annual Income and encodes the information in the system	None	2 minutes	Maria Dela F. Cruz Allen Balquin
2. Gives the corresponding amount as payment	2. Receives payment and issues the Community Tax Certificate	Individual Income ÷ 1000 + P10.00 (Basic) Penalty- 6% for the month of March and additional 2% per month thereafter.	1 minute	Maria Dela F. Cruz Allen Balquin
Total processing time:		3 minutes		



4. TRANSFER TAX

This tax shall be imposed on the sale, donation, barter or any other mode of transferring ownership or title of real property at the rate of fifty percent (50%) of one (1%) of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial or the current zonal valuation prescribed by the Bureau of Internal Revenue, whichever is higher.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue (BIR)		
2. Photocopy of Deed of Sale/ Extra Judicial Affidavit/ Document of any Mode of Transfer				
3. Transfer Certificate of Title		Registry of Deeds (RD)		
4. Tax Declaration		Office of the City Assessor		
5. Tax Clearance		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents for assessment and verification.	1. Assess and verifies the information in the documents submitted. 1.2. Issues Transfer Tax and Situs Tax assessment if applicable. 1.3. Prepares Certification of Transfer Tax	None	4 minutes	Rosandy E. De Leon Dominic Ramil H. Carolino Romil Grava
2. Gives corresponding amount	2. Receives payment and issues Transfer Tax Receipt	Please refer to amount and computations below:	2 minutes	Rosandy E. De Leon



as payment		<p>Tax Base=Zonal Value/Market Value/Selling Price (whichever is higher)</p> <p>0.005 (½ of 1%) = Tax Base</p> <p>Mode of Transfer – 60 days upon notary date of the Deed of Sale and/ or from the Date of Death (for Extrajudicial)</p> <p>Penalty- 25% + 2% additional surcharge after 60 days; maximum of 72%</p> <p>Situs Tax- 70% of the Selling Price</p> <p>Processing Fee – P100.00</p> <p>Certification Fee - P150.00</p>		<p>Dominic Ramil H.Carolino</p> <p>Romil Grava</p>
Total Processing Time:			6 minutes	



5. MISCELLANEOUS PAYMENT

Payment of other local taxes, fees and other regulatory fees payable to the City Government of Bacoor.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment from various offices		Various offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Order of Payment from various offices to the assigned Cahier/ Collector	1. Encodes the information in the system from the Order of Payment	None	2 minutes	Ailyn F. Inocentes LeoniloA. Fabian CristyB. Garcia Emilia T. Tonding Herald C. Gamatan John Patrick B. Toledo Jean Rose Padela Garry Louie Giron Cheryl Figueras
2.Gives the corresponding amount as payment	Receives payment and issues the Official Receipt	Corresponding amount from various offices	1 minute	Ailyn F. Inocentes LeoniloA. Fabian CristyB. Garcia Emilia T. Tonding Herald C. Gamatan John Patrick B. Toledo Jean Rose Padela Garry Louie Giron Cheryl Figueras
Total Processing Time:			3 minutes	



6. TAX CLEARANCE

Tax Clearance is being issued to certify that a property is already paid.

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of latest Real Property Tax Receipt		Last payment made by the Tax Payer		
2. Tax Declaration if RPT OR is not available		City Assessor's Office		
3. Identification Card of the declared owner of the property.		Declared Owner of the property		
4. Authorization letter from the declared owner and photocopy of his/her ID and his/her authorized person, if the declared owner would not be able to appear before this office.		Declared Owner of the property		
5. Notarized Deed of Sale or any mode of Transfer, if the property is not yet under the name of the new owner		Notary Public		
6. Death Certificate, if the declared owner is already deceased.		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all required documents	1.1. Assess and verify all the documents submitted. 1.2. Verify the payments of the Tax Payer from date of effectivity of assessment until the current year	None	8 to 10 minutes	Roselyn A. Nervida Remia E. Adadzeh Ma. Florentina D. Cargullo
2. Gives the corresponding amount as payment	Receives payment and issues Official Receipt and Tax Clearance	Security Seal – P50.00 Verification Fee – P20.00	2 minutes	Roselyn A. Nervida Remia E. Adadzeh Ma. Florentina D. Cargullo



		Tax Clearance – P50.00		
Total processing time:			12 minutes	

7. ISSUANCE OF CHECKS

Check is being issued as payment to different Contractors/Suppliers, Bills, Transfer of Funds.

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Various Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		City Accounting Office		
2. Official Receipt		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher	1.1. Receives and reviews the disbursement voucher from the City Accounting Office	None	1 minute	Ria Lyn L. Colorado Lourdes C. De Vera
	1.2. Records vouchers in the logbook	None	1 minute	
	1.3. Prepares check/s to be signed by the duly authorized official.	None	2 minutes	
	1.4. Transmits check/sto City Accounting Office for preparation of Advice of Local Check Disbursement	None	5 minutes	
3. Present Official Receipt	Release of check/s	None	1 minute	Ria Lyn L. Colorado



				Lourdes C. De Vera
Total Processing Time:			10 minutes	

8. ISSUANCE OF ACCOUNTABLE FORM 51 AND FORM 16 (CTC INDIVIDUAL)

Office of the City Treasurer issues Accountable Forms and Cedula to bonded Barangay Captains/Treasurers.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Barangay Captains and Treasurers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Copy of Fidelity Bond		Bureau of Treasury		
2.Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present copy of Fidelity Bond	1.1. Receives and verifies bond	None	2 minutes	Florian M. Roxas
	1.2.Check balance of the last issued Accountable Forms		1 minute	Cristina Pajotagana
	1.3. Issue Requisition Issuance Slip (RIS)		2 minutes	Jeriz Angela Macalatan
2.Gives the corresponding amount as payment	2.1. Client will sign the CTO record book as proof of issuance	Accountable Form-051 (AF-51) - P130.00/booklet + 1% Handling Fee	1 minute	Florian M. Roxas
	2.2. Receives payment and issues Accountable Forms	Accountable Form-016 (AF-16) - P65.50 + 1% Handling Fee		Cristina Pajotagana Jeriz Angela Macalatan



	2.3. Provide client a copy of RIS			
Total Processing Time:			6 minutes	

9. DISBURSEMENT OF SALARIES AND ALLOWANCES

Disbursements covered by Disbursement Vouchers and/or Payrolls are usually paid either by check or in cash.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Job Order Employees, PNP, BFP and BJMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card		HRDMD		
2. Daily Time Record		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card and Daily Time Record	1.1. Disbursement Voucher to be submitted to the City Accounting Office	None	3 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz Rosano Mercado
	1.2. Encashment of Check to authorized bank	None	60 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz Rosano Mercado
	1.3. Sorting of Salaries	None	300 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz Rosano Mercado
	1.4. Release of Salaries	None	1 minute per employee	Erwin J. Dela Cruz Nora T. Dela Cruz Rosano Mercado
Total Processing Time:			1 day	



LIST OF SERVICES

City Veterinary Services Office

External Services	Page Number
Rabies Vaccination	40.2
Registration of Dogs	40.3 – 40.4
Registration of Livestock	40.5
Redeeming Impounded Dog / Cat	40.6 – 40.8
Redeeming Impounded Livestock	40.9 – 40.10
Auction of Unclaimed Impounded Livestock	40.11 – 40.12
Adoption of Impounded Dog / Cat	40.13 – 40.14
Deworming	40.15 – 40.16
Immunization (5-in-1 vaccines)	40.16 – 40.17
Sterilization for Dogs and Cats	40.17 – 40.18
Euthanasia Service	40.19 – 40.20
Burial Service	40.20 – 40.21
Travel Permits for Dogs and Cats	40.22 – 40.24
Feedback and Complaints Mechanism	40.24



CITY VETERINARY SERVICES OFFICE

(External Services)

The City Veterinary Services Office is tasked to deliver veterinary public health services and animal health services. Our mandate is to Implement Animal Welfare Laws/Ordinances. The City Veterinarian's Office is an organization dedicated to support and protect the welfare of animals; be a frontliner for public health concerns that will ensure a conducive environment for Bacoorenos to live in. To deliver quality veterinary services for a healthy animal population providing a safe haven for Bacoorenos. The City Veterinary Services Office aims to prevent the spread of zoonotic diseases such as Rabies, educate pet owners on Animal Welfare Laws & Ordances, lessen the population of stray animals and secure the delivery of disease free food from animal sources.



1. RABIES VACCINATION

The office conducts Rabies vaccination for dogs and cat in 73 barangays of the city. We also accept walk-in clients in the Office/Clinic every Wednesdays from 10am- 3pm.

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID showing Bacoor address Dog/cat should be 3 months old. In cases where owners wish their pet be vaccinated below 3 months, revaccination will be at 4 months of age, then vaccinated every year thereafter. The dog/cat should be in good physical condition. 			National Government Agencies like SSS, LTO, PRC, etc.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client brings their dog/cat to barangay vaccination site. Clients should wear face mask. Wearing of face shield is optional.	1.1. Record client and pet information	None	10 minutes	Rosario de Gula/ Norman del Rosario
	1.2. Veterinarian physically examines dog/cat.	None	Depends on cooperation of animal	Dr. Ella Mae Gandia
	1.3. Dog/cat is vaccinated.	None	Depends on cooperation of animal	Dr. Ella Mae Gandia
	1.4. Issue Rabies Vaccination Card	None	5 minutes	Dr. Ella Mae Gandia
Total:		None	1 hour	



2. REGISTRATION OF DOGS

Pet owners must register their dogs at the office.

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID showing Bacoor address Dog/cat should be 3 months old and above. 4R picture of owner with dog/cat. 			National Government Agencies like SSS, LTO, PRC, etc.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Walk-in clients come to office with their dog. Clients should wear face mask. Wearing of face shield is optional.	1. Receive client and dog.	20.00/dog	2 minutes	Rosario de Gula/ Norman del Rosario
1.2. Fill up Registration Form	1.2. Receive filled-up Registration Form and 4R picture.	None	2 minutes	Rosario de Gula/ Norman del Rosario



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Registration Form with 4R picture	2.Receive filled-up Registration Form and 4R picture	None	2 minutes	Rosario de Gula
3. Pay Registration Fee	3.1. Issue Payment Form 3.2.Issue Acknowledgment Receipt	20.00/dog	2 minutes	Rosario de Gula
4. Present dog for vaccination	4.1. Administer Rabies vaccine 4.2. Issue Rabies Vaccination Card 4.3. Issue Rabies Registration Certificate	None	Depends on cooperation of dog	Dr. Ella Mae Gandia
5. Receive Official Receipt	5. Release Official Receipt	None	2 minutes	Rosario de Gula
	Total:	P 20.00 /pet	1 hour	



3. REGISTRATION OF LIVESTOCK

Livestock owners must register their farm animals at the office.

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Proof of Ownership • Barangay Clearance • 2x2 picture of livestock owner 			- Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure livestock registration form	1. Attends to client and give registration form	None	3 minutes	Rosario de Gula/ Norman del Rosario
2. Submit filled up registration form, with 2x2 picture of livestock owner	2. Receive filled-up Registration Form with 2x2 picture	None	5 minutes	Rosario de Gula/ Norman del Rosario
3. Pay registration fee	3.1. Issue payment form	P70.00/head	3 minutes	Rosario de Gula
	3.2. Issue Acknowledgment Receipt	None	2 minutes	Rosario de Gula
4. Receive Official Receipt	4. Release Official Receipt	None	2 minutes	Rosario de Gula
	Total:	P70.00/head	15 minutes	



4. REDEEMING IMPOUNDED DOG / CAT

Pet owners may redeem their impounded dog/cat.

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Proof of Ownership • Barangay Clearance 			- Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of dog/cat in the City pound	1. Attends to client's inquiries	None	Depends on the client	Rosario de Gula/ Norman del Rosario
2. Secure impounding form 2.a. Secure dog registration form (if applicable) 2.b. Secure sterilization form (if applicable)	2. Issue impounding form to client	None	2 minutes	Rosario de Gula/ Norman del Rosario
3. Submit filled up forms	3. Receive filled-up forms	None	2 minutes	Rosario de Gula



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present dog to Veterinarian for rabies vaccination	6.1. Veterinarian will administer Rabies Vaccine	None	Depends on cooperation of animal	Dr. Ella Mae Gandia
	6.2. Issue rabies vaccination certificate		2 minutes	Rosario de Gula
	6.3. Issue registration certificate	Registration certificate fee – P20.00	5 minutes	Rosario de Gula
7. Present dog to Veterinarian on date of surgery (when applicable)	7.1. Issue Sterilization Certificate (when applicable)	None	5 minutes	Dr. Ella Mae Gandia
	7.2. Issue Release form			
	Total:	Fees may vary depending on the services given to client's pet	40 minutes to 1 hour (with sterilization process)	



5. REDEEMING IMPOUNDED LIVESTOCK

Impounded livestock may be redeemed at the City Pound

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Proof of Ownership • Barangay Clearance 			- Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of livestock in the City Pound	1. Attend to client's inquiries	None	Depends on client	Caretaker
2. Present proof of ownership 2.a. Present Barangay clearance 2.b. Present written agreement	2. Receive required documents	None	15 minutes	City Legal Office or BPLO
3. Present above documents approved by the City Legal Office or BPLO	3.1. Receive documents 3.2. Issue payment form	None	15 minutes	Dr. Ella Mae Gandia



4. Pay Impounding fee at Cashier's (City Treasurer's Office)	4. Receives payment	Impounding Fee P200.00/head /day Branding Fee P50.00 Registration Fee P70.00 Owner's penalty P2500.00	15 minutes	Cashier (City Treasurer's Office)
5. Present Official receipts, Acknowledgement receipt, Written agreement to Veterinarian	5.1. Receive required documents 5.2. Issue Release form	None	5 minutes	Dr. Ella Mae Gandia
6. Submit copy of above documents and Release form to following offices: a. City Veterinarian's Office b. City Legal Office or BPLO c. Barangay concerned/ HOA concerned	6. Receive documents Upon receipt of Release form and other documents , impounded livestock may be released to owner.	None	20 minutes	a. City Veterinarian's Office - Dr. Ella Mae Gandia/ Lito Ruales b. Barangay/ HOA official concerned (when applicable)
	Total:	Fees may vary depending on the services, see list of fees above	1 hr and 30 min	



6. AUCTION OF UNCLAIMED IMPOUNDED LIVESTOCK

(Municipal Ordinance No. 4D-S-2008 Article G Section GG.04)

Unclaimed impounded Livestock shall be subject for auction

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of Request Barangay Clearance 			- Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Highest bidder will be given the chance to purchase the livestock	1.2. Sell to highest bidder	Depends on the highest amount agreed upon	2 days after auction sale	City Treasurer's Office
1.2. Highest bidder pays poundage fees, cost of advertisement and conduct of sale		Poundage Fees Cost of advertisement and conduct of sale	15 minutes	a. City Veterinary Office for Poundage fees: Dr. Ella Mae Gandia b. City Treasurer's Office for other fees
2. Pay poundage fee	2. Issue Payment form	Poundage Fee P200.00/head /day	5 minutes	Dr. Ella Mae Gandia



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay other required fees	3. Issue Official receipts	Depends on the cost of advertisement and conduct of sale	5 minutes	City Treasurer's Office
4. Present Official Receipts	4.1. Receive Official receipts 4.2. Issue Livestock Certificate 4.3. Issue Release Form 4.4. Upon receipt of Release papers, release livestock to auction winner	Depends on the corresponding fees stated above	20 minutes	Dr. Ella Mae Gandia/ Rosario de Gula
	Total:	Depends on the corresponding fees stated above	2 days and 45 minutes	



7. ADOPTION OF IMPOUNDED DOG/CAT

Impounded dogs/cats not claimed within 3 days will be put up for adoption for 10 days

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID (Person to adopt should be of legal age. In case person is a minor, a written consent from parent/guardian is needed.) 			National Government Agencies like SSS, LTO, PRC, etc.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose dog/cat to be adopted.	1. Assist client's on their inquiries	None	Depends on client	Rosario de Gula/ Norman del Rosario
2. Secure, fill up, and submit the following forms: a. Adoption Form b. Registration Form c. Sterilization Form (if applicable)	2. Issue needed forms to client 2.1. Receive filled-up forms 2.2. Schedule date of surgery (when applicable)	None	5 minutes	Rosario de Gula
3. Pay required fees 3.1. Receive acknowledged receipt	3. Issue Payment form 3.1. Issue Acknowledgement receipt	Adoption Fee – P300.00 Registration Fee – P20.00	2 minutes 15 minutes	Dr. Ella Mae Gandia Dr. Ella Mae Gandia



3.2. Receive official receipt	3.2. Release official receipt 3.3 Issue the ff. certificates: a. Certificate of Adoption b. Certificate of Registration c. Rabies Vaccination Certificate	Sterilization Fee: Castration: Dog – P1,500.00 Cat – P1,000.00 Spay: Dog – P1,000.00 Cat – P500.00		
	Total:	List of Fees stated above	40 minutes to 1 hour (with sterilization process)	



8. DEWORMING

Dogs and cats are dewormed against intestinal worms.

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Puppies: 2 weeks old and above/ adult dogs Kittens: 1 month old and above/ adult cats 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and submit Deworming form	1. Attends to client's inquiries	None	5 minutes	Rosario de Gula/ Norman del Rosario
	1.1. Receive Deworming form	None		Rosario de Gula/ Norman del Rosario
2. Pay Deworming fee	2.1. Issue Payment Form	Deworming Fee: P150.00/10kgs Body Weight	5 minutes	Dr. Ella Mae Gandia
	2.2. Receive Payment			Dr. Ella Mae Gandia
	2.3. Issue Acknowledgement Receipt			Dr. Ella Mae Gandia
3. Present dog/cat for deworming	3.1. Administer Dewormer	Fees stated above	Depends on cooperation of animal	Dr. Ella Mae Gandia



3.2. Receive Deworming Certificate	3.2. Issue Deworming Certificate		10 minutes	
3.3. Receive official receipts	3.3. Release official receipt			
	Total:	Corresponding fees stated above	40 minutes	

9. IMMUNIZATION (5-in-1 VACCINE)

The office also services vaccination against common infectious diseases in dogs namely: Parvovirus, Distemper, Parainfluenza, Hepatitis, and Leptospirosis.

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Puppies: 6 weeks old and above Adult dogs 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and submit Immunization form.	1. Attends to client's inquiries. 1.1. Receive Immunization form	None	5 minutes	Rosario de Gula/ Norman del Rosario
2.1. Receive payment form	2.1 Issue Payment Form			Rosario de Gula / Dr. Ella Mae Gandia



2.2 Pay Immunization fee	2.2 Receive Payment 2.3. Issue Acknowledgement Receipt	Vaccination Fee: P500.00/(5in1 vaccine)	5 minutes	Dr. Ella Mae Gandia
3. Present dog/cat for vaccination	3.1. Administer vaccine 3.2. Issue Vaccination Certificate 3.3. Release Official receipts	Fees stated above	Depends on cooperation of animal 10 minutes 2 minutes	Dr. Ella Mae Gandia
	Total:	P 500.00	45 minutes	

10. STERILIZATION OF DOGS AND CATS

(City Ordinance No.19 Series of 2012 Section 9 & 10)

As part of the dog and cat population control program, the City Veterinary Services Office offers Castration and Spaying services to pet owners for a minimal fee.

Office or Division:	City Veterinary Services Office	
Classification:	Simple	
Type of Transaction:	G2C Government to Citizen	
Who may avail:	Residents of Bacoor City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • CASTRATION <ul style="list-style-type: none"> - Dog: 6 months old - Cat: 6 months old • SPAYING <ul style="list-style-type: none"> - Dog: 6 months old - Cat: 6 months old <p>(Dogs/cats should be in good health. Older dogs and cats may be sterilized. The age listed above is the recommended age to perform surgery.)</p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Sterilization Consent form	1. Attends to client's inquiries	None	2 minutes	Rosario de Gula
2. Submit filled up Sterilization Consent form	2. Receive Sterilization Consent form 2.1. Issue Payment Form	None	2 minutes	Rosario de Gula Dr. Ella Mae Gandia
3. Pay Sterilization fee	3.1. Receive Payment 3.2. Issue Acknowledgement Receipt 3.3. Schedule date of surgery	Sterilization Fee: Castration: Dog – 1,500.00 Cat – 1,000.00 Spaying: Dog – 1,000.00 Cat – 500.00	15 minutes	Dr. Ella Mae Gandia Dr. Ella Mae Gandia
4. Bring animal on date of scheduled surgery	4.1. Perform Surgery 4.2. Issue Certificate of Sterilization 4.3. Issue Prescription 4.4. Issue Release Papers	Fees stated above	Depends on surgeon	Dr. Ella Mae Gandia
5. Receive Official Receipts	5. Release Official receipts	None	2 minutes	Dr. Ella Mae Gandia
	Total:	Depends on the services given, fees are stated above	Approx. 1 hour and 40 minutes (includes surgery)	



11. EUTHANASIA SERVICE

(City Ordinance No.19 Series 2012 Section 9 & 11)

Pet owners may have their pets euthanized at the City Veterinary Services Office. Euthanasia, however, will be permitted under the conditions listed in Section 11 of the City Ordinance mentioned above and determined by a duly licensed veterinarian. Pet owners have the option of having their pet buried at the City Pound Compound for an additional fee.

Office or Division:		City Veterinary Services Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of Request Barangay Clearance (Conditions listed under Section 11 of City Ordinance No. 19)			- Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Euthanasia Consent form	1. Attends to client's inquiries	None	2 minutes	Rosario de Gula/ / Norman del Rosario
2. Submit filled up Euthanasia Consent form	2.1. Receive Euthanasia consent form 2.2. Issue Payment Form	None	2 minutes	Rosario de Gula/ Norman del Rosario Rosario de Gula
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Euthanasia fee	3.1. Receive Payment 3.2. Issue Acknowledgement Receipt	Euthanasia Fee: PHP 1,000.00	15 minutes	Dr. Ella Mae Gandia



	3.3. Schedule Euthanasia procedure			
4. Bring animal to be euthanized on scheduled date	4. Perform Euthanasia 4.1. Issue Euthanasia Certificate 4.2. Release Carcass to Owner	Fees stated above	40 minutes	Dr. Ella Mae Gandia
5. Receive Official Receipts	5. Give Official receipts	None	1 minute	Dr. Ella Mae Gandia/ Rosario de Gula
	Total:	P 1,000.00	60 minutes	

12. BURIAL SERVICE

(City Ordinance No. 19 Series 2012 Section 9)

The carcass of animals euthanized with the consent of its owners may have their pets buried at the burial plot of the City Pound Compound. A simple marker shall be placed on the grave of the animal.

Office or Division:	City Veterinary Services Office		
Classification:	Simple		
Type of Transaction:	G2C Government to Citizen		
Who may avail:	Residents of Bacoor City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Pet owners must sign a written agreement allowing the exhumation of their pet's bones on the third year after burial to be donated to Medical or Veterinary School for study A written consent from the City Veterinarian or City Mayor stating the same <p>NOTE: Refusal to sign written agreement shall bar the burial of their pet within the City Pound Compound</p>		- City Veterinarian's Office or City Mayor's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Burial Consent form	1. Attend to client's inquiries	None	2 minutes	Rosario de Gula/ Norman del Rosario
2. Submit filled up Burial Consent form	2.1. Receive form 2.2. Issue Payment Form	None	3 minutes	Rosario de Gula/ Norman del Rosario
3. Pay Burial fee	3.1. Receive Payment 3.2. Issue Acknowledgement Receipt 3.3. Issue Burial Certificate	Burial Fee: a. small sized animals PHP 150.00 b. medium sized animals P350.00 c. large sized animals P500.00	15 minutes	Dr. Ella Mae Gandia
4. Bring animal to be buried on scheduled date	4. Burial of Animal	Fees stated above	1 hour	Lito Ruales/ Norman del Rosario
	Total:	Depends on the size of animal, fees are stated above	1 hr and 20 minutes	



13. TRAVEL PERMITS FOR DOGS AND CATS

Pet owners who wish to travel with their pets may request for travel permits

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Residents of Bacoor City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Dogs should be 4 months old and above. • Cats should be 4 months old and above. • Pets should be vaccinated against rabies. • Pets should be in good health. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up, and submit Information sheet	1. Attends to client's inquiries	None	5 minutes	Rosario de Gula/ Norman del Rosario
	1.1 Receive Information sheet	None		Rosario de Gula



2.1 Submit Vaccination certificate (if applicable)	2.1 Issue Veterinary Health Certificate (if vaccinated after 2 weeks or more but within a period of 1 year and certificate presented is signed by licensed vet)	None	5 minutes	Dr. Ella Mae Gandia
2.2 If Vaccination certificate is not available	2.2. Issuance of Rabies Vaccination Certificate	FREE	10 minutes	Dr. Ella Mae Gandia
	2.3. Veterinarian administers Rabies vaccine	FREE	Depends on animal	Dr. Ella Mae Gandia
	2.4. Issuance of Veterinary Health Certificate will be 14 days after vaccination			



3. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: baiquarantineph@gmail.com 09183963807 09154794649	3. Online Application c/o National Veterinary Quarantine Services Division	FREE	Depends on duration of process (online application by the client not included)	Personnel in-charge at National Veterinary Quarantine Services Division, Bureau of Animal Industry
	Total:	None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> - They can message the facebook account. Facebook Account: Bacoor City Veterinary Services Office - They can also call or text 0917-523-0564 0906-732-1690 - They can also email bacoorcityvet@gmail.com
How feedbacks are processed	Feedbacks are read and answered by the Veterinarian and addressed accordingly.
How to file a complaint	- They can personally visit the Office to file a complaint.
How complaints are processed	- Complaints will be investigated and resolved accordingly.
Contact Information of : City Government of Bacoor Anti-Red Tape Act Presidential Complaint Center Contact Center ng Bayan	Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center Hotline Dial 161 Arta: complaints@arta.gov.ph PCC: 8888 CCB: 0908-8816565



LIST OF SERVICES

Zoning and Land Development Department

Internal Services

Page Number

Land Survey of City of Bacoor Properties

41.2 – 41.4

External Services

Special Survey Permit (Checking and Approval)

41.5 – 41.6

Zoning Inspection Fee (for Business Permit)

41.7 – 41.8

Zoning Classification / Certificate (For Trucking/Garage,

41.9 – 41.11

LTFRB Renewal, Funeral Home, Chapel, Crematorium, Gas Station)

Land Use and Zoning/Locational Clearance (for Building Permit)

41.12 – 41.13

Development Permit

41.14 – 41.15



ZONING AND LAND DEVELOPMENT DEPARTMENT

(Internal and External Services)

The Bacoor Zoning and Land Development Department assures the implementation of various zoning policies and regulations of the City of Bacoor which will ensure compliance by developers, owners or contractors and impose such fines and penalties as may be authorized by law or ordinance against any person (natural or judicial) who may found violating the various zoning policies, regulations and ordinances of the City of Bacoor and of the National Government.

To assist all applicants in undertaking all necessary documents to provide the immediate services to all.



1. LAND SURVEY OF CITY OF BACOR PROPERTIES

Land survey of City of Bacor properties as requested by the City Mayor and other departments concerned.

Office or Division		Zoning and Land Development Department		
Classification		Complex/Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certified true copy of title/s • Approved plan/s and • Technical Descriptions 			<ul style="list-style-type: none"> • Register of Deeds • Bureau of Lands / Land Registration Authority 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only) (Certified true copy of title/s, Approved plan/s and Technical Descriptions)	1.1 Accept and validate documents (Certified true copy of title/s, Approved plan/s and Technical Descriptions)	none	5 minutes per lot	Engr. Arthur S. San Jose <i>Department Head</i> Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Enrique S. Santos <i>Zoning Staff</i>
	1.2 Data gathering of other pertinent documents / Land Management Bureau (Los Baños, Laguna) / Land Registration Authority Quezon City	none	Approximately 2 days	Engr. Arthur S. San Jose <i>Department Head</i> Ferdie S. Javier Luisito P. Tiglaog <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Plotting of data gathered	none	Approximately 20 minutes per lot	Engr. Arthur S. San Jose <i>Department Head</i> Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Enrique S. Santos <i>Zoning Staff</i>
	1.4 Actual land survey	none	Approximately 2 days per survey	Engr. Arthur S. San Jose <i>Department Head</i> Ferdie S. Javier Luisito P. Tiglaog Jaime M. Largo Jr. <i>Zoning Staff</i>
	1.5 Uploading of data from field survey	none	Approximately 2 hours per survey	Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jaime M. Largo Jr. <i>Zoning Staff</i>
	1.6 Marking and putting of monuments	none	Approximately 1 day per survey	Ferdie S. Javier Luisito P. Tiglaog Jaime M. Largo Jr. <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Preparation and printing of Plan (Signed and Sealed)	none	Approximately 1 day	<p>Engr. Arthur S. San Jose <i>Department Head</i></p> <p>Jonathan S. Bautista <i>Comm. Affairs Asst. I</i></p> <p>Enrique S. Santos <i>Zoning Staff</i></p>
	1.8 Issuance / Release of Survey Plan (Signed and Sealed)	none	1 minute	<p>Engr. Arthur S. San Jose <i>Department Head</i></p> <p>Jonathan S. Bautista <i>Comm. Affairs Asst. I</i></p> <p>Ferdie S. Javier <i>Zoning Staff</i></p>
Maximum Duration of Process: Approximately 6 working days, 2 hours and 26 minutes (complete requirements)				



2. SPECIAL SURVEY PERMIT (CHECKING AND APPROVAL)

Checking and approval of Relocation plan and certificate for the application of Building Permit.

Office or Division	Zoning and Land Development Department			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Land owner, Interested party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Updated relocation plan and certificate photocopy of title covering the subject lot, latest tax declaration proof of updated real property tax payments photocopy of the updated Professional Regulations Commission (PRC) and PTR License of the geodetic engineer who surveyed the said lot. 			<ul style="list-style-type: none"> Geodetic Engineer Register of Deeds/ Assessors Office City of Treasurers Office Geodetic Engineer 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the required documents at the window (Window transaction only)	1.1 Accept and validate documents	none	5 minutes per lot	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco Christy G. Baring <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Checking of relocation plan and certificate based from the technical description of the title	none	15 minutes per lot	Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome L. Velasquez <i>Clerk II</i> Jerome D. Renomeron <i>Zoning Staff</i>
	1.3 Issuance of order of payment and inform requesting party to pay corresponding fee	none	2 minutes	Kimberly Joyce Sotto-Jaca <i>Zoning Staff</i>
2. Pay special survey permit fee at the City Treasurer's Office	2.1 Recording of data Signing/Approval of relocation plan and certificate	₱ 100.00 / lot	7 Minutes	Cashier Kimberly Joyce Sotto-Jaca <i>Zoning Staff</i> Engr. Arthur S. San Jose <i>Department Head</i>
	2.2 Releasing of relocation plan and certificate with approval	none	1 minute	Christy G. Baring Mary Charm P. Dasco <i>Zoning Staff</i>
	Total:	P 100.00		
Maximum Duration of Process: 30 minutes (complete requirements)				



3. ZONING INSPECTION FEE (FOR BUSINESS PERMIT)

Checking and assessment of Business Permit Form for Zoning Inspection Fee.

Office or Division	Zoning and Land Development Department			
Classification	Complex			
Type of Transassction	G2C - Government to Citizen			
Who may avail	Business owner, interested party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For New Business: Original and Xerox Copy of (Barangay Business Clearance, DTI or SEC Registration Sketch of business location, front full view of business establishment, Real Property Tax Payment, Contract of Lease/Authorization letter for the use of the property with rental fees.</p> <p>For Renewal: Original and Xerox Copy of (Barangay Business Clearance, Latest business permit, 2015 audited financial statement w/ proof of payment/2015 ITR(1701)/2016 monthly percentage return (BIR 2551 M) or quarterly value-added tax return (BIR 2550Q) or quarterly income tax return (1701Q) w/ monthly or quarterly sales summary.</p>			<ul style="list-style-type: none"> Brgy. Hall, DTI, City Treasurers office, Lessor Brgy Hall, BPLO, BIR 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only)	1.1 Accept and validate documents	none	5 minutes per application	Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome D. Renomeron Kimberly Joyce Sotto-Jaca Kaessa Cajurao <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assessment / Computation of Zoning Inspection Fee (Checking as per CLUP)	none	10 minutes per application	Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome L. Velasquez <i>Clerk II</i> Jerome D. Renomeron <i>Zoning Staff</i>
	1.3 Signing / Approval of Zoning Inspection Fee	none	5 minutes per application	Engr. Arthur S. San Jose <i>Department Head</i> Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome L. Velasquez <i>Clerk II</i> Jerome D. Renomeron <i>Zoning Staff</i>
	1.4 Encoding and Recording of data	none	5 minutes per application	Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca Christy G. Baring <i>Zoning Staff</i>
	1.5 Releasing of Business Permit Form	none	2 minutes	Christy G. Baring Kaessa Cajurao <i>Zoning Staff</i>
Maximum Duration of Process: 32 minutes (complete requirements)				



4. ZONING CLASSIFICATION / CERTIFICATE (FOR TRUCKING/GARAGE –LTFRB RENEWAL, FUNERAL HOME, CHAPEL, CREMATORIUM, GAS STATION)

Issuance of Zoning Classification / Certificate.

Office or Division		Zoning and Land Development Department		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail?		Lot / Business owner, interested party		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter from the Owner of the property, Photocopy of: Title, Tax Declaration Updated Official Receipt of Real Property Tax Payment/Tax Clearance, Certificate Of No Improvement (if land only), Lot/Survey Plan with vicinity map, Barangay Clearance for Business, Sketch and picture of business location, Deed of Sale Contract of Lease, Homeowners Association Clearance 			<ul style="list-style-type: none"> Lot Owner Register of Deeds Assessors Office City Treasurers Office Assessors Office Geodetic Engineer Brgy Hall Owner Owner Lessor Home Owners Association 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only)	1.1. Accept and validate documents	None	5 minutes per application	Jerome L. Velasquez <i>Clerk II</i> Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome D. Renomeron <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assessment and Evaluation of the property	None	15 minutes per application	Jerome L. Velasquez <i>Clerk II</i> Enrique S. Santos <i>Zoning Staff</i>
	1.3 Inspection	none	as scheduled	Jerome D. Renomeron Ferdie S. Javier <i>Zoning Staff</i>
2. Pay the required fee at the City Treasurer's Office	2.1 Inform the requesting party to pay the corresponding fee	₱ 500 per certificate ₱ 50 per Security Seal	Approximately 10 minutes Per application	Cashier Jerome L. Velasquez <i>Clerk II</i> Kimberly Joyce Sotto-Jaca <i>Zoning Staff</i>
	2.2 Preparation of Zoning Classification / Certificate	none	15 minutes per application	Jerome L. Velasquez <i>Clerk II</i> Jonathan S. Bautista <i>Comm. Affairs Asst. I</i> Jerome D. Renomeron <i>Zoning Staff</i>
	2.3 Signing / Approval of Zoning Classification / Certificate	none	3 minutes Per application	Engr. Arthur S. San Jose <i>Department Head</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Recording of data Releasing of Zoning Classification / Certificate	none	2 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco Christy P. Baring <i>Zoning Staff</i>
	Total:	P 550.00		
Maximum Duration Process : Approximately 1 day and 50 minutes (complete requirements)				



5. LAND USE AND ZONING/LOCATIONAL CLEARANCE (FOR BUILDING PERMIT)

Assessment and approval of zoning and land use for Building Permit Approval and issuance of Zoning/Locational Clearance.

Office or Division	Zoning and Land Development Department			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Lot owner, interested party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Authorization Letter (Notarized)/ID of Owner and Representative • Bill of Materials/Cost Estimates and Building/Structural Plan • Transfer Certificate of Title/Deed of Sale • Tax Declaration (Land and Building) • Picture of Location of Construction 			<ul style="list-style-type: none"> • Lot Owner • Architect/ Civil Engineer • Register of Deeds/ Lot Owner • Assessors Office • Lot Owner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to One Stop Shop for Construction Permit (OSCP) at the window (Window transaction only)	1.1 Accept and validate documents	none	10 minutes per application	Jerome D. Renomeron Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco <i>Zoning Staff</i>
	1.2 Partial / Temporary Assessment / Computation of Zoning / Locational Clearance Fee	none	Approximately 30 minutes per application	Jerome D. Renomeron Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco <i>Zoning Staff</i>
	1.3 Inspection	none	as scheduled	Ferdie S. Javier Jerome D. Renomeron <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Final Assessment / Computation of Zoning / Locational Clearance Fee	none	Approximately 30 minutes per application	Jerome D. Renomeron <i>Zoning Staff</i>
	1.5 Encoding of Zoning / Locational Clearance Fee on Zoning Administration System	none	Approximately 45 minutes Per application	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco Christy G. Baring <i>Zoning Staff</i>
	1.6 Inform requesting party to pay corresponding fee	Depending on the zoning classification, floor area and bill of material	Approximately 45 minutes Per application	Christy G. Baring Mary Charm P. Dasco <i>Zoning Staff</i>
2. Pay Zoning fee at the City Treasurer's Office	Encode OR # & Printing of Locational Clearance & Certificate	none	Approximately 45 minutes Per application	Cashier Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco <i>Zoning Staff</i>
	2.2 Signing / Approval of Zoning and Locational Clearance and Building Plan.	none	5 minutes per application	Engr. Arthur S. San Jose <i>Department Head</i>
	2.3 Recording / releasing of Locational Clearance and Zoning Certificate	none	5 minutes	Mary Charm P. Dasco / Christy G. Baring <i>Zoning Staff</i>
Maximum Duration of Process: Approximately 1 day, 3 hours and 35 minutes (complete requirements)				



6. DEVELOPMENT PERMIT

Approval and Issuance of Development Permit

Office or Division		Zoning and Land Development Department		
Classification		Complex/Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Developer/Contractor, interested party		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Required documents as per P.D. 957 or B.P. 220 		<ul style="list-style-type: none"> Developer/ Contractor 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only) (Required documents as per P.D. 957 or B.P. 220)	1.1 Accept and validate documents (Required documents as per P.D. 957 or B.P. 220)	none	5 minutes per application	Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca <i>Zoning Staff</i>
	1.2 Assessment and Evaluation of documents	none	Approximately 20 minutes per application	Engr. Arthur S. San Jose <i>Department Head</i> Jerome L. Velasquez <i>Clerk II</i> Jonathan S. Bautista <i>Comm. Affairs Assistant I</i> Jerome D. Renomeron <i>Zoning Staff</i>
	1.3 Inspection	as scheduled	as scheduled	Ferdie S. Javier Jerome D. Renomeron <i>Zoning Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Indorsement to sangguniang Panlungsod for Resolution	none	As per SP public hearing	Engr. Arthur S. San Jose <i>Department Head</i>
	1.5 Inform requesting party to pay corresponding fee	₱ 10 per square meter ₱ 1,250 per hectare	Approximately 20 minutes Per application	Jerome L. Velasquez <i>Clerk II</i> Jonathan S. Bautista <i>Comm. Affairs Assistant I</i>
2. Pay Zoning fee at the City Treasurer's Office	2.1. Record Official Receipt No.	Same as above	Approximately 20 minutes Per application	Cashier
	2.2. Preparation and printing of Development Permit	none	Approximately 10 minutes Per Development Permit	Jerome L. Velasquez <i>Clerk II</i> Jonathan S. Bautista <i>Comm. Affairs Assistant I</i>
	2.3. Signing of Development Permit form and Plan/s	none	Approximately 10 minutes Per Development Permit	Engr. Arthur S. San Jose <i>Department Head</i>
	2.4. Recording of data Releasing of Development Permit and Locational Clearance	none	5 minutes	Kimberly Joyce Sotto-Jaca Christy G. Baring <i>Zoning Staff</i>
Maximum Duration of Process: Approximately 7 working days 1 hour and 30 minutes (complete requirements)				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-up Feedback Form and/ Routing Form at the Ground Floor Lobby, Public Assistance and Complaints Desk Officer
How feedbacks are processed	<ul style="list-style-type: none"> • The Client fill-up the Feedback Form • The Client may also write a Feedback Letter regarding the person or department concern. • When positive feedback is given, appreciation is given in form of Certificate of Recognition to be presented at the Employees Flag Raising Ceremony. • When negative feedback is given, it is forwarded to concerned department/individual to work on certain services to be developed
How to file a complaint	<ul style="list-style-type: none"> • Complaints can be filed on a Personal Basis (Face to Face) at the Public Assistance and Complaints Desk Officer • Hotline Dial 161 of the Bacoor Disaster Risk Reduction Management Office (BDRRMO) Call Center
How complaints are processed	The Public Assistance and Complaints Desk Officer initially attends to client's complaints or the Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center receives complaint through Hotline Dial 161 . When further intervention is needed, it will be forwarded to Human Resources Development and Management Department and the HRDMD will further coordinate with the person or department concerned to further address and provide appropriate action regarding the filed complaint.
Contact Information of : City Government of Bacoor Anti-Red Tape Act Presidential Complaint Center Contact Center ng Bayan	Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center Hotline Dial 161 Arta: complaints@arta.gov.ph PCC: 8888 CCB: 0908-8816565



LIST OF OFFICES

Office	Address	Contact Information
Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite		
Accounting (City Accounting Office)	2 nd floor	(046) 481 4130 (046) 481-4100 loc. 305/306
Admin (City Administrator's Office)	3 rd floor	(046) 481-4142 (046) 481-4100 loc. 405
Agriculture (City Agriculture Office)	2 nd floor	(046) 481-4131 (046) 481-4100 loc.308
Assessor (City Assessor's Office)	1 st floor	046) 481-4111 (046) 481-4100 loc. 202
Barangay Affairs (Barangay Affairs Office)	3 rd floor	(046) 481-4100 loc. 422
BPLO (Business Permit and Licensing Office)	1 st floor	(046) 481-4112 (046) 481-4100 loc. 204
BPSU (Bacoor Public Safety Unit)	Lower ground floor (Parking area)	09453542951 09951594247
BTMD (Bacoor Traffic Management Department)	Lower ground floor	(046) 481-4100 loc. 233
BTMD-BTFO (Bacoor Transportation and Franchising Office)	1 st floor	(046) 481-4118 (046) 481-4100 loc. 211
Budget (City Budget Office)	3 rd floor	(046) 481-4141 (046) 481-4100 loc. 404
Cemetery (City Cemetery Office)	2 nd floor	(046) 481-4152 (046) 481-4100 loc. 337
CENRO (City Environment and Natural Resources Office)	2 nd floor	(046) 481-4128 (046) 481-4100 loc. 303
CEO (City Engineering Office)	2 nd floor	(046) 481-4138 (046) 481-4100 loc. 318 / 339
CIO (City Information Office)	3 rd floor	(046) 481-4100 loc. 426
Cooperative (City Cooperative Development Office)	3 rd floor	(046) 481-4100 loc. 416



Office	Address	Contact Information
Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite		
CPDC (City Planning and Development Coordinator)	2 nd Floor	(046) 481-4136 (046) 481-4100 loc. 316
CSWD (City Social Welfare and Development Office)	1 st Floor Action Center Lower ground Floor	(046) 481-4124 to 27 (046) 481-4100 loc. 219 to 226 (046) 481-4100 loc. 104 / 105
GSO (General Services Office)	Lower ground floor	(046) 481-4114 (046) 481-4100 loc. 207
HRDMD (Human Resources Development and Management Department)	2 nd Floor	(046) 481-4143 (046) 481-4100 loc. 407
HUDRD (Housing Urban Development and Resettlement Department)	2 nd Floor	(046) 481-4100 loc. 301/302
LCR (Local Civil Registry Office)	1 st Floor	(046) 481-4122 (046) 481-4100 loc. 217
Legal (Office of the City Legal Service)	3 rd floor	(046) 481-4145 (046) 481-4100 loc. 415
Mayor's Office (Office of the Mayor-Secretariat)	3 rd floor	(046) 481-4140 (046) 481-4100 loc. 421 / 424
MIS (Management Information System)	3 rd floor	(046) 481-4102 (046) 481-4100 loc. 409
OBO (Office of the Building Official)	1 st Floor	(046) 481-4121 (046) 481-4100 loc. 215
OVM (Office of the Vice Mayor)	2 nd Floor	(046) 481-4134 (046) 481-4100 loc. 312 / 313 / 335
PESO (Public Employment Service Office)	2 nd Floor	(046) 481-4137 (046) 481-4100 loc. 317
Political (Political Affairs Office)	3 rd floor	(046) 481-4100 loc. 422
Population (City Population Office)	3 rd floor	(046) 481-4147 (046) 481-4100 loc. 408
Scholarship (Scholarship Unit)	3 rd floor	(046) 481-4100 loc. 212



Office	Address	Contact Information
Baco City Hall Building, Baco Government Center, Baco Blvd. Brgy. Bayanan, City of Baco, Cavite		
SP (Office of the Sangguniang Panlungsod)	2 nd Floor	(046) 481-4132 (046) 481-4100 loc. 309 / 310 / 320
Tourism (Tourism Operations)	1 st Floor	(046) 481-4115 (046) 481-4148 (046) 481-4100 loc. 208 / 229
Treasury (Office of the City Treasurer)	1 st Floor	(046) 481-4113 (046) 481-4100 loc. 228
Zoning (Zoning and Land Development Department)	1 st Floor	(046) 481-4139 (046) 481-4100 loc. 319
Baco Government Center, Baco Blvd. Brgy. Bayanan, City of Baco, Cavite		
BDRMO (Baco Disaster Risk Reduction and Management Office)	Baco Command Center Building	Hotline 161 (046) 417-0727
CHO (City Health Office)	Sagip Buhay Recovery and City Health Center Building	(046) 435- 3420
Livelihood (City Livelihood and Development Office)	2nd floor Negosyo Center National Agency Bldg.	(046) 436-2165 (046) 471-6878
OSCA (Office of the Senior Citizens Affairs Office)	People's Center Bldg.	09952467450
PWD (Person with Disability Affairs Office)	People's Center Bldg.	09974308392
Sports (Sports Unit)	2nd floor Strike Gymnasium	09952762508
Veterinary (City Veterinary Services Office)	Animal Shelter/Pound, Ibaba, Salinas 1, Baco, Cavite	0917-523-0564 0906-732-1690