



# **CITY GOVERNMENT OF BACCOOR**

## **CITIZEN'S CHARTER**

### **2023 (1<sup>st</sup> Edition)**

# **CITY GOVERNMENT OF BACCOOR**

## **Citizen's Charter 2023**

**(Book 1)**

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Disbursement of Salaries and Allowances	39.13



## LIST OF SERVICES

### City Veterinary Services Office

<b>External Services</b>	<b>Page Number</b>
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	40.21 – 40.22
Travel Permits for Dogs and Cats	40.22 – 40.24
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Feedback and Complaints Mechanism	40.26



## LIST OF SERVICES

### Zoning and Land Development Department

#### **Internal Services**

Land Survey of City of Bacoor Properties

#### **Page Number**

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



## 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: A model first class city, home of resilient, empowered, environment-friendly citizens, proud of their rich history and culture ably led by people-centered public servants united and guided by the rule of law, love of country and 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 "S-T-R-I-K-E" Program 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 (6) areas:

- (1) Social, Health and Integrated Services
- (2) Transformative Administration and E-Governance
- (3) Revenue, Financial and Economic Enterprise Management
- (4) Infrastructure and City Development Management
- (5) Key Facilities, Property and Engineering
- (6) Environmental and Sanitation, Security, Peace and Order



## LIST OF SERVICES

### Office of the City Accountant

<b>Internal Services</b>	<b>Page Number</b>
Liquidation of Cash Advances	1.2 – 1.3
<b>External Services</b>	
Processing of Disbursements (GF / SEF / Trust Fund)	1.4 – 1.7
Issuance of Creditable Tax BIR Forms 2306 & 2307 and F2317	1.8 – 1.9
Processing of Disbursements for Barangays	1.10 – 1.11



# **OFFICE OF THE CITY ACCOUNTANT**

## **(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)

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Government			
<b>Who may avail:</b>	City Officers and Employees (Permanently Appointed)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>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</li> </ul>			City Officers and Employees (Permanent)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present / submit Liquidation Report with complete supporting documents	1.1 Accepts the Liquidation Report with complete documents	None	1 minute	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</i> (Gen Fund)  Victor Contawe <i>Clerk</i> (SEF)  Jovita Diola <i>Senior Admin Asst. II</i> (Trust Fund)





<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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	Abbey Charles F. Gawaran <i>Officer In-Charge</i>
	<b>Total:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	



## 2. PROCESSING OF DISBURSEMENTS

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

<b>Office or Division:</b>	Office of the City Accountant	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen	
<b>Who may avail:</b>	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>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)</li> </ul>		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 voucher 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	2 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	<b>10-15 Minutes</b> - Infrastructure Projects / Goods / PPE <b>15 Minutes</b> - Utilities & Financial Assistance <b>10 Minutes</b> - Seminar & Transportation <b>20-40 Minutes</b> - 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>  Ricky D. Capila <i>Clerk</i>
	1.5 Reviews and approves DV and JEV	None	1- 2 minutes	Abbey Charles F. Gawaran <i>Officer In-Charge</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.6 Signs the DV and JEV	None	1 minute	Abbey Charles F. Gawaran <i>Officer In-Charge</i>
	1.7 Records and assigns DV numbers	None	1 minute	Roland Ablang <i>Admin Aide VI</i>  Prencisa Mercado <i>Admin Aide IV</i>
	1.8 Logs and transmits the signed DV and JEV to Treasury Office for cheque preparation	None	2 minutes	Ricky D. Capila <i>Clerk</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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 Prepares BIR Forms 2306 / 2307 for Utilities	None	2 minutes	Judy Barron <i>Admin Asst VI</i>  Edilyn Francisco <i>Admin Asst VI</i>
	2.4 Signs Accountant's Advice	None	1 minute	Abbey Charles F. Gawaran <i>Officer In-Charge</i>
	2.5 Releasing of the Accountant's Advice	None	1 minute	Sheila A. Naig <i>Admin Aide VI</i>
	2.6 Forwarding of Accountant's Advice to the banks (DBP and LBP)	None	30 minutes	Sheila A. Naig <i>Admin Aide VI</i>  Rolan M. Padua <i>Driver/Clerk</i>
	<b>Total:</b>	<b>None</b>	<b>1 hour and 28 minutes</b>	



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

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen			
<b>Who may avail:</b>	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request for the issuance of Creditable Tax BIR Forms 2306 &amp; 2307 and F2316 as prescribed under Revenue Memorandum Circular 24-2015; BIR Revenue Regulation (RR No. 2-2015)</li> </ul>			Office of the City Accountant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 minutes	Edilyn Francisco <i>Admin Asst VI</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	<b>2 - 3 minutes</b> for the Creditable BIR Form 2306 & 2307;  <b>5 minutes</b> for BIR Form 2316 for the city employees	Edilyn Francisco <i>Admin Asst VI</i>  Judy Barron <i>Admin Asst VI</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3 Reviews and signs the BIR Forms 2306 & 2307 and for the city employees	None	2 - 5 minutes	Abbey Charles F. Gawaran Officer In-Charge
	1.4 Releasing of the BIR Forms 2306 & 2307 and F2316	None	1 - 2 minutes	Edilyn Francisco <i>Admin Asst VI</i>  Judy Barron <i>Admin Asst VI</i>
	<b>Total:</b>	<b>None</b>	<b>15 minutes</b>	



## PROCESSING OF BARANGAY DISBURSEMENTS

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

<b>Office or Division:</b>	Office of the City Accountant – Barangay Bookkeeping Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	Barangay Captains and Treasurers Contractors, Suppliers and Service Providers
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>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)</li> </ul>	<b>WHERE TO SECURE</b> Contractors, Suppliers and Barangay End Users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive from barangay personnel disbursement voucher with complete supporting documents	1.1 Accepts the disbursement voucher with complete documents submitted for payment	None	1 minute	Barangay Bookkeepers -  Rosemarie Pardilla <i>Admin Officer IV</i>  Jovita Diola <i>Senior Admin Asst. VI</i>  Edilyn Francisco <i>Admin Asst VI</i>  Wilfredo Calinisan <i>Admin Asst V</i>  Mark Manuel <i>Admin Asst III</i>  Jhobien Mariano <i>Admin Asst III</i>  Roland Ablang <i>Admin Aide VI</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.2 Verifies and Reviews the voucher as to the completeness of supporting documents	None	3 minutes	Barangay Bookkeepers
	1.3 Prepares Journal Entry Voucher	None	2 minutes	Barangay Bookkeepers
	1.4 Logs and records the prepared journal entry vouchers	None	1 minute	Nerissa R. Guinto <i>Admin Asst I</i>
	1.5 Reviews and approves DV and JEV	None	3 minutes	Abbey Charles F. Gawaran <i>Officer In-Charge</i>
	1.6 Releases the signed journal entry vouchers and the disbursement vouchers	None	1 minute	Barangay Bookkeepers
	<b>Total:</b>	<b>None</b>	<b>15 minutes</b>	



## LIST OF SERVICES

### City Administrator's Office

<b>Internal Services</b>	<b>Page Number</b>
Administrative Support	2.2
Policy Formulation and Review	2.3
Approval of Leave of Absences, Travel Orders, DTRs, Obligation Requests, and other Internal Transaction Documents	2.4
<b>External Services</b>	
Approval of City Permits (BOSS)	2.5
Approval of Agricultural Permit	2.6
Approval of Tricycle Franchise Renewal	2.7
Approval of Contractor's Tax	2.8



# **CITY ADMINISTRATOR'S OFFICE**

## **(Internal and External Services)**

### **MANDATE**

Article X, Section 480 of Republic Act 7160 (The Local Government Code of 1991), as amended, provides that the administrator shall take charge of the office of the administrator and shall:

1. Develop plans and strategies and upon approval thereof by the governor or mayor, as the case maybe, implement the same particularly those which have to do with the management and administration-related programs and projects which the governor or mayor is empowered to implement and which the Sangguniang Panlungsod is empowered to provide for under this Code;
2. In addition to the foregoing duties and functions, the administrator shall:
  - a) Assist in the coordination of the work of all the officials of the local government unit, under the supervision, direction and control of the governor or mayor, and for this purpose, he may convene the chiefs of offices and other officials of the local government unit;
  - b) Establish and maintain a sound personnel program for the local government unit designed to promote career development and uphold the merit principle in the local government service;
  - c) c. Conduct a continuing organizational development of the local government unit with the end in view of instituting effective administrative reforms.
3. Be in the frontline of the delivery of administrative support services, particularly those related to the situations during and in the aftermath of manmade and natural disasters and calamities.
4. Recommend to the Sangguniang Panlungsod and advise the governor and mayor, as the case may be, on all other matters relative to the management and administration of the local government unit and;
5. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

Republic Act No. 10160, otherwise known as "The Charter of the City of Bacoor" further provided that the City Administrator's Office shall be 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.

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement, together with the attached letter of inquiry, request or report that needs administrative action;		Concerned offices endorsing the query, request, or report.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	1 day	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
	<b>Total:</b>	<b>None</b>	<b>1 Day and 2 Minutes</b>	



## 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.

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter addressed or endorsed to CAO: <ul style="list-style-type: none"> <li>Identifying a particular policy or strategy</li> <li>The arising issues and/or controversies</li> </ul>			City Government of Bacoor: Department or unit concerned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>Total:</b>	<b>None</b>	<b>5 Days and 2 Minutes</b>	



### 3. APPROVAL OF LEAVE OF ABSENCES, TRAVEL ORDERS, DTRs, 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.

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All city officers and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents endorsed for signature by the City Administrator		City Government of Bacoor: Department or unit concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forwards the Leave of Absences, Travel Orders, DTRs, 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
	<b>Total:</b>	<b>None</b>	<b>4 Minutes</b>	



#### 4. APPROVAL OF CITY PERMITS (BOSS) BUSINESS ONE STOP SHOP

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

- Mayor's Permit for Business and Contractor's Permit – Business Permit and Licensing Department
- Building, Demolition, Mechanical, Electrical, Fencing, and Excavation Permits – Office of the Building Official
- Certificates of Annual Inspection, Operation, and Use – Office of the Building Official

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government (inter-office)			
<b>Who may avail:</b>	Regulatory offices under the Local Chief Executive, general public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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> )		Business Permit and Licensing Dept. Office of the Building Official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>4 Minutes</b>	



## 5. APPROVAL OF AGRICULTURAL PERMITS

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

- Permit to Operate Fishing Vessels
- Fishing Gear Registration Permit

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government (inter-office)			
<b>Who may avail:</b>	Regulatory offices under the Local Chief Executive, general public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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> )		City Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>4 Minutes</b>	





## 6. TRICYCLE FRANCHISE RENEWAL

This is for the delegated ministerial approval (or disapproval) of permits pertaining to applications for Tricycle Franchise Renewal.

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government (inter-office)			
<b>Who may avail:</b>	Regulatory offices under the Local Chief Executive, general public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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> )		Bacoor City Transport and Franchising Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>4 Minutes</b>	



## 7. APPROVAL OF CONTRACTOR'S TAX

This is for the delegated ministerial approval (or disapproval) of permits pertaining to applications for Contractor's Tax.

<b>Office or Division:</b>	City Administrator's Office (CAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government (inter-office)			
<b>Who may avail:</b>	Regulatory offices under the Local Chief Executive, general public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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> )		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	<b>Total:</b>	<b>None</b>	<b>4 Minutes</b>	



## LIST OF SERVICES

### City Agriculture Office

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# **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 fisher folks 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 requirement 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 the fishery and aquaculture propagation and management while 5 Barangays are dedicate for the 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, fisher folks, traders, processors, entrepreneurs and other stakeholders to information & technologies in agriculture, fisheries and natural resources.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	Farmers, Fisherfolks. Traders, Processors, Entrepreneurs and Citizen of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
This will depend on the concerns presented by the client.		Agriculture Office / FITS Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4 Technology clinics and trainings  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 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>
<b>Total:</b>			<b>1 hour maximum</b>	



## 2. DISTRIBUTION OF VEGETABLE AND PALAY SEEDS

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

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	Farmers, Fisherfolks. 4P`s, and Citizen of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Area to be planted</li> <li>• What crops</li> <li>• Location of Farm</li> </ul>		Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personal appearance	1. Interview by City Agriculture personnel	None	10 minutes	Agriculture Office Staff
2. Client must sign in at the record book for their personal information (Name, address and contact number).	2.1 Releasing of palay seeds	None	15 minutes	Agriculture Office Staff
	2.2 Releasing of vegetable seeds		2 minutes	
<b>Total:</b>			<b>27 minutes</b>	



### 3. DEPURATION FACILITY

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

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Mussel growers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Mussel and oyster</li> </ul>		Aquaculture Farm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total:</b>			<b>3 hours and 25 minutes</b>	



#### 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 on-going collaboration between the Bureau of Fisheries 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.

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



## 5. BANTAY DAGAT/FISH EXAMINER OPERATION

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

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Fisherfolks and Citizen of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>This will depend on the concerns presented by the client.</li> <li>Must be a registered fisherfolks</li> </ul>		Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>			<b>30 minutes</b>	



## 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.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>People directly or personally and physically engaged in taking and or culture and processing fishery and or aquatic resources</li> </ul>		Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FESS TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total:</b>			<b>48 minutes</b>	



## 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.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Must bring admeasurements of fishing vessel 3 gross tonnage below with color coding apple green and signed by the admeasuring officer</li> <li>• BFARMC Certificate</li> <li>• Barangay Clearance</li> <li>• 5R picture</li> </ul>			Bantay Dagat  Barangay Fisheries Aquatic Resources Management Council (BFARMC) Barangay Hall	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 including Mayor's Permit	5 minutes	Treasury Office
	3.2 Issuance of Plate number (CN number), sticker	None	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>
<b>Total:</b>		<b>₱ 300.00</b>	<b>27 minutes</b>	



## 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.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Renewed Registered Fishing Boat</li> </ul>			City Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Clerk
2. Sign the Record Book	2. Releasing	None	1 minute	Marlon P. Cabornay Clerk <i>Fishery Law Enforcer</i>
<b>Total:</b>			<b>6 minutes</b>	





## 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

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Mussel Farm Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• BFARMC Certificate</li> <li>• Barangay Clearance</li> <li>• Valid I.D (Voters I.D)</li> <li>• Admeasurement</li> </ul>		City Agriculture Office Barangay Hall National Government Agencies City Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>.50 cent per square meter</b>	10 minutes	Marlon P. Cabornay <i>Clerk            Fishery Law            Enforcer</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
4. Sign the record book	4. Releasing	None	2 minutes	Marlon P. Cabornay <i>Clerk            Fishery Law            Enforcer</i> Gerald Matthew Giron <i>Clerk</i> Angelu Delos Santos <i>Clerk</i>
<b>Total</b>		<b>Depends on the measurement</b>	<b>18 minutes</b>	



## 10. BOATR REGISTRATION

The National Program BoatR aims to assist local government unit (LGU) to fast-track enhance and complete the municipal registration of municipal fishing vessel 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 LGU`s following the year-long completion of the Municipal Registration Program (FishR).

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	Fishing Boat Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Fishing Boat</li> <li>Registration of Fishing Boat</li> </ul>		Motor Boat Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Agri-Tech</i> Angelu Delos Santos <i>Clerk</i>
<b>Total:</b>			<b>20 minutes</b>	



## 11. ASSISTANCE TO BACOOR AGRICULTURAL – MPC (BAMPC)

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

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen			
<b>Who may avail</b>	Farmers' Cooperative Member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Loan Application Form</li> <li>• Complete payment of Share Capital</li> </ul>		Agriculture Office or Bacoor Agricultural MPC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personal Appearance to City Agriculture Office	1. Interview of farmer 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>  Delaiza Rabanes <i>Agri Tech Organic</i>
<b>Total:</b>			<b>4 hours 30 minutes</b>	



## 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.

<b>Office or Division:</b>		City Agriculture Office		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2C Government to Citizen		
<b>Who may avail</b>		Fisherfolks Cooperative Member		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Loan Application Form</li> <li>• Complete payment of Share Capital</li> </ul>		Agriculture Office or Maynilad MPC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personal Appearance to City Agriculture Office	1. Interview of fisherfolks regarding their loans	None	30 minutes	Allan G. Chua OIC-City Agriculture Office 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. Signed by wife/husband as co-maker	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>
<b>Total:</b>			<b>4 hours and 30 minutes</b>	



### 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.

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



#### 14. DA-PHILIPPINE CROP INSURANCE CORPORATION (PCIC) INSURANCE 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.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple / Complex / Highly Technical			
<b>Type of transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	Farmers and Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Xerox of Valid I.D.</li> <li>• Application form</li> <li>• Barangay clearance</li> </ul>		Client City Agriculture Office Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.2. Submit to Philippine 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	<b>Processing time depends upon the PCIC Office</b>	DA-Philippine Crop Insurance Corporation Officer
<b>Total processing time of client</b>			<b>1 hour and 10 minutes</b>	
<b>Total processing time of agency to agency</b>			<b>1 day</b>	
<b>Total processing time of DA-Philippine Crop Insurance Corporation Office</b>			<b>Processing time depends upon the PCIC Officer</b>	



## 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.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	Farmers and Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Registration Form</li> <li>One 2x2 I.D. picture</li> </ul>		City Agriculture Office Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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. Fill out form and submit to assigned technician	2.1 Review by Agricultural Technician	None	10 minutes	Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Abigail Peñalba <i>Agri -Tech Palay</i>
	2.2 Submit to Department of Agriculture RFO-IVA CALABARZON	None	1 day	Clark Ener Villaluz <i>Agri-Tech Fishery Law Enforcer</i> Abigail Peñalba <i>Agri -Tech Palay</i>
<b>Total:</b>			<b>1 day, 1 hour, 10 minutes</b>	



## LIST OF SERVICES

### City Assessor's Office

<b>External Services</b>	<b>Page Number</b>
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 – 4.18
Reassessment of Real Property	4.19 – 4.22
Cancellation or Correction of Tax Declaration	4.23 – 4.26
Issuances of Certifications :	4.27 - 4.30
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:	<b>CITY ASSESSOR'S OFFICE</b>			
Classification:	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"> <li>○ Certified True Copy of Title (TCTS/CCTs)</li> <li>○ Mode of Transfer Deed of Absolute Sale Deed of Donation/Assignment/Exchange/ Extra Judicial Settlement of Estate Certificate of Sale Affidavit of Consolidation, Deed of Final Sale</li> <li>○ Electronic-Certificate Authorizing Registration (eCAR: Capital Gains Tax/Donors Tax/Estate Tax)</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Transfer Tax Receipt/Certification</li> <li>○ <b>Photo (Building) if the Land is with Improvement (3" x 5" colored) – frontage/façade showing full view of the structure</b></li> <li>○ <b>Notarized Sworn Statement of owner declaring the property</b></li> <li>○ Processing Fee: 100.00 per RPU.</li> </ul>			Registry of Deeds Real Property Owner (Documents used and presented at the Bureau of Internal Revenue)  Bureau of Internal Revenue  City Treasurer's Office  City Treasurer's Office Real Property Owner  Real Property Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1. Receive, review/evaluate documents	None	5 minutes per RPU	Ma. Lanny S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Marice B. Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</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 F. Tortona <i>Tax Mapping Aide</i>  Cyrus B. Calvez Alex Van Brian M. Bacolod <i>City Assessor's Office Staff</i>
	2.3. Conduct Ocular Field Inspection <b>(if real property is subject for reassessment)</b>	None	Scheduled on the next working day or up to 3-5 working days depending on the number of application for Field Inspection	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> Marlon James DC. Tabios <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4.1 Preparation of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture</p> <p>2.4.2 Encoding and Printing of Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>15 minutes per RPU</p>	<p>Edwin G. Guerrero <i>Assessment Clerk III</i></p> <p>Menandro V. Cristobal <i>Tax Mapping Aide</i></p> <p>Elmine C. Dela Cruz <i>LAOO I</i></p> <p>Noime P. Dagohoy <i>Assessment Clerk I</i></p> <p>Jennifer T. Renomeron Ronato A. Reyes Nerida S. Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i></p> <p>Ma. Erica H. Garrido Christen Z. Bernaldo Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo Lorenzo A. Macalalad <i>City Assessor's Office Staff</i></p>
	<p>2.5.1. Assess/Appraise/ Review and Recommends Approval of the FAAS</p> <p>2.5.2 Review of Printed Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>5 minutes per RPU</p>	<p>Myrna C. Mendoza <i>LAOO III</i></p> <p>Jacqueline A. Dumarán <i>LAOO II</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6.1 Approval of FAAS	None	2 minutes per RPU	<i>City Assessor/Officer In Charge</i>
	2.6.2 Approval of Tax Declaration and Notice of Assessment		2 minutes per RPU	
	2.7 Recording, Sorting and Filing	None	4 minutes per RPU	Julie Ann P. Noriel Lorenzo A. Macalalad <i>City Assessor's Office Staff</i>
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Tax Declaration and Notice of Assessment		2 minutes per RPU	Julie Ann P. Noriel Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>
	3.2. Mailing of Tax Declaration and Notice of Assessment			Dianne M. Abad <i>City Assessor's Office Staff</i>
	<b>TOTAL per RPU</b>	<b>100.00 Processing Fee</b>	<b>3-5 days, 1 hour</b>	<i>*May vary depending on the number of clients catered.</i>

*Note: Ocular inspection of land with improvement subject to reassessment is scheduled on the next working day or up to 3-5 working days depending on the number of application for inspection.*

***\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (9) encoders for this particular service.***





## 2. SUBDIVISION / CONSOLIDATION OF TAX DECLARATION

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

Department / Office:		<b>CITY ASSESSOR'S OFFICE</b>		
Classification:		Simple/Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail		Property Owner/Authorized Representative		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>○ Letter Request/Request Form</li> <li>○ Certified True Copy of Title</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Technical Description</li> <li>○ Approved Subdivision/Consolidation Plan</li> <li>○ Notarized Sworn Statement</li> <li>○ Ocular Inspection Report</li> <li>○ Processing Fee: 100.00 per RPU</li> <li>○ SPA/Authorization</li> </ul>			Registry of Deeds City Treasurer's Office  Geodetic Engineer Bureau of Lands Real Property Owner City Assessor's Office City Treasurer's Office Real Property Owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents	1.1. Receive, review/evaluate documents	None	5 minutes per RPU	Ma. Lanny S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</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 S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 F. Tortona <i>Tax Mapping Aide</i>  Cyrus B. Calvez Alex Van Brian M. Bacolod <i>City Assessor's Office Staff</i>
	2.3 Conduct Ocular Field Inspection <b>(if real property is subject for reassessment)</b>	None	Scheduled on the next working day or up to 2-3 working days depending on the number of application for Field Inspection	Jacqueline A. Dumaran <i>LAOO II</i>  Vicente M. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Ferdinand F. Tortona <i>Tax Mapping Aide</i>  Michael B. Sagala <i>Administrative Clerk</i>  Marlon James DC. Tabios <i>City Assessor's Office Staff</i>
	2.4.1 Preparation Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture	None	5 minutes per RPU	Edwin G. Guerrero <i>Assessment Clerk III</i>  Menandro V. Cristobal <i>Tax Mapping Aide</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4.2 Encoding and Printing of Tax Declaration and Notice of Assessment		15 minutes per RPU	<p>Elmine C. Dela Cruz <i>LAOO I</i></p> <p>Noime P. Dagohoy <i>Assessment Clerk I</i></p> <p>Jennifer T. Renomeron Ronato A. Reyes Nerida S. Sabino Sheila M. Ramirez <i>Tax Mapping Aide</i></p> <p>Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo Lorenzo A. Macalalad <i>City Assessor's Office Staff</i></p>
	2.5.1 Assess/Appraise/ Review and Recommends Approval of the FAAS  2.5.2 Review of Printed Tax Declaration and Notice of Assessment	None	5 minutes per RPU  5 minutes per RPU	<p>Myrna C. Mendoza <i>LAOO III</i></p> <p>Jacqueline A. Dumaran <i>LAOO II</i></p>
	2.6.1 Approval of FAAS  2.6.2 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU  2 minutes per RPU	<p><i>City Assessor/Officer In Charge</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Recording, Sorting and Filing	None	4 minutes per RPU	Julie Ann P. Noriel Lorenzo A. Macalalad <i>City Assessor's Office Staff</i>
3. Receive Owner's Copy of Tax Declaration 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	Julie Ann P. Noriel Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>  Dianne M. Abad <i>City Assessor's Office Staff</i>
	<b>TOTAL per RPU</b>	<b>100.00 Processing Fee</b>	<b>2-3 days and 1 hour</b>	<i>May vary depending on the number of clients catered</i>

**Note:** Ocular inspection of land subject for consolidation/subdivision is scheduled on the next working day or up to 2-3 working days depending on the number of application for inspection.

**\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (9) encoders for this particular service.**



### 3. RECLASSIFICATION OF REAL PROPERTY (LAND)

New Tax Declaration (TD) is issued to Reclassified Land

Department / Office:		<b>CITY ASSESSOR'S OFFICE</b>		
Classification:		Simple/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"> <li>○ Letter Request</li> <li>○ Certified True Copy of Title</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Certification from Zoning and Land Development Department</li> <li>○ Affidavit of Non-Tenancy</li> <li>○ Processing Fee: 100.00 per RPU</li> <li>○ SPA/Authorization</li> </ul> <p>In Case of Subdivision:</p> <ul style="list-style-type: none"> <li>○ Permit to Develop</li> <li>○ Approved Subdivision Plan</li> <li>○ Certificate of Registration</li> </ul>		<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 documents	1. Receive, review/evaluate supporting documents	None	5 minutes per RPU	Ma. Lanny S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</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 F. Tortona <i>Tax Mapping Aide</i>  Cyrus B. Calvez Alex Van Brian M. Bacolod <i>City Assessor's Office Staff</i>
	2.3.1 Conduct Ocular Field Inspection  2.3.2 Prepare Inspection Report	None	Scheduled on the next working day or up to 2-3 working days depending on the number of application for Field Inspection  5 minutes per RPU	Jacqueline A. Dumarán <i>LAOO II</i>  Vicente M. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Ferdinand F. Tortona <i>Tax Mapping Aide</i>  Michael B. Sagala <i>Administrative Clerk</i>  Marlon James DC. Tabios <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4.1 Preparation of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture</p> <p>2.4.2 Encoding and Printing of Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>15 minutes per RPU</p>	<p>Edwin G. Guerrero <i>Assessment Clerk III</i></p> <p>Elmine C. Dela Cruz <i>LAOO I</i></p> <p>Noime P. Dagohoy <i>Assessment Clerk I</i></p> <p>Jennifer T. Renomeron Ronato A. Reyes Nerida S. Sabino Sheila M. Ramirez Menandro V. Cristobal <i>Tax Mapping Aide</i></p> <p>Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo Lorenzo A. Macalalad <i>City Assessor's Office Staff</i></p>
	<p>2.5.1 Assess/Appraise/ Review and Recommends Approval of the FAAS</p> <p>2.5.2 Review of Printed Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>5 minutes per RPU</p>	<p>Myrna C. Mendoza <i>LAOO III</i></p> <p>Jacqueline A. Dumarán <i>LAOO II</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6.1 Approval of FAAS	None	2 minutes per RPU	<i>City Assessor/Officer In Charge</i>
	2.6.2 Approval of Tax Declaration and Notice of Assessment		2 minutes per RPU	
	2.7 Recording, Sorting and Filing	None	4 minutes per RPU	Julie Ann P. Noriel Lorenzo A. Macalalad <i>City Assessor's Office Staff</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	Julie Ann P. Noriel Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>  Dianne M. Abad <i>City Assessor's Office Staff</i>
	<b>TOTAL per RPU</b>	<b>100.00 Processing Fee</b>	<b>2-3 days, 1 hour and 5 minutes</b>	<i>May vary depending on the number of clients catered</i>

**Note:** Ocular inspection of land subject for reclassification is scheduled on the next working day or up to 2-3 working days depending on the number of application for inspection.

**\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (9) encoders for this particular service.**





#### 4. NEW ASSESSMENT

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

Department / Office:	<b>CITY ASSESSOR'S OFFICE</b>
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>Land: (for Titled Property)</p> <ul style="list-style-type: none"> <li>○ Letter Request</li> <li>○ Certified True Copy of Title</li> <li>○ Certification from the Registry of Deeds that Original Copy is intact and existing in the said Registry</li> <li>○ Approve Survey Plan</li> <li>○ Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim</li> <li>○ Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land</li> <li>○ Real Property Tax (Subject back taxes)</li> <li>○ SPA/Authorization</li> </ul>	<p>Real Property Owner Registry of Deeds Registry of Deeds</p> <p>Real property Owner Real Property Owner</p> <p>Barangay Chairman/Barangay where the Real Property is located</p> <p>City Treasurer's Office</p>
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<p>(for Untitled Property)</p> <ul style="list-style-type: none"> <li>○ Approve Survey Plan/Technical Description</li> <li>○ Certification from CENRO stating among others, that the land is within the alienable and disposable</li> <li>○ Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim</li> <li>○ Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land</li> <li>○ Joint Affidavit of adjoining owners</li> <li>○ Real Property Tax (Subject back taxes)</li> <li>○ SPA/Authorization</li> </ul>	<p>Registry of Deeds CENRO</p> <p>Real property Owner</p> <p>Barangay Chairman/Barangay where the Real Property is located</p> <p>Real Property Owner City Treasurer's Office</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Building and Other Improvements:</p> <ul style="list-style-type: none"> <li>○ Blue Print Approved Building Plan/Floor Plan</li> <li>○ Xerox Copy of Certificate of Occupancy/Certificate of Completion</li> <li>○ Tax Declaration of Land</li> <li>○ Certificate True Copy of Title/Xerox Copy</li> <li>○ <b>Picture of Property/Building and Other Improvement (3" x 5" colored) – frontage/façade showing full view of the structure</b></li> <li>○ <b>Notarized Sworn Statement of owner declaring the property</b></li> <li>○ SPA/Authorization</li> </ul>	<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"> <li>○ List of Machineries</li> <li>○ Date of Acquisition, Cost, Freight Cost</li> <li>○ Tax Declaration of Building where the machinery is installed</li> <li>○ Tax Declaration of Land</li> <li>○ <b>Picture of Property/Machinery (3" x 5" colored) – frontage/façade showing full view of the structure</b></li> <li>○ Notarized Sworn Statement</li> <li>○ SPA/Authorization</li> </ul>	<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
<p>1. Present required documents</p>	<p>1. Receive, review / evaluate documents</p>	<p>None</p>	<p>5 minutes per RPU</p>	<p>Ma. LannyS. Nolasco <i>Assessment Clerk I</i></p> <p>Jencel V. Villamor MaricelMartos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 S. Nolasco <i>Assessment Clerk I</i> Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>
	2.2 Evaluate supporting documents	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i> Edwin G. Guerrero <i>Assessment Clerk III</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 F. Tortona <i>Tax Mapping Aide</i> Cyrus B. Calvez Alex Van Brian M. Bacolod <i>City Assessor's Office Staff</i>
	2.3 Conduct Ocular Field Inspection	None	Scheduled on the next working day or up to 3-5 working days depending on the number of application for Field Inspection	Jacqueline A. Dumaran <i>LAOO II</i>  Vicente M. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Ferdinand F. Tortona <i>Tax Mapping Aide</i> Michael B. Sagala <i>Administrative Clerk</i>  Marlon James DC. Tabios <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4.1 Preparation of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture  2.4.2 Encoding and Printing of Tax Declaration and Notice of Assessment	None	5 minutes per RPU          15 minutes per RPU	Jacqueline A. Dumarán <i>LAOO II</i>  Vicente R. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Elmine C. Dela Cruz <i>LAOO I</i>  Noime P. Dagohoy <i>Assessment Clerk I</i>  Ma. Erica H. Garrido Christen Z. Bernaldo <i>City Assessor's Office Staff</i>
	2.5.1 Assess/Appraise/ Review and Recommends Approval of the FAAS  2.5.2 Review of Printed Tax Declaration and Notice of Assessment	None	5 minutes per RPU          5 minutes per RPU	Myrna C. Mendoza <i>LAOO III</i>  Jacqueline A. Dumarán <i>LAOO II</i>
	2.6.1 Approval of FAAS  2.6.2 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU          2 minutes per RPU	<i>City Assessor/Officer In Charge</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Recording, Sorting and Filing	None	4 minutes per RPU	Julie Ann P. Noriel Lorenzo A. Macalalad <i>City Assessor's Office Staff</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 Mail Owner's Copy of Tax Declaration and Notice of Assessment (unclaimed)	None	2 minutes per RPU	Julie Ann P. Noriel <i>Casual Clerk</i>  Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>  Dianne M. Abad <i>City Assessor's Office Staff</i>
	<b>TOTAL per RPU</b>	<b>100.00 Processing Fee</b>	<b>3-5 days, 1 hour, 5 minutes</b>	<i>May vary depending on the number of clients catered</i>

*Note: Ocular inspection of property subject for assessment is scheduled on the next working day or up to 3-5 working days depending on the number of application for inspection.*

***\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (4) encoders for this particular service.***



## 5. REASSESSMENT

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

Department / Office:	<b>CITY ASSESSOR'S OFFICE</b>
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative
CHECKLIST OF REQUIREMENTS	
<p>Building and Other Improvements:</p> <ul style="list-style-type: none"> <li>○ Blue Print Approved Building Plan/Floor Plan</li> <li>○ Duplicate Copy of Certificate of Occupancy/Certificate of Completion</li> <li>○ <b>Picture of Property/Building and Other Improvement (3" x 5" colored) – frontage/façade showing full view of the structure</b></li> <li>○ Tax Declaration of Building to be reassess</li> <li>○ Tax Declaration of Land</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Sworn Statement</li> <li>○ SPA/Authorization</li> </ul>	<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>
CHECKLIST OF REQUIREMENTS	
<p>Machinery:</p> <ul style="list-style-type: none"> <li>○ Request Letter for Reassessment</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Tax Declaration of Building where the machinery is installed</li> <li>○ Tax Declaration of Land</li> <li>○ <b>Picture of Property/Machinery (3" x 5" colored) – frontage/façade showing full view of the structure</b></li> <li>○ Notarized Sworn Statement</li> </ul>	<p>Real property Owner City Assessor's Office</p> <p>City Assessor's Office</p> <p>City Assessor's Office 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. LannyS. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor MaricelMartos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</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. LannyS. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor MaricelMartos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>
	2.2 Evaluate supporting documents	None	5 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i>  Edwin G. Guerrero <i>Assessment Clerk III</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 Alex Van Brian M. Bacolod <i>City Assessor's Office Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.4 Conduct Ocular Field Inspection	None	Scheduled on the next working day or up to 3-5 working days depending on the number of application for Field Inspection	Jacqueline A. Dumaran <i>LAOO II</i>  Vicente M. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Ferdinand F. Tortona <i>Tax Mapping Aide</i>  Michael Sagala <i>Administrative Clerk</i>  Marlon James DC. Tabios <i>City Assessor's Office Staff</i>
	2.5.1 Preparation of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture  2.5.2 Encoding and Printing of Tax Declaration and Notice of Assessment	None	5 minutes per RPU  15 minutes per RPU	Jacqueline A. Dumaran <i>LAOO II</i>  Vicente R. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Elmine C. Dela Cruz <i>LAOO I</i>  Noime P. Dagohoy <i>Assessment Clerk I</i>  Ma. Erica H. Garrido Christen Z. Bernaldo <i>City Assessor's Office Staff</i>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6.1 Assess/Appraise/ Review and Recommends Approval of the FAAS 2.6.2 Review of Printed Tax Declaration and Notice of Assessment	None	5 minutes per RPU	Myrna C. Mendoza LAOO III Jacqueline A.Dumaran LAOO II
	2.7.1 Approval of FAAS 2.7.2 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU 2 minutes per RPU	City Assessor/Officer In Charge
	2.8 Recording, Sorting and Filing	None	4 minutes per RPU	Julie Ann P. Noriel Lorenzo A. Macalalad City Assessor's Office Staff
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	Julie Ann P. Noriel City Assessor's Office Staff Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari City Assessor's Office Staff  Dianne M. Abad City Assessor's Office Staff
	<b>TOTAL per RPU</b>	<b>100.00 Processing Fee</b>	<b>3-5days, 1hour &amp; 5minutes</b>	<b>May vary depending on the number of clients catered</b>

Note: Ocular inspection of property subject for cancellation or correction is scheduled on the next working day or up to 3-5 working days depending on the number of application for inspection. **\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (4) encoders for this particular service.**



## 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:		<b>CITY ASSESSOR'S OFFICE</b>		
Classification:		Simple/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"> <li>○ Letter Request</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Affidavit of Demolition</li> </ul> <p>FOR CORRECTION OF TAX DECLARATION</p> <ul style="list-style-type: none"> <li>○ Certified True Copy of Title</li> <li>○ Latest Tax Declaration</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Affidavit</li> <li>○ SPA/Authorization</li> </ul>		<p>Real Property Owner City Treasurer's Office Real property Owner</p> <p>Registry of Deeds City Assessor's Office City Treasurer's Office</p> <p>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 and review the supporting documents	None	5 minutes per RPU	Ma. Lanny S. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor Maricel Martos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. LannyS. Nolasco <i>Assessment Clerk I</i>  Jencel V. Villamor MaricelMartos Robi Jay B. Mallari Raquel A. Padilla <i>City Assessor's Office Staff</i>
	2.2 Evaluate supporting documents	None	5 minutes per RPU	ElmineC. Dela Cruz <i>LAOO I</i>  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 F. Tortona <i>Tax Mapping Aide</i>  Cyrus B. Calvez <i>Casual Clerk</i>  Alex Van Brian M. <i>Bacolod</i> <i>City Assessor's Office Staff</i>
	2.4.1 Conduct Ocular Field Inspection  2.4.2 Prepare Inspection Report for non-existing real properties	None	Scheduled on the next working day or up to 2-3 working days depending on the number of application for Field Inspection	Jacqueline A. Dumaran <i>LAOO II</i>  Vicente M. Malinis <i>Tax Mapper I</i>  Edwin G. Guerrero <i>Assessment Clerk III</i>  Ferdinand F. Tortona <i>Tax Mapping Aide</i>  Michael Sagala <i>Administrative Clerk</i>  Marlon James DC. Tabios <i>City Assessor's Office Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.5.1 Preparation of Field Appraisal and Assessment Sheet (FAAS)/ Field Sheet with picture</p> <p>2.5.2 Encoding and Printing of Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>15 minutes per RPU</p>	<p>Elmine C. Dela Cruz <i>LAOO I</i></p> <p>Noime P. Dagohoy <i>Assessment Clerk I</i></p> <p>Ma. Erica H. Garrido Christen Z. Bernaldo Dianne M. Abad Clarissa Q. Joaquin Jovan G. Abella Raynier D. Domingo Lorenzo A. Macalalad <i>City Assessor's Office Staff</i></p>
	<p>2.5.3 Preparation of Notice of Cancellation</p>	None	5 minutes per RPU	<p>Elmine C. Dela Cruz <i>LAOO I</i></p> <p>Vilma M. Cabrera <i>Assessment Clerk II</i></p>
	<p>2.6.1 Assess/Appraise/ Review and Recommends Approval of the FAAS / Notice of Cancellation</p> <p>2.6.2 Review of Printed Tax Declaration and Notice of Assessment</p>	None	<p>5 minutes per RPU</p> <p>5 minutes per RPU</p>	<p>Myrna C. Mendoza <i>LAOO III</i></p> <p>Jacqueline A. Dumaran <i>LAOO II</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7.1 Approval of FAAS / Notice of Cancellation 2.7.2 Approval of Tax Declaration and Notice of Assessment	None	2 minutes per RPU  2 minutes per RPU	<i>City Assessor/Officer In Charge</i>
	2.8 Recording, Sorting and Filing	None	4 minutes per RPU	Vilma M. Cabrera <i>Assessment Clerk II</i>  Julie Ann P. Noriel Lorenzo A. Macalalad <i>City Assessor's Office Staff</i>
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1 Releasing of Tax Declaration and Notice of Assessment / Notice of Cancellation  3.2 Mail Owner's Copy of Tax Declaration and Notice of Assessment (unclaimed)	None	2 minutes per RPU	Vilma M. Cabrera <i>Assessment Clerk II</i>  Julie Ann P. Noriel Jencel V. Villamor Maricel Martos Raquel A. Padilla Robi Jay B. Mallari <i>City Assessor's Office Staff</i>  Dianne M. Abad <i>City Assessor's Office Staff</i>
	<b>TOTAL per RPU</b>	<b>PhP100.00 Processing Fee</b>	<b>2-3 days, 1 hour and minutes</b>	<b><i>May vary depending on the number of clients catered</i></b>

*Note: Ocular inspection of property subject for reappraisal and reassessment is scheduled on the next working day or up to 2-3 working days depending on the number of application for inspection.*

***\*The processing time of each transaction may vary since we only have two (2) reviewers for most transactions out of nine (4) encoders for this particular service.***



## 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:	<b>CITY ASSESSOR'S OFFICE</b>
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"> <li>○ Request Letter</li> <li>○ Certified True Copy of Title</li> <li>○ Real Property Tax Receipt (Updated)/Certification</li> <li>○ Certification Fee and Verification Fee</li> <li>○ SPA/Authorization</li> </ul> Certificate of No Improvement <ul style="list-style-type: none"> <li>○ Request Letter</li> <li>○ Certified True Copy of Title</li> <li>○ Tax Declaration</li> <li>○ Sketch of Location of Property</li> <li>○ Photo of Property</li> <li>○ Certification Fee</li> <li>○ SPA/Authorization</li> </ul> Certification of Aggregate Land Holdings <ul style="list-style-type: none"> <li>○ Death Certificate</li> <li>○ Extra Judicial Settlement</li> <li>○ SPA of the Administrator</li> <li>○ Title</li> <li>○ Tax Declaration</li> <li>○ Certification Fee</li> <li>○ SPA/Authorization</li> </ul> Certificate of No Property for Specific Purposes <ul style="list-style-type: none"> <li>○ Request Letter</li> <li>○ Barangay Certification/Certificate of Indigence</li> <li>○ Certification Fee</li> <li>○ SPA/Authorization</li> </ul>	Registry of Deeds City Treasurer's Office  City Treasurer's Office  Real Property Owner Registry of Deeds City Assessor's Office Real property Owner Real Property Owner City Treasurer's Office Real property Owner  Real property Owner Real property Owner Real property Owner City Assessor's Office City Treasurer's Office Real property Owner  Requestor Barangay Office City Treasurer's office Requestor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present required supporting documents</p> <p>Fill up the request form for the issuance of copy of official records</p>	<p>1.1. Receive Letter Request and review the supporting documents</p>	<p>Please refer to the next page for the schedule of fees</p>	<p>5 minutes per RPU</p>	<p>Menandro V. Cristobal <i>Tax Mapping Aide</i></p> <p>Maria Cristina G. Parra Luningning M. Veluz Racquel A. Padilla <i>City Assessor's Office Staff</i></p>
<p>2. Pay for the required fee</p>	<p>2.1 <b><u>CERTIFIED TRUE COPY TAX DECLARATION</u></b> Prepare the Certified True Copy of Tax Declaration</p>	<p>Php140.00</p>	<p>5 minutes per RPU</p>	<p>Menandro V. Cristobal <i>Tax Mapping Aide</i></p> <p>Maria Cristina G. Parra Luningning M. Veluz Racquel A. Padilla <i>City Assessor's Office Staff</i></p>
	<p>2.2.1 <b><u>CERTIFICATE OF NO IMPROVEMENT</u></b> Ocular Inspection for the Property subject for Certificate of No Improvement</p> <p>2.2.2 Verify the property using the QGIS (Quantum Geographical Information System) subject for Certificate of No Improvement</p> <p>2.2.3 Prepare Certificate of No Improvement</p>	<p>Please refer to the next page for the schedule of fee</p>	<p>Scheduled on the next working day or up to 2-3 working days depending on the number of application for Field Inspection</p> <p>5 minutes per RPU</p> <p>5 minutes per RPU</p>	<p>Jacqueline A. Dumarán <i>LAOO II</i></p> <p>Vicente M. Malinis <i>Tax Mapper I</i></p> <p>Edwin G. Guerrero <i>Assessment Clerk III</i></p> <p>Ferdinand F. Tortona <i>Tax Mapping Aide</i></p> <p>Michael B. Sagala <i>Administrative Clerk</i></p> <p>Marlon James DC. Tabios <i>Alex Van Brian M. Bacolod</i> <i>City Assessor's Office Staff</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 <b><u>CERTIFICATE OF LAND HOLDINGS</u></b> Prepare Certificate of Land Holdings	PhP140.00	10 minutes per Certification	Gerard BessC.Jaca <i>Tax Mapping Aide</i>  Luningning M. Veluz <i>Casual Clerk</i>
	2.4 <b><u>OTHER CERTIFICATIONS</u></b> Prepare Certifications for specific purpose	PhP140.00	5 minutes per Certification	Gerard Bess C. Jaca <i>Tax Mapping Aide</i>  Luningning M. Veluz <i>Casual Clerk</i>
	2.5 Approval of  <b>*CERTIFIED TRUE COPY OF TAX DECLARATION</b>  <b>*CERTIFICATE OF NO IMPROVEMENT</b>  <b>*CERTIFICATE OF LAND HOLDINGS</b>  <b>*Other CERTIFICATION</b>	PhP185.00  PhP140.00  PhP140.00  PhP140.00	3 minutes per RPU/ Certification	Myrna C. Mendoza <i>LAOO III</i>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive Certification	3. Release/ Issuance of Real Property Certification	Please refer below for the schedule of fees	2 minutes per RPU/ Certification	MenandroV. Cristobal <i>Tax Mapping Aide</i>  Maria Cristina G. Parra Luningning M. Veluz RacquelA. Padilla <i>City Assessor's Office Staff</i>
<b>Total</b>	<b>Certified True Copy</b>	<b>PhP185.00 per RPU</b>	<b>15 minutes</b>	<b>May vary depending on the number of clients catered</b>
	<b>Certificate of No Improvement</b>	<b>PhP140.00 per Certification</b>	<b>2-3 days and 20 minutes</b>	<b>May vary depending on the number of clients catered</b>
	<b>Certification of Aggregate Land Holdings</b>	<b>PhP140.00 per Certification</b>	<b>15 minutes</b>	<b>May vary depending on the number of clients catered</b>

*Note: Ocular inspection of property subject for Certificate of No Improvement is scheduled on the next working day or up to 2-3 working days depending on the number of application for inspection.*



## LIST OF SERVICES

### **Bacoor Disaster Risk Reduction and Management Office**

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# **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.

<b>Office or Division:</b>	Bacoor Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Hospital to hospital coordination for transfer of patients			Hospital	
Patients for discharge must be billed out before dispatch of EMS			Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for 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
	<b>Total:</b>	<b>None</b>	<b>8-14 minutes</b>	



## 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.

<b>Office or Division:</b>	BDRRMO Administration and Training Division & Operations and Warning Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All events organizers permitted to conduct activities within Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written/email request addressed to the City Mayor thru the City DRRM Officer		Office of the City Mayor Email: <a href="mailto:msbrsecretariat@gmail.com">msbrsecretariat@gmail.com</a> <a href="mailto:bdrmo@gmail.com">bdrmo@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a written request and/or write via email, furnish a copy to the City DRRM Office, and wait for further communication for the approval of the Office of the City Mayor	1.1 Request will be reviewed for approval	None	Request must be submitted at least 1 week before the scheduled date	Office of the City Mayor
	1.2. Endorse approved request to DRRM Office		1-2 minutes	Office of the City Mayor
	1.3. Receive the copy of the approved request		1-2 minutes	DRRM Office Receptionist/ Administration and Training Division Staff
	1.2 Verify the availability of the schedule		1-3 minutes	Administration and Training Division Staff
	1.3 Confirm the schedule		1-2 minutes	Administration and Training Division Staff
1.4 Inform assigned personnel to assign EMS Team		3-5 minutes	Administration and Training staff & Operations and Warning Staff	
<b>Total:</b>		<b>None</b>	<b>1 week</b>	



### 3. PROVISION OF PNP/BFP ASSISTANCE

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

<b>Office or Division:</b>	Bacoor Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 BDRRMO</i>
	1.2 Coordinate the concern to the Emergency Dispatcher		2 minutes	<i>Emergency Dispatcher BDRRMO</i>
	1.3 Proceed to the scene		5-10 minutes	<i>PNP/BFP Response Teams</i>
	<b>Total:</b>	<b>None</b>	<b>8-14 minutes</b>	



#### 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.

<b>Office or Division:</b>	BDRRMO Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Visit the social media site or Facebook Page of Bacoor Disaster Risk Reduction and Management Office ( <a href="https://www.facebook.com/bacoordrrmoffice">https://www.facebook.com/bacoordrrmoffice</a> )		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.1. Receive request from the client		1 minute	
	1.2. Coordinate with CCTV and Communications Dispatcher		1-2 minutes	Operations and Warning Staff
	1.3. Provide accurate traffic information		1-2 minutes	
	<b>Total:</b>	<b>None</b>	<b>4-6 minutes</b>	



## 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.

<b>Office or Division:</b>	BDRRMO Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Visit the social media sites or Facebook Page of Bacoor Disaster Risk Reduction and Management Office ( <a href="https://www.facebook.com/bacoordrrmoffice">https://www.facebook.com/bacoordrrmoffice</a> ).		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.1. Receive request from client		1 minute	Operations and Warning staff
	1.2. Coordinate with CCTV and Communications Dispatcher		1-2 minutes	
	1.3. Provide accurate traffic information		1-2 minutes	
	<b>Total:</b>	<b>None</b>	<b>4-6 minutes</b>	





## 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.

<b>Office or Division:</b>	Bacoor Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bonafide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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> BDRRMO
	1.2 Coordinate with Emergency Dispatcher		2 minutes	<i>Emergency Dispatcher</i> BDRRMO
	1.3 Coordinate the complaint to the concerned agency		2-3 minutes	<i>Emergency Dispatcher</i> BDRRMO
	<b>Total:</b>	<b>None</b>	<b>5-6 minutes</b>	



## 7. PROVISION OF TRAININGS AND SEMINARS

The purpose of this service is to provide trainings and seminars on Disaster Risk Reduction and Management, including but not limited to Basic First Aid, CPR, Weather Hazards, Disaster Preparedness and Building Emergency Evacuation Planning.

<b>Office or Division:</b>	BDRRMO Administration and Training Division			
<b>Classification:</b>	Complex / Highly Technical			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacor  <b>Required (City Ordinance No. 248-2022):</b> All students, PTA Members, Employees of Business Enterprises, Tricycle Drivers and Operators, Public Officials/Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written/email request addressed to the City Mayor thru the City DRRM Officer		Office of the City Mayor Email: <a href="mailto:msbrsecretariat@gmail.com">msbrsecretariat@gmail.com</a> <a href="mailto:bdrmo@gmail.com">bdrmo@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a written request and/or write via email, furnish a copy to the City DRRM Office, and wait for further communication for the approval of the Office of the City Mayor	1.1 Request will be reviewed for approval.	None	Request must be submitted at least 1 week before the scheduled date	Office of the City Mayor
	1.2. Endorse approved request to DRRM Office		1-2 minutes	Office of the City Mayor
	1.3 Receive the copy of the approved request		1-2 minutes	DRRM Office Receptionist/ Administration and Training Division staff
	1.2 Verify the availability of the schedule		1-3 minutes	Chief, Capacity Building & Training Services; Administration and Training Division Head
	1.3 Confirm the schedule of request.		1-2 minutes	
	<b>Total:</b>	<b>None</b>	<b>1 week</b>	



## 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 and Transfer.

<b>Office or Division:</b>	Bacoor Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen (G2G) Government to Government Employee			
<b>Who may avail:</b>	All bona fide residents of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	<b>Total:</b>	<b>None</b>	<b>11-18 minutes</b>	



# 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.**



## 1. 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.

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



## 2. Barangay Visitation

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

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





## LIST OF SERVICES

### Business Permit and Licensing Department

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# **BUSINESS PERMIT AND LICENSING DEPARTMENT**

## **(External Services)**

**The Business Permit and Licensing Department 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 Bacoor 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.

<b>Office or Division:</b>	Business Permit and Licensing Department (BPLD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Business Establishment Owners or Representatives	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b><u>For New Business Registration</u></b>	
	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). <b>For Franchisee, copy of Franchise Agreement.</b>	Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority  Franchisor
	2. Contract of Lease (for those renting / leasing) and <b>Photocopy of Business Permit of Lessor.</b>	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
	4. Total number of employees of the business and number of employees residing in the City of Bacoor to be submitted to the Bacoor Public Employment Services Office (PESO).	Client



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>For Renewal Applications, please bring your latest business permit if readily available for faster processing</u></b></p> <ol style="list-style-type: none"> <li>1. Last Business Permit</li> <li>2. Basis for computing taxes, BIR Income Tax Return (1701Q or 1701A) or BIR 2550M/2550Q/2551Q or the Audited Financial Statement. Note:               <ol style="list-style-type: none"> <li>a. Itemized gross sales of all branches for business establishments with multiple locations.</li> <li>b. Sworn declaration of gross sales or receipts</li> </ol> </li> <li>3. Job vacancies in the business concerned (if any), the total number of employees of the business, and the number of employees residing in the City of Bacoor to be submitted to the Bacoor Public Employment Services Office (PESO).</li> </ol>	<p>Client</p> <p>BIR files of client or Audited Financial Statement signed and sealed by client's Accountant</p> <p>Client</p> <p>Client</p> <p>Client</p>

**A. BUSINESS ONE-STOP SHOP**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. First Step</p> <p>Submission of requirement and filling-up of unified business permit application form</p>	<p>1. First Step - Business Permit Application</p> <p>1.1 Issuance of Unified Business Permit Application Form</p>	<p>None</p>	<p>5 minutes</p>	<p>Hernan Alhambra <i>License Inspector II</i></p> <p>Marc Erick Espiritu <i>Clerk</i></p> <p>Heidee Villamin <i>Admin. Aide IV</i></p> <p>Herminio Garcia III <i>Clerk</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Second Step	1.2 Encoding of Details		5 minutes	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>
	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 minutes	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 minutes	Office of the Building Official <hr/> Personnel In-Charge	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Seal Fee Sanitary Fee Barangay Business Clearance Fire Safety Inspection Fee	15 minutes	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		15 minutes  1 day	Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Raymil Rabe <i>Clerk</i>
	3.2 Recommending approval – BPLD and Final approval – Mayor	None	10 minutes	Christian Gawaran <i>OIC-BPLD</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 minutes	Dina Dumali <i>License Inspector II</i> Ferdinand Paredes <i>Admin. Aide III</i> Ramil Asto <i>Clerk</i> Herminio Garcia III <i>Clerk</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
<b>Total Fees and Processing Time</b>	<b>Depends on the fees and other factors stated</b>		<b>1 hour and 30 minutes to 1 day (if face to face or online payment)</b>	



**B. ELECTRONIC BUSINESS ONE-STOP SHOP THRU BOSS.BACOR.GOV.PH**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2 Encoding of details	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</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 minutes	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 minutes	Office of the Building Official <hr/> Personnel In-Charge





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Seal Fee Sanitary Fee Barangay Business Clearance Fire Safety Inspection Fee	15 minutes	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
	2.4.1 If payment will be made to the City Treasurer's Office		15 minutes	
	2.4.2 If payment will be made online		1 day	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Third Step	3. Third Step – Final Approval and Releasing			
Claim the business permit and other documents	3.1 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Laarnie Jolipas <i>Admin. Aide III</i> Bei Jhay Bombita <i>Clerk</i> Jeonard Merilo <i>Clerk</i> Raymil Rabe <i>Clerk</i>
	3.2 Recommending approval – BPLD and Final approval – Mayor	None	10 minutes	Christian Gawaran <i>OIC-BPLD</i>  Office of the Mayor
	3.3 Releasing of Mayor's Permit and Business License Certificate, Business Plate, Barangay Business Clearance, and other documents	None	10 minutes	Dina Dumali <i>License Inspector II</i> Ferdinand Paredes <i>Admin. Aide III</i> Ramil Asto <i>Clerk</i> Herminio Garcia III <i>Clerk</i> Alvin Alcantara <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Releasing available for 3.3.1 Walk-in applicant 3.3.2 Courier Service	None  Depends on the distance where the documents will be delivered		Client  Courier Partner
<b>Total Fees and Processing Time</b>		<b>Depends on the fees and other factors stated</b>	<b>1 hour and 30 minutes to 1 day (if face to face or online transaction)</b>	

## II. ISSUANCE OF SPECIAL PERMIT FOR COCKFIGHT

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment Owners or Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Schedule of Cockfight</li> </ul>		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 minutes	Nancy Rabacal <i>Admin. Asst. V</i>
	1.2. Issuance of Order of Payment	None	10 minutes	Nancy Rabacal <i>Admin. Asst. V</i>
2. Payment	2.1. Issuance of Official Receipt	Soltada Fee, per fight Regular/ordinary <b>Php 100.00</b>	15 minutes	City Treasurer's Office  Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Special cockfight and derby not more than one day <b>Php 200.00</b> Derby with more than one day <b>Php 300.00</b> Special Cockfight, per day <b>Php2,000.00</b> One cock <b>Php 2,000.00</b> Two cock <b>Php 3,000.00</b> Three cock <b>Php 4,000.00</b> Four cock <b>Php 5,000.00</b> Five cock <b>Php 6,000.00</b>		
	2.2. Issuance of Special Permit	None	5 minutes	Nancy Rabacal <i>Admin. Asst. V</i>
	2.3. Approval	None	30 minutes	Christian Gawaran <i>OIC-BPLD</i> Hon. Strike B. Revilla <i>City Mayor</i>
3. Claim the Special Permit	3. Releasing of Special Permit	None	5 minutes	Nancy Rabacal <i>Admin. Asst. V</i>
<b>Total Fees and Processing Time</b>		<b>Depends on the fees stated above</b>	<b>1 hour and 10 minutes</b>	



### III. ISSUANCE OF TEMPORARY PERMIT FOR BUSINESS WITH PENDING OBO, ZONING, BFP, CHO CLEARANCES

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment Owners or Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter. 2. Unified Business Permit Application Form 3. Affidavit of Undertaking 4. Certificate of Gross Sales		Client Business Permit and Licensing Dept. Client Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2. Issuance of Order of Payment	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Payment	2.1. Issuance of Official Receipt	Per month, Micro <b>Php 1,000.00</b> Small <b>Php 3,000.00</b> Medium <b>Php 5,000.00</b> Large <b>Php 20,000.00</b> Barangay Business Clearance <b>Php 500.00</b> Security Seal <b>Php 55.00</b>	10 minutes	City Treasurer's Office <hr/> Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Issuance of Temporary Business Permit	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Temporary Permit	3. Releasing of Temporary Permit	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i> Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i>
	<b>Total</b>	<b>Depends on the fees stated above</b>	<b>40 minutes</b>	

#### IV. ISSUANCE OF TEMPORARY PERMIT FOR EVENTS/AMUSEMENTS

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment Owners or Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter.		Client		
2. Contract of Lease / Award Notice		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 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Issuance of Order of Payment	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Payment	2.1. Issuance of Official Receipt	Per month, Inside Mall/ Market/ Other Comm'l. Places <b>Php 2,000.00</b> Lantern, Fireworks Display <b>Php 2,000.00</b> Perya with rides <b>Php 12,000.00</b> Perya without rides <b>Php 6,000.00</b> Food Parks, Tiangge <b>Php 5,000.00 plus Php 500.00 for each stall,</b> Barangay Business Clearance <b>Php 500.00</b> Security Seal <b>Php 55.00</b>	10 minutes	City Treasurer's Office <hr/> Personnel In-Charge



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.2. Issuance of Temporary Business Permit	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Temporary Permit	3. Releasing of Temporary Permit	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i> Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i>
	<b>Total</b>	<b>See list of fees above</b>	<b>40 minutes</b>	

## V. ISSUANCE OF CERTIFICATE OF BUSINESS REGISTRATION

<b>Office or Division</b>	Business Permit and Licensing Department (BPLD)
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Business Establishment Owners or Representatives, National Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Copy of Business Permit or Account No. 2. Request letter from client or National Agencies	Client National Agency Concerned





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i>
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i>
2. Payment	2.1. Issuance of Official Receipt	Certification Fee <b>Php 110.00</b> Security Seal <b>Php 55.00</b> Documentary Stamp <b>Php 30.00</b> – <b>Total Php 195.00</b>	10 minutes	City Treasurer's Office <hr/> Personnel In-Charge
	2.2. Encoding and printing of certification	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
	<b>Total</b>	<b>Php 195.00</b>	<b>35 minutes</b>	



## VI. ISSUANCE OF CERTIFICATE OF ADDITIONAL LINE OF BUSINESS

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment Owners or Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Business Permit 2. Request letter		} Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Payment	2.1. Issuance of Official Receipt	Amount of business tax & environmental fee depends on the type of business line/s to be added plus Certification Fee <b>Php 110.00</b> Security Seal <b>Php 55.00</b> Documentary Stamp <b>Php 30.00</b>	10 minutes	City Treasurer's Office  Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Updating of record, encoding, and printing of certification	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III Ronald Pakingan Bimbo Orale <i>Clerk</i>
	<b>Total</b>	<b>Depends on the fees stated above</b>	<b>40 minutes</b>	

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

<b>Office or Division</b>	Business Permit and Licensing Department (BPLD)
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C Government to Citizen
<b>Who may avail:</b>	Business Establishment Owners or Representatives
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request letter from Owner/Corporate Secretary	Client
2. Photocopy of Business Permit	Client
3. Photocopy of DTI Certificate of Registration / Amended SEC Registration if there is change in business name	Department of Trade and Industry Securities and Exchange Commission
4. Contract of Lease, picture of business establishment if there is change in business location	Client
5. Marriage Contract (for change in marital status)	Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2. Issuance of Order of Payment	None	5 minutes.	Heidee Villamin <i>Admin. Aide IV</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
2.Payment	2.1. Issuance of Official Receipt	Certification Fee <b>Php 110.00</b> Security Seal <b>Php 55.00</b> Documentary Stamp <b>Php 30.00 – Total Php 195.00</b>	10 minutes	City Treasurer's Office <hr/> Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III Ronald Pakingan Bimbo Orale <i>Clerk</i>
	<b>Total</b>	<b>Php 195.00</b>	<b>40 minutes</b>	



### VIII. ISSUANCE OF CERTIFICATE OF NO BUSINESS OR NO REGISTRATION

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Applicant		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Barangay Certification of Indigency or Barangay Clearance Request letter from National Agencies			Office of the Barangay Captain  National Agency Concerned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
2. Payment	2.1. Issuance of Official Receipt	Certification Fee <b>Php 110.00</b> Security Seal <b>Php 55.00</b> Documentary Stamp <b>Php 30.00</b> – <b>Total Php 195.00</b>	10 minutes	City Treasurer's Office  _____ Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Encoding and printing of certification	None	5 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i> Ronald Pakingan <i>Clerk</i> Bimbo Orale <i>Clerk</i>
	<b>Total</b>	<b>Php 195.00</b>	<b>35 minutes</b>	

#### IX. ISSUANCE OF CERTIFICATE OF BUSINESS RETIREMENT / SURRENDER / CLOSURE OF BUSINESS

<b>Office or Division</b>	Business Permit and Licensing Department (BPLD)
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C Government to Citizen
<b>Who may avail:</b>	Business Establishment Owners or Representatives
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Last Business Permit 2. Sketch of business location 3. <b>For Corporation (SEC)</b> 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 <b>For Sole Proprietor (DTI)</b> a. DTI Certificate of Cancellation 4. Sworn statement of gross sales / BIR files (Monthly, Quarterly, or ITR) 5. Affidavit of Closure	Client Client Client  Department of Trade and Industry Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	10 minutes	Heidee Villamin <i>Admin. Aide IV</i>
	1.2. Scheduling of business permit for inspection	None	2 days	Heidee Villamin <i>Admin. Aide IV</i> Ferdinand Paredes <i>Admin. Aide III</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i>
	1.3. Inspection of the business establishment being surrendered	None	20 minutes	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu Raymil Rabe Alvin Alcantara <i>Clerk</i>
	1.4. Assessment and Issuance of Order of Payment	Assessment of Fees based on Gross Sales Declared and Article 9 of the 2022 Revised Revenue Code of the City of Bacoor	10 minutes	Christian Gawaran <i>OIC-BPLD</i> Shirley Anne Gomez <i>Licensing Officer II</i> Heidee Villamin <i>Admin. Aide IV</i>
2. Payment	2.1. Issuance of Official Receipt	Refer to assessment of fees	10 minutes	City Treasurer's Office <hr/> Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Updating of record, encoding, and printing of certification	None	10 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Nancy Rabacal <i>Admin. Asst. V</i> Laarnie Jolipas <i>Admin. Aide III</i>
	2.3. Approval	None	5 minutes	Christian Gawaran <i>OIC-BPLD</i>
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III Ronald Pakingan Bimbo Orale <i>Clerk</i>
	<b>Total</b>	<b>Depends on the fees stated above</b>	<b>2 days, 1 hour and 10 minutes</b>	

#### X. ISSUANCE OF LIST OF BUSINESS ESTABLISHMENTS AND RESPONSE TO BUSINESS VERIFICATIONS

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G Government to Government G2C Government to Citizen		
<b>Who may avail:</b>		Other Government Offices Concerned, Banks/Financial Institutions, Students, All Concerned Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Laarnie Jolipas <i>Admin. Aide III</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the response through e-mail	2. Response to the request	None	55 minutes	Shirley Anne Gomez <i>Licensing Officer II</i> Laarnie Jolipas <i>Admin. Aide III</i> Christian Gawaran <i>OIC-BPLD</i>
<b>Total</b>		<b>None</b>	<b>1 hour</b>	

## XI. ISSUANCE OF BARANGAY BUSINESS CLEARANCE

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment Owners or Representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Endorsement / Referral 2. Sketch of business location 3. Picture of establishment		Client 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	10 minutes	Heidee Villamin <i>Admin. Aide IV</i>
	1.2. Inspection of Business Establishment	None	2 days	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose Il Chua <i>License Inspector I</i> Marc Erick Espiritu Raymil Rabe Alvin Alcantara <i>Clerk</i>
2. Payment	2.1. Issuance of Official Receipt	Php 500.00	10 minutes	City Treasurer's Office  Personnel In-Charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Encoding and printing of Barangay Business Clearance	None	5 minutes	Ramil Asto Jeonard Merilo <i>Clerk</i>
3. Claim the Barangay Business Clearance	3. Releasing of Barangay Business Clearance	None	5 minutes	Heidee Villamin <i>Admin. Aide IV</i>
	<b>Total</b>	<b>Php 500.00</b>	<b>2 days and 30 minutes</b>	

## XII. BUSINESS ESTABLISHMENT INSPECTION

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Business Establishment scheduled for inspection by the Business Permit and Licensing Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 Dept. Business Permit and Licensing Dept. Business Permit and Licensing Dept. Complainant Business Permit and Licensing Dept. / 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 minutes 20 minutes 20 minutes	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu Raymil Rabe Alvin Alcantara <i>Clerk</i>



	2. Preparation of Inspection Report	None	25 minutes	Ferdinand Paredes <i>Admin. Aide III</i> License Inspector II Jose II Chua License Inspector I Marc Erick Espiritu <i>Clerk</i>
	<b>Total</b>	<b>None</b>	<b>35 minutes to 45 minutes &gt;</b>	<b>depending on the status of business</b>

### XIII. FILING OF COMPLAINTS

<b>Office or Division</b>		Business Permit and Licensing Department (BPLD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		All concerned citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Form		Business Permit and Licensing Dept.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filling-up of Complaint Form	1.1. Receiving and evaluation of complaint	None	10 minutes	Heidee Villamin <i>Admin. Aide IV</i> Herminio Garcia III <i>Clerk</i>
	1.2. Coordination with both parties, the barangay concerned, and Homeowner's Association (HOA) (if there's any)	None	30 minutes	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua License Inspector I Marc Erick Espiritu <i>Clerk</i> Raymil Rabe <i>Clerk</i> Alvin Alcantara <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3. Site inspection	None	2 hours	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i> Raymil Rabe <i>Clerk</i> Alvin Alcantara <i>Clerk</i>
	1.4. Preparation and submission of report	None	20 minutes	Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu <i>Clerk</i>
	1.5. Enforcement of decision	None	30 minutes	Christian Gawaran <i>OIC-BPLD</i> Ferdinand Paredes <i>Admin. Aide III</i> Ernesto Velasco Jr. <i>Special Agent I</i> Jose II Chua <i>License Inspector I</i> Marc Erick Espiritu Raymil Rabe Alvin Alcantara <i>Clerk</i> Barangay Representative HOA Representative
2. Receive response	2. Final Evaluation and Decision		5 minutes	Christian Gawaran <i>OIC-BPLD</i>
	<b>Total</b>	<b>None</b>	<b>3 hours and 35 minutes</b>	



## LIST OF FEES

<b>Mayor's Permit Fee</b>		
Manufacturer	Micro	₱ 2,000.00
	Small	5,000.00
	Medium	10,000.00
	Large	20,000.00
Wholesaler, Dealer, Distributor, Business Process Outsourcing (BPO), and Contractor	Micro	2,000.00
	Small	5,000.00
	Medium	10,000.00
	Large	20,000.00
Banks and other financial institutions	Main office	2,000.00
	Branch	2,000.00
	Pawnshop, Money Remittance, Money Changer	1,000.00
Private Warehouse or Bodega		10,000.00
Bar		5,500.00
Bowling Establishment		4,400.00
Billiard or Pool	per table	110.00
Internet Shop	per computer	110.00
Cabaret/Dance Hall		1,100.00
Coliseum		11,000.00
Concert Hall		2,200.00
Driving Range (Golf)		1,100.00
Fun House, Carnival Rides (indoor)		5,500.00
Golf Course		4,400.00
Gym/Fitness Center		1,100.00
Night/Day Club		11,000.00
OTB/E-Sabong		5,000.00
E-Games/Bingo		1,000.00
Cinema House		10,000.00
Operators of Cockpits		11,000.00
Other amusement places		5,000.00
Subdivision/Real Estate Developer		11,000.00
Car Exchange		1,100.00
Car/Truck/Bus/ Heavy Equipment Display/Show Room		5,000.00
Junk Shop/Scrap Trading		2,000.00
Memorial Park or Private Cemetery		5,000.00
Holders of Government Franchise (except tricycle and/or pedicabs)	National	11,000.00
	Local	5,500.00
Agri-business		550.00
<b>Mayor's Permit Fee</b>		



Commercial piggery/ poultry/ cattle ranch		1,100.00
Film shooting	per day	550.00
Floor show, fashion show, stage show	per day	600.00
Posting of Security Guards/ Security Agency		5,000.00
Posting of Security Guards - Posting only		3,000.00
Learning Institution	NKP	1,100.00
	Vocational	3,300.00
	Other Private	5,500.00
Amusement Machines, Devices	per machine	200.00
ATM	per machine	1,000.00
Vending/Dispensing	per machine	440.00
Service/Office		2,000.00
Restaurant		2,500.00
Food Outlet		1,000.00
Drug Store		2,000.00
Water Station		1,000.00
Massage Clinic/Spa		1,000.00
General Contractor		5,000.00
Driving School		3,000.00
Ice Plant		5,000.00
Trucking Service, Cargo Forwarding, Logistics Office		5,000.00
Transport Service (taxis, car rentals, vans, jeepneys)		2,000.00
Gas Station		5,000.00
Auto Repair Shop		1,000.00
Car Wash		1,000.00
Welding		1,000.00
Vulcanizing		1,000.00
Printing		1,000.00
Publishing		1,000.00
Tailoring		1,000.00
Funeral Parlor	with chapel	15,000.00
	w/o chapel	5,000.00
Telephone, Electric, Telecom, Cable		5,000.00
Hospitals, Educational and charitable institutions non-stock non-profit		5,000.00
Medical/ Dental/ Lying-In/ Veterinary Clinic		2,000.00
<b>Mayor's Permit Fee</b>		



Laboratories, Dialysis, Diagnostic		3,000.00
Public/Private Markets		10,000.00
Talipapa/ Flea Market		3,000.00
Hotel, Motel, Pay Parking Lot/Building, Events Place, Venue Rentals		5,000.00
Swimming Pool, Resort		5,000.00
Lot Lessor/ Residential	100 sqm & below	1,000.00
	101-500	2,000.00
	501-1000	3,000.00
	above 1000	5,000.00
Lessor/Comml	1-4 units	5,000.00
	5 & above	10,000.00
Apt/House for Rent	1-4 units	2,000.00
	5 & above	5,000.00
Department Store / Supermarket		10,000.00
Malls with leasing		20,000.00
Stalls in Malls	Micro	2,000.00
	Small	3,000.00
	Medium	5,000.00
	Large	20,000.00
Hardware/ Convenience Store		5,000.00
Dealer Beer/Cigar		5,000.00
All types not mentioned (Retailer, Other)	Micro	1,000.00
	Small	2,000.00
	Medium	3,000.00
	Large	20,000.00

<b>Environmental Fee</b>		
Bakery/Bakeshop		₱ 2,000.00
Hot Pandesal		1,980.00
Carinderia, Eatery, Fastfood	w/ private garbage contractor	2,900.00
	w/o private garbage contractor	1,320.00
Restaurant		7,200.00
Department Stores, Malls, Warehouse	w/ private garbage contractor	4.60/sqm
	w/o private garbage contractor	16.50/sqm
Sari-Sari Store		260.00
Stalls on Malls	micro - small	3,960.00
	medium	6,600.00
	large	9,200.00
Super/ Commercial Stores		6,600.00
Supermarket		19,800.00
<b>Environmental Fee</b>		



Hospitals	less than 50 beds	6,600.00
	50 to 100	10,560.00
	101 to 199	13,200.00
	200 or more	19,800.00
Clinic, Laboratories		2,900.00
School	less than 500 enrollees	2,900.00
	500 to 999	3,900.00
	100 or more	7,200.00
Resorts, Movie House		5,000.00
Financial/Lending Institutions, Pawnshops		2,170.00
Cosmetic Parlors/ Display Rooms		2,170.00
Gasoline Station, Carwash, Auto Repair Shop		2,640.00
Cable/Wireless Communications		4,350.00
Telephone/Electric		4,350.00
Media Facilities		2,640.00
Wholesaler, Dealer, Distributor	micro-small	5,280.00
	medium	6,600.00
	large	7,920.00
All types not mentioned	less than 100 sqm	1,320.00
	100 to 200	3,960.00
	201 to 500	4,350.00
	501 or more	6,600.00

<b>Special Permit to Sell/ Serve Liquor</b>	
Retailer	₱ 2,000.00
Wholesaler	1,500.00
Serving/Dispensing	10,000.00
Manufacturer/Distiller/Producer	1,500.00
Special Permit (for amusement places)	10,000.00
until 2:00 am	5,500.00
until 4:00 am	11,000.00
Retailer	1,000.00
Wholesaler	3,000.00

<b>Special Permit to Sell Tobacco and/or Cigarette</b>	
Retailer	₱ 1,000.00
Wholesaler	3,000.00





## LIST OF SERVICES

### **Bacoor Public Safety Unit**

#### **Internal Services**

#### **Page Number**

City elected official Security and Other VIP's

8.2

Shelter for Boys,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. CITY ELECTED OFFICIALS SECURITY AND OTHER VIP'S

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

<b>Office or Division:</b>	Office of the Mayor-Bacoor Public Safety Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Event Schedule			Requesting Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. SHELTER FOR BOYS, GIRLS' HOME, CIUDAD MALASAKIT, BACCOOR COLISEUM AND VEHICLE SERVICE AND MAINTENANCE UNIT SECURITY

Guards and Protects

<b>Office or Division:</b>	Office of the Mayor-Bacoor Public Safety Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Employees, Non-Government Organization			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request			Requesting Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**

<b>External Services</b>	<b>Page Number</b>
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	9.8 - 9.9
Issuance of Traffic Permit for Motorcade, Recorida and Fun Run	9.10 - 9.11
Filing of Complaint for Adjudication	9.12 - 9.13
<b>List of fees for Traffic Violations</b>	<b>9.14 - 9.17</b>
<b>Internal Services</b>	
Traffic Enforcers Turn-Over of Ordinance Violation Receipt (OVR) and confiscated license	9.4 - 9.5



# **BACOOR TRAFFIC MANAGEMENT DEPARTMENT**

**(Internal and External Services)**

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

**The Department shall at all times, shall put the highest priority the 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 and other stakeholders 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 numbers that are confiscated back then 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.

<b>Office or Division:</b>	Bacoor Traffic Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Owner of driver's license and / or plate number's and dulyauthorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Duplicate copy of ordinance violation receipt;</li> <li>• Official receipt/s as a proof of payment of theprescribed fines;</li> </ul>	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'slicense is already forwarded by the apprehending trafficenforcer and check database for any outstanding and unsettled violation/s.  <i>Note: We are not confiscating driver'slicense since September 2022 dueto DILG-DOTC Joint Memorandum Circular No. 01-2008</i>	None	1 minute	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Elaiza T. Cameros Shallie A. Belen Randolph B. Hernandez Katrina Jelo D. Solis Cherry Ann G. Nuñez Glenda B. Valenzuela



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to the Treasury Department for payment.	2. Accept payment and issue Official Receipt.	Depends on the amount of fine assessed	5 minutes (Depends on the number of clients)	Treasury Department
3. Present the Official Receipt as a proof of Payment of the prescribed fines.	3. Validate the receipt then photocopy the Official receipt.	None	1 minute	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andre Laurenz C. Irada
4. Sign the "Received Driver's License" portion on the order of payment.	4. Released the Original Official Receipt and also the driver's license if it still here in the redemption.  Note: We are not confiscating driver's license since September 2022 due to DILG-DOTC Joint Memorandum Circular No. 01-2008	None	1 minute	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada
	<b>Total</b>	<b>Depends on the amount of fine assessed - see List of Fees on pages 9.14-9.17</b>	<b>9 minutes</b>	





## 2. TRAFFIC ENFORCERS TURN-OVER OF ORDINANCE RECEIPT VIOLATION (OVR)

Original copy of Ordinance Violation Receipt shall immediately be brought to the BTMD office by the apprehending traffic officers and deputized PNP personnel for documentation and filing.

<b>Office or Division:</b>	Bacoor Traffic Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	Traffic enforcers and deputized PNP Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Original copy of the Ordinance Violation Receipt (OVR)</li> </ul>	Bacoor Traffic Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over of the Original Copy of Ordinance Violation Receipt.	1.1. Receive the Original Copy of Ordinance Violation Receipt.	None	2 minutes	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Sign Transmittal form based on the surrendered number of OVR's and check the number series of the OVR assigned to the traffic enforcer and the chronological surrender of the OVR in series	None	2 minutes	Adel I. Udarbe Rommel A. Bunag Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Elaiza T. Cameros Shallie A. Belen Randolph B. Hernandez Katrina Jelo D. Solis Cherry Ann G. Nuñez Glenda B. Valenzuela
	<b>Total</b>	<b>None</b>	<b>4 minutes</b>	



### 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.

<b>Office or Division:</b>	Bacoor Traffic Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Individual or Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Form from Business Permit and Licensing Office; DTI Business Permit</li> <li>• Barangay Business Clearance;</li> <li>• Photo of the establishment;</li> <li>• Traffic Clearance Permit Fee- P2,000</li> </ul>		Business Permit and Licensing Department; Department of Trade and Industry; Makati Barangay Client Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Requirements	1.1. Receive request letter and complete requirements	None	1 minute	Adel I. Udarbe Romel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
	1.2. Approval of the request letter and prepare order of payment	None	2 minutes	Edralin G. Gawaran Rommel A. Bunag Adel I. Udarbe Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to the Treasury Department for payment.	2.1. Accept Payment for Traffic Clearance and Security Seal and issue Official Receipt	PhP 2,000.00 And PhP 55.00	5 minutes (Depends on the number of client)	Treasury Department
	2.2. Issuance of Traffic Clearance	None	1 minute	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
	<b>Total</b>	<b>PhP 2,055.00</b>	<b>9 minutes</b>	



#### 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.

<b>Office or Division:</b>	Bacoor Traffic Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Contractors and Homeowners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Permit from DPWH;</li> <li>• Request for Excavation Permit (Maynilad- for water service connection</li> <li>• Clearance from City Engineer Office;</li> <li>• Site Inspection;</li> <li>• Time Frame;</li> <li>• Barangay Business Clearance.</li> <li>• Excavation Permit Fee:</li> <li>• Maynilad (residential) PhP 2,000.00</li> <li>• Maynilad (commercial) PhP 5,000.00</li> <li>• Telecom PhP 5,000.00</li> </ul>			DPWH Carmona  Maynilad Bacoor City Engineering Department Client applicant Client applicant Barangay Treasurer's Office / BTMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Requirements	1.1. Receive request letter and complete requirements	None	1 minute	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
	1.2. Approval of the request letter and prepare order payment	None	2 minutes	Edralin G. Gawaran Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to the Treasury Department for payment.	2.1. Accept payment for Excavation Permit and Security Seal and issue Official Receipt	Depends on the amount of Excavation Permit applied for and Php 55.00 for the Security Seal	5 minutes (Depends on the number of client)	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
	2.2. Issuance of Excavation Permit	None	1 minute	Edralin G. Gawaran Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
<b>Total</b>	<b>*Maynilad (residential) PhP 1,500.00 *Maynilad (commercial) PhP 3,000.00 *Telecom PhP 5,000.00</b>	<b>*Depends on the amount of Excavation Permit applied for and Php 55.00 Security Seal</b>	<b>9 minutes</b>	



## 5. Issuance Traffic Permit for Motorcade, Recorda and Fun Run

A Traffic Permit for Motorcade, Recorda and Fun Run may be obtained at the BTMD office. The following requirements listed below must be provided by the requesting party.

<b>Office or Division:</b>	Bacoor Traffic Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Individual Organization
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Time and Date of the Activity</li> <li>• Number of Vehicles</li> <li>• Sketch Map</li> <li>• Number of the participants to the event</li> <li>• Number and type of of vehicles (such as cars, bicycles, motorcylces and the like) that will take part of the event;</li> <li>• Permit Fee: <ul style="list-style-type: none"> <li>• Recorda PhP 1,000.00</li> <li>• Motorcade PhP 2,000.00</li> <li>• Fun run PhP 2,000.00</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Client applicant</li> <li>Client applicant</li> <li>Client applicant</li> <li>Client applicant</li> <li>Client applicant</li> </ul> Treasurer's Office / BTMD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Requirements	1.1. Receive request letter and complete requirements	None	1 minute	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Approval of the request letter and prepare order payment	None	2 minutes	Edralin G. Gawaran Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
2. Proceed to the Treasury Department for payment.	2.1. Accept payment for Permit Motorcade, Recorida, Fun Run and Security Seal and issue Official Receipt	Depends on the amount of Permit applied for and Php 55.00 Security Seal	5 minutes (Depends on the number of client)	Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
	2.2. Issuance of Traffic Permit for Motorcade, Recorida and Fun Run	None	1 minute	Edralin G. Gawaran Adel I. Udarbe Rommel A. Bunag Elaiza T. Cameros Randolph B. Hernandez Glenda B. Valenzuela
<b>Total</b>	<b>*Motorcade PhP 2,000.00 *Recorida PhP 1,000.00 *Fun run PhP 2,000.00</b>	<b>*Amount of Permit applied for and Php 55.00 Security Seal</b>	<b>9 minutes</b>	





## 6. 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.

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



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
	1.2 Inform the complainants and the apprehension officer for the adjudication schedule	None	Day before the scheduled adjudication	Adel I. Udarbe Rommel A. Bunag
	1.3. Adjudication Meeting	None	2 hours	Adel I. Udarbe Rommel A. Bunag Bacoor Traffic Adjudication Board
	<b>Total</b>	<b>None</b>	<b>2-3 days, 2 hours and 2 minutes</b>	



## LIST OF FEES FOR TRAFFIC VIOLATIONS

SECTION	VIOLATION	PENALTY
49	Illegal Terminal	Php2,500 fine
64	Driving Tricycle/E-trike/Pedi cab along National Roads & Highways	Php3000 + impounding fee of Php200 fine
65	Disobedience to Traffic Authorities	Php1,500 fine
66	Violation of Pedestrian Right of Way	Php500 fine
67	Jaywalking	Php500 fine
68	<ul style="list-style-type: none"> <li>A. Waiting for/flagging down vehicle outside loading zone</li> <li>B. Boarding moving vehicle</li> <li>C. Alighting from vehicle outside unloading zone</li> <li>D. Linger on pedestrian crossing</li> <li>E. Clinging to any part of moving vehicle</li> <li>F. Boarding fully-loaded vehicle</li> <li>G. Littering</li> <li>H. Spitting/urinating in public places</li> <li>I. Not using overpass/ pedestrian lanes</li> </ul>	<p>Php100 fine for each act of violation</p> <p>(If offender is a minor, the fine shall be paid by his/her parents or guardians)</p>
69	Operation of Unregistered Bicycles, Animal-drawn Carriage or Sidecar	Php100 fine and confiscation
70	Operating Bicycle on the Center Lane	Php100
71	Operating Bike w/o at least one hand on the handlebar & Clinging to Vehicle by a Bike Rider	Php150 fine
72	Operating bicycles more than two (2) abreast	Php100 fine per bike in excess of two
73	Reckless Driving of Bicycles on Sidewalks, Public pathways or Bicycle lanes	Php100 fine
74	Overloading bicycles	Php100 fine



SECTION	VIOLATION	PENALTY
75	Illegal/Improper Parking of Bicycle	Php100 fine
76 A	Driving without license	
76 B	Refusal to Surrender Driver's license	Php500 fine
76 C	Failure to Use Seatbelt	Php500 fine
76 E	Driving without OR/CR	Php500 fine
76 F	Refusal to Surrender OR/CR	Php500 fine
76 G	Use of Cell phone while driving	Php500 fine
76 H	Wearing sleeveless shirts and slippers while driving	Php300 fine
77	Driving using student permit w/o accompanying licensed driver	Php500 fine
78	Driving motor vehicle that is not road worthy	Php500 fine
80-1	Driving Under the Influence of Drugs or Alcoholic Substance	<p><i>1st Offense:</i> Php5,000.00 + 5 days imprisonment</p> <p><i>2nd Offense:</i> Php5,000.00 + 10 days imprisonment</p> <p><i>3rd Offense:</i> Php5,000.00 + fine 10 days imprisonment + cancellation of driver's license</p>
86	Reckless driving	Php1,500 fine
87.1	Trip Cutting	Php1,000 fine
87.2	Out of Line	Php6,000 fine
87.3	Colorum Operation of Vehicle	<p><i>1st Offense:</i> Php1,000 fine</p> <p><i>2nd Offense:</i> Php3,000 fine</p> <p><i>3rd Offense:</i> Php5,000 fine</p>
87.4	Unregistered Vehicle	Php1,000.00 fine
87.5	Defective/Non-Use of Vehicle Lighting	Php500.00 fine
88	Hitching to a Vehicle	Php500.00 fine



SECTION	VIOLATION	PENALTY
89	Not stopping on Pedestrian Crossing Not giving way to Pedestrians	Php300.00 fine
90	Overloading of motorcycle not designed to carry more than one passenger	Php500.00 fine
91	Operation of motorcycle w/o and/or busted side mirrors/tail lights	Php500 fine - without Php300 fine - busted
92	Operation of motorcycle w/o crash helmet	Php500.00 fine
93	Smoke-belching	Php1,000.00 fine
94	Truck Ban	Php2,500.00 fine
95	Smoking cigarettes/cigars in PUVs	Php500.00 fine
96 & 97	Over-speeding/under speeding	Php500.00 fine
98	Illegal entry on one-way road	Php700 fine
99	Unjustified Abandonment of a Motor accident Victim	Php5,000.00 fine
100	Traffic Obstruction	1st Offense: Php500 fine 2nd Offense: Php1,000 fine 3rd Offense: Php1,500 fine
113	Overloading of passengers	Php500.00 fine
117 & 118	Illegal Parking /Improper Parking	<i>Vehicles with a gross weight capacity of 4,500 kilograms or more: Php3,000</i> <i>Tricycles and motorcycles: Php500</i> <i>Cars, sedans, jeeps, vans: Php1,000</i>
135	No Loading & Unloading	<i>Vehicles with a gross weight capacity of 4,500 kilograms or more: Php3,000</i>



SECTION	VIOLATION	PENALTY
135	No Loading & Unloading continued...	<i>Tricycles &amp; motorcycles:</i> Php500.00 <i>Cars, sedans, jeeps, vans, others:</i> Php1,000
135-1	Digging w/o BTMD Permit	Php5,000.00
137	Failure to place warning signs at excavation sites	Php2,500 fine
138	Unaccredited/Illegal Towing	Php3,000.00 + impound
140	Impounding Fees	<i>Class A-Light vehicles:</i> Php1500 fine <i>Class B-Van/Truck less than 4000 kilos:</i> Php2000 fine <i>Class C-Truck/Van/Bus more than 4000 kilos:</i> Php2,500
156	Structures concealing traffic signs	Php500.00 fine
008-1	Noise Pollution	<i>1st Offense:</i> Php2,500 fine <i>2nd Offense:</i> Php3,500 fine <i>3rd Offense:</i> Php5,000 fine <i>4<sup>th</sup> Offense:</i> Php5,000 or imprisonment not more than 10 days or both



## LIST OF SERVICES

### Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)

<b>External Services</b>	<b>Page Number</b>
Renewal of Electric / Motorized Tricycle Operator's Permit (E/MTOP)	10.2 – 10.4
Issuance of Motorized Tricycle Operator's Permit (MTOP) to tricycle that will change motorcycle	10.5 – 10.7
Issuance of Electric / 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 Electric / Motorized Tricycle Operator's Permit (E/MTOP) for New TODA	10.14 – 10.17
Issuance of Special Electric / Motorized Tricycle Operator's Permit (SP E/MTOP)	10.18 – 10.20
Issuance of New Pedicab Operator's Permit (POP)	10.21 – 10.24
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Various TODA & PODA Concerns and Riding Public Concerns	10.31



**BACOR TRAFFIC MANAGEMENT  
DEPARTMENT- TRICYCLE  
FRANCHISING REGULATORY UNIT  
(TFRU)  
(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 – Tricycle Franchising Regulatory Unit (TFRU).**





## 1. Renewal of Electric / Motorized Tricycle Operator's Permit (E/MTOP)

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

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for the renewal of E/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 E/MTOP at Treasury (Miscellaneous Window)  Renewal Fee–1,200.00 Security Sticker–55.00	2. Inform the client to pay the Renewal Fee and Security Sticker at Treasury Department	1,200.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
3. Submit proof of payment (Official Receipt) to start the processing of E/MTOP	3. Processing of E/MTOP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the E/MTOP before signing	4.1 Final Checking and review of E/MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of Electric / Motorized Tricycle Operator's Permit (E/MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado, <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Forward the Electric / Motorized Tricycle Operator's Permit (E/MTOP) to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of approved E/MTOP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their E/MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. E/MTOP applicant can claim the copy of the approved E/MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved E/MTOP and E/MTOP Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P1,255.00</b>	<b>2-3 days and 25 minutes</b>	



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

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

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for change motorcycle of tricycle and updating of Motorized Tricycle Operator's Permit (MTOPI)	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 (MTOPI) at Treasury Department  Change motorcycle Fee – 500.00 Security Sticker – 55.00	2. Inform the client to pay the change motorcycle fee and Security Sticker at Treasury Department	500.00 55.00	3 Minutes (Depends on the number of clients)	Cashier
3. Submit proof of payment (Official Receipt) to start the processing of MTOPI	3. Processing of MTOPI	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado,  <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the MTOPI before signing	4.1 Final Checking review of MTOPI and supporting documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of updated MTOPI data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado  <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Forward the Motorized Tricycle Operator's Permit (MTO) to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of approved E/MTO in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their MTO application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. MTO applicant may claim the copy of the approved MTO by presenting the photocopy of the Official Receipt	5. Releasing of approved MTO	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P 555.00</b>	<b>2-3 days and 25 minutes</b>	



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

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

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for change ownership of tricycle and updating of E/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 Electric / Motorized Tricycle Operator's Permit (E/MTOP) at Treasury Department  New MTOP Fee – 2,000.00 Security Sticker – 55.00	2. Inform the client to pay the change ownership fee and Security Sticker at Treasury Department	2000.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
3. Submit proof of payment (Official Receipt) to start the processing of E/MTOP	3. Processing of Electric / Motorized Tricycle Operator's Permit (E/MTOP)	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the E/MTOP before signing	4.1 Final Checking and review of E/MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of updated Electric / Motorized Tricycle Operator's Permit (E/MTOP) data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Forward the Electric / Motorized Tricycle Operator's Permit (E/MTOP) to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of approved E/MTOP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their E/MTOP application is approved and ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. E/MTOP applicant can claim the copy of the approved E/MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved Electric / Motorized Tricycle Operator's Permit (E/MTOP)	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P2,055.00</b>	<b>2-3 days and 25 minutes</b>	



#### 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.

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 the Treasury Department  Dropping Fee – 500.00 Security Sticker – 55.00	2. Inform the client to pay the Dropping fee and Security Sticker at the Treasury Department	500.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office 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	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
	3.2 Final Checking and review of MTOP Dropping Certification and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	3.3 Encoding of MTOP Dropping Certification data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.4 Forward the MTOP Dropping Certification to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	3.5 Recording of approved MTOP Dropping Certification in the 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	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</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, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P 555.00</b>	<b>2-3 days and 25 minutes</b>	



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

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

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

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



<b>CHECKLIST OF REQUIREMENTS (SECONDARY)</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Completion of the following Requirements:               <ul style="list-style-type: none"> <li>• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle</li> <li>• Inspection Report of the Tricycle</li> <li>• Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB)</li> <li>• Certification from local TODA</li> <li>• Voter's ID or Voter's Certification of operator (Bacoor)</li> <li>• Barangay Clearance of operators</li> <li>• Community Tax Certificate (Sedula) of operator</li> <li>• Drug test result of driver</li> <li>• Photocopy of Driver's license with restriction code 1&amp;2</li> <li>• Long folder</li> </ul> </li> <li>Other supporting documents, if necessary.               <ul style="list-style-type: none"> <li>• Notarized Special Power of Attorney</li> <li>• Notarized Deed of Sale of Motorcycle and photocopy of valid ID</li> <li>• LTO authorization if plate number is not yet available</li> </ul> </li> </ul>	<p>LTO / Operator</p> <p>Local TODA Officer / BTMD-TFRU</p> <p>Local TODA Officer</p> <p>Local TODA Officer</p> <p>COMELEC</p> <p>Barangay</p> <p>Treasury (BGC)</p> <p>DOH Accredited Clinic</p> <p>Tricycle Driver</p> <p>Notary Public</p> <p>LTO</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of primary requirements	1. Evaluation and assessment of requirements	None	1 day	Rommel A. Bunag <i>Traffic Operations Officer III</i>
2. Submission of secondary requirements for the issuance of New Electric / Motorized Tricycle Operator's Permit (E/MTOP)	2.1. Assessment of 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 Electric / Motorized Tricycle Operator's Permit (E/MTOP) at the Treasury Department  New MTOP Fee – 2000.00 Security Sticker – 55.00	3. Inform the client to pay the New E/MTOP fee and Security Sticker at the Treasury Department	2000.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
4. Submit proof of payment (Official Receipt) to start the processing of New Electric / Motorized Tricycle Operator's Permit (E/MTOP)	4. Processing of New E/MTOP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Make sure to read and understand the terms and conditions of the E/MTOP before signing	5.1 Final Checking and review of E/MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	5.2 Encoding of E/MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
	5.3 Forward the E/MTOP to the City Mayor for Signing	None	2-3 days	Office of the City Mayor
	5.4 Recording of the approved E/MTOP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	5.5 Inform applicants that their E/MTOP application is approved and ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
6. E/MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	6. Releasing of approved E/MTOP and E/MTOP Plate Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P2,055.00</b>	<b>3-4 days and 25 minutes</b>	





## 6. Issuance of Special Electric/Motorized Tricycle Operator's Permit (SP E/MTOP)

Operator of electric/motorized tricycle for hire with a valid franchise from another local government unit adjoining the City of Bacoor can apply for Special Permit (SP E/MTOP).

<b>Office or Division:</b>	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Tricycle Operator (TODA)	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>Completion of the following Requirements:</p> <ul style="list-style-type: none"> <li>• Photocopy of latest E/MTOP from another LGU</li> <li>• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized/ electronic tricycle</li> <li>• Inspection Report of the Tricycle &amp; Certification from local TODA</li> <li>• Valid ID of Operator</li> <li>• Drug test result of driver</li>   <li>• Photocopy of Driver's license with restriction code 1</li> <li>• Long folder</li> </ul> <p>Other supporting documents, if necessary.</p> <ul style="list-style-type: none"> <li>• Notarized Special Power of Attorney</li> <li>• Notarized Deed of Sale of Motorcycle and photocopy of valid ID</li>   <li>• LTO authorization if plate number is not yet available</li> </ul>	<p>Owner of E/MTOP</p> <p>LTO / Operator</p> <p>Local TODA Officer/TFRU</p> <p>Operator DOH Accredited Clinic</p> <p>Tricycle Driver</p>  <p>Notary Public</p> <p>LTO</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for the application of SP E/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 SP E/MTOP at Treasury (Miscellaneous Window)  Special Permit Fee–1,200 Security Sticker–55.00	2. Inform the client to pay the Special Permit Fee and Security Sticker at the Treasury Department	1,200.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
3. Submit proof of payment (Official Receipt) to start the processing of SP E/MTOP	3. Processing of SP E/MTOP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the SP E/MTOP before signing	4.1 Final Checking and review of SP E/MTOP and supporting Documents	None	3 minutes	Rommel A.Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of SP E/MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado, <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Forward the SP E/MTOP to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of the approved SP E/MTOP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their SP E/MTOP application is approved and is ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. SP E/MTOP applicant may claim the copy of the approved SP E/MTOP by presenting the photocopy of the Official Receipt	5. Releasing of the approved SP E/MTOP and SP E/MTOP Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P1,255.00</b>	<b>2-3 days and 25 minutes</b>	



## 7. Issuance of New Pedicab Operator's Permit (POP) for PODA

Newly formed Pedicab Operators and Drivers Association (PODA) must apply for new Pedicab Operator's Permit (POP) before the start of their operation.

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



CHECKLIST OF REQUIREMENTS (SECONDARY)	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Completion of the following Requirements:               <ul style="list-style-type: none"> <li>• Photocopy of proof of ownership</li> <li>• Inspection Report of the Pedicab</li> <li>• Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB)</li> <li>• Certification from local PODA</li> <li>• Voter's ID or Voter's Certification of operator (Bacoor)</li> <li>• Barangay Clearance of operators</li> <li>• Community Tax Certificate (Cedula) of operator</li> <li>• Drug test result of driver</li> <li>• Photocopy of Driver's license with restriction code 1</li> <li>• Long folder</li> </ul> </li> <li>Other supporting documents, if necessary.               <ul style="list-style-type: none"> <li>• Notarized Special Power of Attorney</li> <li>• Notarized Deed of Sale of Pedicab and photocopy of valid ID</li> </ul> </li> </ul>	<p>Operator</p> <p>Local PODA Officer / BTMD-TFRU</p> <p>Local PODA Officer</p> <p>Local PODA Officer</p> <p>COMELEC</p> <p>Barangay</p> <p>Treasury (BGC)</p> <p>DOH Accredited Clinic</p> <p>Pedicab Driver</p> <p>Operator</p> <p>Notary Public</p> <p>Notary Public</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of primary requirements	1. Evaluation and assessment of the requirements	None	1 day	Rommel A. Bunag <i>Traffic Operations Officer III</i>
2. Submission of secondary requirements for the issuance of New Pedicab Operator's Permit (POP)	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 Pedicab Operator's Permit (POP) at Treasury Department  New POP Fee – 2000.00 Security Sticker – 55.00	3. Inform the client to pay the New POP fee and Security Sticker at Treasury Department	2000.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
4. Submit proof of payment (Official Receipt) to start the processing of New Pedicab Operator's Permit (POP)	4. Processing of New Pedicab Operator's Permit (POP)	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Make sure to read and understand the terms and conditions of the POP before signing	5.1 Final Checking and review of POP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	5.2 Encoding of POP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
	5.3 Forward the POP to the City Mayor for Signing	None	2-3 days	Office of the City Mayor
	5.4 Recording of approved POP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	5.5 Inform applicants that their POP application is approved and ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
6. POP applicant may claim the copy of the approved POP by presenting the photocopy of the Official Receipt	6. Releasing of approved POP and POP Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P2,055.00</b>	<b>3-4 days and 25 minutes</b>	



## 8. Renewal of Pedicab Operator's Permit (POP) for PODA

All Pedicab for hire with updated Pedicab Operator's Permit (POP) must apply for renewal every year. The date of renewal will be based on the date when the POP was issued.

<b>Office or Division:</b>	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	Pedicab Operator	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Completion of the following Requirements:             <ul style="list-style-type: none"> <li>• Photocopy of proof of ownership</li> <li>• Inspection Report of the Pedicab</li> <li>• Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB)</li> <li>• Certification from local PODA</li> <li>• Voter's ID or Voter's Certification of operator (Bacoor)</li> <li>• Barangay Clearance of operators</li> <li>• Community Tax Certificate (Cedula) of operator</li> <li>• Drug test result of driver</li> <li>• Photocopy of Driver's license with restriction code 1</li> <li>• Long folder</li> </ul> </li> <li>• Other supporting documents, if necessary.</li> <li>• Notarized Special Power of Attorney</li> <li>• Notarized Deed of Sale of Pedicab and photocopy of valid ID</li> </ul>		<ul style="list-style-type: none"> <li>Operator</li> <li>Local PODA Officer / BTMD-TFRU</li> <li>Local PODA Officer</li> <li>Local PODA Officer</li> <li>COMELEC</li> <li>Barangay</li> <li>Treasury (BGC)</li> <li>DOH Accredited Clinic</li> <li>Pedicab Driver</li> <li>Operator</li> <li>Notary Public</li> <li>Notary Public</li> </ul>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for the renewal of POP	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 POP at the Treasury Department (Miscellaneous Window)  Renewal Fee–1,200.00 Security Sticker–55.00	2. Inform the client to pay the Renewal Fee and Security Sticker at the Treasury Department	1,200.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
3. Submit proof of payment (Official Receipt) to start the processing of POP	3. Processing of POP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the POP before signing	4.1 Final Checking and review of POP and supporting Documents	None	3 minutes	Rommel A.Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of POP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado, <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Forward the POP to the City Mayor for Signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of approved POP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their POP application is approved and ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. POP applicant may claim the copy of the approved POP by presenting the photocopy of the Official Receipt	5. Releasing of approved POP and POP Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P1,255.00</b>	<b>2-3 days and 25 minutes</b>	



## 9. Issuance of Pedicab Operator's Permit (POP) - Change Ownership

New owner of Pedicab that have an existing POP should secure new and updated Pedicab Operator's Permit (POP).

<b>Office or Division:</b>	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen	
<b>Who may avail:</b>	New Pedicab Operator	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Completion of the following Requirements:             <ul style="list-style-type: none"> <li>• Photocopy of proof of ownership</li> <li>• Inspection Report of the Pedicab</li> <li>• Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB)</li> <li>• Certification from local PODA</li> <li>• Voter's ID or Voter's Certification of operator (Bacoor)</li> <li>• Barangay Clearance of operators</li> <li>• Community Tax Certificate (Cedula) of operator</li> <li>• Drug test result of driver</li> <li>• Photocopy of Driver's license with restriction code 1</li> <li>• Long folder</li> </ul> </li> <li>• Other supporting documents, if necessary.</li> <li>• Notarized Special Power of Attorney</li> <li>• Notarized Deed of Sale of Pedicab and photocopy of valid ID</li> </ul>		<ul style="list-style-type: none"> <li>Operator</li> <li>Local PODA Officer / BTMD-TFRU</li> <li>Local PODA Officer</li> <li>Local PODA Officer</li> <li>COMELEC</li> <li>Barangay</li> <li>Treasury (BGC)</li> <li>DOH Accredited Clinic</li> <li>Pedicab Driver Operator</li> <li>Notary Public</li> <li>Notary Public</li> </ul>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements for the renewal of POP	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 POP at Treasury (Miscellaneous Window)  New POP Fee – 2,000.00 Security Sticker – 55.00	2. Inform the client to pay the Renewal Fee and Security Sticker at the Treasury Department	2,000.00 55.00	3 Minutes (Depends on the number of clients)	Treasurer's Office Cashier
3. Submit proof of payment (Official Receipt) to start the processing of POP	3. Processing of POP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado <i>Clerk</i>
4. Make sure to read and understand the terms and conditions of the POP before signing	4.1 Final Checking and review of POP and supporting Documents	None	3 minutes	Rommel A. Bunag <i>Traffic Operations Officer III</i>
	4.2 Encoding of POP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado, <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.3 Forward the POP to the City Mayor for Signing	None	2-3 days	Office of the City Mayor
	4.4 Recording of approved POP in the logbook	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza <i>Clerk</i>
	4.5 Inform applicants that their POP application is approved and ready for releasing. It can be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado <i>Clerk</i>  Rommel A. Bunag <i>Traffic Operations Officer III</i>
5. POP applicant can claim the copy of the approved POP by presenting the photocopy of the Official Receipt	5. Releasing of approved POP and POP Sticker	None	3 minutes	Jorlyn Geronimo, Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo <i>Clerk</i>
<b>Total:</b>		<b>P2,055.00</b>	<b>2-3 days and 25 minutes</b>	



## 10. VARIOUS TODA, PODA CONCERNS AND RIDING PUBLIC CONCERNS

<b>Office or Division:</b>	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Tricycle Operator and Drivers Association (TODA), Pedicab Operator and Drivers Association (PODA) & Riding Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
This will depend on the concerns presented by the client.		Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client may directly come or contact Bacoor Traffic Management Department - Tricycle Franchising Regulatory Unit (TFRU) regarding their queries, complaints and other concerns.	1.1 Attends to queries, complaints and other concerns on E/MTOP, POP Special Permit issues, Fare issues, and Terminal issues.	None	30 minutes maximum	Rommel A. Bunag <i>Traffic Operations Officer III</i>  BTMD <i>Department Head</i>
	1.2 Investigate and set a meeting with the concerned TODA or PODA Officers to settle the complaints, concerns and queries.	None	2-3 days	Rommel A. Bunag <i>Traffic Operations Officer III</i>  BTMD <i>Department Head</i>
<b>Total:</b>			<b>2-3 days and 30 minutes</b>	



## LIST OF SERVICES

### City Budget Office

<b>External Services</b>	<b>Page Number</b>
Budget Execution	11.4, 11.9
Preliminary Review of Annual and Supplemental Budgets of Barangays and Sangguniang Kabataan	11.11, 11.12
Records Management	11.13
Budgeting Services	11.14

  

<b>Internal Services</b>	<b>Page Number</b>
Budget Preparation	11.2, 11.8
Budget Execution	11.4, 11.9
Budget Accountability	11.6, 11.10
Records Management	11.13
Budgeting Services	11.14



# **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.

<b>Office or Division:</b>	City Budget Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	City Government Department and Unit Heads
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Budget proposals for the ensuing year using the prescribed Local Budget Preparation Forms 2 and 4.</li> </ul>	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> Margarita Palad <i>Administrative Aide IV</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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Margarita Palad <i>Administrative Aide IV</i> 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> Margarita Palad Sherryl Elosa <i>Administrative Aide IV</i> Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa <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>
	<b>TOTAL</b>	<b>None</b>	<b>6 weeks 40 minutes</b>	



## 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.

<b>Office or Division:</b>	City Budget Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Obligation Request (OBR)</li> </ul>		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	Margarita Palad <i>Administrative Aide IV</i> 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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
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> Sherryl Elosa <i>Administrative Aide IV</i> Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa <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>
6. Submission of system generated Purchase Requests (PRs)	6.1 Review & examine if the PPAs and amount stated in the PR is in accordance with the approved budget & APP before the approval of the LCE	None	3 minutes maximum per PR	Mariza R. De Leon <i>Supervising Admin. Officer</i> Elvinia S. Guerrero <i>City Budget Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>43 minutes</b>	



### 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.

<b>Office or Division:</b>	City Budget Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	City Government Departments National Government Agencies Other Local Government Units
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Registry of Appropriation, Allotment, Obligations for Personal Services, Maintenance and Other Operating Expenses, Capital Outlays and Financial Expenses (RAOO-PS/MOOE/CO/FE)</li> <li>• Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)</li> <li>• Statement of Receipts and Expenditures (SRE)</li> <li>• Statement of Comparison of Budget and Actual Amount (SCBAA)</li> <li>• 20% City Development Fund Utilization</li> <li>• Other required inter-office reports</li> </ul>	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> Margarita Palad Sherryl Elosa <i>Administrative Aide/IV</i> Katherine Pobre Ma. Cristina Villafranca Monique Gervacio Jayson Bautista Keziah Moscosa <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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	<b>TOTAL</b>	<b>None</b>	<b>16 days 3 minutes</b>	



#### 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.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE 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>
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	



## 5. BUDGET EXECUTION (SPECIAL EDUCATION FUND-SEF)

<b>Office or Division:</b>	City Budget Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	Local DepEd Officials & Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
• 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 1.2 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	None	5 minutes maximum per transaction	Elvinia S. Guerrero <i>City Budget Officer</i>
	4.2 Preparation of OBR form thru IFMS		4 minutes maximum per OBR	Karen Padua <i>Administrative Aide IV</i>
	4.3 Summary of OBRs			
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>
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	





## 6. BUDGET ACCOUNTABILITY (SPECIAL EDUCATION FUND-SEF)

<b>Office or Division:</b>	City Budget Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Registry of Appropriation, Allotment, Obligations for Personal Services, Maintenance and Other Operating Expenses, Capital Outlays and Financial Expenses (RAOO-PS/MOOE/CO/FE)</li> <li>Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)</li> <li>Statement of Receipts and Expenditures (SRE)</li> <li>Statement of Comparison of Budget and Actual Amount (SCBAA)</li> </ul>	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 changes 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 Admin Officer</i>  Elvinia S. Guerrero <i>City Budget Officer</i>
		<b>TOTAL</b>	<b>1 week 4 days 3 minutes</b>	



## 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.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Budget Preparation Forms Certified Barangay AIP Certified GAD Plan & Budget for Barangays		Template from Budget Operations Manual for Barangays		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete 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>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



## 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.

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

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>
	1.2 Review and sign the endorsement letter of reviewed SK budgets	None	5 minutes maximum	Elvinia S. Guerrero <i>City Budget Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



## 8. RECORDS MANAGEMENT

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

<b>Office or Division:</b>	City Budget Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen	
<b>Who may avail:</b>	Officials and employees of the city government National Government Agencies Other Local Government Units Private citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Request for securing file copies of budget documents</li> <li>Certifications</li> </ul>		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 documents 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 appropriations in the annual budget	2.1. Prepare certifications for the existence of appropriations on all requests.  2.2. 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>
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



## 9. BUDGETING SERVICES

Render technical assistance to clients on budgetary matters.

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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> Margarita Palad Sherryl 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>
	<b>TOTAL</b>	<b>None</b>	<b>1 day 30 minutes</b>	



## LIST OF SERVICES

### **City Cemetery Office**

<b>External Services</b>	<b>Page Number</b>
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 3 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.

<b>Office or Division</b>		City Cemetery Office		
<b>Classification</b>		Simple		
<b>Type of transaction</b>		G2C Government to Citizen		
<b>Who may avail</b>		City of Bacoor Residents		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Death certificate with registry number (photocopy) 2. One valid ID (photocopy with Bacoor address)		Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>TIME PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Death Certificate	1.1 Receipt of Death Certificate	None	5 minutes	Judy Villafuerte Diana Gawaran
	1.2 Identification of Burial Spaces	None	5 minutes	Maliksi: Ferdie Del Rosario Alfredo Quintua Jr. Molino: Rizaldy Aquino Jonatan Fajardo
2. Payment of Rental for 5 years	2. Issuance of Payment Order	Php 2,000.00 for 5 years	5 minutes	Treasurer's Office Estefanio Quiocho
3. Release of Lease Contract for New Tomb	3. Maintain Copy of New Lease Contract	None	5 minutes	Estefanio Quiocho Judy Villafuerte Treasurer's Office
	4. Schedule of Interment	None	5 minutes	Maliksi: Ferdie Del Rosario Molino: Rizaldy Aquino
	<b>Total</b>	<b>Php 2,000.00 for 5 years</b>	<b>25 minutes</b>	





## 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.

<b>Office or Division</b>		City Cemetery Office		
<b>Classification</b>		Simple		
<b>Type of transaction</b>		G2C Government to Citizen		
<b>Who may avail</b>		City of Bacoor residents		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Death certificate with registry number (photocopy) 2. One valid ID (photocopy with Bacoor address)		Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>TIME PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Death Certificate	1. Issuance of Request to Transfer Bones	None	5 minutes	Judy Villafuerte Diana Gawaran
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	Estefanio Quiocho Judy Villafuerte Diana Gawaran City Health Office
	<b>Total</b>	<b>Php 500.00</b>	<b>15 minutes</b>	



### 3. Issuance of New Lease Contract

The City Cemetery Office facilitates the rental of burial spaces at its two public cemeteries in Barangay Maliksi 3 and one in Molino 2 respectively. The lease contract is for 5 years.

<b>Office or Division</b>		City Cemetery Office		
<b>Classification</b>		Simple		
<b>Type of transaction</b>		G2C Government to Citizen		
<b>Who may avail</b>		City of Bacoor residents		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Death certificate with registry number(photocopy) 2. Niche photo for interment 3. One valid ID (photocopy with Bacoor address)		Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>TIME PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Death Certificate	1.1 Receive Death Certificate	None	5 minutes	Judy Villafuerte Diana Gawaran
	1.2 Identification of Burial Spaces	None	5 minutes	Maliksi: Ferdie Del Rosario Alfredo Quintua Jr. Molino: Rizaldy Aquino Jonatan Fajardo
2. Payment of Lease Contract for 5 years	2. Issuance of Payment Order	Php 2,300 for 5 years	5 minutes	Treasurer's Office Estefanio Quiocho
3. Release of Lease Contract	3. Maintain Copy of Signed Lease Contract	None	5 minutes	Estefanio Quiocho
	4. Schedule of Interment	None	5 minutes	Maliksi: Ferdie Del Rosario Molino: Rizaldy Aquino
	<b>Total</b>	<b>Php 2,300 for 5 years</b>	<b>25 minutes</b>	



#### 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.

<b>Office or Division</b>		City Cemetery Office		
<b>Classification</b>		Simple		
<b>Type of transaction</b>		G2C Government to Citizen		
<b>Who may avail</b>		City of Bacoor residents		
<b>Checklist of requirements</b>		<b>Where to secure</b>		
1. Death certificate with registry number(photocopy) 2. Niche photo for interment 3. One valid ID (photocopy with Bacoor address)		Local Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>TIME PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Death Certificate	1.1 Receive Death Certificate	None	5 minutes	Judy Villafuerte Diana Gawaran
	1.2 Processing of Lease Contract for Renewal	None	5 minutes	Judy Villafuerte Diana Gawaran
2.Payment of Lease Contract for 5 years	2.Issuance of Payment Order	Php 2,000 for 5 years	5 minutes	Treasurer's Office Estefanio Quiocho
3.Release of Renewed Lease Contract	3.Maintain Copy of Renewed Lease Contract	None	5 minutes	Estefanio Quiocho
	<b>Total :</b>	<b>Php 2,000 for 5 years</b>	<b>20 minutes</b>	



## LIST OF SERVICES

### City Environment and Natural Resources Office

<b>Internal Services</b>	<b>Page Number</b>
Provision of Clean and Green Project Supplies and Materials	13.2
<b>External Services</b>	
Availment of Permit to Operate for Junkshop	13.3 – 13.4
<b>Internal and External Services</b>	
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
Tree Planting and Caring Compliance of Residential Subdivision Developer	13.22 – 13.23
List of Fees	13.24 – 13.33



# **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.



## 1. 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.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	CENRO's eco-aides, river warriors, special operations team, eco-enforcers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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 minutes	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 minutes	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
<b>TOTAL:</b>		<b>None</b>	<b>5 hours and 30 minutes</b>	



## 2. 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.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business
<b>Who may avail:</b>	External Clientele who are authorized party or representative, owner of the establishments
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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.

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email application form, CNC, and Association Membership through electronic mail to cenrobacoocity@gmail.com	1.1 Check completeness of application and supporting documents	None	10 minutes	Engr. Joan Paula E. Tolentino, <i>EMS II</i>  Ms. Mar Lyn Garcia, <i>Office Staff</i>
	1.2 Review and sign/approve compliant to City Ordinance 2014-004	None	5 minutes	Mr. Rolando R. Vocalan <i>CENRO</i> <i>Officer in Charge</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay corresponding fee for Security Seal	2. Receive payment and issue Official Receipt (OR)	Php 55.00	10 minutes	Treasury Office
3. Present and submit Official Receipt (OR) of Security Seal	3. Receive and photocopy OR	None	10 minutes	Engr. Joan Paula E. Tolentino, <i>EMS II</i>  Ms. Mar Lyn Garcia, <i>Office Staff</i>
4. Receive Permit to Operate and sign Receiving Log Book	4. Issue signed Permit to Operate with Security Seal	None	10 mins	Engr. Joan Paula T. Mercado, <i>EMS II</i>  Ms. Mar Lyn Garcia, <i>Office Staff</i>
<b>TOTAL:</b>		<b>Php 55.00</b>	<b>45 minutes</b>	

*\*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.*





### 3. AVAILMENT OF ENDORSEMENT LETTER TO PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE - PENRO FOR TREE CUTTING PERMIT APPLICATION

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

<b>Office or Division:</b>	City Environment and Natural Resources Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
<b>Who may avail:</b>	Property owner in the City of Bacoor, private corporations, government agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
<b>Additional if Private Property</b>		
6. Clearance of No Objection		Concerned Homeowners Association if the tree(s) located inside a subdivision
<b>Additional if Private Property</b>		
7. Photocopy of Transfer Certificate Title		Requesting Party or Registry of Deeds
<b>Additional if Fruit Bearing Trees</b>		
8. Request Letter addressed to City Agriculturist for the Issuance of Clearance		City Agriculture Office
9. Clearance of No Objection		City Agriculture Office



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

*\*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.*



#### 4. FILING OF ENVIRONMENTAL COMPLAINT/CONCERNS (Electronic Mail)

To file complaints or concerns through email account cenrobacoocity@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.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Complex/Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	External Clientele who are authorized party or representative, private corporations, government agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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 minutes	Assigned Technical Staff
	1.2. Evaluate and assign inspection team to conduct site verifications	None	1 hour maximum	Mr. Rolando R. Vocalan <i>CENRO Officer in Charge</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 maximum (depends on the location of the area)	Assigned Inspection Team Eco-Enforcer Assigned Technical Staff



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Receive feedback	3.1. Give feedback to concerned parties; Implement appropriate legal action	None	3 hours maximum	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>  Eco-Enforcer  Assigned Technical Staff
	3.2. File all actions taken and mark as closed/ accomplished	None	5 minutes	Ms. Jennifer A. Butalid <i>Technical Staff</i>  Assigned Technical Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 4 hours, and 40 minutes</b>	

*\*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.*



## 5. FILING OF ENVIRONMENTAL COMPLAINT/CONCERNS (Public Assistance Desk)

To file a complaint or concern, 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.

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Public Assistance Desk	1. Instruct the client to sign the log book	None	5 minutes	Ms. Christinne Jewel Dueñas <i>CENRO Staff</i>
2. Submit complaint letter with attached evidences	2.1. Review completeness of information, receive, record, and report to Immediate Supervisor	None	30 minutes	Ms. Christinne Jewel Dueñas <i>CENRO Staff</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>CENRO Officer in Charge</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 maximum (depends 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>CENRO Officer in Charge</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
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 4 hours, and 40 mins.</b>	

*\*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.*



## 6. 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.

<b>Office or Division:</b>		City Environment and Natural Resources Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Households in the city		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Segregated solid wastes		Citizens of the city		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Segregate solid wastes	1.1. Assign and deploy garbage collection trucks	None	20 minutes	Garbage Truck Coordinator
	1.2. Informs eco-enforcer on deployment of truck on his/her area of responsibility	None	10 minutes	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 minutes	Garbage Truck Coordinator All Eco-Enforcers
	3.4. Assess report and give instructions	None	15 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
	3.5. Files the report and mark as accomplished	None	5 minutes	Ms. Jennifer A. Butalid <i>Technical Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>18 hours and 20 minutes</b>	





## 7. 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.

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</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>
<b>TOTAL:</b>		<b>None</b>	<b>10 days, 1 hour and 35 minutes</b>	



## 8. REQUEST FOR DISINFECTION ACTIVITY ON COMMUNITY AREA

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

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.2. Review report and give instructions	None	10 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</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>
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 1 hour and 35 minutes</b>	



## 9. REQUEST FOR ENVIRONMENTAL MANAGEMENT SEMINAR

*\*\*Due to COVID-19 Pandemic rules and regulations, this service shall 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.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	External clientele who are authorized party or representative; and government agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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 minutes	Ms. Christinne Jewel Dueñas <i>CENRO Staff</i>  Ms. Jennifer A. Butalid <i>Technical Staff</i>  Assigned Technical Staff



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.2. Approves, assigns staff to conduct seminar	None	5 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
3. Receive feedback	3. Give feedback to client regarding the seminar	None	10 minutes	Assigned Office Staff
4. Attends Actual Online seminar	4. Conduct Actual Online seminar	None	5 days maximum (depends on the program)	Assigned Office Staff
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 30 minutes</b>	



## 10. 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.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	External Clientele who are authorized party or representative, private companies, and government agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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. Instruct the client to sign the log book	None	5 minutes	Ms. Christinne Jewel Dueñas <i>CENRO Staff</i>
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 minutes	Ms. Christinne Jewel Dueñas, <i>CENRO Staff</i>  Ms. Jennifer A. Butalid <i>Technical Staff</i>
	2.2. Review and Instructs team for inspection	None	10 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
4. Guide/ accompany the inspection team to the site	4. Actual Implementation of instructions	None	5 days maximum (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>
<b>TOTAL:</b>		<b>None</b>	<b>5 days, 1 hour and 35 minutes</b>	





## 11. SETTLEMENT OF ENVIRONMENTAL VIOLATION CITATION TICKET

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Public Assistance Desk	1. Instruct the client to sign the log book	None	5 minutes	Ms. Christinne Jewel Dueñas, <i>CENRO Staff</i>
2. Present the EVR	2. Receives and evaluate apprehension details	None	10 minutes	Ms. Mar Lyn Garcia <i>Technical Staff</i>  Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</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 minutes	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 minutes	Ms. Mar Lyn Garcia <i>Technical Staff</i>
<b>TOTAL:</b>		<b>Fines cited in the EVR</b>	<b>30 minutes</b>	



## 12. TREE PLANTING AND CARING COMPLIANCE OF RESIDENTIAL SUBDIVISION DEVELOPERS

Planting and caring of trees by residential subdivision developers to the city government in compliance with the various conditions of the development permit granted to them by the Local Government of the City of Bacoor, Cavite.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residential Subdivision Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal from the City Mayor requiring CENRO to examine the proposal	Office of the City Mayor
2. Letter of Intent from the Developer addressed to the City Mayor with received stamp of Office of the City Mayor	Developer
3. Attached Number of Trees to be planted	Developer
4. Attached Common Name(s) and Scientific Name(s) of the said Trees to be planted	Developer
5. Attached Proposed Location within the subdivision project where the said trees would be planted	Developer
6. Attached draft Memorandum of Agreement (MOA) between the City Government and the Developer on the Planting and Care of the said trees	Developer

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 minutes	Ms. Christinne Jewel Dueñas CENRO Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Present the transmittal from the City Mayor with Letter of Intent from the Developer including its attachments	2.1 Evaluate and receive, record; and report to the Immediate Supervisor	None	30 minutes	Engr. Joan Paula E. Tolentino <i>EMS II</i>  Mr. Melchor Bulado, <i>Technical Staff</i>
	2.2 Review and Instructs team for inspection	None	1 hour	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
3. Guide/ accompany the inspection team to the site	3.1 Examine the proposal and determine the suitability of the location chosen by the developer where the trees will be planted on	None	5 days maximum (depends on the status of the area or situation)	Engr. Joan Paula E. Tolentino <i>EMS II</i>  Mr. Melchor Bulado, <i>Technical Staff</i>
	3.2 Determine the environmental impact of the said trees	None		Engr. Joan Paula E. Tolentino <i>EMS II</i>
	3.3 Create report with technical recommendations to the Immediate Supervisor	None	2 days maximum (depends on recommendations with findings and observations)	Engr. Joan Paula E. Tolentino <i>EMS II</i>
	3.4 Review report and give instructions	None	2 hours	Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
	3.5. Finalize and submit report to the Office of the City Mayor	None	3 hours	Engr. Joan Paula E. Tolentino <i>EMS II</i>  Mr. Rolando R. Vocalan, <i>CENRO Officer in Charge</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days, 6 hours and 35 minutes</b>	



## LIST OF FEES

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

<b>Bacoor City Ordinance No. 5-S-1997 Requiring to clean their Areas and Put Trash Receptacles within the Vicinity</b>	
<b>Section 2</b>	<b>Section 3</b>
<p>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>	<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>

<b>Bacoor 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</b>	
<b>Violation</b>	<b>Fines</b>
<p>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>	<p>1<sup>st</sup> offense: Php 1,000.00</p> <p>2<sup>nd</sup> offense: Php 2,500.00</p>
<p>Selling and providing plastic bags to consumers as primary or secondary/ packaging material on dry goods;</p>	<p>3<sup>rd</sup> offense: Revocation of Business Permit</p>
<p>Selling and providing Styrofoam as containers</p>	



**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**

<b>Section 4</b>	<b>Section 5: Penalties</b>
4.1 Selling of any commodity, product, food item, agricultural produce, poultry or marine products, or any similar items without the appropriate trash receptacle	<p>1<sup>ST</sup> Offense:           Php 500.00</p> <p>2<sup>ND</sup> Offense:            Php 1,500.00</p> <p>3<sup>rd</sup> Offense:            Php 2,500.00 plus imprisonment of not more than 2 months</p>
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**

<b>Violation</b>	<b>Fines</b>
<p>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</p>	<p>1<sup>st</sup> offense: Php 3,000</p> <p>2<sup>nd</sup> offense: Php 4,000 or an imprisonment of not less than 1 month but not more than 3 months</p>
<p>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</p>	<p>3<sup>rd</sup> offense: Php 5,000 or an imprisonment of not less than 1 month but not more than 3 months</p>
<p>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.</p>	



**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>1<sup>ST</sup> Offense:           Php 3,000.00 plus a one-day seminar on environmental protection to be conducted by the CENRO</p> <p>2<sup>ND</sup> Offense:            Php 4,000.00 plus a one-day seminar on environmental protection to be conducted by the CENRO</p> <p>3<sup>rd</sup> 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	



<b>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.</b>	
<b>Violation</b>	<b>Fines</b>
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.	Php 1,000 for each instance that they, or their establishment have violated this Ordinance
In addition, the owners of industrial, institutional, commercial, or agricultural establishments that violate this Ordinance shall be penalize as follows:	1 <sup>st</sup> offense: Php 3,000 2 <sup>nd</sup> offense: Php 4,000 plus suspension of business permit until the offender complies hereto 3 <sup>rd</sup> offense: Php 5,000 plus cancellation of its business permit
<b>Section 9. Dumping and Throwing of Wastes; Penalty.</b>	
<b>Violation</b>	<b>Fines</b>
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	Php 1,000
<b>Bacoor City Ordinance No. 008-S- 2014 Anti Motor Vehicle Noise Pollution</b>	
<b>Section 2</b>	<b>Penalties</b>
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.	1 <sup>ST</sup> Offense: Php 2,500.00 2 <sup>ND</sup> Offense: Php 3,000.00 3 <sup>rd</sup> Offense: Php 5,000.00 4 <sup>th</sup> 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.





**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 style="padding-left: 40px;">a. For Residential Homeowners</p> <p>i. 1<sup>ST</sup> Offense: Php 1,500.00 with issuance of Notice of Violation</p> <p style="padding-left: 40px;">a. For Residential Homeowners</p> <p>ii. 2<sup>ND</sup> Offense: Php 2,500.00 with mandatory environment related Community Service</p> <p>iii. 3<sup>rd</sup> 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 style="padding-left: 40px;">a. For Business Homeowners</p> <p>i. 1<sup>ST</sup> Offense: Php 2,500.00 and issuance of Notice of Violation</p> <p>ii. 2<sup>ND</sup> 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**

<b>Specific Violation</b>	<b>Fines</b>	<b>Penalties</b>
1. Pagkakalat, pagtatapon ng mga basura sa pampublikong lugar, gaya ng kalsada, eskinita, kanal, estero, parke, at mga establisimiyento at pagpapahintulot nito.	1 <sup>st</sup> offense: Php 300	Community service: 1 <sup>st</sup> : 1 day 2 <sup>nd</sup> : 5 days 3 <sup>rd</sup> : 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 <sup>nd</sup> offense: Php 600  3 <sup>rd</sup> offense: Php 1,000	Community service: 1 <sup>st</sup> : 15 days 2 <sup>nd</sup> : 20 days 3 <sup>rd</sup> : 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 <sup>st</sup> offense: Php 1,000	Imprisonment: 1 <sup>st</sup> : 30 days 2 <sup>nd</sup> : 3 months 3 <sup>rd</sup> : 6 months or both
7. Walang pahintulot na pag-aalis ng mga “recyclables” na kinakailangang hakutin ng karapat-dapat na tao.	2 <sup>nd</sup> offense: Php 2,000  3 <sup>rd</sup> offense: Php 2,500	
8. Pagsasama-sama ng mga source separated recyclables materials sa iba pang basura sa iisang lalagyang ginagamit, sa pangongolekta at pagtatapon ng basura.		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**

<b>Article</b>	<b>Penalty</b>
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



<b>Implementing Rules and Regulations of Republic Act No. 9003 Part V. Rule XVIII Section 3 Fines and Penalties</b>	
<b>List of Violation under Section 49 of the Act</b>	<b>Fines and Penalties</b>
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	
Paragraph 4. Causing or permitting the collection of non-segregated or unsorted waste	
Paragraph 5. Squatting in open dumps and landfills	Payment in the amounts not less than PhP 1,000.00 but not more than PhP 3,000.00
Paragraph 6. Open dumping, burying of biodegradable or non-biodegradable materials in flood-prone areas	Imprisonment of not less than 15 days to not more than 6 months, or both
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
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	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 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**

<b>List of Violation under Section 49 of the Act</b>	<b>Fines and Penalties</b>
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 that 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	Imprisonment of not less than 30 years but not more than 3 years, or both
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
Paragraph 15. The construction of any establishment within two hundred meters from open dump or controlled dumps or sanitary landfills	Imprisonment of not less than 1 year but not more than 6 years, or both
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 HEALTH OFFICE

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# **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 Bacooreño 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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>SBR Card</li> </ul>			Management Information System Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Nurse</i>
	1.2. Physician examines the patient and Categorize: <ul style="list-style-type: none"> <li>Category 1 – give pre-exposure vaccination</li> <li>Category 2 – post-exposure vaccination (2 site Intradermal injection)</li> <li>Category 3 – post-exposure vaccination (1 site Intradermal injection plus RIG)</li> </ul>	None	5 minutes	Dr. Ivy Marie Yrastorza <i>City Govt. Dept. Head I (CHO)</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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	Marie Iris Borja <i>Nurse II</i>
	1.4. Advice on wound care and follow-up is given	None	5 minutes	Marie Iris Borja <i>Nurse II</i>
	1.5. Pay corresponding fee	<b>P500.00</b> for anti-Rabies vaccine <b>P1000.00</b> for RIG <b>Free</b> for SBR card holders	2 minutes	Marie Iris Borja <i>Nurse II</i>  Everlyn Ignacio <i>ABTC Nurse</i>
	<b>Total:</b>	<b>Depends on the vaccine needed</b>	<b>1 hour and 17 minutes</b>	



## 2. ANTI – TUBERCULOSIS PROGRAM

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Any 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 X-ray findings of TB			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Result of Sputum Examination SBR Card			City Health Laboratory Management Information System	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 50.00	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"> <li>- Give patient information and educate him about the disease</li> <li>- Issue TB drugs and supply</li> <li>- Instruct patient to follow daily intake of medicines</li> <li>- Return for regular sputum test and check up</li> </ul>			
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
	<b>Total:</b>	<b>P 50.00</b>	<b>45 minutes</b>	



### 3. CATARACT SCREENING AND OPERATION SERVICES

Provision of services in a facility for the prevention of blindness

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor with blurring of vision or diagnosed with Cataract			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Patient's consent for Operation</li> </ul>		24/7 City of Bacoor Lying – In and Eye Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and wait to be called	1.1. Provide patient's chart, fill out registration form, secure patient's consent	None	10 minutes	Ophtha Clerk
	1.2. Examine and assess patient 1.3. Schedule for Operation	None	30 Minutes	Dr. James Co Shu Ming
	1.4. Examine patient 1.5. Give instruction, home medications and medical advices	None	20 Minutes	Dr. James Co Shu Ming
	<b>Total:</b>	<b>None</b>	<b>1 hour</b>	



#### 4. DEATH CERTIFICATE

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Death Certificate (4 copies)</li> </ul>			Funeral Service Provider	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait to be called	1.1. Assess completeness of requirements, interview relative of the deceased	None	10 minutes	Medical Officer
	1.2. Write Cause of Death, Review and Sign Death Certificate	None	5 minutes	Medical Officer
	<b>Total:</b>	<b>None</b>	<b>15 minutes</b>	



## 5. DENTAL SERVICES – ORAL HEALTH CARE

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Proof of Payment/Official Receipt P 100.00 (Tooth extraction) P 250.00 (Molar extraction) P 250.00 (Oral prophylaxis) P 250.00 (Restoration)</li> <li>• SBR Card</li> </ul>			Office of the City Treasurer	
			Management Information Service Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>P100.00 (Tooth extraction)</b>  <b>P 250.00 (Molar extraction)</b>	20 minutes	Public Health Dentist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>• Oral Prophylaxis or Gum Treatment</li> <li>• Tooth Extraction</li> </ul> Restoration of Permanent Filling (Amalgam)	<p style="text-align: center;"><b>P250.00</b> <b>(Oral prophylaxis)</b></p> <p style="text-align: center;"><b>P250.00</b> <b>(Restoration)</b></p> <p style="text-align: center;"><b>Free if with SBR Card</b></p>		
	2.2. Prescribe medicine  Give instructions to the patient	None	5 Minutes	Public Health Dentist
	<b>Total:</b>	<b>Depends on the dental service/s given, stated above are the list of fees</b>	<b>30 minutes minimum, may vary if more than (1) dental service was performed</b>	



## 6. FAMILY PLANNING SERVICE

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Married couples of reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
		<b>Total:</b>	<b>23 minutes</b>	





## 7. HEALTH PERMIT

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All people employed in establishments within the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Health Permit Application Form 1x1 ID picture Laboratory results: Chest X-Ray, Urine and Stool, Drug Test Mayor's Working Permit Proof of Payment/Official Receipt - P 150.00  For GRO / Entertainer: Hepatitis B Screening, Urine and Stool Exam, Chest X-Ray, Drug Test  HIV / AIDS Orientation Certificate			City Health Office  DOH accredited Laboratory  MIS Office Office of the City Treasurer   DOH accredited laboratory  City Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Health Permit Application Form. Get priority number and wait to be called	1. Assess completeness of requirements	None	3 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  Management Information System



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
	<b>Total:</b>	<b>P 150.00</b>	<b>24 minutes</b>	



## 8. IMMUNIZATION SERVICES

Immunization of children for vaccine preventable diseases.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All children 0 – 12 months old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Early Childhood Care and Development Card (ECCD)			City Health Units and Barangay Health Stations	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
		<b>Total:</b>	<b>17 minutes</b>	



## 9. LABORATORY EXAMINATION

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Proof of Payment/Official Receipt</li> </ul>			Office of the City Treasurer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present 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		<b>P50.00 (Urinalysis)</b>  <b>P50.00 (Stool)</b>  <b>P100.00 (CBC)</b>  <b>P50.00 (Sputum)</b>  <b>P165.00 (HBsAg)</b>	3 Minutes	Medical Technologist



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<b>P100.00 (VDRL)</b>  <b>P100.00 Blood typing)</b>		
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
	<b>Total:</b>	<b>Depends on the Laboratory Request performed, fees are stated above</b>	<b>39 minutes</b>	



## 10.LYING – IN SERVICES

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All pregnant women			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• HBsAG, UA, CBC, Ultrasound</li> <li>• Proof of Payment/Official Receipt Uncomplicated Normal Deliver – P 4,000.00 Complicated Normal Delivery – P 4,000 .00 +</li> <li>• SBR Card</li> </ul>			DOH Accredited Laboratory Office of the City Treasurer  MIS Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 and secure consent	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	4.1. Monitors patient, completes chart	None	1 day maximum	Nurse / Midwife



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Examine patient  4.3. Give further instruction, home medications and medical advices then discharge patient	None	10 minutes	Nurse / Midwife
	<b>Total:</b>	<b>Uncomplicated Normal Delivery – P 4,000.00</b> <b>Complicated Normal Delivery – P 4,000.00 +</b>  <b>Free for SBR Card holders</b>	<b>1 day, 3 hours, 35 minutes</b> <b>*depending on the length of labor and stay in the facility</b>	



## 11. MATERNAL HEALTH CARE SERVICES

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All pregnant women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	2.1. Perform Pre – Natal Examination and may: <ul style="list-style-type: none"> <li>• Give maternal care advice</li> <li>• Show the importance of reporting to Physician during pregnancy</li> <li>• If laboratory is needed, refer to Medical Technologist</li> <li>• Make referral or request to hospital if patient needs to be hospitalized</li> </ul> <p>Give instruction on the next visit</p> <p>Advice to return immediately if pregnancy danger signs occur</p>	None	20 minutes	Nurse Midwife
	<b>Total:</b>	<b>None</b>	<b>25 minutes</b>	





## 12. MEDICAL CERTIFICATE/VACCINATION CERTIFICATE

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID  Copy of COVID-19 Vaccination Card or ECCD/ Baby Book for those availing Vaccination Certificate  For school/training certification: - Certification from school - Laboratory results: CBC, Chest Xray, etc. that may be deemed necessary upon the assessment of the physician  Proof of Payment/Official Receipt – P110.00			- Patient's school - DOH accredited laboratory - Health center  Office of the City Treasurer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Get priority number and wait to be called		None	1 minute	Nurse Midwife Barangay Health Worker
	1.1. For Medical Certificate: 1.1.a. Assess and examine patient 1.1.b. Fill out and sign Medical Certificate			Physician



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Vaccination Certificate  1.2. Present COVID – 19 Vaccination Card or Early Childhood Development Card/Baby Book	1.2. For Vaccination Certificate  1.2.a Vaccination/ ECCD Card checked and verified  1.2.b Fill out and sign Vaccination Certificate	None	10 minutes	Nurse  Physician
2. Pay corresponding fee	2.1 Issue Medical Certificate  2.2 Issue Vaccination Certificate	P110.00	5 minutes	City Treasurer's Office  Physician
	<b>Total:</b>	<b>P 110.00</b>	<b>26 minutes</b>	



### 13. NEWBORN SCREENING SERVICE

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Babies 24 – 72 hours old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach CHO – Lying In	1.1. Register patient and fill-out filter card	P 1,700 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	1 minute	Nurse Midwife
2. Return to Lying-in to get the result	2. Release and explain result to the mother	None	10 minutes	Nurse Midwife
	<b>Total:</b>	<b>P 1,700.00</b>	<b>21 minutes</b>	



## 14. OTHER CERTIFICATIONS

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Transfer of Death/Bones/Ashes <ul style="list-style-type: none"> <li>• Copy of Death Certificate</li> <li>• Certificate of Potability</li> <li>• Copy Of Water Test results like monthly Microbiological Exam and semi-annual Physical-Chemical Exam</li> <li>• Proof of Payment/Official Receipt</li> <li>• Certification Fee - P110.00</li> </ul>			Office of the Local Civil Registry  DOH accredited Water Testing Laboratory  Office of the City Treasurer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Environmental Health and Sanitation Unit. Present all documents	1. Assess completeness of documents	None	3 minutes	Sanitation Inspectors
2. Pay corresponding fee		P 110.00	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
	<b>Total:</b>	<b>P 110.00</b>	<b>12 minutes</b>	



## 15. OUTPATIENT CONSULTATION

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

<b>Office or Division:</b>		City Health Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>None</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCYACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>Give medical advice / health consultation</li> <li>Prescribe appropriate medications (medicines may be given to patient free of charge when available)</li> <li>If laboratory is needed, refer to Medical Technologist</li> <li>Make referral or request to hospital if patient needs to be hospitalized</li> </ul>	None	10 minutes	Nurse Midwife Barangay Health Worker
	<b>Total:</b>	<b>None</b>	<b>17 minutes</b>	



## 16. PHYSICAL THERAPY AND REHABILITATION SERVICES

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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor needing this kind of service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physical Therapy Program		Physiatrist or Rehabilitation Medicine Specialist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	<b>Total:</b>	<b>None</b>	<b>1 hour and 25 minutes</b>	



## 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

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All business establishments operating within the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay corresponding 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
	<b>Total:</b>		<b>27 minutes</b>	





## 18. SOCIAL HYGIENE CLINIC SERVICES

### A. HIV Counseling and Testing

This service provides free HIV counseling and testing for population at risk

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Men, women at risk of contracting HIV			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>HIV Testing Services (HTS) form</li> </ul>			Bacoor Social Hygiene Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get appointment for testing. a) Quick Res App b) AWRA Safety App c) Website d) Walk-in	1. Schedule Appointment	None	5 minutes	Case Manager (Danilo Pacquingan, Ira George Culaba) and Peer Navigators (Jebson Rubio, Tommy Punzalan, Joel Abuel)
2. Proceed to scheduled appointment for Screening test for HIV. Sign Consent Form for testing	2.1. Client sign attendance sheet.	None	1 minute	CBS trained Peer navigator (Jebson Rubio, Tommy Punzalan, Joel Abuel) or CHOW (Danilo Gayamo)
	2.2. Peer Navigator provides Pre-test counselling using the HTS form.	None	15 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Perform Blood Screening	None	35 minutes	Lindsay Marie Reyes, RMT <i>Medical Technologist</i>
	2.4. Post – Test Counselling	None	10 minutes	CBS trained Peer navigator (Jebson Rubio, Tommy Punzalan, Joel Abuel) or CHOW (Danilo Gayamo)
	2.5. Advise follow - up	None	1 minute	Bacoor Social Hygiene Clinic Staff
	<b>Total:</b>	<b>None</b>	<b>1 hour and 7 minutes</b>	



## B. Enrollment of HIV Reactive Patients to Treatment

<b>Office or Division:</b>	City Health Office-Bacoor Social Hygiene Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Men, women at risk of contracting HIV			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• HIV Screening Test Result</li> <li>• CBC and Chest Xray results</li> </ul>			Bacoor Social Hygiene Clinic or Any DOH Accredited Testing Facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Bacoor Social Hygiene Clinic	1.1. Review result of HIV screening test	None	1 minute	Dr. Michael Angelo Marquez <i>Medical Officer IV</i>
	1.2. Enroll for treatment	None	10 minutes	Danilo Pacquingan and Ira George Culaba <i>Case Managers</i>
	1.3. Issue booklet and initiate ARV treatment base on result of Laboratory	None	5 minutes	Danilo Pacquingan and Ira George Culaba <i>Case Managers</i>
	1.4. Advise follow -up	None	1 minute	Bacoor Social Hygiene Staff
	<b>Total:</b>	<b>None</b>	<b>17 minutes</b>	



### C. Refill of Anti-Retroviral Medications

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	People Living with HIV			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>HIV Medication Booklet</li> </ul>		Bacoor Social Hygiene Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Bacoor Social Hygiene Clinic and present medication booklet	1.1. Review medication booklet	None	3 minutes	Danilo Pacquingan and Ira George Culaba <i>Case Managers</i>
	1.2. Dispense medication and conduct adherence counselling	None	10 minutes	
	<b>Total:</b>	<b>None</b>	<b>13 minutes</b>	



#### D. Screening and Treatment for Sexually Transmitted Infections

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Men, women at risk of contracting Sexually Transmitted Infections			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Valid ID</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Bacoor Social Hygiene Clinic	1. Fill out Individual Treatment Record	None	1 minute	Jebson Rubio Tommy Punzalam Joel Abuel <i>Peer Navigators</i>
2. Proceed to physician for examination	2.1 Physician examines the patient and may: <ul style="list-style-type: none"> <li>Give medical advice / health consultation</li> <li>Refer to Medical Technologist for testing</li> <li>Make referral or request to hospital if patient needs to be hospitalized</li> </ul>	None	15 minutes	Dr. Michael Angelo Marquez <i>Medical Officer IV</i>
	2.2. Conduct laboratory test	None	30 minutes	Lindsay Marie Reyes <i>Medical Technologist</i>
	2.3. Prescribe appropriate medications	None	10 minutes	Dr. Michael Angelo Marquez <i>Medical Officer IV</i>
	<b>Total:</b>	<b>None</b>	<b>56 minutes</b>	



## LIST OF SERVICES

### City Information Office

<b>Internal and External Services</b>	<b>Page Number</b>
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
<b>Internal Services</b>	
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-BACOOR AND CITY GOVERNMENT OF BACOOR OFFICIAL FACEBOOK PAGE**

<b>Office or Division:</b>		City Information Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Constituents of Bacoor and other interested parties		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Softcopy of photo</li> <li>• Softcopy of write-ups, press-releases</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	Arlene Monton Charito Ganson Ma. Cecilia Brazil Glecy Mae Rebollido Arman Albesa
	1.2. Forward details to photographer and /or videographer	None	5 minutes	Arlene Monton Charito Ganson Arman Albesa
	1.3. Event coverage by photographer and videographer	None	10 minutes	Analyn Prodigalidad Jay Peregrino Joseph Noel Jose 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 CIO and store in database	None	10 minutes	Analyn Prodigalidad Jay Peregrino Donnie Ray Borja MM Methusella Validisimo Joseph Noel Jose 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	Donnie Ray Borja
	1.6. Forward photos, write-up/photo release, video clips to Management Information System for uploading at <a href="http://www.bacoor.gov.ph">www.bacoor.gov.ph</a>	None	10 minutes	Donnie Ray Borja
	1.7. Monitors website upload by MIS	None	5 minutes	Donnie Ray Borja
	<b>Total</b>	<b>None</b>	<b>55 minutes</b>	



## 2. PUBLICATION OF NEWS RELEASES ON LOCAL AND NATIONAL PUBLICATIONS

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.6. Compile clippings (published materials) then send for binding on a monthly basis	None	5 minutes	Marzon Figueras Ma. Cecilia Brazil Arlene Monton Charlie Hubilla
	1.7. Submit book clippings to the Office of the Mayor	None	5 minutes	Ma. Cecilia Brazil Arlene Monton Charlie Hubilla
	<b>Total</b>	<b>None</b>	<b>35 minutes</b>	



### 3. BARKER AND PUBLIC ANNOUNCEMENT

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



#### 4. TEXT BRIGADE/TEXT BLAST

<b>Office or Division:</b>	City Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizens			
<b>Who may avail:</b>	City Government Offices, constituents of Bacoor/ interested parties			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Copy of announcements</li> </ul>				
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Weekly confirmation of calendar of events/activities	None	5 minutes	Arman Albesa Ma. Cecilia Brazil Arlene Monton Charito Ganzon
	1.2. Double-check facts and details with implementing/concerned office	None	5 minutes	Arman Albesa
	1.3. Coordinate with Management Information System, if feasible, to launch text blast/brigade using their system (more than 10,000 contacts); if not; CIO 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	Marzon Figueras
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	Donnie Ray Borja
	<b>Total</b>	<b>None</b>	<b>40 minutes</b>	



## 5. CALENDAR OF ACTIVITIES (TARPAULINS, LETTERS, AND POSTERS)

<b>Office or Division:</b>	City Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Department/Unit Offices of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Schedule of Activities and programs from each department</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Prepares communication (noted by Mayor Strike B. Revilla, other department/unit offices to provide CIO their monthly calendar of events)	None	5 minutes	Marzon Figueras
	1.2. Distribution of letter to department/unit offices	None	5 minutes	Arman Albesa Ma. Cecilia 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 Ma. Cecilia Brazil Arlene Monton
	1.5. Compilation of calendar of events	None	10 minutes	Arman Albesa Ma. Cecilia Brazil Arlene Monton
	1.6. Preparation of artwork/layout of calendar of events (for tarpaulin/streamer, poster, brochure/flyer, website posting)	None	20 minutes	Donnie Ray Borja Jay Peregrino
	1.7. Proof reading and editing of artwork/layout	None	10 minutes	Donnie Ray Borja Jay Peregrino



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.8. Finalizes artwork/layout	None	10 minutes	Donnie Ray Borja Jay Peregrino
	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	Marzon Figueras Donnie Ray Borja
	1.10. Coordinates with City Engineering Offices for 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	Donnie Ray Borja
	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
	<b>Total</b>	<b>None</b>	<b>1 hour and 40 minutes</b>	



## 6. EVENTS ORGANIZATION

<b>Office or Division:</b>	City Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Government Offices (Department and Unit Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Proposal of events, projects and programs</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 as the event is confirmed	None	5 minutes	Marzon Figueras
	1.2. Confirm events details, tasks that are delegated per office	None	10 minutes	Marzon Figueras Arman Albesa
	1.3. Initial information dissemination using various tools of communication	None	10 minutes	Donnie Ray Borja Marzon Figueras
	1.4. Schedule another meeting to discuss other details, finalize program flow and updates	None	10 minutes	Marzon Figueras
	1.5. Continuation of information dissemination using various tools of communication	None	5 minutes	Donnie Ray Borja Marzon Figueras





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.6. Distribution of copies of invites/programs	None	5 minutes	Arman Albesa Arlene Monton Ma. Cecilia Brazil Charito Ganzon Charlie Hubilla
	1.7. Coordination with the concerned office/s on last minute changes (a day before or right before the program)	None	5 minutes	Marzon Figueras
	1.8. Post event analysis	None	30 minutes	Marzon Figueras
	1.9. Store materials (photos and videos) in database	None	10 minutes	Donnie Ray Borja MM Methusella Valdisimo Jay Peregrino Jayron Torrente
	<b>Total</b>	<b>None</b>	<b>1 hour and 30 minutes</b>	



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

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



## LIST OF SERVICES

### Bacoor City Complaints Desk Unit

<b>Internal &amp; External Services</b>	<b>Page Number</b>
Client Assistance	17.2
Report Preparation	17.3



# **BACOOR CITY**

## **COMPLAINTS DESK UNIT**

**The Bacoor City Complaints Desk Unit is an office created by Executive Order No. 48 Series of 2022 An Order Establishing the Bacoor City Complaints Desk Unit, Integrating Various Complaint Mechanisms and Empowering Citizen’s Participation in Efficient and Responsive Public Service, headed by an Ex-Officio Arta Officer who shall: act as the central channel of communication between and among concerned citizens, complaining parties and the concerned government office on matters pertaining to the delivery of public service or non-delivery, act as the Public Assistance/ Complaints Desk under Sec 8 of Ra 9485 as amended by RA 11032, proactively check compliance of concerned government offices to ARTA, CSC and DILG directives and report the same to the City Mayor, develop and maintain a centralized or coordinated hotline (telephone, text email, social media) to directly receive, coordinate and respond to the concerns, complaints and other communication, ensure that reports, complaints and other modes of communications received or channeled are validated, and other functions as may be assigned by the City Mayor in pursuance of the Executive Order.**



## 1. Client Assistance

The Office assists the residents of Bacoor in their complaints, inquiry and requests.

<b>Office or Division:</b>	Bacoor City Complaints Desk Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Citizen G2G Government to Government (Inter-Office)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Letter of Complaint</li> <li>Other requirements that will be needed</li> </ul>		General Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for assistance by phone, walk-in, e-mail or social media	1.1. Receives the request from client and gather data	None	2 minutes	Vivencia A. Abellon Mara A. Daluraya <i>Clerk</i>
	1.2. Prepares the response letter and/or contact requester informing of endorsing the said request to the department in charge	None	10 minutes	Mara A. Daluraya <i>Clerk</i> Slaney Sue A. Reyes <i>ARTA Officer</i>
	1.3. Prepare the endorsement letter to the concerned department regarding the request or complaints	None	10-15 minutes	Slaney Sue A. Reyes <i>Arta Officer</i>
2. The requesting party is notified of the action taken	2. Notify the requester on the response of the concerned department	None	3-5 minutes	Slaney Sue A. Reyes <i>Arta Officer</i>
	<b>Total:</b>	<b>None</b>	<b>25-35 Minutes</b>	



## 2. Report Preparation

The Office submits reportorial requirements in compliance with the directives of other government agencies.

<b>Office or Division:</b>	Bacoor City Complaints Desk Unit			
<b>Classification:</b>	Simple / Complex / Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government (Inter-Office)			
<b>Who may avail:</b>	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Bacoor City Complaints Desk Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for reports	1.1. Receives the request from other department	None	5 minutes	Slaney Sue A. Reyes Arta Officer
	1.2. Prepares and consolidate the reports	None	30 minutes	Slaney Sue A. Reyes Arta Officer
2. The requesting party is notified of the availability of report	2. Notify and send via email the said report	None	25 minutes	Slaney Sue A. Reyes Arta Officer
<b>Total Processing Time: 1 hour to 1 day for simple reports, others will depend on the requirements of the report requested</b>				



## LIST OF SERVICES

### City Cooperative Development Office

#### **External Services**

Pre- Registration Seminar (PRS)

#### **Page Number**

18.2 – 18.3

#### **Internal Services**

Conduct of Mandatory Seminars / Trainings  
and Other Seminars Needed by the Cooperatives

18.4 – 18.5

Provide Management and Technical Advisory Services

18.6 – 18.7



# **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.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Prepare endorsement letter to the Regional Director of the Cooperative Development Authority, Region IV	None	5 Minutes	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>
	1.3. Submit endorsement letter to the Regional Director of the Regional Cooperative Development Authority through email	None	10 Minutes	Kenneth Pobre <i>Cooperative Staff</i>
	1.4. Coordinate with the would be cooperative for the schedule set by the Cooperative Development Authority	None	10 Minutes	Maria Catalina C. Ballera, Eva C. San Buenaventura <i>Cooperative Staff</i>  Leonor M. Miranda <i>Administrative Officer IV</i>
	<b>Total</b>	<b>None</b>	<b>45 Minutes</b>	



## **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 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



<b>Office or Division</b> :		City Cooperative Development Office		
<b>Classification</b> :		Complex		
<b>Type of Transaction</b> :		G2G Government to Government		
<b>Who may avail</b> :		Officers and members of primary cooperatives		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Prepare training design for the approval of the City Mayor	None	30 minutes	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>
1.1. Accepts invitation	1.2. Send letters/invitations to all primary cooperatives through emails, texting and phone calls	None	30 minutes	Maria Catalina C. Ballera, Eva C. San Buenaventura <i>Cooperative Staff</i>  Leonor M. Miranda <i>Admin Officer IV</i>
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, Eva C. San Buenaventura <i>Cooperative Staff</i> Leonor M. Miranda, <i>Admin Officer IV</i>
1.3. Attends seminar	1.4. Preparations of venue, documents and other materials needed ( safety protocols)	None	1 day	Vicenta M. Lazaro Sr. <i>Cooperative Dev't Specialist</i> Leonor M. Miranda <i>Admin Officer IV</i> Kenneth C. Pobre, Maria Catalina C. Ballera, Eva C. San Buenaventura <i>Cooperative Staff</i>
	1.5. Issuance of Certificate of attendance/ participation	None	15 minutes	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>
	<b>Total:</b>	<b>None</b>	<b>3 days, 1 hour and 15 minutes</b>	



### 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 cooperatives on the submission of the Cooperative Annual Progress Report (CAPR)

<b>Office or Division</b>	: City Cooperative Development Office			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C Government to Citizen G2G Government to Government			
<b>Who may avail</b>	: Pre-cooperative groups with at least 15 members			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Appointment with the City Cooperative Office for schedule	1.1. Set a scheduled date for the would be coop	None	15 minutes	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>  Leonor M. Miranda <i>Admin Officer IV</i>
	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 <i>Sr. Cooperative Dev't Specialist</i>  Leonor M. Miranda <i>Admin Officer IV</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Appointment with the existing cooperative for technical assistance on the submission of the Cooperative Annual Progress Report CAPR	2.1 Set a scheduled date for the existing cooperative	None	15 minutes	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>  Leonor M. Miranda <i>Admin Officer IV</i>  Eva C. San Buenaventura <i>Cooperative Staff</i>
	2.2 Conduct technical and management advisory assistance	None	Half day	Vicenta M. Lazaro <i>Sr. Cooperative Dev't Specialist</i>  Leonor M. Miranda <i>Admin Officer IV</i>
	<b>Total</b>	<b>None</b>	<b>1 day and 30 minutes</b>	



## LIST OF SERVICES

### City Social Welfare and Development Office

<b>External Services</b>	<b>Page Number</b>
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A. Without Evacuation	20.7 – 20.8
B. With Evacuation Center	20.9 – 20.10
Girls' Home	20.11 – 20.16
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Issuance of Solo Parent ID	20.20 – 20.21
Pre-Marriage Orientation and Counselling	20.21– 20.23
Reach Out Project/Special Badjau Operation	20.23 – 20.24
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C. Special Social Services for Women in Especially Difficult Circumstances	20.35
D. Special Tie-Up Project for Families	20.36
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A. Availment of Dietary Program	20.37 – 20.38
B. Availment of Ready to Use Therapeutic/ Supplemental Food	20.39 – 20.40
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D. Nutrition Education/Provision of Education Campaign Materials	20.41 - 20.42
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<b>Satellite Offices Staff Composition</b>	20.44 - 20.47
<b>Solo Parent Documentary Requirements</b>	20.48 - 20.51



# **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.

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



<p><b>D. Social Case Study Report (to be submitted to other GO's and NGO's)</b></p> <p><b>D.1. Hospitalization Assistance:</b></p> <ul style="list-style-type: none"> <li>•Clinical Abstract/ Medical Certificate with signature and license # of the attending physician, issued within 3 months– 1 copy (as reference)</li> <li>•Hospital bill / laboratory request/prescription, with signature and license # of the attending physician– 1 copy</li> <li>•Valid ID of the claimant and client(patient) with address in Bacoor – 1 photo copy (as reference)</li> </ul> <p><b>D.2. Burial Assistance:</b></p> <ul style="list-style-type: none"> <li>•Funeral Contract (with signature) – 1 Copy</li> <li>•Death Certificate with Registry No.</li> <li>•Valid ID of the claimant and the beneficiary (deceased) with address in Bacoor – 1 photo copy</li> </ul> <p><b>D.3. Financial Assistance (Medicines/Maintenance)</b></p> <ul style="list-style-type: none"> <li>•Medical Certificate, 1 copy</li> <li>• Updated Prescription, 1 photocopy</li> </ul> <p><b>E. Certificate of Indigency</b></p> <ul style="list-style-type: none"> <li>•Certificate of No Property – 1 copy</li> </ul> <p><b>G. Certificate of Financially Incapable (Philhealth)</b></p> <ul style="list-style-type: none"> <li>•Social Case Study Report</li> </ul> <p><b>H. Certificate for SSS(for burial benefit claim)</b></p> <ul style="list-style-type: none"> <li>•Letter from SSS</li> </ul>	<ul style="list-style-type: none"> <li>*Public/private physician</li> <li>* Hospital where patient is confined</li> <li>• SSS, GSIS, LTO, Post Office, Pag-ibig</li> <li>•Funeral parlor providing the service</li> <li>•SSS, GSIS, LTO, Post Office, Pag-ibig</li> <li>• Public/private physician</li> <li>•Public/private physician</li> <li>•Assessor's Office</li> <li>•CSWDO</li> </ul>
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client walk-in and submit documents at the Strike sa Serbisyo Action Center/BGC Main Office SSAC	1.1. Receive, conduct intake interview/assess , validate documents	none	10 minutes	18 Strike sa Serbisyo Action Centers Staff (Social Worker  BGC – Action Center SWA
	1.2. Forward documents for approval	none	Half day	Ricca O. Calapit  Liquidation Unit staff  Emiliana D. Ugalde Mayor Strike B. Revilla
2.Client receives notification /receives the assistance	2.1. Inform client and release of assistance	none	Half day based on schedule	Ricca O. Calapit Liquidation Unit staff
	2.2. Guarantee Letters and burial assistance are sent directly thru email to the hospital, laboratory clinics or funeral parlor	none	5 minutes	Roselyn Macalalad- SWA  (Liquidation Unit)
	2.3. Certification for SSS/Philhealth release to client.	none	5 minutes	Strike sa Serbisyo Action Center Staff  Emiliana D. Ugalde
	<b>Total</b>	<b>Total</b>	<b>1 day and 20 minutes</b>	



## 2. 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.

<b>Office or Division</b>	CHILD DEVELOPMENT UNIT			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C Government to Citizen			
<b>Who may avail:</b>	3-4.11 years old pre-school children			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Online Pre-Registration</li> <li>• Accomplished CDC Intake Form -</li> <li>• Birth Certificate – 1 copy</li> <li>• Immunization Records/pertinent health records – 1 photo copy</li> <li>• 2 pcs. 1x1 ID picture</li> </ul>			<ul style="list-style-type: none"> <li>• <a href="mailto:bacoorchilddevelopmentcenter@gmail.com">bacoorchilddevelopmentcenter@gmail.com</a></li> <li>• Child Development Center where the child resides</li> <li>• PSA</li> <li>• Health Center, private or public physician</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Child's parent pre-register thru online or walk-in	1. CDW assess the submitted information.	none	2 hours	Child Dev't Worker assigned in each center
2. Parents accomplished the CDC Intake form and submit requirements	2. Provide parents with the CDC Intake form	none	2 hours	Child Dev't Worker assigned in each center
2.1 .Parents attend face to face parent orientation meeting	2.1. Conduct face to face orientation meeting with parents regarding the service and its policies/guidelines	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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Child attends face to face	3. Provide CDC structured learning activities	none	2 hours a day, Monday to Friday for 10 months	Child Dev't Worker assigned in each center
3.1. Child participates in the CDC Supplementary Feeding	3.1. Provides hot meals for Supplementary Feeding	none	20 minutes/day for 120 days	Cristina O. Elalto Nutrition Officer 4  Nutrition staff  Child Devt Workers
3.2. Child undergoes monthly height and weight monitoring	3.2. Conduct weight and height monitoring	none	5 minutes/child /month	Child Devt Worker
4. Child completes the 10-month 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
	<b>Total</b>	<b>None</b>	<b>10 months /6 hours completion of full Child Development Service</b>	

**CHILD DEVELOPMENT SERVICE IS COVERED BY RA 8980, RA 697**



### 3. DISASTER RELIEF ASSISTANCE

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

#### A. Without Evacuation Centers

<b>Office or Division</b>	CSWD			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Individuals/Families affected/victims of natural and man-made disasters.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>•Certification from BFP (if fire victims)</li> <li>•Certificate of Eligibility, Certification that families/individuals are affected by the calamity</li> </ul>			<ul style="list-style-type: none"> <li>•Bureau of Fire Protection (Bacoor)</li> <li>•CSWDO – City of Bacoor</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enlist/inform in the list of affected families from the barangay	1. Receives reports of affected families from the barangay	none	10 minutes	Strike sa Serbisyo Action Center staff that covers the affected barangay
2.Client undergoes intake interview and receives DAFAC	2.1. Conduct intake interview /prepares DAFAC	none	5 minutes per client	Strike sa Serbisyo Action Center staff covering the barangay *With support from other CSWDO based on the # of victims and Alert Level
	2.2. Provide hot meals and other non-food items	none	Immediately (2 hours after the incident)	Serbisyo Action Center staff covering the barangay. Nutrition Unit Staff Community Kitchen staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Ocular survey/Validation	none	1-3 days depends on the number of affected families	Strike sa Serbisyo Action Center staff covering the barangay  With support from other CSWDO based on the # of victims and Alert Level
3. Client gets the assistance	3. Provision of relief assistance and other support assistance (emergency shelter/financial assistance)	none	Immediately upon approval of request (1-2 days )	Serbisyo Action Center staff /social worker covering the barangay  Ms. Emiliana D. Ugalde – CSWD Officer  City Mayor  With support from other CSWDO based on the # of victims and Alert Level
	<b>Total</b>	<b>None</b>	<b>5 days, 2 hours and 15 minutes</b>	



## B. With Evacuation Centers

<b>Office or Division</b>		CSWDO		
<b>Classification</b>		Highly technical/ Multi-Stage Processing		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Individuals/Families affected/victims of natural and man-made disasters		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>•Certification from BFP (if fire victims)</li> <li>•Certificate of Eligibility, Certification that families/individuals are affected by the calamity</li> </ul>			Bureau of Fire Protection (Bacoor) CSWDO – City of Bacoor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Strike sa Serbisyo Action Center covering the concerned barangay
	1.1 Victims are provided with hot meals and other needs for the entire duration of stay in the evacuation center.	none	Imme- diately	Cristina Elalto Nutrition Officer 4, Nutrition Unit Staffs, BNS Social Worker assigned as Camp Manager SWA
	1.2. Conduct Intake Interview and issue DAFAC	none	5 minutes per client	Social Workers, SWA
	1.3. Prepare/Submit Disaster Report for other GO's and NGO's	none	2 hours	Felicidad C. de Castro CGADH Emiliana D. Ugalde CSWD Officer





	1.4 Validation in the area/site	none	1 day or more depending on the number of affected files	Social Workers, SWA, CDC
	1.5. Master listing /Sanitation of files/data	none	1-2 days but depends on the number of affected families	Records Management Unit staff Ross Aniel Rubion 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 department heads involved in the operation Office of the Mayor
	2.2. 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.



#### 4. 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

<b>Office or Division</b>	GIRLS' HOME			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Female children below 18 years old who are Child in Conflict with the Law, abused, abandoned, neglected, trafficked			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Referral letter, 1 copy</li> <li>• Police or barangay blotter, 1 copy</li> <li>• Medical certificate, 1 copy</li> <li>• Birth Certificate, 1 copy</li> </ul>			<ul style="list-style-type: none"> <li>• Office of the referring party</li> <li>• PNP, Barangay</li> <li>• Hospital, Health Center</li> <li>• PSA, Local Civil Registrar</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is turned over to Special Case Unit	1. Conduct intake interview and assessment	none	1 hour	Chinque Clemente – SWO 1 Shenah Rua Caballes – SWO 2
	1.2 Turn-over to Girl's Home (female only)	none	1 hour	SSAC 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  SWA



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	half day	Jesani Rose Casuno Center Head SWO 3
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	half day	Jesani Rose Casuno Center Head SWO 3  SWA
3. Client avails of the residential care services while at the center	3. Provide temporary shelter/residential services and other support services	none	Stay is not definite, depends on the case	Jesani Rose Casuno Center Head SWO 3 SWA 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	Jesani Rose Casuno Center Head SWO 3  SWA  Houseparents
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, home visit, if child could not be turn-over to family.	none	2 hours	Jesani Casuno Center Head SWO 3  SWA



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.2.1. Conduct video call/face counseling 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
4. Minor reintegrated /turn-over to custodian or to other agency.	4. Turn over the minor to family/ or to other institution	none	1 day	Emiliana D. Ugalde CSWD Officer  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:**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is turned over to the center by PNP	1. Conduct intake interview	none	30 minutes	Jesani Rose Casuno Center Head SWO 3 Social Welfare Aide
1.1. Participates /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/residential 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 SWA 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 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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.1.1 For dismissed case, prepares child for reintegration to family	None	1 day	Jesani Casuno Center Head SWO 3
	3.1.2 Coordinates with Marillac Hills , for transfer of CICL with suspended sentence	None	1 week	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)	None	1 day	Jesani Casuno Center Head SWO 3
	3.1.4 Prepare Community-Based Diversion Contract for client on Community – Based Diversion Program	None	2 days	Jesani Casuno Center Head SWO 3
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
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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Turn-over to Marillac Hills	None	half day	SWA Jesani Casuno Center Head SWO 3
	5.1.2 Release for Community Based Diversion Program	None	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**

## 5. 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.

<b>Office or Division</b>	HALFWAY HOUSE		
<b>Classification</b>	Highly Technical / Multi-Stage Processing		
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>	Male children below 15-17 years old who are Child in Conflict with the Law, Child at Risk		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Referral letter -1 copy</li> <li>• Police or barangay blotter – 1 copy</li> <li>• Medical certificate – 1 copy</li> <li>• Birth Certificate, baptismal or school record (that will prove client's age) -1 copy</li> </ul>		<ul style="list-style-type: none"> <li>• Office of the referring party</li> <li>• PNP, Barangay</li> <li>• Hospital, Health Center</li> <li>• CHO</li> <li>• PSA, Local Civil Registrar, school</li> </ul>	



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is turned over to the center (by PNP)	1. Conduct intake interview	none	30 minutes	Christian Joshua Guillermo Center Head SWO 3  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  Social Welfare Aide  House parents
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)	House parents  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  Social Welfare Aide





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 sentence	none	1 day	Christian Joshua Guillermo Center Head SWO 3
	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  Social Welfare Aide
	3.1.4 Prepare Community-Based Diversion Contract for client on Community – Based Diversion Program	none	1 week	Christian Joshua Guillermo Center Head SWO 3



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attend pre-discharge conference	4. Conduct pre-discharge conference for after care arrangement/turn-over	none	2 hours	Christian Joshua Guillermo Center Head SWO 3 Community 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	none	1 day	Christian Joshua Guillermo Center Head SWO 3
	5.1.2 Release for Community-Based Diversion Program	none	3 hours	Christian Joshua Guillermo Center Head SWO 3

**HALFWAY HOUSE is covered under RA 9344, RA 10630**

**Total processing time:** Stay of children in the shelter is not definite; depends on the case resolution.



## 6. 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.

<b>Office or Division</b>	City Social Welfare and Development Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Solo parent with minor children or those with special need children even above 17 years old but could not take care of themselves.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>•Accomplished Solo Parent Form -1 copy</li> <li>•ITR/Certificate of Employment (if employed)</li> <li>•Birth Certificate of minor children- 1 xerox copy</li> <li>•Death Certificate of Spouse, for widowed applicant – 1 xerox copy</li> <li>•Medical Certificate for children with Special Needs – 1 copy</li> <li>•2 pcs. 1 x 1 ID picture of the applicant</li> <li>•Barangay Certification of being solo parent</li> <li>• <b>***ADDITIONAL REQUIREMENTS PER SOLO PARENT CATEGORY ONCE THE AMENDED SOLO PARENT ACT OR R.A 11861 IS FULLY IMPLMENTED.</b></li> </ul>			<ul style="list-style-type: none"> <li>* Can be secured in S.O. where it is posted (QR Code)</li> <li>*Employer of the applicant, if employed</li> <li>*Local Civil Registrar</li> <li>*Local Civil Registrar</li> <li>*Public or private physician</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill up Solo Parent ID application Form	1. Receive application forms	none	5 minutes	Maritess Advincula
	1.2. Assessment/ validation/ home visitation	none	1 day	Strike sa Serbisyo Action Center staffs covering the barangay where the client lives



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Prepare approved Solo Parent ID application	none	half day	Maritess Advincula Emiliana D. Ugalde
2. Applicant receives the Solo Parent ID on scheduled date of release	2. Release the Solo Parent ID	none	half day	Maritess Advincula Strike sa Serbisyo Action Center staffs covering the barangay where the client lives
	<b>Total</b>	<b>None</b>	<b>2 days and 5 minutes</b>	

## 7. 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

<b>Office or Division</b>	Special Case Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	All couples planning to get married
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>•Application for Marriage License</li> <li>•Payment of Marriage License Fee</li> </ul>	Local Civil Registrar City Treasurer's Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 3
	1.2. Prepares/signs the PMC Certificate	none	5 minutes	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 3
2. Couple accepts the PMC Certificate	3. Release the PMC Certificate	none	5 minutes	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 3
	<b>Total</b>	<b>None</b>	<b>3 hours, 10 minutes</b>	

## **B. PRE-MARRIAGE COUNSELLING**

<b>Office or Division</b>	CSWDO-Special Case Unit	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail</b>	Couples planning to get married who are below 24 years old	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>•Application for Marriage License</li> <li>•Payment of Marriage License Fee</li> </ul>	Local Civil Registrar City Treasurer's Office	



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 3
	1.2. Prepares/signs the PMC Certificate	none	5 minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 3
2. Couple accepts PMC Certificate	2. Release the PMC Certificate	none	5minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 3
	<b>Total</b>	<b>None</b>	<b>2 hours and 10 minutes</b>	

## 8. REACH OUT PROJECT/SPECIAL BADJAU OPERATION

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

<b>Office or Division</b>	CSWDO (Cluster 1 and Cluster 2 Unit)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	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. Coordinate with the Reach-Out Operation Team (barangay, PNP, BPSU, BDRRMO)	none	10 minutes	Emiliana D. Ugalde Gina Pornelos CSWDO Reach-out Team staff
2. Children are in the street are reached out	2. Conduct the reach –out operation	none	3 hours	CSWDO Reach-out Team staff
	2.1. Intake interview and counselling to reached out children	none	1 hour	Reach Out Team
	2.2. Counselling to parents with the BCPC	none	1 hour	CSWDO Reach-out Team staff
	2.3. Turn-over the reached out children to parents or to Shelter for Boys, Girls' Home if residents of Bacoor.	none	30 minutes	CSWDO Reach-out Team staff  Shelter for Boys' and Girls' Home social worker/staff
	2.3.1. Turn-over of reached out children to BCPC/M/CSWDO of other LGU, for non-Bacoor residents.	none	half day	Susan Rivera  CSWDO Reach out Team

**Total processing time: 5 hours and 50 minutes (within Bacoor); 9 hours and 10 minutes to 1 day (for children outside Bacoor)**



## 9. 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.

<b>Office or Division</b>	CSWDO – SLP Unit			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Family Heads, women, youth, PWD's, 4P's beneficiaries, SDG Member and other groups referred by SLP			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Initial Assessment Report</li> <li>Barangay Clearance</li> <li>Valid ID with Address in Bacoor</li> </ul>			<ul style="list-style-type: none"> <li>CSWDO</li> <li>Barangay Hall where he/she lives</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client inquire at Strike sa Serbisyo Action Center (SSAC) (for both 4P's beneficiaries and non 4P's	1.1. Conduct Intake Interview, initial assessment and refer case to SLP Unit	none	10 minutes per client	Strike sa Serbisyo Action Center (SSAC) social worker/staff
	1.2. SLP Unit conduct final assessment/validation of applicants for the group project	none	2 -3 days	SLP Unit staff Carlos Cataga





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. 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  Carlos Cataga Admin Aide IV  Grace Grageda Admin Offr 4  Antonett Castillo Shelfred Gonzales
2.2. Participate in the organization into SLP Groups	2.1. Organize the participants into SLP groups	none	2 days	SLP Unit  Crisphina M. Castillo SWO 4  Carlos Cataga Admin Aide IV  Grace Grageda Admin Offr 4  Antonett Castillo Shelfred Gonzales
	2.2 Preparation of Group Project Proposal	none	3 days	SLP Unit staff



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.3. Finalize group project proposal	2.3. Review /Submit the group project proposal for approval	none	1 day	City Mayor Emiliana D. Ugalde CSWDO Crisphina M. Castillo SWO 4 Carlos Cataga Admin Aide IV
	2.3.1 Review and Approval of Project Proposal	none	1 day	Emiliana D. Ugalde  City Mayor
3.1. Client receives the assistance	3.1. Release the assistance	none	2 hours	Carlos Cataga Admin Aide IV Emiliana D. Ugalde  City Mayor
3.2 Client implements the project	3.2. Monitoring of the project implementation	none	12 months	SLP Unit Staff
3.3. Client attends follow –up meetings, pay rollback for 1 year	3.3. Conduct meetings, rollback collection	none	2 hours/week for 12 months	SLP Unit Staff  Carlos Cataga Admin Aide IV
3.4. Client graduates from the program	3.4. Evaluates/Terminates the program or referral to other services, if necessary.	none	After 24 months	Emiliana D. Ugalde CSWDO  Carlos Cataga Admin Aide IV
<b>Total</b>		<b>None</b>	<b>No definite time, depends on the proposed project</b>	

**\*\*\* SELF-EMPLOYMENT ASSISTANCE/SUSTAINABLE LIVELIHOOD PROGRAM qualified for multi-stage processing.**



## 10. 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.

<b>Office or Division</b>		SHELTER FOR BOYS		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Abused, abandoned, neglected, street children, foundling male children		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Referral letter, 1 copy</li> <li>Police or barangay blotter, 1 copy</li> <li>Medical certificate, 1 copy</li> <li>Birth Certificate, 1 copy ( if applicable)</li> </ul>			Office of the referring party PNP, Barangay  Hospital, Health Center  PSA, Local Civil Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client is referred to Strike sa Serbisyo Action Center/Special Case Unit- BGC	1.Conduct intake interview and assessment	none	1 hour	Strike sa Serbisyo Action Center staff Special Case Unit Social Worker
	1.2 Turn-over the case to Home for Boys	none	1 hour	Strike sa Serbisyo Action Center staff Special Case Unit 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	Jocelyn Tabasan- Center Head- SWO 3  Social Welfare Aide



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	half day	Jocelyn Tabasan- Center Head- SWO 3 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	half day	Jocelyn Tabasan- Center Head- SWO 3 Social Welfare 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	Jocelyn Tabasan- Center Head- SWO 3 Social Welfare Aide House parents
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)	Jocelyn Tabasan- Center Head- SWO 3 Social Welfare Aide House parents
	3.1.1. Identify, assess and conduct collateral interview to relatives of the child/minor who is willing to take custody through home visits, phone call or video call, if child could not be returned to her family	none	1 week	Jocelyn Tabasan- Center Head- SWO 3 Social Welfare Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.2. Prepares/submits Approved Social Case Study Reports and other documents. to concerned agencies	none	1 week	Jocelyn Tabasan- 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	Jocelyn Tabasan- Center Head- SWO 3
3.2. Attends, participates in the pre-discharge conference	3.2 Conduct pre-discharge conference .	none	2 hours	Jocelyn Tabasan- 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	Jocelyn Tabasan- Center Head- SWO 3 Social Welfare Aide 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



## 11. 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.

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1.3. Call a meeting to be participated by concerned parties	none	2 hours	Strike sa Serbisyo Action Center / Special Case Unit Social Worker
	1.1.4. For complex cases, conduct Case Conference	none	2 hours	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker Emiliana D. Ugalde CSWDO
2. Participate in the approved intervention plan	2.1. Formulate intervention plans	none	1 week	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker Emiliana D. Ugalde CSWDO
	2.2. Implement the intervention Plan	none	1 week to 3 months	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker
	2.3. Refers/turn-over to other agencies for other needed support /assistance, if necessary	none	2 days	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker Emiliana D. Ugalde CSWD Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	2.4. Turn-over to family/relatives	none	2 hours	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker Susan Rivera CSWD Staff
3. Client is reintegrated to family/relatives or placed in other agencies	3.Termination of the case	none	half day	Strike sa Serbisyo Action Center / Special Case Unit Social Worker Satellite Office Social Worker

**\*\*\* 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.

<b>Office or Division</b>	CSWDO – Special Program	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	Foundling, abandoned senior citizens/PWD's , “taong grasa”	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>●Referral/indorsement/blotter/report from the barangay/NGO's1 copy</li> <li>●Medical Certificate, 1 copy</li> <li>●Social Case Stud Report, 1 copy</li> </ul>		<ul style="list-style-type: none"> <li>●Barangay where the client resides</li> <li>●Public/private physician</li> <li>●CSWDO</li> </ul>





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	Strike sa Serbisyo Action Center / Special Case Unit Social Worker
.	1.2 Conduct home visit/validation	none	2 hours	Special Case Unit Social Worker
	1.3. Prepares/submit assessment report/recommendation for approval	none	20 minutes	Special Case Unit Social Worker  Emiliana D. Ugalde CSWD Officer
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	Special Case Unit Social Worker
	2.1. Prepares and submit documents to agency for case consultation/conference	none	2 days	Special Case Unit Social Worker
3. Client is received by his/her family /turn-over to other institution	3. Turn-over to family/ institution	none	half day	Special Case Unit Social Worker Susan Rivera CSWD Staff

**\*\*\*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.

<b>Office or Division</b>		Special Case Unit		
<b>Classification</b>		Complex / Multi-Stage		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Disadvantaged women who are residents of Bacoor, VAW Victims, Trafficked victims, Victim of Exploitation		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>•Referral/indorsement</li> <li>•Blotter</li> <li>•Birth Certificate (as necessary) – certified true copy</li> <li>•Medical Certificate, if needed – 1 copy</li> </ul>			<ul style="list-style-type: none"> <li>•Referring agency</li> <li>• Barangay/WCPD-PNP</li> <li>•Local Civil Registrar</li> <li>•Public /private physician</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in or refer by BVAWC	1. Intake interview/assessment	none	1 hour	Strike sa Serbisyo Action Center / Special Case Unit Social Worker
	1.2 Provides assistance available in the office ( for simple cases)	none	½ day	Strike sa Serbisyo Action Center / Special Case Unit Social Worker
2. Client refers to the other agency coordinated by the social worker	2. Coordinates with other agencies for the other needed /support assistance , if necessary	none	Not definite, depends on the case	Special Case Unit Social Worker  Emiliana D. Ugalde CSWD Officer
3. Client gets the assistance needed from other agency	3.Termination of the case	none	1 day to 1 week	Special Case Unit 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.

<b>Office or Division</b>		CSWDO – SPECIAL PROGRAM UNIT		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Individuals referred by NHA, Court, HUDRD, PCUP, DPWH		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
•Referral/endorsement – 1 copy			*NHA, Court, UPHDO, PCUP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. In person inquiry/referred by other agency	1. Conduct intake interview	none	10 minutes	Strike sa Serbisyo Action Center Social Worker/staff
	1.2. Forward to Special Program Unit	none	10 minutes	Evelyn Castillo SWO 3 SWA
2. Respond to assessment/vali- dation interview	2. Conduct assessment	none	15 minutes	Evelyn Castillo SWO 3
	2.1. Conduct ocular visit	none	1 day	Evelyn Castillo SWO 3 SWA
2.2 Client prepares needed documents	2.2. Prepares and submit reports to concerned agencies	none	3 days	Evelyn Castillo SWO 3 Emiliana D. Ugalde CSWD Officer
	3. Submit reports to concerned agencies	none	2 days	Evelyn Castillo SWO 3
4. Client gets the assistance needed	4. Turn-over to other agency/Termina tion of the case	none	3 to 6 months	Evelyn Castillo  Emiliana D. Ugalde CSWD Officer

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

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



## 12. 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

<b>Office or Division</b>	Nutrition Unit			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	6 months to 6 years old undernourished children			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Nutritional status of children</li> </ul>			* Barangay OPT Result	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Children participate in the OPT	1.1. Conduct house to house Operation Timbang or weight validation	none	4 minutes per child	Cristina O. Elalto Nutrition Officer 4 Nutrition Staff SWA
	1.2. Consolidation of validated OPT/Data gathered	none	2 minutes per child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
	1.3. Masterlisting of the identified children who are underweight and severely underweight (boys and girls)	none	1 minute per child	Nutrition Unit Staff



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4. Coordination and distribution of master list to Barangay Chairpersons	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 and deworming to CHO	none	10 minutes	Emiliana D. Ugalde CSWD Officer Cristina O. Elalto/ Nutrition Officer 4 Nutrition Unit Staff
3. Enroll to Feeding Program	3. Master listing of qualified children beneficiaries enrolled in the feeding program	none	2 minutes/child	Nutrition staff
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
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
<b>Total</b>		<b>None</b>	<b>120 days (duration of implementation)</b>	

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



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

<b>Office or Division</b>	Nutrition Unit			
<b>Classification</b>	Highly technical / Multi-Stage Processing			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	3 to 6 years old wasted and severely children			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Nutritional status of children (wasted and severely wasted)</li> </ul>			* Barangay OPT Result	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Children stay in their home and wait for the for the OPT team	1. Conduct house to house Operation Timbang or weight validation	none	4 minutes per child	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff
	1.2. Consultation of validated OPT/Data gathered	none	2 minutes per child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
	1.3. Identification of children who are Severely Acute Malnutrition (SAM) and Moderately Acute Malnutrition (MAM) cases	none	4 minutes per 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
3. Parents undergo nutrition counselling	3. Nutrition Counselling to parents on the use of RUTF/RUSF (dosage and frequency)	none	30 minutes per child	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff
	3.1 Releasing of RUTF/RUSF to mothers of SAM/MAM child with photo documentation	none	5 minute	Nutrition staff
<b>Total</b>		<b>None</b>	<b>90 days (duration of implementation)</b>	

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

### C. BARANGAY NUTRITION COUNCIL TECHNICAL ASSISTANCE

<b>Office or Division</b>	Nutrition Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay Councils of the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request letter to CSWDO</li> </ul>			* 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	1.1. Receives /Forward letter request to Nutrition Unit with approval or instruction of the CSWDO for Technical Assistance	none	10 minutes	Emiliana D. Ugalde CSWD Officer  Admin Unit Staff: Wilsonia Recana Mary Grace



person				Vargas
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
	<b>Total</b>	<b>None</b>	<b>2 hours and 5 minutes</b>	

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

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

<b>Office or Division</b>	Nutrition Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Barangay Nutrition Council			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request letter to CSWDO</li> </ul>			* Barangay OPT Result	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay Nutrition Council provides communication letter addressed to CSWD-Bacoor	1.1. Receives/ Forward letter request to Nutrition Unit with approval or instruction of the CSWDO for the provision of IEC materials	none	5 minutes	Emiliana D. Ugalde CSWD Officer Admin Unit Staff: Wilsonia Recana Mary Grace Vargas





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
	<b>Total</b>	<b>None</b>	<b>4 hours and 5 minutes</b>	

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

### 13. SCHOLARSHIP PROGRAM

A project of the LGU that provides financial assistance to augment the educational needs of the students to support the parents in sustaining their children's rights to education.

<b>Office or Division</b>	Scholarship Unit			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Public and Private Junior, Senior High School and College Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• MOA with schools</li> <li>• Recommendation from the school</li> <li>• Certificate of Enrolment</li> <li>• Valid School ID of student</li> <li>• Resident of the City of Bacoor</li> </ul>			<ul style="list-style-type: none"> <li>• Office of the Mayor</li> <li>• School where the student is enrolled</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is recommended by school	1. Conduct intake, assessment	none	5 minutes	Strike sa Serbisyo Action Center Social Worker



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit requirements	2.1. Checking/Review of documents	none	2 hours	Maria Cristina Bombita Scholarship Unit staff
	2.2. Approval	none	1 month	Emiliana D. Ugalde  City Mayor
3. Receives the assistance	3. Release of financial assistance	none	Semestral ((senior high and college)  Annually ( junior High school	Maria Cristina Bombita Scholarship Unit staff  Emiliana D. Ugalde  City Mayor

**Total processing time is within a year.**

**\*\*\* SCHOLARSHIP PROGRAM IS QUALIFIED FOR MULTI-STAGE PROCESS**



## STRIKE SA SERBISYO ACTION CENTER

SAC NO.	BARANGAY	EMAIL ACCOUNT	CONTACT NUMBER	ACTION CENTER ADDRESS	CLUSTER SUPERVISOR	SOCIAL WORKER / TEAM LEADER	SOCIAL WELFARE AIDE
1 ZAPOTE 1 SSAC	ZAPOTE 1	strike.action1@gmail.com	9924662631	MULTI PURPOSE BUILDING, ZAPOTE 1	MAIZA MAGTIBAY		ROSHYLL PANOY
	ZAPOTE 2						
	ZAPOTE 3						
	ZAPOTE 4						
	ZAPOTE 5						
2 ANIBAN 3 SSAC	ANIBAN 1	strike.action2@gmail.com	9608845947	#81 ANIBAN 3 (BESIDE ANIBAN 3 BARANGAY HALL)	JACKIELOU SAEL	MARICEL JADIA	MARY JANE MENDOZA
	ANIBAN 2						
	ANIBAN 3						
	ANIBAN 4						
	ANIBAN 5						
3 TALABA 4 SSAC	TALABA 2	strike.action3@gmail.com	9608845949	TALABA 4 (LOWER GROUND OF BRGY. HALL)	MAIZA MAGTIBAY	ZYRENE FRANCISCO	NORA PAGATPATAN
	TALABA 3						
	TALABA 4						
	TALABA 5						
	TALABA 6						
4 NIOG 1 SSAC	TALABA 1	strike.action4@gmail.com	9608845944	NIOG 1 (BESIDE CHILD DEVELOPMENT CENTER)	FAITH FAJUTAGANA		MARILOU CARBONILLA
	TALABA 7						
	NIOG 1						
	NIOG 2						
5 PANAPAAN 2 SSAC	PANAPAAN 2	strike.action5@gmail.com	9608845940	PANAPAAN 2 BARANGAY HALL	JACKIELOU SAEL		QUEENIE CORTEZ
	PANAPAAN 3						
	PANAPAAN 4						
	PANAPAAN 1						



SAC NO.	BARANGAY	EMAIL ACCOUNT	CONTACT NUMBER	ACTION CENTER ADDRESS	CLUSTER SUPERVISOR	SOCIAL WORKER / TEAM LEADER	SOCIAL WELFARE AIDE
6 PANAPAN 5 SSAC	PANAPAN 5	strike.action6@gmail.com	908845 930	DOÑA ANDREA VILLAGE 2, PANAPAN 5 (Beside Brgy. Hall)	FAITH FAJUTAGANA	CARMELIE REYES	JENNIFER ERISPE
	PANAPAN 6						
	PANAPAN 7						
	PANAPAN 8						
	REAL 2						
7 MALIKSI 1 SSAC	MALIKSI 1	strike.action7@gmail.com	906566 1753 / 096088 45948	BARANGAY OUTPOST MALIKSI 1	BERMELY BALASE	NIÑO CASTILLO	JOAN DIESTRO
	MALIKSI 2						
	MALIKSI 3						
	KAINGEN						
	DIGMAN						
8 SINEGUELAN SSAC	TABING DAGAT	strike.action8@gmail.com	960884 5902	F. MIRANDA ST., SINEGUELASAN (MULTI-PURPOSE HALL)	BERMELY BALASE		GREGINA PRADILLA
	DAAN BUKID						
	CAMPOSANTO						
	SINEGUELASAN						
	BANALO						
	ALIMA						
9 SALINAS 1 SSAC	MABOLO 1	strike.action9@gmail.com	912160 1888 / 096088 45946	#342 2ND FLOOR OLD SALINAS 1 BARANGAY HALL BUILDING, SALINAS 1	JACKIELOU SAEL	LALYN LAGATA, RSW	MARY KRISTINE FRANCISCO
	MABOLO 2						
	MABOLO 3						
	SALINAS 1						
	REAL 1						



SAC NO.	BARANGAY	EMAIL ACCOUNT	CONTACT NUMBER	ACTION CENTER ADDRESS	CLUSTER SUPERVISOR	SOCIAL WORKER / TEAM LEADER	SOCIAL WELFARE AIDE
10 HABAY 2 SSAC	DULONG BAYAN	strike.action10@gmail.com	9651364800	HABAY 2 DAY CARE CENTER (UPPER GROUND)	FAITH FAJUTAGANA	KRISTINE AZANA, RSW	JESSICA CARILLO
	HABAY 1						
	HABAY 2						
	SALINAS 2						
	SALINAS 3						
	SALINAS 4						
11 MAMBOG 3 SSAC	MAMBOG 1	strike.action11@gmail.com	9608845943	B3 LOT30 ACASIA ST. ADDAS 4B, MAMBOG 3 (BARANGAY HALL BUILDING)	BERMELY BALASE	KATHLEEN JOY MUYOT, RSW	GENE-ROSA CRUZ
	MAMBOG 2						
	MAMBOG 3						
	MAMBOG 4						
	MAMBOG 5						
12 SAN NICOLAS 2 SSAC	LIGAS 1	strike.action12@gmail.com	9608845941	ACTION CENTER 12-SAN NICOLAS 2 BRGY HALL, MOLINO RD.(BESIDE SAN NICOLAS ELEMENTARY SCHOOL)	KATHRINA DE CASTRO		ANNIE-LOU ZUBIAGA
	LIGAS 2						
	LIGAS 3						
	SAN NICOLAS 1						
	SAN NICOLAS 2						
	NIOG 3						
13 MOLINO 1 SSAC	BAYANAN	strike.action13@gmail.com	9608845904	MOLINO 1 BARANGAY HEALTH CENTER MOLINO ROAD	KATHRINA DE CASTRO	HANNAH RODRIGUEZ, RSW	MARICEL LAGRASON
	MOLINO 1						
	SAN NICOLAS 3						



SAC NO.	BARANGAY	EMAIL ACCOUNT	CONTACT NUMBER	ACTION CENTER ADDRESS	CLUSTER SUPERVISOR	SOCIAL WORKER / TEAM LEADER	SOCIAL WELFARE AIDE
14 MOLINO 2 SSAC	MOLINO 6	strike.action14@gmail.com	960884 5945	BARANGAY HALL MOLINO 2 ANNEX VILLA ESPERANZA	KATHRINA DE CASTRO	SHEILA SALARDA, RSW	CECILE NEYPES
	MOLINO 2						
15 MOLINO 3 SSAC	MOLINO 3	strike.action15@gmail.com	968383 0081	MOLINO ROAD MOLINO 3 (BETWEEN BRGY HALL AND MAIN DAY CARE CENTER)	ROSE FUENTES, RSW	CAMILLE INTIA, RSW	MARY JOY MANO
	MOLINO 5						
16 MOLINO 4 SSAC	MOLINO 4	strike.action16@gmail.com	955736 8928 / 091688 55726	MOLINO ROAD GEORGE TOWN MAIN BARANGAY HALL OF MOLINO 4	ROSE FUENTES, RSW	ROSE FUENTES, RSW	CLAIRE ARCHANGEL
17 QUEEN SROW WEST SSAC	MOLINO 7	strike.action17@gmail.com	915492 7184	OLD BARANGAY HALL OF QRW BLK 24 SAMPA-GUITA ST., QRW	EVELYN CASTILLO		RACHELLE CORDON
	QRC						
	QRE						
	QRW						
18 STRH	STRH	strike.action18@gmail.com	967714 7358		RICCA CALAPIT		MARI-BETH RODRIGUEZ



**\*\*\*ADDITIONAL SOLO PARENT REQUIREMENT PURSUANT TO RA 118611**

Documentary Requirements. - For purposes of registration and issuance of SPIC and booklet, the solo parent shall submit authenticated or certified true copies of the following documents to the SPO or SPD where the solo parent resides:

(a) For the solo parent with child or children as a consequence of rape falling under Section 4(a)(1) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Complaint affidavit;
- (3) Medical record on the incident of rape; and
- (4) Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of affidavit: Provided, That for purposes of issuance of subsequent SPIC or booklet, only the sworn affidavit shall be submitted every year.

(b) For the solo parent on account of the death of the spouse falling under Section 4(a)(2) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Marriage certificate;
- (3) Death certificate of the spouse; and
- (4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner of co-parent, and has the sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, only the sworn affidavit shall be submitted every year.

(c) For the solo parent on account of the detention or criminal conviction of the spouse falling under Section 4(a)(3) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Marriage certificate;
- (3) Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law enforcement agency having actual custody of the detained spouse, or commitment order issued by the court pursuant to a conviction of the spouse; and
- (4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.



(d) For solo parent on account of physical or mental incapacity of the spouse falling under Section 4(a)(4) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Marriage certificate or affidavit of cohabitation;
- (3) Medical record or medical abstract evidencing the physical or mental state of the incapacitated spouse issued not more than three (3) months before the submission; and
- (4) Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.

(e) For the solo parent on account of legal or de facto separation of spouse falling under Section 4(a)(5) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Marriage certificate;
- (3) Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disintegrated persons attesting to the fact of separation of the spouses; and
- (4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.

(f) For the solo parent on account of declaration of nullity or annulment of marriage falling under Section 4(a)(6) of this Act:

- (1) Birth certificate/s of the child or children;
- (2) Marriage certificate;
- (3) Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce; and
- (4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.

(g) For the solo parent on account of abandonment by the spouse falling under Section 4(a)(7) of this Act:

- (1) Birth certificate/s of the child or children;





- (2) Marriage certificate or affidavit of the applicant solo parent;
  - (3) Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse;
  - (4) Police or barangay record of the fact of abandonment; and
  - (5) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, only sworn affidavit shall be submitted every year
- (h) For the spouse or any family member of an OFW falling under Section 4(b) of this Act:
- (1) Birth certificate/s of the child or children;
  - (2) Marriage certificate of the applicant;
  - (3) Overseas Employment Certificate (OEC) or its equivalent document;
  - (4) Copy of passport stamps showing continuous twelve (12) months of overseas work;
  - (5) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3), (4), (5), and (6) under this paragraph shall be submitted every year.
- (i) For the unmarried father or mother who keeps and rears the child or children falling under Section 4(c) of this Act:
- (1) Birth certificate/s of the child or children;
  - (2) Certificate of No Marriage (CENOMAR);
  - (3) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and
  - (4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC or booklet, requirement numbers (2), (3) and (4) under this paragraph shall be submitted every year.
- (j) For the solo parent who is a legal guardian, adoptive or foster parent falling under Section 4(d) of this Act:
- (1) Birth certificate/s of the child or children;
  - (2) Proof of guardianship, foster care or adoption;



(3) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and

(4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, That for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.

(k) For any relative within the fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children falling under Section 4(e) of this Act:

(1) Birth certificate/s of the child or children;

(2) Death certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months;

(3) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and

(4) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC or booklet, requirement numbers (3) and (4) under this paragraph shall be submitted every year.

(l) For the solo parent who is pregnant woman falling under Section 4(f) of this Act:

(1) Medical record of her pregnancy;

(2) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent; and

(3) Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children.

(m) For the solo parent availing subsidy and discounts provided for under Section 15, paragraphs (1) and (2) of this Act, the following additional documentary requirements shall be submitted:

(1) Affidavit of no employment; (2) Income Tax Return (ITR);

(3) Social case study issued by the DSWD; or (4) Any verifiable proof of income.



## LIST OF SERVICES

### **General Services Office**

<b>Internal Services</b>	<b>Page Number</b>
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Property, Plant and Equipment (PPE) Inventory and Tagging of Property Number	21.5



# **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 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 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

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



## 2. PROCUREMENT PROCEDURE

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

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



### 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.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Different Offices/Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Inspection and Acceptance Report Property Acknowledgement Receipt			GSO GSO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the 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 or equipment	None	2-4 hours depend on the volume of goods or equipment	Sean Solis <i>Supply Officer III</i> Anthony Frank Ayos <i>Admin Aide III</i>
	1.3. Accept and Approve/Sign Document	None	1 minute	Agripino A. Pagdanganan Jr. <i>GSO I</i> Sean Solis <i>Supply Officer III</i>
	1.4. Preparing Property Acknowledgement Receipt	None	10 - 15 minutes.	Anthony Frank Ayos <i>Admin Aide III</i> Paulo Gacutan <i>Admin Aide III</i>
	1.5. Approve/Sign	None	1 minute	Agripino A. Pagdanganan Jr. <i>GSO I</i>
	<b>Total</b>	<b>None</b>	<b>4 hours and 27 minutes</b>	



#### 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.

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





## LIST OF SERVICES

### Human Resources Development and Management Department

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Various Personnel Concerns	22.7
Issuance of Authority to Travel	22.8
<b>External Services</b>	
Employee Hiring and Appointment	22.2 – 22.4
On the Job Training / Senior High School Immersion Program	22.9 – 22.10
<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.

<b>Office or Division:</b>	Human Resources Development and Management Department	
<b>Classification:</b>	Complex / Highly Technical	
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, Interested Individuals	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Application Letter addressed to the City Mayor specifying the position applied for and the office where the vacancy is;</li> <li>• Scholastic Record / Academic Record duly authenticated by the authorized personnel;</li> <li>• Original copy of the authenticated certificate of eligibility Report of Rating / Valid Professional License;</li> <li>• NBI Clearance;</li> <li>• Medical Certificate (CS Form No. 211, Revised 2018);</li> <li>• Photocopy of Training and Seminars attended, if necessary;</li> <li>• Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized;</li> <li>• Certificate of Live Birth;</li> <li>• Marriage Contract/Certificate;</li> <li>• Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018);</li> <li>• Applicants with Previous Government Service: Copy of Latest Performance Rating (Must have a Very Satisfactory Rating)</li> </ul> <p>Other supporting documents, if necessary.</p>		<p>CSC/ PRC/ SC/ LTO</p> <p>NBI 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 <a href="http://www.bacoor.gov.ph">www.bacoor.gov.ph</a> , HRDMD Bulletin Board and PESO Bulletin Board	None	1 day	<p>Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i></p> <p>Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i></p> <p>Diane Nicole Fae A. Bay <i>Human Resources Management Officer I</i></p>
2.1. 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 <a href="mailto:hrdmd_recruitment@yahoo.com">hrdmd_recruitment@yahoo.com</a> 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	<p>Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i></p> <p>Diane Nicole Fae A. Bay <i>Human Resources Management Officer I</i></p> <p>Erika Mae U. Viernes <i>Administrative Officer I</i></p>
	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	<p>Erika Mae U. Viernes <i>Administrative Officer I</i></p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.2. Attends convening of Personnel Selection Board (PSB)	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	Erika Mae U. Viernes <i>Administrative Officer 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>  Erika Mae U. Viernes <i>Administrative Officer I</i>  Diane Nicole Fae A. Bay <i>Human Resources Management Officer 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>
<b>Total processing time: depends on the number of published vacant position, volume of applications received and convening schedule.</b>				



## 2. ISSUANCE OF PERSONNEL CERTIFICATIONS AND RECORDS

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

<b>Office or Division:</b>	Human Resources Development and Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, either currently employed, separated, retired.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proof of Payment / Official Receipt <ul style="list-style-type: none"> <li>• Certificate of Employment P 110.00</li> <li>• Service Record P 55.00</li> </ul>			Office of the City Treasurer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay prescribed fees at the Treasurer's Office upon request of Certificate of Employment and Service Record	1.1. Prepare Certification, Service Record as requested based on Personnel Record upon payment of prescribed fees.  1.2. Sign Certification and Service Records	P 110.00 P 55.00	30 minutes	Ethelyn U. Jamolin <i>Admin Assistant V</i>  Melanie Joyce G. De Leon <i>Admin Officer I</i>  Erika Mae U. Viernes <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>
	<b>Total</b>	<b>Depends on the requested document/s above</b>	<b>30 minutes</b>	



### 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.

<b>Office or Division:</b>	Human Resources Development and Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Employees – Permanent, Co-Terminous, Casual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely Signed Application for Leave of Absence Form		Human Resources Development and Management Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application for Leave of Absence. Fill up form and submit at the HRDMD duly signed by the immediate supervisor -for sick leave of more than (5) days attach Medical Certificate issued by physician ; sick leave must be filed immediately upon return to work -vacation leave must be filed (5) days prior to scheduled leave; for Travel Abroad, Updated SALN, Duly Signed Clearance, Authority to Travel from Mayor's or Vice Mayor's Office	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>Human Resources Management Officer III</i>  Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i>  Natividad Ludwig I. 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>
	<b>Total</b>	<b>None</b>	<b>1 day and 15 minutes</b>	



#### 4. VARIOUS PERSONNEL CONCERNS

<b>Office or Division:</b>	Human Resources Development and Management Department			
<b>Classification:</b>	Simple/Complex/Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen			
<b>Who may avail:</b>	City Employees – Permanent, Co-Terminus, Casual, Job Order Contracts and Clients who has Personnel Concerns			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
This will depend on the concerns presented by the client.		Human Resources Development and Management Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <i>City Gov't Dept. Head I</i> Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i> Editha C. Broas <i>Sr. Admin Asst II</i> Jonalene Bautista <i>Admin Asst I</i>  Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i>
	<b>Total</b>	<b>None</b>	<b>15 minutes or depends on presented concerns</b>	





## 5. 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.

<b>Office or Division:</b>	Human Resources Development and Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	City Government Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Duly signed and accomplished Clearance</li> <li>Approved Leave of Absence</li> <li>Letter of Invitation, for official business</li> <li>Letter of Intent, for vacation/leisure purposes</li> <li>Confirmed Ticket (photocopy)</li> </ul>			HRDMD HRDMD Inviting Agency Client Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements	1. Upon submission of complete requirements, Prepare Authority to Travel for signature of the City Mayor	None	30 minutes	Jonalene Bautista <i>Administrative Assistant I</i>
2. Proceed at the Office of the Mayor for Authority to Travel (signature of the City Mayor)	2. Assist the client for Authority to Travel (signature of the City Mayor)	None	Depends on the number of clients attended to at the moment	MO Secretariat Staff
<b>Total</b>		<b>None</b>	<b>30 minutes</b>	

## 6. ON THE JOB TRAINING / SENIOR HIGH SCHOOL IMMERSION PROGRAM



\*\*\* Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is accommodated on limited capacity only.

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Submit OJT / SHS Immersion Program Requirements. <i>***SHS must 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	Jucelle S. Almoro <i>Clerk</i> Erika Mae U. Viernes <i>Admin Officer I</i>
1.2. Attends Orientation for OJT / SHS Immersion Program (Upon submission of Complete Requirements)	1.2. Conducts Orientation for OJT / SHS Immersion Program (Upon submission of Complete Requirements)	None	1 hour	Natividad Ludwig I. Ople, <i>City Gov't Dept. Head I</i>  Rachelle D. Alcantara <i>City Gov't Asst. Dept. Head I</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3. Prepare Endorsement Letter to Respective Department for OJT / SHS Immersion Program	None	5 minutes for each department	Jucelle S. Almoro <i>Clerk</i> Erika Mae U. Viernes <i>Admin Officer I</i>
	1.4. Sign Endorsement	None	1 minute	Natividad Ludwig I. Ople, <i>City Gov't Dept. Head I</i>
1.3 Proceed to respective department where they are being endorsed	1.5. Endorsement to Respective Department	None	5 minutes for each department	Jucelle S. Almoro <i>Clerk</i> Erika Mae U. Viernes <i>Admin Officer I</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	Jucelle S. Almoro <i>Clerk</i> Erika Mae U. Viernes <i>Admin Officer I</i>
	2.2. Sign Certification	None	1 minute	Natividad Ludwig I. Ople <i>City Gov't Dept. Head I</i>
<b>Total processing time: depends on the number of students accommodated.</b>				

\*\*\* Due to Covid Pandemic and based on IATF, DepEd and CHED Guidelines, this Service is accommodated on limited capacity only.



## LIST OF SERVICES

### Housing Urban Development and Resettlement Department

<b>External Services</b>	<b>Page Number</b>
1. Assistance to ISF/Community association concerning organizational matters	23.3 – 23.4
2. Investigation/validation on land and housing related concerns especially on demolition and eviction cases involving informal settler families (ISF) or association	23.4 – 23.5
3. Conduct of pre, actual and post relocation activities	23.6 – 23.9
4. Act as Mobilizer for ISF and urban poor association applying for Social Housing and Finance Corporation - Community Mortgage Program (CMP)	23.10 – 23.11
5. Assistance to ISF and urban poor association on Meralco and Maynilad application	22.12
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	22.13



# 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 CONCERNING ORGANIZATIONAL MATTERS

Providing technical assistance to address issues and concerns of informal settler families (ISF) or urban poor association on organizational matters affecting them.

<b>Office or Division:</b>	Community Development and Support Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Informal settler families Urban poor association
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Written request or appeals of informal settler families or urban poor association</li> </ul>	
<b>WHERE TO SECURE</b>	
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. Jesson Labao <i>OIC-HUDRD</i>  Fidel Dones Fe Eras <i>HUDRD Staff</i>
	1.2. Conduct or provision identified technical assistance needed (consultation, general assembly, election, and other related activities)	None	one day  depends upon the case	Fidel Dones  Fe Eras  Rosano Mercado  <i>HUDRD Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Preparation of referral or indorsement needed to concerned agencies or private institution copy furnish the clients	None	one day	Fidel Dones Fe Eras Gloria Diaz <i>HUDRD Staff</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 15 minutes</b>	

## 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.

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





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Written request from the informal settler families or urban poor association	1.1. Assessment of the request	None	15 minutes	Atty. Jesson G. Labao <i>OIC-HUDRD</i>  Annie Nacienceno, <i>HHRO V</i>
	1.2. Conduct of validation or investigation to identify action needed	None	one day	Claudio Madarang Rosano Mercado <i>HUDRD Staff</i>
	1.3. Coordination with concerned government agencies or private institution for possible land negotiation		two days	Annie Nacienceno, <i>HHRO V</i>  Claudio Madarang <i>HUDRD Staff</i>
	1.4. Preparation of referral or endorsement to appropriate agencies copy furnish the clients	None	15 minutes	Annie Nacienceno, <i>HHRO V</i>  Grace Luciano Gloria Diaz <i>HUDRD Staff</i>
	<b>Total</b>	<b>None</b>	<b>3 days and 30 minutes</b>	



### 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)

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to verify their names if included in the masterlist for relocation	1.1. Local Inter Agency Committee Meeting	None	1 day	Atty. Jesson G. Labao <i>OIC-HUDRD</i>
	1.2. Census tagging / mapping / Boundary Markings activities	None	Depends on the number of ISF	Claudio Madarang, Elizabeth Salavantes, Rosano Mercado <i>HUDRD Staff</i>
	1.3. Masterlist preparation	None	Depends on the number of ISF	Annie Nacienceno, <i>HHRO V</i>
	1.4. Conduct of BSAAC deliberation	None	1 day	Atty. Jesson G. Labao <i>OIC-HUDRD</i>  Annie Nacienceno, <i>HHRO V</i>
	1.5. Preparation of BSAAC minutes and Resolution for signing of members	None	1 hour	Annie Nacienceno <i>HHRO V</i>  Grace Luciano Gloria Diaz <i>HUDRD Staff</i>
	1.6. Conduct of dialogue and serving of Notices to ISF for relocation	None	Depends on the number of ISF	Annie Nacienceno, <i>HHRO V</i>  Claudio Madarang Elizabeth Salavantes <i>HUDRD Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Client submit requirements	2. Submission of requirements by the Qualified ISF	None	1 month	Claudio Madarang Gloria Diaz <i>HUDRD Staff</i>
3. Client submits letter of appeals	3.1. Conduct of BSAAC deliberation for the appeals	None	1 day (depending on the number of applicants)	Atty. Jesson G. Labao <i>OIC-HUDRD</i> Annie Nacienceno <i>HHRO V</i>
	3.2. Preparation of BSAAC minutes and Resolution for signing of members	None	1 hour	Annie Nacienceno, <i>HHRO V</i> Gloria Diaz <i>HUDRD Staff</i>
	3.3. Submission to NHA for pre-qualification	None	1 week upon completion of requirements for pre-qua	Fe Eras Elisa Gregorio <i>HUDRD Staff</i>
	3.4. Preparation of masterlist of ISF for relocation	None	1 day	Annie Nacienceno <i>HHRO V</i>  Fe Eras Elisa Gregorio <i>HUDRD Staff</i>
	3.5. Checking and completion of ISF folders	None	1 week	Fe Eras Elisa Gregorio Grace Luciano <i>HUDRD Staff</i>
4. Client submits requirements for financial assistance	4.1. Preparation and processing of financial assistance for qualified ISF	None	2 weeks	Grace Luciano <i>HUDRD Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	4.2. Coordination with NHA and other concerned agencies and private institution for the relocation activities	None	1 week	Atty. Jesson G. Labao <i>OIC-HUDRD</i>  Annie Nacienceno <i>HHRO V</i>
	4.3. Preparation of Relocation Resettlement Action Plan (RRAP)	None	1 week	Grace Luciano Fidel Dones Gloria Diaz <i>HUDRD Staff</i>
	4.4. Conduct of TWG for the target relocation activities	None	1 day	Atty. Jesson G. Labao <i>OIC-HUDRD</i>
	4.5. Actual relocation activities	None	Depends on the number of ISF	Atty. Jesson G. Labao <i>OIC-HUDRD</i>  HUDRD Staff
	4.6. Allocation of unit assignment	None	1 day	Ligaya Cas Fe Eras Elisa Gregorio <i>HUDRD Staff</i>
	4.7. Post monitoring activities (livelihood program and other activities)	None	Depending upon the programs	Ligaya Cas Fe Eras Elisa Gregorio Gloria Diaz <i>HUDRD Staff</i>
	4.8 Release of Financial Assistance	None	Depends upon the submission and completion of requirements	Grace Luciano <i>HUDRD Staff</i>
	<b>Total</b>	<b>None</b>	<b>Minimum of 60 days</b>	



**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.

<b>Office or Division:</b>	Housing and Homesite Regulation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Homeowners Association/Community Association			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>● Memorandum of Agreement between Community Association and landowner</li> <li>● Memorandum of Agreement between Community Association and Mobilizer</li> <li>● List of officers with address and contact number</li> <li>● List of members certified by the Secretary</li> <li>● Sangguniang Panglungsod Accreditation Certificate</li> <li>● Minutes of Election certified by the Secretary</li> <li>● Transfer Certificate of Title</li> <li>● Barangay Certification and other Community Mortgage Program related requirements</li> </ul>			Community Association  Community Association  Community Association  Sangguniang Panglungsod  Community Association Register of Deeds Barangay concerned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter of HOA for CMP	1.1. Assessment and validation	None	Depends upon the viability for CMP	Atty. Jesson G. Labao, <i>OIC-HUDRD</i> Ligaya Cas <i>HUDRD Staff</i>
	1.2. Consultation w HOA re: CMP program guidelines	None	1 day / consultation (with several consultations)	Ligaya Cas Fe Eras Elisa Gregorio <i>HUDRD Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3. Land negotiation between the landowner and CA	None	Depends upon the progress of negotiation	Atty. Jesson Labao, <i>OIC-HUDRD</i> Ligaya Cas <i>HUDRD Staff</i>
	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 Elisa Gregorio Rosano Mercado <i>HUDRD Staff</i>
	1.5. Conduct of census tagging and preparation of socio eco-profile	None	Depends upon the number of beneficiaries	Claudio Madarang, Ligaya Cas Fe Eras Elisa Gregorio Rosano Mercado <i>HUDRD Staff</i>
	1.6. Assessment and provision of technical assistance in the completion of documentary requirements by the HOA	None	one week	Ligaya Cas Fe Eras Elisa Gregorio <i>HUDRD Staff</i>
	1.7. Cliniquing with Social Housing and Finance Corporation for the following requirements by phase:  a. Accreditation and Evaluation b. Technical c. Loan Examination d. Mortgage Examination	None	Depends upon the assessment of LGU- Mobilizer and SHFC	Atty. Jesson Labao, <i>OIC-HUDRD</i>  Ligaya Cas <i>HUDRD Staff</i>
	<b>Total</b>	<b>None</b>	<b>Minimum of 6 months</b>	



## 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

<b>Office or Division:</b>	Community Development and Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Informal settler families Urban poor association			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>ISF applicant included in the Community Based Monitoring System masterlist</li> </ul>			Community Based Monitoring System	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of applications and complete requirements	1.1. Assessment of the application (with complete documents)	None	10minutes	Elizabeth Salavantes, Gloria Diaz <i>HUDRD Staff</i>
	1.2. Verification with CBMS if needed ( no proof submitted)	None	1 day (depends upon the result of CBMS)	Elizabeth Salavantes <i>HUDRD Staff</i>
	1.2 Review of the documents submitted		10 minutes	Annie Nacienceno HHRO V
	1.3. Preparation and signing of indorsement to Meralco and Maynilad ( <i>if the applicant is an association</i> )	None	15 minutes	Elizabeth Salavantes <i>HUDRD Staff</i> Annie Nacienceno, HHRO V
	<b>Total</b>	<b>None</b>	<b>1 day and 35 minutes</b>	





## 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.

<b>Office or Division:</b>	Community Development and Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Urban poor association			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter request</li> <li>• Registered with Bacoor City Urban Poor Federation</li> <li>• Accredited with the Bacoor City Sangguniang Panglungsod</li> </ul>			Association BCUPF  Bacoor City SP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to HUDRD attached all the necessary requirements	1.1 Assessment of the request	None	15 minutes	Atty. Jesson Labao <i>OIC-HUDRD</i> Fidel Dones <i>HUDRD Staff</i>
	1.2 Verification, review and validation of submitted documents	None	1 day	Fidel Dones Fe Eras <i>HUDRD Staff</i>
	1.3 Preparation of Certification	None	15 minutes	Fidel Dones Fe Eras <i>HUDRD Staff</i>
	1.4 Signing of Certification	None	5 minutes	Atty. Jesson Labao <i>OIC-HUDRD</i>
	1.5 Payment of Bacoor City seal	PhP 55.00	5 minutes	Gloria Diaz <i>HUDRD Staff</i>
	<b>Total</b>	<b>PhP 55.00</b>	<b>1 day and 40 minutes</b>	



## LIST OF SERVICES

### Local Civil Registry Office

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# **LOCAL CIVIL REGISTRY OFFICE**

## **(External Services)**

**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.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>Government issued valid ID's</li> <li>Medical Certificate</li> <li>Certificate of Marriage if the parents were married</li> </ul> <p>Authority to Use the Surname Other supporting documents, if necessary.</p>		<ul style="list-style-type: none"> <li>Attending Physician/Midwife/Nurse</li> <li>Any National Government agencies</li> <li>Hospital, Clinic</li> <li>Philippine Statistics Authority (PSA) or Local Civil Registry Office (LCRO)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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>
	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	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	



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

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

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>• Government issued valid ID's</li> <li>• PSA Certificate of Negative Record</li> <li>• National Certification (if born 1944 and below)</li> <li>• Certificate of Marriage if the parent were married</li> <li>• Baptismal Certificate</li> <li>• Barangay Fact of Birth</li> <li>• School Record</li> <li>• Immunization Record</li> <li>• Voter's Certification</li> </ul> Other supporting documents, if necessary		<ul style="list-style-type: none"> <li>• Attending Physician/Midwife/Nurse</li> <li>• Any National Government agencies</li> <li>• PSA</li> <li>• National Archives</li> <li>• PSA/ LCRO</li> <li>• Church</li> <li>• Barangay</li> <li>• School</li> <li>• Health Center</li> <li>• Commission on Elections (COMELEC)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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>
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PhP 200.00	5 minutes	City Treasury Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Rowena A. Barco <i>Administrative Assistant</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	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>Php 200.00</b>	<b>10 days and 15 minutes</b>	



### 3. Application of Marriage License

Processing of Application for Marriage License for residents of the City of Bacoor.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	At least one of the contracting parties must be a resident of the City of Bacoor.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Certificate of No Marriage (CENOMAR)</li> <li>• Certificate of Live Birth or Baptismal Certificate</li> <li>• Family Planning Seminar/ Pre-marriage Counselling</li> <li>• Parental consent (for ages 22 to 25)</li> <li>• Parental Advice (for ages 18 to 21)</li> <li>• Barangay Certificate</li> <li>• Valid ID with Bacoor residence or address of either of the parties</li> <li>• Long Folder</li> <li>• Certificate of Death (if widowed), Annotated Certificate of Marriage (if annulled)</li> </ul> <p>Additional for Foreign Applicant:</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Legal Capacity</li> <li>• CENOMAR</li> </ul> <p>If one/both of the parties was/were previously married:</p> <ul style="list-style-type: none"> <li>• Judicial Decree of absolute divorce</li> <li>• Judicial Decree of Annulment</li> <li>• Judicial Decree of Nullity of Marriage</li> </ul> <p>Other supporting documents, if necessary</p>	<ul style="list-style-type: none"> <li>• PSA</li> <li>• Local Civil Registry Office/PSA or Church</li> <li>• Population Commission Office (POPCOM)</li> <li>• Local Civil Registry Office</li> <li>• Local Civil Registry Office</li> <li>• Barangay</li> <li>• Any National Government agencies</li> <li>• Client</li> <li>• PSA/LCRO</li> <li>• Department of Foreign Affairs (DFA)</li> <li>• Embassy/ Consular</li> <li>• PSA</li> <li>• Court</li> <li>• Court</li> <li>• Court</li> </ul>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized, advise the client to pay the required fee	None	10 minutes	Carmen R. Eusebio <i>Administrative Aide II</i>
2. Pay the required fees	2. Receive payment and issue official receipt	Application Fee PHP 200.00  Certificate of Compliance PHP 200.00	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	Carmen R. Eusebio <i>Administrative Aide II</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>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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>
	<b>Total</b>	<b>Php 500.00</b>	<b>10 days and 30 minutes</b>	



#### 4. Timely Registration of Certificate of Marriage (COM)

Register the COM celebrated/ solemnized within the territorial jurisdiction of the City of Bacoor.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>• Government issued valid ID's</li> <li>• Certification from the Venue</li> <li>• Affidavit of Solemnizing Officer</li> <li>• Application for Marriage License</li> <li>• Marriage License</li> </ul> Other supporting documents, if necessary.		<ul style="list-style-type: none"> <li>• Solemnizing Officer</li> <li>• Any National Government agencies</li> <li>• Event place/venue</li> <li>• Solemnizing Office</li> <li>• LCRO</li> <li>• LCRO</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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>
	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	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	



### 5. Late Registration of Certificate of Marriage (COM)

Register the COM celebrated/ solemnized within the territorial jurisdiction of the City of Bacoor.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>• Government issued valid ID's</li> <li>• PSA Certificate of Negative Record</li> <li>• Certification of No Marriage (CENOMAR)</li> <li>• Certification from the Venue</li> <li>• Affidavit of Solemnizing Officer</li> <li>• Affidavit of Two (2) Disinterested Persons</li> <li>• Application for Marriage License</li> <li>• Marriage License</li> </ul> <p>Other supporting documents, if necessary</p>		<ul style="list-style-type: none"> <li>• Solemnizing Officer</li>   <li>• Any National Government agencies</li> <li>• PSA</li>   <li>• PSA</li>   <li>• Event Place/Venue</li> <li>• Solemnizing Office</li> <li>• Notary Public</li>   <li>• Local Civil Registry Office</li> <li>Local Civil Registry Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Carmen R. Eusebio <i>Administrative Aide II</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	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>Php 200.00</b>	<b>10 days and 15 minutes</b>	



## 6. Timely Registration of Certificate of Death (COD)

Register the COD of all persons died within the territorial jurisdiction of the City of Bacoor.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>• Government issued valid ID's</li> <li>• Transfer Permit</li> <li>• Burial/Cremation Permit</li> <li>• Police Report</li> <li>• Certificate of Post Mortem Examination</li> </ul> <p>Other supporting documents, if necessary.</p>		<ul style="list-style-type: none"> <li>• Funeral Parlor/Service</li> <li>• Any National Government agencies</li> <li>• Treasury Office</li> <li>• Treasury Office</li> <li>• Philippine National Police (PNP)</li> <li>• PNP/ National Bureau of Investigation (NBI)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	



## 7. Late Registration of Certificate of Death (COD)

Register the Certificate of Death COD of all persons died within the territorial jurisdiction of the City of Bacoor.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)</li> <li>• Government issued valid ID's</li> <li>• PSA Certificate of Negative Record</li> <li>• Transfer Permit</li> <li>• Burial/Cremation Permit</li> <li>• Police Report</li> <li>• Certificate of Post Mortem Examination</li> <li>• Affidavit of Two (2) Disinterested Persons</li> <li>• Certificate from the Funeral Service</li> <li>• Certificate from the place of interment</li> </ul> <p>Other supporting documents, if necessary</p>		<ul style="list-style-type: none"> <li>• Funeral Parlor/ Service</li> <li>• Any National Government agencies</li> <li>• PSA</li> <li>• Treasury Office</li> <li>• Treasury Office</li> <li>• Philippine National Police (PNP)</li> <li>• PNP/ NBI</li> <li>• Notary Public</li> <li>• Funeral Parlor/ Service</li> <li>• Cemetery/ Crematorium</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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 <i>Registration Officer III</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	4. Release the civil registry document	None	2 minutes	Ma. Theresa B. Dela Cruz <i>Clerk</i>
	<b>Total</b>	<b>Php 200.00</b>	<b>10 days and 15 minutes</b>	



**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 and Other Legal Instruments**

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• PSA Copy of Certificate of Live Birth (Child)</li> <li>• PSA Copy of Certificate of Marriage (Parents)</li> <li>• Latest PSA Copy of CENOMAR (both parents)</li> <li>• Valid ID of Parents</li> <li>• Joint Affidavit of Legitimation</li> <li>• Affidavit of Admission of Paternity (AAP)</li> <li>• Affidavit to Use the Surname of the Father (AUSF)</li> </ul> <p>Other supporting documents, if necessary</p>		<ul style="list-style-type: none"> <li>• PSA/LCRO</li> <li>• PSA/LCRO</li> <li>• PSA/LCRO</li> <li>• Any National Government agencies</li> <li>• Notary Public</li> <li>• Notary Public</li> <li>• Notary Public</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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 500.00  Registration of AUSF Php 500.00	5 minutes	City Treasury Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Other Legal Instruments Php 330.00  Certified True Copy Php 110.00  Security Seal Php 55.00		
3. Present the Official Receipt	3.1. Process the registration of the Legal Instruments	None	7 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>
	<b>Total</b>	<b>Depends on the requested document/s stated above</b>	<b>20 minutes</b>	



### 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.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original /certified photocopy of the court order (at least 3 copies each)</li> <li>Certificate of finality</li> <li>Certificate of court registration and authenticity issued by the concerned City Civil Registrar where the court is functioning.</li> </ul> Other supporting documents, if necessary		<ul style="list-style-type: none"> <li>Court</li> <li>Court and LCRO</li> <li>Court and LCRO</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Office of the City Civil Registrar	1. Assess the submitted document for registration and issue the order of payment	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
2. Pay the required fees	2. Receive payment and issue official receipt	Adoption Php 1,100.00  Annulment Php 550.00  Correction Php 550.00  Judicial Recognition of Foreign Divorce Php550.00	5 minutes	City Treasury Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Legal Separation Php 550.00  CTC of court order/decree per page Php 110.00  Certificate of Registration Php 200.00  Certificate of Authenticity Php 200.00  Security Seal Php 55.00		
3. Present the Official Receipt	3.1 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	12 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.2 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>
	<b>Total</b>	<b>Depends on the requested document/s stated above</b>	<b>25 minutes</b>	



### 10. Filing 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.

<b>Office or Division:</b>	Local Civil Registry Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	All resident and non-resident of the City of Bacoor
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• PSA &amp; Local copy of COLB, COM or COD</li> <li>• Baptismal Certificate</li> <li>• School Record</li> <li>• Medical Records</li> <li>• Business Record</li> <li>• GSIS/SSS Record</li> <li>• PhilHealth MDR</li> <li>• Service Record</li> <li>• NBI Clearance</li> <li>• Police Clearance</li> <li>• Certificate of Employment of no pending administrative or criminal case from employment (affidavit of non-employment if not employed)</li> <li>• Civil registry record of ascendants/descendants</li> <li>• Certificate of Marriage</li> <li>• Medical Certificate</li> <li>• Affidavit of Explanation</li> <li>• Affidavit of Child Custody</li> <li>• Affidavit of NO Hospital Record</li> <li>• Voter's Certification</li> <li>• Barangay Certificate</li> <li>• Government issued valid IDs</li> <li>• Special Power of Attorney</li> <li>• Certificate of Publication</li> </ul> <p>Other supporting documents, if necessary</p>	<ul style="list-style-type: none"> <li>• PSA/ LCRO</li> <li>• Church</li> <li>• School</li> <li>• Hospital</li> <li>• BPLO</li> <li>• GSIS/ SSS</li> <li>• PhilHealth</li> <li>• Human Resources Office</li> <li>• NBI</li> <li>• PNP</li> <li>• Human Resources Office</li> <li>• PSA/ LCRO</li> <li>• PSA/LCRO</li> <li>• Health Center</li> <li>• Notary Public</li> <li>• Notary Public</li> <li>• Notary Public</li> <li>• COMELEC</li> <li>• Barangay</li> <li>• Any National Government agencies</li> <li>• Notary Public</li> <li>• Any newspaper of general circulation</li> </ul>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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 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	5 minutes	City Treasury Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 prepared 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 minute	Ma. Theresa M. Cameros <i>OIC - City Civil Registrar</i>
7. Return to the Local Civil Registration Office after the prescribed period	7.1. Verifies if the petition is granted by the LCR; If 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	None	PSA Processing Period: 90 days	Lorena F. Navarro <i>Administrative Aide IV</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	7.2 Publish for Change of First Name/ Correction of Clerical Error and posting for clerical error and Submit the granted petition to the Office of Civil Registrar General, Quezon City	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 with the decision of the OCRG	None	5 minutes	Lorena F. Navarro <i>Administrative Aide IV</i>
9. Pay the required fees	9. Process payment and issue Official Receipt	Certificate of Finality Php 200.00  CTC of Petion Php 110.00  CTC of Civil Registry Document Php 110.00  Security Seal Php 55.00	5 minutes	City Treasury Office





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>Depends on the requested document/s stated above</b>	<b>110 days and 45 minutes</b>	



**11. Issuance of Certified True Copy of Certificate and Transcription of Record of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.**

Issue certified true copy or transcription of record of COLB, COM and COD of appearing in the registry book.

<b>Office or Division:</b>		Local Civil Registry Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All resident and non-resident of the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Government issued valid ID</li> <li>Authorization letter or special power of attorney</li> </ul> Other supporting documents, if necessary		<ul style="list-style-type: none"> <li>Any National Government agencies</li> <li>Notary Public</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the 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	7 minutes	Amor B. Fortuna <i>Clerk</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay the required fees	2. Receive payment and issue official receipt	Certified True Copy PHP 110.00  Transcription of Record PHP 300.00  Security Seal PHP 55.00	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>
<b>Total</b>		<b>Depends on the requested document/s stated above</b>	<b>15 minutes</b>	



## LIST OF SERVICES

### Office of the City Legal Service

<b>Internal and External Services</b>	<b>Page Number</b>
Receiving of Complaint/s Against City Employees	25.2 – 25.4
Review of Legal Documents and Availment of Legal Opinion	25.5 – 25.7
Walk-in / Referral for Legal Advice	25.8



# **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, nonfeasance, 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.

<b>Office or Division:</b>	Office of the City Legal Service	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• For the general public, verified complaint stating the facts and the issue to be resolved including supporting documents;</li> <li>• 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;</li> </ul> <p>Other supporting documents, if necessary.</p>	Office of the City Legal Service



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Antonio S. Lim <i>Legal Aide</i> Ella Paola T. Bamba <i>Admin. Officer II</i> Salve F. Valenciano <i>Admin. Officer V</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	Antonio S. Lim <i>Legal Aide</i>  Ella Paola T. Bamba <i>Admin. Officer II</i>  Salve F. Valenciano <i>Admin. Officer V</i>
	2.2. The City Legal Officer or his designated lawyer studies the complaint and require the city employee concerned to submit his/her answer to the complaint;	None	7 days	Atty. Eugene L. De Jesus <i>City Legal Officer</i>  Atty. Rey Marco B. Mendoza <i>Attorney IV</i>  Atty. Nathaniel C. De Leon <i>Attorney</i>  Atty. Marius D. Sumira <i>Attorney</i>  Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</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. Eugene L. De Jesus <i>City Legal Officer</i>  Atty. Rey Marco B. Mendoza <i>Attorney IV</i>  Atty. Nathaniel C. De Leon <i>Attorney</i>  Atty. Marius D. Sumira <i>Attorney</i>  Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</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	Antonio S. Lim <i>Legal Aide</i>  Ella Paola T. Bamba <i>Admin. Officer II</i>  Salve F. Valenciano <i>Admin. Officer V</i>
	<b>Total</b>	<b>None</b>	<b>10 days and 14 minutes</b>	





## 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.

<b>Office or Division:</b>	Office of the City Legal Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>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;</li> <li>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.</li> </ul>	<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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Antonio S. Lim <i>Legal Aide</i> Ella Paola T. Bamba <i>Admin. Officer II</i> Salve F. Valenciano <i>Admin. Officer V</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 his designated lawyer interviews the client and reviews the legal document and render his/her verbal legal opinion at once	None	30 minutes	Atty. Eugene L. De Jesus <i>City Legal Officer</i> Atty. Rey Marco B. Mendoza <i>Attorney IV</i> Atty. Nathaniel C. De Leon <i>Attorney</i> Atty. Marius D. Sumira <i>Attorney</i> Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</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 whether or not additional document/s is needed	None	5 minutes	Antonio S. Lim <i>Legal Aide</i> Ella Paola T. Bamba <i>Admin. Officer II</i> Salve F. Valenciano <i>Admin. Officer V</i>
	2.3. Staff informs the client to submit the additional document/s needed for the review of legal document or rendering legal opinion	None	5 minutes	Antonio S. Lim <i>Legal Aide</i> Ella Paola T. Bamba <i>Admin. Officer II</i> Salve F. Valenciano <i>Admin. Officer V</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Client submits additional document needed for the review of the legal document or rendering legal opinion	3. The City Legal Officer or his designated lawyer reads the written legal query and refer it to subordinate lawyer or legal researcher/assistant for study	None	5 days	Atty. Eugene L. De Jesus <i>City Legal Officer</i>  Atty. Rey Marco B. Mendoza <i>Attorney IV</i>  Atty. Nathaniel C. De Leon <i>Attorney</i>  Atty. Marius D. Sumira <i>Attorney</i>  Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</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	Antonio S. Lim <i>Legal Aide</i>  Ella Paola T. Bamba <i>Admin. Officer II</i>  Salve F. Valenciano <i>Admin. Officer V</i>
	<b>Total</b>	<b>None</b>	<b>5 days and 55 minutes</b>	



### 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.

<b>Office or Division:</b>	Office of the City Legal Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
This will depend on the concerns presented by the client.			Office of the City Legal Service	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Antonio S. Lim <i>Legal Aide</i>  Ella Paola T. Bamba <i>Admin. Officer II</i>  Salve F. Valenciano <i>Admin. Officer V</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. Eugene L. De Jesus <i>City Legal Officer</i>  Atty. Rey Marco B. Mendoza <i>Attorney IV</i>  Atty. Nathaniel C. De Leon <i>Attorney</i>  Atty. Marius D. Sumira <i>Attorney</i>  Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</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	<p>Atty. Eugene L. De Jesus <i>City Legal Officer</i></p> <p>Atty. Rey Marco B. Mendoza <i>Attorney IV</i></p> <p>Atty. Nathaniel C. De Leon <i>Attorney</i></p> <p>Atty. Marius D. Sumira <i>Attorney</i></p> <p>Atty. Jesily Darla Mae G. Gutierrez <i>Attorney</i></p> <p>Salve F. Valenciano <i>Admin. Officer V</i></p> <p>Ella Paola T. Bamba <i>Admin. Officer II</i></p>
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	



## LIST OF SERVICES

### City Livelihood and Development Office

<b>External Services</b>	<b>Page Number</b>
Barangay - Based Livelihood Skills Training	26.3
Strike sa Serbisyo	
Center – Based Livelihood Skills Training	26.4
TESDA - Technical Skills Training/ Scholarship Program	26.5
DOST - Grants-In-Aid (GIA), Small Enterprise Technology	26.6
Upgrading Program (SETUP) Food Safety Seminar	
DTI - Registration of Business Name	26.7
DTI - Issuance of BMBE Certificate of Authority	26.8



## **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 offers livelihood skills training programs and Mayor Strike B. Revilla continues to offers it as he sees the importance of technical and vocational education in the development of the City of Bacoor. Various livelihood skills training 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 Strike B. Revilla and CLDO to alleviate poverty and decrease 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 skills training programs offered by the City every year. Beneficiaries are PWD, Senior Citizen, Out of School Youth, Displaced OFW's, Person Deprived of Liberty, Drug Surrenderees, Unemployed Citizens, Housewives, 4P's, Family Members of AFP and PNP Wounded in-Action, Industry Workers, Victims of Natural Disasters and Calamities, Farmers and Fishermen, Indigenous People & Cultural Communities, Students and Informal Settlers (Relocates) 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 Strike started the “STRIKE SA SERBISYO” 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 Strike B. 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 Strike has high hopes for Bacoor. He got recognitions for excellence before but his 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 MSMEs 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

<b>Office or Division:</b>	City Livelihood and Development Office – Negosyo Center
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Bonafide residents of the City of Bacoor
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Endorsement of Barangay Captain/ Homeowners Association</li> <li>• 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.</li> </ul>	<b>WHERE TO SECURE</b> Barangay 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	Michelle L. Peñafloor Emmanuel M. Sambajon <i>Livelihood Staff</i>
	1.3. Logs and validates request	None	3 minutes	Ms. Michelle L. Peñafloor Emmanuel M. Sambajon <i>Livelihood Staff</i>
	1.4. Evaluation and approval	None	3 minutes	Ms. Carmelita F. Gawaran <i>Executive Assistant IV</i>
2. Training Implementation	2.1. Training duration	None	5 to 10 working days	Trainers-in-Charge
	2.2. Graduation and distribution of certificates	None	1 day	Sheila Mae A. Gayamo Nathaniel S. Mercolita Emmanuel M. Sambajon <i>Livelihood Staff</i>
	<b>Total</b>	<b>None</b>	<b>12 days and 8 minutes</b>	



## 2. CENTER-BASED LIVELIHOOD SKILLS TRAINING

Bacooreños to undergo livelihood skills training.

<b>Office or Division:</b>	City Livelihood and Development Office – REVILLA Center
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Bonafide residents of the City of Bacor
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Photo copy of Barangay Clearance</li> <li>• Photocopy of Diploma</li> <li>• 2 pcs. 1x1 ID Picture</li> <li>• Trainees Profile Form</li> </ul> <p>Other supporting documents, if necessary.</p>	<p>Barangay Hall Previous School</p> <p>REVILLA Center</p>

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. Sheila Mae A. Gayamo <i>Livelihood Staff</i>
	1.2. Gives Trainees Profile to be filled up by participant	None	3 minutes	Eugene D. Elalto, Jr. Sheila Mae A. Gayamo <i>Livelihood Staff</i>
	1.3. Informs registered Trainee of Orientation schedule	None	2 minutes	Trainers-in-Charge
2. Training implementation	2.1.Training duration	None	30 to 40 working days	Trainers-in-Charge
	2.2. Graduation and distribution of certificates	None	1 day	
	<b>Total</b>	<b>None</b>	<b>41 days and 7 minutes</b>	



### 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.

<b>Office or Division:</b>	City Livelihood and Development Office – Negosyo Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Bonafide residents of the City of Bacoor
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Barangay Indigency</li> <li>• Voters ID/COMELEC Stub/VRR</li> <li>• Intent Letter addressed to Mayor Strike B. Revilla or Cong. Lani M. Revilla Thru: Ms. Carmelita Fabian-Gawaran, City Livelihood and Development Officer</li> <li>• Pictures (passport size 6pcs. &amp; 1x1 6pcs. w/collar, white background, matte finished, w/ nameplate)</li> <li>• Photocopy of TOR or Form 137</li> <li>• Birth Certificate (Photocopy and Original for verification)</li> </ul>	<b>WHERE TO SECURE</b> Barangay Hall  COMELEC BAcoor  Previous School Local Civil Registrar

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. Peñafior Sheila Mae A. Gayamo Lean C. Estrobillo <i>Livelihood Staff</i>
2. Submit Requirements	2.1. Logs and validates requirements, gives Trainees Profile to be filled up by participant	None	2 minutes	Michelle L. Peñafior Sheila Mae A. Gayamo Lean C. Estrobillo <i>Livelihood Staff</i>
	2.2. Inform participant To wait for confirmation of orientation thru cellphone text message	None	1 minutes	Michelle L. Peñafior Sheila Mae A. Gayamo Lean C. Estrobillo <i>Livelihood Staff</i>
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>	



#### 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 (MPEX, CAPE, DATBEG, CP/EA), Seminars, Library Services and Water Testing Laboratory.

<b>Office or Division:</b>	Department of Science and Technology - Cavite
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	SMEs residing at the City of Bacoor
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Specific form for the proposed activity.</li> <li>• Other supporting documents, materials, or samples if necessary.</li> </ul>	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	Carlo C. Santos Jr. <i>Livelihood Staff</i>
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	Carlo C. Santos Jr. <i>Livelihood Staff</i>
3. Accomplish the Customer Satisfaction Feedback Form (CSF) provided by the concerned staff.	3. Retrieve the Customer Satisfaction Feedback Form.	None	5 minutes	Carlo C. Santos Jr. <i>Livelihood Staff</i>
	<b>Total</b>	<b>None</b>	<b>40 minutes</b>	



## 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.

<b>Office or Division:</b>	Department of Trade and Industries – Negosyo Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Filipino citizen 18 years old above
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Duly filled-out Application Form signed by the applicant of the BNR</li> <li>One valid government-issued ID</li> </ul>	<b>WHERE TO SECURE</b> 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	<b>Loucell L. Anselmo</b> / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Anna Kristina V. Leaño <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	<b>Loucell L. Anselmo</b> / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Anna Kristina V. Leaño <i>Business Counselor</i>
3. Claim Certificate of BNR	3. Print and issue Certificate of BNR	None	2 minutes	<b>Loucell L. Anselmo</b> / Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i> Anna Kristina V. Leaño <i>Business Counselor</i>
	<b>Total</b>	<b>Please refer to above stated fees</b>	<b>15 minutes</b>	



## 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.

<b>Office or Division:</b>	Department of Trade and Industries – Negosyo Center
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Filipino citizen 18 years old above
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Duly filled-out application form (BMBE Form),</li> <li>Certificate of Registration for new application</li> <li>Old BMBE Certificate of Authority for application for renewal of BMBE registration.</li> </ul>	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 <b>one (1) day</b>	<b>Loucell L. Anselmo /</b> Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i>  Anna Kristina V. Leño <i>Business Counselor</i>
2. Claim BMBE Certificate of Authority	2. Issues the BMBE Certificate of Authority	None	2 days	<b>Loucell L. Anselmo /</b> Wayne Arcie Mari Ochava <i>LGU-BC Counterpart</i>  Anna Kristina V. Leño <i>Business Counselor</i>
		<b>Total</b>	<b>3 days</b>	



## LIST OF SERVICES

### OFFICE OF THE MAYOR - (Secretariat)

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Receiving and Responding of Incoming Documents (Letter Request, Proposal, Complaints, etc.)	27.4 - 27.5
Reservation of Function Halls (Villar, Revilla and Gawaran Hall)	27.6
Solemnization of Marriage (Civil Wedding Ceremony)	27.7
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# **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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Barangay Officials, Teachers, City Employees, Members of Organizations
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Community Tax Certificate</li> <li>Appointment Letter</li> </ul>	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 minutes	Katrina Sanchez <i>MO Secretariat Staff</i>
	1.2. Schedule the Date of Oath Taking	None	1 minute	Louella Marie Castillo <i>MO Secretariat Staff</i>
2. Return on the scheduled date of Oath Taking	2.1. Prepare Oath of Office	None	10 minutes	Karl Arciaga <i>Clerk</i>
	2.2. Officiate the Oath Taking Ceremony		30 minutes	Hon. Strike Revilla <i>City Mayor</i>
<b>Total</b>		<b>None</b>	<b>36 minutes</b>	



## 2. PREPARATION AND ISSUANCE OF 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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Bacoor Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Barangay Certification/Clearance duly signed by the Barangay Chairman and valid for six (6) months;</li> <li>Personal letter stating the purpose of the request;</li> <li>Other supporting documents, if necessary.</li> </ul>			Barangay	
			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documentary requirements	1. Check documents presented	None	2 minutes	Zsa Zsa Ibañez Cherryl Cayobit Nadia Macias <i>MO Secretariat Staff</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	Atty. Paul Michael Sangalang <i>Executive Assistant IV</i>  Nadia Macias Zsa zsa Ibanez Cherryl Cayobit Sarah Mae Lagasca
<b>Total</b>		<b>None</b>	<b>2 days and 2 minutes</b>	



### 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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office	
<b>Classification:</b>	Simple - Complex - Highly Technical	
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Incoming Documents received from client personally hand-carried, e-mailed or couriered</li> <li>• Communication must have detailed contact information therein for feedback</li> <li>• Other supporting documents and attachments when stated</li> </ul>		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document	1.1. Check completeness of document	None	1 minute	Joy Del Rosario Rodelio Tariao
	1.2. Stamp and receive document indicating date/time, follow-up contact number and reference number		1 minute	Joy Del Rosario Rodelio Tariao <i>MO Secretariat Staff</i>
	1.3. Input document in the office database		1-3 minutes	Rovelyn Chua Romeo Austria
	1.4. Prepare for review		1 minute	Jan Robert Gawaran Sarah Mae Lagasca



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<p>1.5. Initial review and classify complexity of the document</p> <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>	None	<p>3-5 minutes</p> <p>1 day</p> <p>1 minute</p> <p>5 minutes</p>	<p>Rodel San Miguel <i>MO Secretariat Staff</i></p> <p>Atty. Paul Michael Sangalang <i>Executive Assistant IV</i></p> <p>Hon. Strike Revilla <i>City Mayor</i></p> <p>Emerson Rosas</p> <p>John Carlo Carullo <i>MO Secretariat Staff</i></p>
2. Follow-up and receive feedback	2. Instruct client of the final instruction and comment and as to where the document was transmitted or endorsed	None	3 minutes	Rovelyn Chua Karl Arciaga Jan Robert Gawaran <i>MO Secretariat Staff</i>
<b>Total</b>		<b>None</b>	<b>1 day and 20 minutes</b>	



#### 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

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Letter of Intent to use function hall</li> </ul>	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	Joy Del Rosario Rodelio Tario <i>MO Secretariat Staff</i>
	1.2. Once approved, pencil book the request and inform the client		5 minutes	Karl Arciaga Jan Robert Gawaran <i>MO Secretariat Staff</i>
2. Pay the prescribed fee at the Treasurer's Office	2.1. Prepare Order of Payment	Revilla Hall PhP 2,000.00 per hour	10 minutes	Sydney Solis
	2.2. Log payment details and confirm the use of the hall	Villar and Gawaran Hall PhP 1,000.00 per hour	30 minutes	
<b>Total</b>	<b>None</b>		<b>1 day and 45 minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Bacoor Residents
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Marriage License issued by the Local Civil Registrar</li> </ul>	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 minutes	Local Civil Registrar Office
	1.2. Schedule Date of Wedding Ceremony		1 minute	Patricia Mae Dumali Louella Marie Castillo <i>MO Secretariat Staff</i>
2. Return and attend on the date of Wedding Ceremony	2.Solemnize wedding ceremony	None	1 hour	Hon. Strike Revilla <i>City Mayor</i>
<b>Total</b>		<b>None</b>	<b>1 hour and 6 minutes</b>	



## 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.

<b>Office or Division:</b>		Office of the Mayor - Secretariat Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G Government to Government		
<b>Who may avail:</b>		Barangay Official and other requesting party		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Duly signed and accomplished Clearance</li> <li>Approved Leave of Absence</li> <li>Letter of Invitation, for official business</li> <li>Letter of Intent, for vacation/leisure purposes</li> <li>Confirmed Ticket (photocopy)</li> </ul>			HRDMD HRDMD Inviting Agency Client Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Check and verify completeness of submitted documents	None	5 minutes	Atty. Paul Michael Sangalang <i>Executive Assistant IV</i>
	2. Prepare Authority to Travel for signature of the City Mayor		1 day	Nadia Macias Sarah Mae Lagasca <i>MO Secretariat Staff</i>
2. Return at the Office of the Mayor and receive Authority to Travel	2.1. Inform client	None	1 minute	Nadia Macias <i>MO Secretariat Staff</i>
	2.2. Hand-over signed Authority to Travel		1 minute	
<b>Total</b>		<b>None</b>	<b>1 day and 7 minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	All Departments and Units of the Local Government
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Document/s to be signed by the City Mayor</li> </ul>	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 of document/s	None	5 minutes	Nadia Macias Patricia Mae Dumali <i>MO Secretariat Staff</i>
	1. 2. Prepare documents for signature of the City Mayor		1 day	Atty. Paul Michael Sangalang <i>Executive Assistant IV</i>
2. Return at the Office of the Mayor and receive signed document/s	1. Inform concerned office	None	1 minute	Sarah Mae Lagasca <i>MO Secretariat Staff</i>
	2. Release signed document/s		1 minute	
<b>Total</b>		<b>None</b>	<b>1 day and 7 minutes</b>	





## 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.

<b>Office or Division:</b>	Office of the Mayor - Secretariat Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government G2B Government to Business Entity G2C Government to Client
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Letter of Request for an Appointment</li> </ul>	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 the authorized personnel	None	5 minutes	Joy Del Rosario Rodelio Tariao <i>MO Secretariat Staff</i>
	1.2. When approved, schedule/set the meeting		1 minute	Patricia Mae Dumali Louella Marie Castillo <i>MO Secretariat Staff</i>
	1.3. Inform requestor and confirm details of the appointment		5 minutes	<i>MO Secretariat Staff</i>
2. Return at the Office of the Mayor for the scheduled meeting at least 30 minutes ahead of time	1. Prepare necessary documents	None	10 minutes	Louella Marie Castillo
	2. Inform concerned personnel or department/unit to be present in the meeting		5 minutes	
<b>Total</b>		<b>None</b>	<b>26 minutes</b>	

**Note: Scheduling of appointments with the City Mayor will take 3 to 5 days.**



## LIST OF SERVICES

### Management Information System Office

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Software and Hardware Troubleshooting	28.7
Issuance of City Employees Identification Card	28.8
Creation of Bacoor.gov.ph official email Address	28.9
Internet Connectivity	28.10



# **MANAGEMENT INFORMATION SYSTEM**

## **(Internal and 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 a Permit to Work prior to their employment.

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Bonified Residents of the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• NBI Clearance or Police Clearance (1 photocopy);</li> <li>• Latest Community Tax Certificate (1 original);</li> <li>• Health Card</li> <li>• Official Receipt (1 original);</li> </ul>			NBI / PNP Station City Treasury Office City Health Office City Treasury Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	PhP 165.00	2 Minutes	Olivia Bautista <i>MIS Staff</i>
	1.2. Prepare the requested document	None	5 Minutes	Josie L. Pastor <i>Comm. Equip. Optr. III</i> Aviatar T. Gunlao <i>Clerk</i> Robert Michael R. Viotela <i>Clerk</i>
	1.3. Approval of the City Mayor	None	2 Minutes	Lodgene Asuncion <i>MIS Head</i>
	1.4. Releasing of the requested document	None	1 Minute	Josie L. Pastor <i>Comm. Equip. Optr. III</i> Aviatar T. Gunlao <i>Clerk</i> Robert Michael R. Viotela <i>Clerk</i>
	<b>Total</b>	<b>PhP 165.00</b>	<b>10 Minutes</b>	



## 2. MAYOR'S CLEARANCE

Agencies require the 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.

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Bonified Residents of the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>NBI Clearance or Police Clearance (1 photocopy)</li> <li>Latest Community Tax Certificate (1 original);</li> <li>Official Receipt (1 original);</li> </ul>			NBI / PNP Station City Treasury Office City Treasury Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	PhP 100.00	2 Minutes	Olivia Bautista <i>MIS Staff</i>
	1.2. Prepare the 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	Lodgene Asuncion <i>MIS Head</i>
	1.4. Releasing of the requested document	None	1 Minute	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	<b>Total</b>	<b>PhP 100.00</b>	<b>10 Minutes</b>	



### 3. RECOMMENDATION / REFERRAL LETTER

Agencies require the 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.

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Bonified Residents of the City of Bacoor			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> <li>• NBI Clearance or Police Clearance (1 photocopy);</li> <li>• Latest Community Tax Certificate (1 original);</li> <li>• Official Receipt (1 original);</li> </ul>				NBI / PNP Station City Treasury Office City Treasury Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	PhP 50.00	2 Minutes	Janine Xyrill Ramos <i>MIS Staff</i>
	1.2. Prepare the 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	Lodgene Asuncion <i>MIS Head</i>
	1.4. Releasing of the requested document	None	1 Minute	Robert Michael R. Violeta <i>MIS Staff</i> Kimberly F. Daria <i>Admin Aide II</i>
	<b>Total:</b>	<b>PhP 50.00</b>	<b>10 Minutes</b>	



#### 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.

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Bonified Residents of the City of Bacoor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>OR / CR of vehicle (1 photocopy)</li> <li>Driver's License (1 photocopy)</li> </ul>			Issued by LTO Issued by LTO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minute	Janine Xyrill Ramos <i>MIS Staff.</i>
	1.2. Prepare the requested document	None	3 Minutes	Robert Michael R. Violeta Eva A. Carreon <i>MIS Staff</i>
	1.3. Releasing of the requested document	None	1 Minute	Robert Michael R. Violeta Eva A. Carreon <i>MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>5 Minutes</b>	



## 5. TARPAULIN PRINTING

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Department and Unit Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>Letter of Request</li> <li>Approval of City Mayor</li> </ul>			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minute	<i>Andrei Joshua Sumongsong MIS Staff</i>
	1.2. Prepare the requested Layout for printing	None	2 Hours	<i>Andrei Joshua Sumongsong Miguel Luigi Lim MIS Staff</i>
	1.3. Printing of Tarpaulin	None	2 Hours	<i>Shirley Cunanan Jerwin Bea MIS Staff</i>
	1.4. Releasing of Tarpaulin	None	5 Minutes	<i>Shirley Cunanan Jerwin Bea MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>2 Hours and 6 Minutes</b>	





## 6. SOFTWARE AND HARDWARE TROUBLESHOOTING

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Department and Unit Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Request</li> <li>• Approval of MIS Head</li> </ul>			Requesting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minute	Monte Carlo Callado Aviatar Guanlao Randy Mateo <i>MIS Staff</i>
	1.2. Visit the requesting office to conduct troubleshoot	None	2 Hours	Monte Carlo Callado Aviatar Guanlao Randy Mateo <i>MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>2 Hours and 1 Minute</b>	



## 7. ISSUANCE OF CITY EMPLOYEE IDENTIFICATION CARD

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Department and Unit Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>I.D. Form</li> </ul>			HRDMD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client submits I.D. Form to the employee-in-charge	1.1. Check details and verify requirements	None	1 Minute	<i>Andrei Joshua Sumongsong MIS Staff</i>
	1.2. Encode details and capturing of picture	None	3 Minutes	<i>Andrei Joshua Sumongsong Miguel Luigi Lim MIS Staff</i>
	1.3. Printing of ID	None	1 Minute	<i>Andrei Joshua Sumongsong Miguel Luigi Lim MIS Staff</i>
	1.4. Releasing of ID	None	1 Minute	<i>Andrei Joshua Sumongsong Miguel Luigi Lim MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>6 Minutes</b>	



## 8. CREATION OF BACOOR.GOV.PH OFFICIAL EMAIL ADDRESS

Department / Unit Official Email Address

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Department and Unit Offices			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Approval of Office of the Mayor</li> </ul>				Requesting Office Office of the Mayor
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minute	<i>MIS Staff</i>
	1.2. Creating of Email	None	5 Minutes	<i>MIS Staff</i>
	1.3. Issuance of Email to Requestor	None	2 Minutes	<i>MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>8 Minutes</b>	



## 9. REQUESTING OF INTERNET CONNECTION

<b>Office or Division:</b>	Office of the Mayor-Management Information System Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Department and Unit Offices			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Request Letter</li> </ul>				Requesting Office
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a request to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	1 Minute	<i>MIS Staff</i>
	1.2. Preparing and lining of internet cable	None	5 Minutes	<i>MIS Staff</i>
	<b>Total</b>	<b>None</b>	<b>6 Minutes</b>	



## LIST OF SERVICES

### Office of the Building Official

<b>External Services</b>	<b>Page Number</b>
Application for Building Permit (New / Addition / Renovation)	29.2 – 29.10
Application for Extension/Renovation Permit (Residential 20m <sup>2</sup> floor area or less)	29.11 – 29.16
Application for Renovation Permit (Commercial Interior Fit-out)	29.17 – 29.23
Application for Building Permit (Commercial PTTI)	29.24 – 29.29
Application for Fencing Permit	29.30 – 29.34
Application for Sign Permit (Business Sign & Billboard/Signboard)	29.35 – 29.40
Application for Mechanical Permit (Permit to Install)	29.41 – 29.44
Application for Electrical Permit (Upgrading & Solar Net Metering)	29.45 – 29.48
Application for Electronic Permit	29.49 – 29.52
Application for Demolition Permit	29.53 – 29.56
Application for Excavation and Ground Preparation Permit (Commercial Highly Technical Application)	29.57 – 29.61
Application for Certificate of Occupancy/Use	29.62 – 29.65
Application for Change of Use or Occupancy	29.66 – 29.69
Application for Certificate of Final Electrical Inspection (New Building with COO within 1year of Issuance)	29.70 – 29.72
Application for Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)	29.73 – 29.77
Application for Certificate of Final Electrical Inspection (Solar Net Metering)	29.78 – 29.81
Application for Certificate of Final Electrical Inspection (Temporary Service Connection)	29.82 – 29.85
Application for Certificate of Operation (Mech. Permit to Operate)	29.86 – 29.90
Application for Sign Permit Renewal (Annual Billboard/Signboard)	29.91 – 29.93
Application for Certificate of Annual Inspection	29.94 – 29.96
Processing of Building Assessment (Business Permit)	29.97 – 29.102
Processing of Request for Certified True Copy & Other Certification	29.103 – 29.104
Filing of Complaint	29.105 – 29.106



# **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 (New / Addition / Renovation)

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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex / Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Property Documents</b> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <b>TCT is not yet in the name of applicant</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <b>Applicant is a lessee or TCT is in the name of a corporation</b> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul> <b>Applicant is not the registered owner or with co-owner of the land</b> <ul style="list-style-type: none"> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> <li>• Extrajudicial Settlement (1 photocopy)</li> </ul>	City Registry of Deeds - Window D  Client/Applicant Client/Applicant Client/Applicant  Client/Applicant Client/Applicant  Client/Applicant Client/Applicant
	<b>Representative</b> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>	Client/Applicant being represented Client/Applicant being represented
	<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3
	<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office - Window # 3
	<b>Local and National Agency Clearances</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• Homeowner's Association Consent (1 original)</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation) HOA - Admin Office



<ul style="list-style-type: none"> <li>National Agencies Clearances (1 original, 1 photocopy)</li> <li>Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original)</li> </ul>	<p>DPWH, DepEd, CAAP, ERB, DENR, DOH, DOLE</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
<p><b>Application Forms</b></p> <ul style="list-style-type: none"> <li>Unified Application Form for Building Permit (4 original)</li> <li>Architectural Permit Form (5 original)</li> <li>Civil/Structural Permit Form (5 original)</li> <li>Sanitary/Plumbing Permit Form (5 original)</li> <li>Application for Electrical Permit Form (5 original)</li> <li>Mechanical Permit Form (5 original)</li> <li>Sign Permit Form (5 original)</li> <li>Electronic Permit Form (5 original)</li> <li>Locational Clearance Application Form (1 original)</li> <li>Fire Safety Evaluation Certificate Application Form (1 original)</li> <li>Contractor's Tax Application Form (1 original)</li> </ul>	<p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
<ul style="list-style-type: none"> <li>Relocation Survey Report and Certification (1 original, 3 photocopy)</li> </ul>	Client/Applicant's Geodetic Engineer
<ul style="list-style-type: none"> <li>Lot Plan with Vicinity Map (4 original blueprint)</li> </ul>	Client/Applicant's Geodetic Engineer
<ul style="list-style-type: none"> <li>Building Plan (4 original blueprint)</li> </ul>	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> <li>Project Specification (2 original)</li> </ul>	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> <li>Bill of Material (3 original)</li> </ul>	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> <li>Structural Design Analysis and Computation (1 original)</li> </ul>	Client/Applicant's Civil Engineer
<ul style="list-style-type: none"> <li>Geotech Report/Soil Boring Test Report (1 original)</li> </ul>	Client/Applicant's Engineer
<ul style="list-style-type: none"> <li>Seismic Analysis (1 original)</li> </ul>	Client/Applicant's Civil Engineer
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's &amp; Architect (1 photocopy)</li> </ul>	Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> <li>PCAB Contractor's License (1 colored photocopy)</li> </ul>	Client/Applicant's Electrical Contractor
<ul style="list-style-type: none"> <li>Construction Safety and Health Program (1 original)</li> </ul>	DOLE.gov.ph
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>	Client/Applicant
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>	Client/Applicant





<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and 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	10 minutes 20 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay 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 and print the order of payment	None	15 minutes	Permit Assessor - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 and issue official receipt or Release the evaluation report/compliance checklist	See table of fees	10 minutes	Cashier - Treasury Department BFP CRO - FIRE Department Frontline Personnel - OBO
		None	10 minutes 5 minutes	
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Barangay, Zoning, Fire and BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and 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 and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 4 hours and 50 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days, for Complex Application is within a maximum of 7 working days and for Highly Technical Application within a maximum of 20 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



TABLE OF FEES	
BUILDING PERMIT FEE	
<b>Residential</b>	
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 <sup>2</sup> – 50.00m <sup>2</sup>	3.40
Above 50.00m <sup>2</sup> – 100m <sup>2</sup>	4.80
Above 100.00m <sup>2</sup> – 150m <sup>2</sup>	6.00
Above 150m <sup>2</sup>	7.20
<b>Commercial</b>	
Up to 500 m <sup>2</sup>	₱ 23.00
Above 600 – 700 m <sup>2</sup>	22.00
Above 500 – 600 m <sup>2</sup>	20.50
Above 700 – 800 m <sup>2</sup>	19.50
Above 800 – 900 m <sup>2</sup>	18.00
Above 900 – 1,000 m <sup>2</sup>	17.00
Above 1,000 – 1,500 m <sup>2</sup>	16.00
Above 1,500 – 2,000 m <sup>2</sup>	15.00
Above 2,000 – 3,000 m <sup>2</sup>	14.00
Above 3,000 m <sup>2</sup>	12.00
<b>Institutional</b>	
Up to 500 m <sup>2</sup>	₱ 12.00
Above 500 – 600 m <sup>2</sup>	11.00
Above 600 – 700 m <sup>2</sup>	10.20
Above 700 – 800 m <sup>2</sup>	9.60
Above 800 – 900 m <sup>2</sup>	9.00
Above 900 – 1,000 m <sup>2</sup>	8.40
Above 1,000 – 1, 500 m <sup>2</sup>	7.20
Above 1,500 – 2,000 m <sup>2</sup>	6.60
Above 2,000 – 3,000 m <sup>2</sup>	6.00
Above 3,000 m <sup>2</sup>	5.00
<b>Construction of Building Within Cemeteries &amp; Memorial Parks</b>	
1. Tombs	₱ 5.00/m <sup>2</sup>
2. Semi-Enclosed Mausoleums	5.00/m <sup>2</sup>
3. Enclosed Mausoleums	12.00/m <sup>2</sup>
4. Columbarium	18.00/m <sup>2</sup>
<b>Construction of Water &amp; Waste Water Treatment Tanks</b>	
Construction of Water & Waste Water Treatment Tanks	₱ 7.00/m <sup>2</sup>
<b>Construction of Reinforced Concrete or Steel Tanks for Commercial and Industrial Use</b>	
1. Above Ground up to 10.00 cu.m.	₱ 480.00
*Every cu.m. or fraction thereof 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



<b>FENCING PERMIT FEE</b>	
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
<b>LINE AND GRADE</b>	
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
<b>Construction Of Pavement</b>	
Construction of pavement up to 20m <sup>2</sup>	₱ 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
<b>STRUCTURAL AND EXCAVATION PERMIT FEE</b>	
<b>Ground Preparation &amp; Excavation Fee</b>	
Inspection & Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00
<b>PLUMBING PERMIT FEE</b>	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 faucets 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
<b>Special Plumbing Fixtures</b>	
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
<b>Construction of Septic Tank</b>		
Up to 5.00 m3 of digestion chamber		₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3		7.00
<b>Swimming Pools</b>		
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
<b>ELECTRICAL PERMIT FEE</b>		
<b>Total Connected Load</b>		
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
<b>Miscellaneous Fees</b>		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
<b>MECHANICAL PERMIT FEE</b>		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
<b>Elevator</b>		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
<b>SIGN PERMIT FEE</b>		
<b>Type Of Sign Display</b>	<b>Business Sign</b>	<b>Advertising</b>
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00



Others	15.00	24.00
Painted on	9.60	18.00
<b>ELECTRONIC FEES</b>		
A. Central Office Switching Equipment		₱ 2.40/port
B. Broadcast Station for Radio and TV		1,000.00/location
C. Automated Teller Machine, Ticketing, Vending and Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like		10.00/unit
D. Electronics and Communications Outlets Used for Connection and Termination of Voice and Data Computer		2.40/outlet
E. Station/Terminal/Control Point Port/Central or Remote Panels/Outlets for Security and Alarms System		2.40/termination
F. Studios, Auditoriums, Theaters and Similar Structures for Radio and 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
<b>Construction/Erection of Towers</b>		
	<b>Self-Supporting</b>	<b>Trilon (Guyed)</b>
1. Residential	₱ 150.00	₱ 150.00
2. Commercial and 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
<b>DEMOLITION PERMIT FEE</b>		
Demolition Permit		₱ 3.00/m <sup>2</sup>
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
<b>REPAIR FEE</b>		
Repair Fees		₱ 5.00/m <sup>2</sup>
<b>FILING &amp; PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational and Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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



<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SURCHARGES</b>	
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
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 2. Application for Extension/Renovation Permit (Residential 20m<sup>2</sup> 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Property Documents</b> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <b>TCT is not yet in the name of applicant</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <b>Applicant is not the registered owner or with co-owner of the land</b> <ul style="list-style-type: none"> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> <li>• Extrajudicial Settlement (1 photocopy)</li> </ul>		City Registry of Deeds - Window D  Client/Applicant Client/Applicant Client/Applicant  Client/Applicant  Client/Applicant
<b>Representative</b> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>		Client/Applicant being represented Client/Applicant being represented
<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>		City Assessor Office - Window # 1, 2, 3
<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>		City Treasury Office - Window # 3
<b>Local and National Agency Clearances</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• Homeowner's Association Consent (1 original)</li> <li>• Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original)</li> </ul>		OBO - Liga ng mga Barangay (Included in the backroom operation) HOA - Admin Office  OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)





<b>Application Forms</b>		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Unified Application Form for Building Permit (4 original)</li> <li>Architectural Permit Form (5 original)</li> <li>Civil/Structural Permit Form (5 original)</li> <li>Sanitary/Plumbing Permit Form (5 original)</li> <li>Application for Electrical Permit Form (5 original)</li> <li>Contractor's Tax Application Form (1 original)</li> </ul>		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Lot Plan with Vicinity Map (4 original blueprint)</li> </ul>		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> <li>Building Plan (4 original blueprint)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Project Specification (1 original)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Bill of Material (2 original)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's and Architect (1 photocopy)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Construction Safety and Health Program (1 original)</li> </ul>		DOLE.gov.ph		
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay Treasury Personnel - Treasury Department
	1.3 Evaluate the application	None	30 minutes	Plan Evaluators - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Schedule for inspection the following day	None	5 minutes	Frontline Personnel - OBO
	1.5 Site Inspection and 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 and 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 and 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 Barangay and BPLO	None	5 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 4 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>BUILDING PERMIT FEE</b>	
<b>Residential</b>	
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 <sup>2</sup> – 50.00m <sup>2</sup>	3.40
Above 50.00m <sup>2</sup> – 100m <sup>2</sup>	4.80
Above 100.00m <sup>2</sup> – 150m <sup>2</sup>	6.00
Above 150m <sup>2</sup>	7.20
<b>FENCING PERMIT FEE</b>	
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



<b>LINE AND GRADE</b>	
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
<b>Construction Of Pavement</b>	
Construction of pavement up to 20m <sup>2</sup>	₱ 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
<b>STRUCTURAL AND EXCAVATION PERMIT FEE</b>	
<b>Ground Preparation &amp; Excavation Fee</b>	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
<b>PLUMBING PERMIT FEE</b>	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 faucets 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
<b>Special Plumbing Fixtures</b>	
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
<b>Construction of Septic Tank</b>		
Up to 5.00 m <sup>3</sup> of digestion chamber		₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m <sup>3</sup>		7.00
<b>ELECTRICAL PERMIT FEE</b>		
<b>Total Connected Load</b>		
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
<b>Miscellaneous Fees</b>		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
<b>REPAIR FEE</b>		
Repair Fees		₱ 5.00/m <sup>2</sup>
<b>FILING AND PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



### 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>Lease Contract (1 photocopy)</li> </ul> <p><b>Location of construction is not inside the Mall (ex. SM City Bacoor)</b></p> <ul style="list-style-type: none"> <li>Certified True Copy of Transfer Certificate of Title (1 original)</li> <li>Special Power of Attorney (1 photocopy)</li> </ul>	Client/Applicant  Lessor  Lessor/Representative of Lessor
	<ul style="list-style-type: none"> <li>Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3
	<ul style="list-style-type: none"> <li>Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office - Window # 3
	<b>Representative</b>	
	<ul style="list-style-type: none"> <li>Corporate Secretary's Certificate (1 photocopy)</li> <li>Authorization Letter (1 original)</li> </ul>	Client/Applicant  Client/Applicant being represented
	<ul style="list-style-type: none"> <li>Barangay Clearance (1 original)</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation)
	<b>Application Forms</b>	
	<ul style="list-style-type: none"> <li>Unified Application Form for Building Permit (4 original)</li> <li>Architectural Permit Form (5 original)</li> <li>Sanitary/Plumbing Permit Form (5 original)</li> <li>Application for Electrical Permit Form (5 original)</li> <li>Mechanical Permit Form (5 original)</li> <li>Sign Permit Form (5 original)</li> <li>Electronic Permit Form (5 copies)</li> <li>Locational Clearance Application Form (1 copy)</li> <li>Fire Safety Evaluation Certificate</li> </ul>	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)



<ul style="list-style-type: none"> <li>Application Form (1 copy)</li> <li>Contractor's Tax Application Form (1 copy)</li> </ul>	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"> <li>Building Plan (4 original blueprint)</li> </ul>	Client/Applicant's Engineer/Architect			
<ul style="list-style-type: none"> <li>Project Specification (2 original)</li> </ul>	Client/Applicant's Engineer/Architect			
<ul style="list-style-type: none"> <li>Bill of Material (3 original)</li> </ul>	Client/Applicant's Engineer/Architect			
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's and Architect (1 photocopy)</li> </ul>	Client/Applicant's Engineer/Architect			
<ul style="list-style-type: none"> <li>PCAB Contractor's License (1 colored photocopy)</li> </ul>	Client/Applicant's Electrical Contractor			
<ul style="list-style-type: none"> <li>Construction Safety and Health Program (1 original)</li> </ul>	DOLE.gov.ph			
<ul style="list-style-type: none"> <li>Sketch/Key Plan of site/location (1 original)</li> </ul>	Client/Applicant			
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>	Client/Applicant			
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>	Client/Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay  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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.7 Compute and 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 and issue official receipt or Release the evaluation report/ compliance checklist	See table of fees	10 minutes	Cashier – Treasury Department BFP CRO - FIRE Department Frontline Personnel - OBO
		None	10 minutes 5 minutes	
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Barangay, 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 and record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 4 hours and 50 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>BUILDING PERMIT FEE</b>	
<b>Commercial</b>	
Up to 500 m <sup>2</sup>	₱ 23.00
Above 600 – 700 m <sup>2</sup>	22.00
Above 500 – 600 m <sup>2</sup>	20.50
Above 700 – 800 m <sup>2</sup>	19.50
Above 800 – 900 m <sup>2</sup>	18.00
Above 900 – 1,000 m <sup>2</sup>	17.00
Above 1,000 – 1,500 m <sup>2</sup>	16.00
Above 1,500 – 2,000 m <sup>2</sup>	15.00
Above 2,000 – 3,000 m <sup>2</sup>	14.00
Above 3,000 m <sup>2</sup>	12.00
<b>Institutional</b>	
Up to 500 m <sup>2</sup>	₱ 12.00
Above 500 – 600 m <sup>2</sup>	11.00
Above 600 – 700 m <sup>2</sup>	10.20
Above 700 – 800 m <sup>2</sup>	9.60
Above 800 – 900 m <sup>2</sup>	9.00
Above 900 – 1,000 m <sup>2</sup>	8.40
Above 1,000 – 1,500 m <sup>2</sup>	7.20
Above 1,500 – 2,000 m <sup>2</sup>	6.60



Above 2,000 – 3,000 m <sup>2</sup>	6.00
Above 3,000 m <sup>2</sup>	5.00
<b>PLUMBING PERMIT FEE</b>	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 faucets 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
<b>Special Plumbing Fixtures</b>	
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
<b>Construction of Septic Tank</b>	
Up to 5.00 m <sup>3</sup> of digestion chamber	₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m <sup>3</sup>	7.00
<b>ELECTRICAL PERMIT FEE</b>	
<b>Total Connected Load</b>	
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



<b>Miscellaneous Fees</b>		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
<b>MECHANICAL PERMIT FEE</b>		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
<b>SIGN PERMIT FEE</b>		
<b>Type Of Sign Display</b>	<b>Business Sign</b>	<b>Advertising</b>
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
<b>ELECTRONIC FEES</b>		
A. Central Office Switching Equipment		₱ 2.40/port
B. Broadcast Station for Radio and TV		1,000.00/location
C. Automated Teller Machine, Ticketing, Vending and Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like		10.00/unit
D. Electronics and Communications Outlets Used for Connection and Termination of Voice and 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 and 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
<b>DEMOLITION PERMIT FEE</b>		
Demolition Permit		₱ 3.00/m <sup>2</sup>
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
<b>REPAIR FEE</b>		
Repair Fees		₱ 5.00/m <sup>2</sup>
<b>FILING &amp; PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



#### 4. Application for Building Permit (Commercial PTTI's)

A permit is required before the installation/construction of telecommunication facility within the City of Bacoor.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Antenna / Cabinet</b>		
<ul style="list-style-type: none"> <li>• Application for Electrical Permit Form (5 original)</li> <li>• Electronic Permit Form (5 original)</li> <li>• Contractor's Tax Application Form (1 original)</li> <li>• Electrical &amp; Electronic Plan (4 original blueprint)</li> <li>• Bill of Material (3 original)</li> <li>• PRC ID and PTR of Engineer's (1 photocopy)</li> </ul>	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	
<b>Cell site / Tower</b>		
<ul style="list-style-type: none"> <li>• Unified Application Form for Building Permit (4 original)</li> <li>• Architectural Permit Form (5 original)</li> <li>• Civil/Structural Permit Form (5 original)</li> <li>• Application for Electrical Permit Form (5 original)</li> <li>• Electronic Permit Form (5 original)</li> <li>• Locational Clearance Application Form (1 original)</li> <li>• Contractor's Tax Application Form (1 original)</li> <li>• Lot Plan with Vicinity Map (4 original blueprint)</li> <li>• Building Plan (4 original blueprint)</li> <li>• Project Specification (2 original)</li> <li>• Bill of Material (3 original)</li> <li>• Structural Design Analysis and Computation (1 original)</li> <li>• Geotech Report/Soil Boring Test Report (1 original)</li> <li>• Seismic Analysis (1 original)</li> </ul>	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"> <li>• PRC ID and PTR of Engineer's and Architect (1 photocopy)</li> <li>• PCAB Contractor's License (1 colored photocopy)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>• PCAB Contractor's License (1 colored photocopy)</li> </ul>		Client/Applicant's Electrical Contractor		
<p><b>Proof of ownership</b></p> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <p><b>TCT is not yet in the name of applicant</b></p> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <p><b>Applicant is a lessee or TCT is in the name of a corporation</b></p> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul>		City Registry of Deeds - Window D		
<p><b>Representative</b></p> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>		Client/Applicant being represented Client/Applicant being represented		
<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>		City Assessor Office - Window # 1, 2, 3		
<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>		City Treasury Office - Window # 3		
<p><b>Local and National Agency Clearances</b></p> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• Homeowner's Association Consent (1 original)</li> <li>• National Agencies Clearances (1 original)</li> <li>• Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall (1 original)</li> </ul>		OBO - Liga ng mga Barangay (Included in the backroom operation) 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"> <li>• Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>• Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>• Expanding yellow plastic envelope and long folder (1 pc)</li> </ul>		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay 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 and 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 and sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute and 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 and 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Check the certificates from Barangay, Zoning, Fire and BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 4 hours and 40 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*

<b>TABLE OF FEES</b>	
<b>BUILDING PERMIT FEE</b>	
<b>Commercial</b>	
Up to 500 m <sup>2</sup>	₱ 23.00
Above 600 – 700 m <sup>2</sup>	22.00
Above 500 – 600 m <sup>2</sup>	20.50
Above 700 – 800 m <sup>2</sup>	19.50
Above 800 – 900 m <sup>2</sup>	18.00
Above 900 – 1,000 m <sup>2</sup>	17.00
Above 1,000 – 1,500 m <sup>2</sup>	16.00





Above 1,500 – 2,000 m <sup>2</sup>	15.00
Above 2,000 – 3,000 m <sup>2</sup>	14.00
Above 3,000 m <sup>2</sup>	12.00
<b>LINE AND GRADE</b>	
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
<b>Construction Of Pavement</b>	
Construction of pavement up to 20m <sup>2</sup>	₱ 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
<b>STRUCTURAL AND EXCAVATION PERMIT FEE</b>	
<b>Ground Preparation &amp; Excavation Fee</b>	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
<b>ELECTRICAL PERMIT FEE</b>	
<b>Total Connected Load</b>	
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
<b>Miscellaneous Fees</b>	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
<b>ELECTRONIC FEES</b>	
A. Central Office Switching Equipment	₱ 2.40/port
B. Broadcast Station for Radio and TV	1,000.00/location
C. Automated Teller Machine, Ticketing, Vending and Other Types of Electronic Dispensing Machine, Telephone Booth, Payphone and the like	10.00/unit
D. Electronics and Communications Outlets Used for Connection and Termination of Voice and 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 and Outdoor Signages	50.00/unit



<b>Construction/Erection of Towers</b>		
	<b>Self-Supporting</b>	<b>Trilon (Guyed)</b>
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
<b>FILING &amp; PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Property Documents</b> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <b>TCT is not yet in the name of applicant</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <b>Applicant is a lessee or TCT is in the name of a corporation</b> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul> <b>Applicant is not the registered owner or with co-owner of the land</b> <ul style="list-style-type: none"> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> <li>• Extrajudicial Settlement (1 photocopy)</li> </ul>	City Registry of Deeds - Window D  Client/Applicant Client/Applicant Client/Applicant  Client/Applicant Client/Applicant  Client/Applicant Client/Applicant
	<b>Representative</b> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>	Client/Applicant being represented Client/Applicant being represented
	<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3
	<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land (1 photocopy)</li> </ul>	City Treasury Office - Window # 3
	<b>Local and National Agency Clearances</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• Homeowner's Association Consent (1 original)</li> <li>• National Agencies Clearances (1 original, 1 photocopy)</li> <li>• Affidavit of Undertaking (1 original)</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation) HOA - Admin Office  DPWH  OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)



<b>Application Forms</b>				
<ul style="list-style-type: none"> <li>Unified Application Form for Building Permit (4 original)</li> <li>Fencing Permit Form (5 original)</li> <li>Locational Clearance Application Form (1 original)</li> <li>Contractor's Tax Application Form (1 original)</li> </ul>		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"> <li>Relocation Survey Report and Certification for vacant lot (1 original, 3 photocopy)</li> </ul>		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> <li>Lot Plan with Vicinity Map (4 original blueprint)</li> </ul>		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> <li>Fencing Plan (4 original blueprint)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Project Specification (2 copies)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Bill of Material (3 copies)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's and Architect (1 photocopy)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Construction Safety and Health Program (1 original)</li> </ul>		DOLE.gov.ph		
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope and long folder (1 pc)</li> </ul>		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay  Zoning Personnel - Zoning Department  Treasury Personnel - Treasury Department
	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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute and 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 and 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 Barangay, Zoning and BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and record the permit number	None	10 minutes	Record Clerk (Backroom) - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO
3. Claim the permit and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 3 hours and 50 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>FENCING PERMIT FEE</b>	
A. Made of masonry, metal and 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
<b>LINE AND GRADE</b>	
C. Establishment of line and 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
<b>Construction Of Pavement</b>	
Construction of pavement up to 20m <sup>2</sup>	₱ 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
<b>STRUCTURAL AND EXCAVATION PERMIT FEE</b>	
<b>Ground Preparation &amp; Excavation Fee</b>	
Inspection and Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00



<b>FILING AND PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



## 6. Application for Sign Permit (Business Sign & Billboard/Signboard)

A permit is required before the construction of a signage within the City of Bacoor.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Business Sign</b>	
	<ul style="list-style-type: none"> <li>• Sign Permit Form (5 original)</li> <li>• Signage Plan (4 original blueprint)</li> <li>• Bill of Material (3 original)</li> <li>• PRC ID &amp; PTR of Engineer's (1 photocopy)</li> </ul>	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
	<b>Billboard/Signboard (Wall Mounted)</b>	
	<ul style="list-style-type: none"> <li>• Unified Application Form for Building Permit (4 original)</li> <li>• Civil/Structural Permit Form (5 original)</li> <li>• Sign Permit Form (5 original)</li> <li>• Contractor's Tax Application Form (1 original)</li> <li>• Signage Plan (4 original blueprint)</li> <li>• Bill of Material (3 original)</li> <li>• Certificate of Structural Stability of Steel Framing and its Anchorages</li> <li>• PRC ID &amp; PTR of Engineer's (1 photocopy)</li> </ul>	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
	<b>Billboard/Signboard (Free Standing/Pylon)</b>	
	<ul style="list-style-type: none"> <li>• Unified Application Form for Building Permit (4 original)</li> <li>• Architectural Permit Form (5 original)</li> <li>• Civil/Structural Permit Form (5 original)</li> <li>• Sign Permit Form (5 original)</li> <li>• Locational Clearance Application Form (1 original)</li> <li>• Contractor's Tax Application Form (1 original)</li> <li>• Relocation Survey Report and Certification (1 original, 3 photocopy)</li> <li>• Lot Plan with Vicinity Map (4 original blueprint)</li> </ul>	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





<ul style="list-style-type: none"> <li>• Architectural, Structural and Signage Plan (4 original blueprint)</li> <li>• Project Specification (2 original)</li> <li>• Bill of Material (3 original)</li> <li>• Structural Design Analysis and Computation (1 original)</li> <li>• Seismic Analysis (1 original)</li> <li>• PRC ID and PTR of Engineer's and Architect (1 photocopy)</li> </ul>	<p>Client/Applicant's Engineer/Architect</p> <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>
<p><b>Proof of ownership</b></p> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <p><b>TCT is not yet in the name of applicant</b></p> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <p><b>Applicant is a lessee or TCT is in the name of a corporation</b></p> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul>	<p>City Registry of Deeds - Window D</p> <p>Client/Applicant Client/Applicant Client/Applicant</p> <p>Client/Applicant Client/Applicant</p>
<p><b>Representative</b></p> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>	<p>Client/Applicant being represented Client/Applicant being represented</p>
<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	<p>City Assessor Office - Window # 1, 2, 3</p>
<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	<p>City Treasury Office - Window # 3</p>
<p><b>Local and National Agency Clearances</b></p> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• National Agencies Clearances (1 original, 1 photocopy)</li> <li>• Affidavit of Undertaking (1 original)</li> </ul>	<p>OBO - Liga ng mga Barangay (Included in the backroom operation) DPWH</p> <p>OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)</p>
<ul style="list-style-type: none"> <li>• Sketch of site/location (1 original)</li> </ul>	<p>Client/Applicant</p>
<ul style="list-style-type: none"> <li>• Picture of site/location (1 colored original)</li> </ul>	<p>Client/Applicant</p>
<ul style="list-style-type: none"> <li>• Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>	<p>Client/Applicant</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay 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 and sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute and print the order of payment	None	10 minutes	Permit Assessor - OBO
	1.8 Sign the order of payment	None	5 minutes	Building Official - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and 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 certificates from Barangay, Zoning, Fire and BPLO	None	5 minutes	Frontline Personnel - OBO
	2.4 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 4 hours and 50 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



<b>TABLE OF FEES</b>		
<b>SIGN PERMIT FEE</b>		
<b>Type Of Sign Display</b>	<b>Business Sign</b>	<b>Advertising</b>
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
<b>SIGN/SIGNBOARD STRUCTURE BUILDING PERMIT FEE</b>		
<b>Structure</b>		
1. First 10.00m in height		₱ 2,400.00
2. Additional: Every meter or fraction thereof		120.00/m
<b>Excavation</b>		
1. Per cu.m of excavation for foundation		4.00/cu.m
<b>Sign Permit Fee</b>		
A. Erection/Anchorage of display area (single face) up to 4.00 sq.meters signboard area		₱ 120.00/m <sup>2</sup>
Additional: Every sq. meter or fraction thereof in excess of 4.00sq. meters		24.00/m <sup>2</sup>
B. Installation, per sq. meter or fraction thereof of display area		36.00/m <sup>2</sup>
Note: Excluding Electrical & Other Accessory Fee/s		
<b>FILING AND PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00



<b>SURCHARGES</b>	
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
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Mechanical Permit Form (5 original)</li> </ul>		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Mechanical Plan (4 original blueprint)</li> </ul>		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> <li>Bill of Material (3 original)</li> </ul>		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer (1 photocopy)</li> </ul>		Client/Applicant's Mechanical Engineer		
<b>Representative</b>				
<ul style="list-style-type: none"> <li>Corporate Secretary's Certificate (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Authorization Letter (1 original)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Special Power of Attorney (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Barangay Clearance (1 original)</li> </ul>		OBO - Liga ng mga Barangay (Included in the backroom operation)		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit 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 and print order of payment or notice of disapproval	None	10 minutes	Liga Personnel - Liga ng mga Barangay
	1.3 Evaluate the application	None	15 minutes	Plan Evaluators - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review the evaluation report/compliance checklist If OK, for assessment of fees If NOT OK, prepare and sign the evaluation report/compliance checklist	None	15 minutes	Building Official - OBO
	1.5 Compute and print the order of payment	None	10 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  Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 3 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>		
<b>MECHANICAL PERMIT FEE</b>		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
<b>Elevator</b>		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
<b>FILING &amp; PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00





<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SURCHARGES</b>	
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
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Electrical Permit Form (5 original)</li> </ul>		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Electrical Plan (4 original blueprint)</li> </ul>		Client/Applicant's Engineer		
<ul style="list-style-type: none"> <li>Bill of Material (3 original)</li> </ul>		Client/Applicant's Engineer		
<ul style="list-style-type: none"> <li>PRC ID and PTR of Engineer (1 photocopy)</li> </ul>		Client/Applicant's Engineer		
<ul style="list-style-type: none"> <li>PCAB Contractor's License (1 colored photocopy)</li> </ul>		Client/Applicant's Electrical Contractor		
<b>Representative</b>				
<ul style="list-style-type: none"> <li>Corporate Secretary's Certificate (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Authorization Letter (1 original)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Special Power of Attorney (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Barangay Clearance (1 original)</li> </ul>		OBO - Liga ng mga Barangay (Included in the backroom operation)		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope and long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes	Liga Personnel - Liga ng mga Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Evaluate the application	None	15 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	15 minutes	Building Official - OBO
	1.5 Compute and print the order of payment	None	10 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 and 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 and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 3 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

TABLE OF FEES		
ELECTRICAL PERMIT FEE		
<b>Total Connected Load</b>		
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
<b>Miscellaneous Fees</b>		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
FILING & PROCESSING FEES		
	Filing Fee	Processing Fee
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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



<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SURCHARGES</b>	
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
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 9. Application for Electronic Permit

A permit is required before the installation of electronic devices within the City of Bacoor.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Electronic Permit Form (5 original)</li> </ul>		OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Electronic Plan (4 original blueprint)</li> </ul>		Client/Applicant's Electronic Engineer		
<ul style="list-style-type: none"> <li>Bill of Material (3 original)</li> </ul>		Client/Applicant's Electronic Engineer		
<ul style="list-style-type: none"> <li>PRC ID and PTR of Engineer (1 photocopy)</li> </ul>		Client/Applicant's Electronic Engineer		
<b>Representative</b>				
<ul style="list-style-type: none"> <li>Corporate Secretary's Certificate (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Authorization Letter (1 original)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Special Power of Attorney (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Barangay Clearance (1 original)</li> </ul>		OBO - Liga ng mga Barangay (Included in the backroom operation)		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel – OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes	Liga Personnel - Liga ng mga Barangay
	1.3 Evaluate the application	None	15 minutes	Plan Evaluators - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	15 minutes	Building Official - OBO
	1.5 Compute and print the order of payment	None	10 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  Frontline Personnel - OBO
	2.2 Receive the official receipts	None	5 minutes	Frontline Personnel - OBO
	2.3 Post the official receipts, issue permit number and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and archive the approved permit	None	30 minutes	Record Clerk (Backroom) - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Encode the approved permit in GIS	None	30 minutes	Record Clerk (Backroom) - OBO
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1day and 3 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>		
<b>ELECTRONIC FEES</b>		
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
<b>Construction/Erection of Towers</b>		
	<b>Self-Supporting</b>	<b>Trilon (Guyed)</b>
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
<b>FILING &amp; PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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





<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



## 10. Application for Demolition Permit

A permit is required before a property owner can legally demolish a structure within the City of Bacoor.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Property Documents</b> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <b>TCT is not yet in the name of applicant</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <b>Applicant is a lessee or TCT is in the name of a corporation</b> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul> <b>Applicant is not the registered owner or with co-owner of the land</b> <ul style="list-style-type: none"> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> <li>• Extrajudicial Settlement (1 photocopy)</li> </ul>	City Registry of Deeds - Window D  Client/Applicant Client/Applicant Client/Applicant  Client/Applicant Client/Applicant  Client/Applicant Client/Applicant	
<b>Representative</b> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>	Client/Applicant being represented Client/Applicant being represented	
<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3	
<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land (1 photocopy)</li> </ul>	City Treasury Office - Window # 3	
<b>Local and National Agency Clearances</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• Homeowner's Association Consent (1 original)</li> <li>• Affidavit of Undertaking (1 original)</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation) HOA - Admin Office  OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	



• Demolition Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)			
• Floor Plan and Elevations (4 original blueprint)	Client/Applicant's Engineer/Architect			
• PRC ID & PTR of Engineer's/Architect (1 photocopy)	Client/Applicant's Engineer/Architect			
• Sketch 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 and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes	Liga Personnel - Liga ng mga Barangay
	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 and 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 and sign the evaluation report/ compliance checklist	None	15 minutes	Building Official - OBO
	1.7 Compute and print the order of payment	None	10 minutes	Permit Assessor - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 and 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 and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sort, stamp and 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 and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 3 hours and 5 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



<b>TABLE OF FEES</b>		
<b>DEMOLITION PERMIT FEE</b>		
Demolition Permit		₱ 3.00/m <sup>2</sup>
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
<b>FILING AND PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
<b>SURCHARGES</b>		
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
<b>SECURITY SEAL</b>		
Security Seal Fee		₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Property Documents</b> <ul style="list-style-type: none"> <li>• Certified true copy of Transfer Certificate of Title (1 original)</li> </ul> <b>TCT is not yet in the name of applicant</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Deed of Assignment/Donation or any equivalent (1 photocopy)</li> </ul> <b>Applicant is a lessee or TCT is in the name of a corporation</b> <ul style="list-style-type: none"> <li>• Lease Contract (1 photocopy)</li> <li>• Corporate Secretary's Certificate (1 photocopy)</li> </ul> <b>Applicant is not the registered owner or with co-owner of the land</b> <ul style="list-style-type: none"> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> <li>• Extrajudicial Settlement (1 photocopy)</li> </ul>	City Registry of Deeds - Window D  Client/Applicant Client/Applicant Client/Applicant  Client/Applicant Client/Applicant  Client/Applicant Client/Applicant	
<b>Representative</b> <ul style="list-style-type: none"> <li>• Authorization Letter (1 original)</li> <li>• Special Power of Attorney (1 photocopy)</li> </ul>	Client/Applicant being represented Client/Applicant being represented	
<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3	
<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office - Window # 3	
<b>Local and National Agency Clearances</b> <ul style="list-style-type: none"> <li>• Barangay Clearance (1 original)</li> <li>• National Agencies Clearances (1 original, 1 photocopy)</li> <li>• Affidavit of Undertaking (1 original)</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation) DPWH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)	



<b>Application Forms</b>				
<ul style="list-style-type: none"> <li>Excavation and Ground Preparation Permit Form (5 original)</li> <li>Locational Clearance Application Form (1 original)</li> <li>Contractor's Tax Application Form (1 original)</li> </ul>		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"> <li>Relocation Survey Report and Certification (1 original, 3 photocopy)</li> </ul>		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> <li>Lot Plan with Vicinity Map (4 original blueprint)</li> </ul>		Client/Applicant's Geodetic Engineer		
<ul style="list-style-type: none"> <li>Site Development and Foundation Plan (4 original blueprint)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Project Specification (1 original)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Bill of Material (2 original)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's &amp; Architect (1 photocopy)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>Construction Safety and Health Program (1 original)</li> </ul>		DOLE.gov.ph		
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Picture of site/location (1 colored original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding yellow plastic envelope and long folder (1 pc)</li> </ul>		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application documents and issue the follow-up slip	None	15 minutes	Frontline Personnel - OBO
	1.2 Verify the documents and print order of payment or notice of disapproval	None	10 minutes 20 minutes 20 minutes	Liga Personnel - Liga ng mga Barangay Zoning Personnel - Zoning 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 and prepare inspection report	None	1 day	Site Inspector - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review the evaluation report/ compliance checklist If OK, for assessment of fees If NOT OK, prepare and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.7 Compute and 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 and 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 and print BPAS	None	10 minutes	Record Clerk (Backroom) - OBO
	2.5 Sort, stamp and record the permit number	None	15 minutes	Record Clerk (Backroom) - OBO
	2.6 Sign the approved permit	None	5 minutes	Building Official - OBO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the permit and sign logbook for acknowledgement	3.1 Release the approved permit	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 4 hours and 20 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Highly Technical Application within a maximum of 20 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>		
<b>STRUCTURAL AND EXCAVATION PERMIT FEE</b>		
<b>Ground Preparation &amp; Excavation Fee</b>		
Inspection & Verification Fee		₱ 200.00
Issuance of GP & EP		50.00
Excavation per cubic meter		3.00
<b>FILING AND PROCESSING FEES</b>		
	<b>Filing Fee</b>	<b>Processing Fee</b>
<b>Residential, Educational, Recreational &amp; Institutional Buildings</b>		
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
<b>Business, Merchantile, Industrial, Assembly Buildings</b>		
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
<b>Accessories</b>		
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
<b>STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)</b>		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
<b>ADMINISTRATIVE FINES</b>		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00



Grave Violations	10,000.00
<b>SURCHARGES</b>	
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
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex / Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Sketch or key plan of site/location (1 original)</li> </ul>		Client/Applicant
<b>Pictures</b>		
<ul style="list-style-type: none"> <li>Completed structure/building/house (1 colored original)</li> </ul>		Building/House/Structure of the Client/Applicant
<ul style="list-style-type: none"> <li>On-going construction of the three (3) chamber septic tank (1 colored original)</li> </ul>		Building/House/Structure of the Client/Applicant
<ul style="list-style-type: none"> <li>Machineries installed with proper label (1 colored original)</li> </ul>		Building/House/Structure of the Client/Applicant
<ul style="list-style-type: none"> <li>Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>		City Treasury Office - Window # 3
<ul style="list-style-type: none"> <li>National Agencies Clearances (1 original, 1 photocopy)</li> </ul>		DPWH, DENR, CAAP
<ul style="list-style-type: none"> <li>Authorization Letter (1 photocopy)</li> </ul>		Client/Applicant being represented
<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>		MERALCO
<ul style="list-style-type: none"> <li>Expanding green plastic envelope color green &amp; long folder (1 pc)</li> </ul>		Client/Applicant
<ul style="list-style-type: none"> <li>Unified Application Form for Certificate of Occupancy</li> </ul>		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> <li>Certificate of Completion Form</li> </ul>		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's and Architect (1 photocopy)</li> </ul>		Client/Applicant's Engineer/Architect
<ul style="list-style-type: none"> <li>Approved Building Permit and Ancillary Permit Forms (1 photocopy)</li> </ul>		Client/Applicant
<ul style="list-style-type: none"> <li>Approved Building Plans (1 original)</li> </ul>		Client/Applicant
<ul style="list-style-type: none"> <li>Fire Safety Checklist and its corresponding FSEC (1 photocopy)</li> </ul>		Client/Applicant
<b>Certifications of Engineers</b>		
<ul style="list-style-type: none"> <li>Certificate of Structural Stability (3 original)</li> </ul>		Client/Applicant's Civil Engineer



<ul style="list-style-type: none"> <li>Mechanical Certificate (3 original)</li> </ul>		Client/Applicant's Mechanical Engineer		
<b>With revisions or changes on approved plan</b> <ul style="list-style-type: none"> <li>As-built Floor Plan and Site Development Plan (2 original)</li> <li>As-built Electrical Plan (2 original)</li> <li>Short Circuit and Voltage Drop Calculation (2 original)</li> <li>Certificate of Final Electrical Inspection/Completion (3 original)</li> </ul>		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 and submit accomplished application forms along with other requirements	1.1 Check, receive and 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 and sign the evaluation report/ compliance checklist	None	20 minutes  20 minutes	Plan Evaluator - OBO  Building Official - OBO
	1.4 Compute and 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and 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 Department	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 and sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 3 hours and 15 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days, for Complex Application is within a maximum of 7 working days and for Highly Technical Application within a maximum of 20 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



<b>TABLE OF FEES</b>	
<b>CERTIFICATE OF OCCUPANCY OR USE</b>	
<b>Residential</b>	
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
<b>Commercial</b>	
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
<b>Institutional</b>	
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
<b>Miscellaneous Fees</b>	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m <sup>2</sup>
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



### 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Change of Use or Occupancy (2 copies)</li> </ul>		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Certification Form (2 copies)</li> </ul>		OBO - Window # 5 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>PRC ID &amp; PTR of Engineer's and Architect (1 photocopy)</li> </ul>		Client/Applicant's Engineer/Architect		
<b>With revisions or changes on actual construction of approved plans</b>				
<ul style="list-style-type: none"> <li>As-built Floor Plan and Site Development Plan (2 original)</li> </ul>		Client/Applicant's Engineer/Architect		
<ul style="list-style-type: none"> <li>As-built Electrical Plan (2 original)</li> </ul>		Client/Applicant's Electrical Engineer		
<ul style="list-style-type: none"> <li>Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>		City Treasury Office - Window # 3		
<ul style="list-style-type: none"> <li>Completed Structure/building/house picture (1 colored copy each side)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Authorization Letter (1 photocopy)</li> </ul>		Client/Applicant being represented		
<ul style="list-style-type: none"> <li>Sketch or Key Plan</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding green plastic envelope color green &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes  20 minutes	Plan Evaluator - OBO  Building Official - OBO
	1.4 Compute and 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 and 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 Department	None	5 minutes	Frontline Personnel - OBO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Post the official receipts, issue and 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 and sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 3 hours and 15 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>CERTIFICATE OF OCCUPANCY OR USE</b>	
<b>Residential</b>	
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
<b>Commercial</b>	
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
<b>Institutional</b>	
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
<b>Miscellaneous Fees</b>	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m <sup>2</sup>
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Information Sheet and Inspection Report Form for CFEI application (1 original)</li> </ul>		OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Approved Electrical Plan or As-Built Electrical Plan (1 original blueprint)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>PRC ID's and PTR of Electrical Engineer (1 photocopy)</li> </ul>		Client/Applicant's Electrical Engineer		
<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>		MERALCO		
<ul style="list-style-type: none"> <li>Government issued Identification Card (ID) of applicant</li> </ul>		SSS, GSIS, PRC, Driver's License, etc.		
<ul style="list-style-type: none"> <li>Full view picture of the building (1 original)</li> </ul>		Building/House of Client/Applicant		
<ul style="list-style-type: none"> <li>Certificate of Occupancy (1 photocopy)</li> </ul>		Client/Applicant		
<b>Proof of ownership</b>				
<ul style="list-style-type: none"> <li>Transfer Certificate of Title (1 photocopy)</li> <li>Deed of Absolute Sale (1 photocopy)</li> <li>Contract to Sell (1 photocopy)</li> <li>Lease Contract (1 photocopy)</li> <li>Land Owner's Affidavit of Consent (1 photocopy)</li> </ul>		Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 and 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 and 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 and 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 and 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 hour and 50 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>ELECTRICAL PERMIT FEE</b>	
<b>Total Connected Load</b>	
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
<b>Miscellaneous Fees</b>	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
<b>CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE</b>	
<b>Total Electrical Permit Fees x 110%</b>	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Old buildings with main circuit breaker 200 amperes and ABOVE</b>	
	<b>Proof of ownership</b>	
	<ul style="list-style-type: none"> <li>• Transfer Certificate of Title (1 photocopy)</li> </ul>	Client/Applicant
	<b>Applicant is not the registered owner of the land</b>	
	<ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Lease Contract (1 photocopy)</li> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> </ul>	Client/Applicant Client/Applicant Client/Applicant Client/Applicant
	<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3
	<b>Building is not yet declared</b>	
	<ul style="list-style-type: none"> <li>• Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)</li> </ul>	City Assessor Office - Window # 1, 2, 3
	<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office - Window # 3
	<b>Application Forms</b>	
	<ul style="list-style-type: none"> <li>• Information Sheet and Inspection Report Form for CFEI application (1 original)</li> <li>• Application for Electrical Permit Form (5 original)</li> <li>• Certificate of Final Electrical Inspection/Completion Form (5 original)</li> </ul>	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"> <li>• Electrical Plan (4 original)</li> </ul>	Client/Applicant's Electrical Engineer
	<ul style="list-style-type: none"> <li>• Short Circuit Calculations and Voltage Drop (4 original)</li> </ul>	Client/Applicant's Electrical Engineer
	<ul style="list-style-type: none"> <li>• PRC ID's and PTR of Electrical Engineer (1 photocopy)</li> </ul>	Client/Applicant's Electrical Engineer



<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>	MERALCO
<ul style="list-style-type: none"> <li>Government issued Identification Card (ID) of applicant</li> </ul>	SSS, GSIS, PRC, Driver's License, etc.
<ul style="list-style-type: none"> <li>Full view picture of the building (1 original)</li> </ul>	Building/House of Client/Applicant
<b>Old buildings with main circuit breaker 200 amperes and BELOW</b>	
<b>Proof of ownership</b> <ul style="list-style-type: none"> <li>Transfer Certificate of Title (1 photocopy)</li> </ul>	Client/Applicant
<b>Applicant is not the registered owner of the land</b> <ul style="list-style-type: none"> <li>Deed of Absolute Sale (1 photocopy)</li> <li>Contract to Sell (1 photocopy)</li> <li>Lease Contract (1 photocopy)</li> <li>Land Owner's Affidavit of Consent (1 photocopy)</li> </ul>	Client/Applicant Client/Applicant Client/Applicant Client/Applicant
<ul style="list-style-type: none"> <li>Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office – Window # 1, 2, 3
<b>Building is not yet declared</b> <ul style="list-style-type: none"> <li>Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)</li> </ul>	City Assessor Office – Window # 1, 2, 3
<ul style="list-style-type: none"> <li>Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office – Window # 3
<b>Application Forms</b> <ul style="list-style-type: none"> <li>Information Sheet &amp; Inspection Report Form for CFEI application (1 original)</li> <li>Electrical Permit Form (5 original)</li> <li>Certification Form (5 original)</li> </ul>	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"> <li>PRC ID's and PTR of Electrical Engineer (1 photocopy)</li> </ul>	Client/Applicant's Electrical Engineer
<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>	MERALCO
<ul style="list-style-type: none"> <li>Government issued Identification Card (ID) of applicant</li> </ul>	SSS, GSIS, PRC, Driver's License, etc.
<ul style="list-style-type: none"> <li>Full view picture of the building (1 original)</li> </ul>	Building/House of Client/Applicant
<b>Supplementary Documents</b> (maybe required depending on the result of the inspection)	
<ul style="list-style-type: none"> <li>Building Permit / Extension Permit / Renovation Permit (1 photocopy)</li> <li>Certificate of Occupancy (1 photocopy)</li> <li>Schedule of Loads (1 photocopy)</li> <li>Correction of violations (if any)</li> </ul>	Client/Applicant Client/Applicant Client/Applicant Client/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute and 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 and 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





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Post the official receipts, issue and 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 and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 1 hour and 50 minutes</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>ELECTRICAL PERMIT FEE</b>	
<b>Total Connected Load</b>	
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
<b>Miscellaneous Fees</b>	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00



<b>CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE</b>	
<b>Total Electrical Permit Fees x 110%</b>	<b>₱ 5,000.00</b>
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Proof of ownership</b> <ul style="list-style-type: none"> <li>• Transfer Certificate of Title (1 photocopy)</li> </ul>	Client/Applicant
	<b>Applicant is not the registered owner of the land</b> <ul style="list-style-type: none"> <li>• Deed of Absolute Sale (1 photocopy)</li> <li>• Contract to Sell (1 photocopy)</li> <li>• Lease Contract (1 photocopy)</li> <li>• Land Owner's Affidavit of Consent (1 photocopy)</li> </ul>	Client/Applicant Client/Applicant Client/Applicant Client/Applicant
	<ul style="list-style-type: none"> <li>• Tax Declaration of Real Property for Land and Building (1 photocopy)</li> </ul>	City Assessor Office – Window # 1, 2, 3
	<b>Building is not yet declared</b> <ul style="list-style-type: none"> <li>• Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)</li> </ul>	City Assessor Office – Window # 1, 2, 3
	<ul style="list-style-type: none"> <li>• Tax Clearance of Real Property for Land and Building (1 photocopy)</li> </ul>	City Treasury Office – Window # 3
	<b>Application Forms</b> <ul style="list-style-type: none"> <li>• Information Sheet and Inspection Report Form for CFEI application (1 original)</li> <li>• Certification Form (5 original)</li> </ul>	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
	<ul style="list-style-type: none"> <li>• Approved Application for Electrical Permit (1 photocopy)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>• Approved Electrical Plan (1 original blueprint)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>• Approved Yellow Card from MERALCO (1 original)</li> </ul>	MERALCO
	<ul style="list-style-type: none"> <li>• Government issued Identification Card (ID) of applicant</li> </ul>	SSS, GSIS, PRC, Driver's License, etc.
	<ul style="list-style-type: none"> <li>• Full view picture of the building (1 original)</li> </ul>	Building/House of Client/Applicant



<b>Supplementary Documents</b> (maybe required depending on the result of the inspection) <ul style="list-style-type: none"> <li>• Building Permit / Extension Permit / Renovation Permit (1 photocopy)</li> <li>• Certificate of Occupancy (1 photocopy)</li> <li>• Schedule of Loads (1 photocopy)</li> <li>• Correction of violations (if any)</li> </ul>		Client/Applicant  Client/Applicant Client/Applicant Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute and 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 and issue official receipt or Release the evaluation report/ compliance checklist	See table of fees	10 minutes	Cashier – Treasury
		None	5 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 1 hour and 50 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
<b>Total Connected Load</b>	
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
<b>Miscellaneous Fees</b>	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00



<b>CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE</b>	
<b>Total Electrical Permit Fees x 110%</b>	<b>₱ 5,000.00</b>
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>On-going construction with Building Permit</b>	
	<b>Application Forms</b>	
	<ul style="list-style-type: none"> <li>Information Sheet and Inspection Report Form for CFEI application (1 original)</li> <li>Permit for Temporary Service Connection Form (5 original)</li> </ul>	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"> <li>PRC ID's and PTR of Electrical Engineer (1 photocopy)</li> </ul>	Client/Applicant's Electrical Engineer
	<ul style="list-style-type: none"> <li>Approved Building Plans (1 original blueprint)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>	MERALCO
	<ul style="list-style-type: none"> <li>Government issued Identification Card (ID) of applicant</li> </ul>	SSS, GSIS, PRC, Driver's License, etc.
	<ul style="list-style-type: none"> <li>Meter Base</li> </ul>	MERALCO
	<ul style="list-style-type: none"> <li>Full view picture of the building (1 original)</li> </ul>	Building/House of Client/Applicant
	<b>Informal Settler Families</b>	
	<b>Application Forms</b>	
	<ul style="list-style-type: none"> <li>Information Sheet and Inspection Report Form for CFEI application (1 original)</li> <li>Permit for Temporary Service Connection Form (5 original)</li> <li>Sinumpaang Salaysay Form (1 original)</li> </ul>	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"> <li>PRC ID's and PTR of Electrical Engineer (1 photocopy)</li> </ul>	Client/Applicant's Electrical Engineer
	<ul style="list-style-type: none"> <li>Endorsement Letter</li> </ul>	Urban Poor Affairs Office – Window # 1
	<ul style="list-style-type: none"> <li>Barangay Clearance</li> </ul>	OBO - Liga ng mga Barangay (Included in the backroom operation)



<ul style="list-style-type: none"> <li>Government issued Identification Card (ID) of applicant</li> </ul>		SSS, GSIS, PRC, Driver's License, etc.		
<ul style="list-style-type: none"> <li>Approved Yellow Card from MERALCO (1 original)</li> </ul>		MERALCO		
<ul style="list-style-type: none"> <li>Full view picture of the building (1 original)</li> </ul>		Building/House of Client/Applicant		
<b>Supplementary Documents</b> (maybe required depending on the result of the inspection)				
<ul style="list-style-type: none"> <li>Revised Plans (1 original)</li> <li>Correction of violations (if any)</li> </ul>		Client/Applicant's Electrical Engineer Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute and print the order of payment	None	5 minutes	Permit Assessor - OBO
	1.5 Sign the order of payment	None	5 minutes	Building Official - OBO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and 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 and 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 and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day, 1 hour and 50 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



<b>TABLE OF FEES</b>	
<b>ELECTRICAL PERMIT FEE</b>	
<b>Total Connected Load</b>	
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
<b>Miscellaneous Fees</b>	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
<b>CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE</b>	
<b>Total Electrical Permit Fees x 110%</b>	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Information Sheet and Inspection Report for Certificate of Operation Form (1 original)</li> </ul>		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Mechanical Certificate (2 original)</li> </ul>		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> <li>PRC ID's and PTR of Mechanical Engineer (1 photocopy)</li> </ul>		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> <li>Pictures of machineries installed with proper label (1 colored original)</li> </ul>		Building of Client/Applicant		
<ul style="list-style-type: none"> <li>Approved Mechanical Permit Form (1 photocopy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Approved Mechanical Plan (1 original blueprint)</li> </ul>		Client/Applicant		
<b>If there are Changes or Revisions on actual construction</b> <ul style="list-style-type: none"> <li>As Built Plan (2 original blueprint)</li> </ul>		Client/Applicant's Mechanical Engineer		
<ul style="list-style-type: none"> <li>Certificate of Occupancy &amp; Progress Sheet (1 photocopy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Previous Certificate of Operation (1 photocopy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding pink plastic envelope and long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection and prepare inspection report	None	1 day	Site Inspector - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute and 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 and 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 and 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 and sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and archive the approved certificate	None	20 minutes	Record Clerk (Backroom) - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Encode the approved certificate in GIS	None	20 minutes	Record Clerk (Backroom) - OBO
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 2 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>ANNUAL MECHANICAL INSPECTION FEES</b>	
<b>Refrigeration and Ice Pant, per ton</b>	
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
<b>Air Conditioning Systems</b>	
Window type air conditioners, per unit	₱ 40.00
<b>Packaged or centralized air conditioning systems</b>	
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
<b>Mechanical Ventilation, per unit, per kW</b>	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
<b>Escalators and Moving Walks, Funiculars and the like</b>	
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
<b>Elevator, per unit</b>	
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



<b>Boilers, per unit</b>	
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
<b>Pressurized Water Heaters, per unit</b>	
Pressurized Water Heaters, per unit	₱ 120.00
<b>Automatic Fire Extinguishers, per sprinkler head</b>	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00
<b>Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW</b>	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00
<b>Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW</b>	
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
<b>Compressed air, vacuum, commercial/institutional/industrial gases, per outlet</b>	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
<b>Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher</b>	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
<b>Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like</b>	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
<b>Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit</b>	
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
<b>Pressure Vessels, per cu. Meter or fraction thereof</b>	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00



<b>Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof</b>	
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
<b>Weighing Scale Structure, per ton or fraction thereof</b>	
Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
<b>Testing/Calibration of pressure gauge, per unit</b>	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
<b>Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit</b>	
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	₱ 30.00
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 19. Application for Sign Permit Renewal (Annual Billboard/Signboard)

A renewal of certificate is required annually after the installation & inspection of billboard/signboard.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Information Sheet &amp; Inspection Report for Certificate of Use (Billboard/Signboard Renewal) Form (1 original)</li> </ul>		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Sign Permit Form (5 original)</li> </ul>		OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)		
<ul style="list-style-type: none"> <li>Certificate of Structural Stability of Steel Framing &amp; its Anchorages (2 original)</li> </ul>		Client/Applicant's Civil Engineer		
<ul style="list-style-type: none"> <li>PRC ID's &amp; PTR of Civil Engineer (1 photocopy)</li> </ul>		Client/Applicant's Civil Engineer		
<ul style="list-style-type: none"> <li>Approved Signage Plan or As-Built Plan (1 copy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Previous Approved Sign Permit Form (1 photocopy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Insurance Coverage and Policy (1 photocopy)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Tax Declaration of Real Property for Billboard/Signboard and Land (1 photocopy)</li> </ul>		City Assessor Office - Window # 1, 2, 3		
<ul style="list-style-type: none"> <li>Tax Clearance of Real Property for Billboard/Signboard and Land (1 photocopy)</li> </ul>		City Treasury Office - Window # 3		
<ul style="list-style-type: none"> <li>Sketch of site/location (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Picture of Billboard/Signboard (1 original)</li> </ul>		Client/Applicant		
<ul style="list-style-type: none"> <li>Expanding violet plastic envelope &amp; long folder (1 pc)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Compute and 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 and 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 and print the certificate	None	10 minutes	Record Clerk (Backroom) - OBO
	2.4 Sign the approved certificate	None	5 minutes	Building Official - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the certificate and sign logbook for acknowledgement	3.1 Release the approved certificate	None	5 minutes	Frontline Personnel - OBO
	3.2 Scan and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 2 hours*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

<b>TABLE OF FEES</b>	
<b>CERTIFICATE OF USE</b>	
50% of Building Permit Fee, excluding Excavation	
<b>Annual Inspection Fee (Structure)</b>	
100% of Building Permit Fee, excluding Excavation	
<b>Annual Inspection Fee (Structure)</b>	
Annual Inspection Fee	₱ 7,500.00
<b>Signboard Inventory Fee</b>	
One-time Signboard Inventory Fee	₱ 2,500.00
<b>Annual Renewal Fee</b>	
Per sq. meter of display area	₱ 38.00/m <sup>2</sup>
<b>ADMINISTRATIVE FINES</b>	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
<b>SECURITY SEAL</b>	
Security Seal Fee	₱ 55.00



## 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.

<b>Office or Division:</b>	Office of the Building Official	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>Annual Inspection Report and Recommendation Form (1 original)</li> </ul>	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
	<ul style="list-style-type: none"> <li>Certification Form (5 original)</li> </ul>	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page)
	<ul style="list-style-type: none"> <li>Approved Building Plan (1 original blueprint)</li> </ul> <p><b>If there are Changes or Revisions on actual construction</b></p> <ul style="list-style-type: none"> <li>As-Built Floor Plan (1 original blueprint)</li> <li>As-Built Site Development Plan (1 original blueprint)</li> <li>As-Built Electrical Plan (1 original blueprint)</li> </ul>	Client/Applicant  Client/Applicant's Engineer Client/Applicant's Engineer  Client/Applicant's Engineer
	<ul style="list-style-type: none"> <li>Certificate of Occupancy (1 photocopy)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>Mayor's Permit and Business License with Official Receipt (1 photocopy)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>Picture of business establishment (1 original)</li> </ul>	Business establishment of Client/Applicant
	<p><b>For Lessor</b></p> <ul style="list-style-type: none"> <li>Transfer Certificate of Title (1 photocopy)</li> <li>Tax Declaration of Real Property Land and Building (1 photocopy)</li> <li>Tax Clearance of Real Property Land and Building (1 photocopy)</li> </ul>	City Registry of Deeds - Window D City Assessor Office - Window # 1, 2, 3  City Treasury Office - Window # 3
	<p><b>For Lessee</b></p> <ul style="list-style-type: none"> <li>Contract of Lease (1 photocopy)</li> </ul>	Client/Applicant
	<ul style="list-style-type: none"> <li>Expanding blue plastic envelope (1 pc)</li> </ul>	Client/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection and 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 and sign the evaluation report/ compliance checklist	None	20 minutes	Building Official - OBO
	1.4 Issue and print the certificate and 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 and issue official receipt or Release the evaluation report/ compliance checklist	Security Seal Fee - ₱ 55.00  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



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
<b>TOTAL</b>		<b>₱ 55.00</b>	<b>1 day and 55 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days and for Complex Application is within a maximum of 7 working days. Rest assured that we 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.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New Business</b>				
<b>Application Forms</b>				
<ul style="list-style-type: none"> <li>New Business Inspection Summary Form (1 original)</li> <li>Annual Inspection Assessment (1 original)</li> <li>Business Permit Form (1 original)</li> </ul>		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		
<b>New Construction/Renovation business establishment</b>				
<ul style="list-style-type: none"> <li>Picture of business establishment (1 original)</li> <li>Certificate of Occupancy (1 photocopy)</li> <li>Approved Building Plan or As-Built Plan</li> </ul>		Business Establishment Client/Applicant  Client/Applicant Client/Applicant		
<b>Renewal</b>				
<b>Application Forms</b>				
<ul style="list-style-type: none"> <li>Building Assessment Renewal Form (1 original)</li> <li>Notice of Annual Inspection of Building/Establishment (1 original)</li> <li>Business Permit Form (1 original)</li> </ul>		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"> <li>Certificate of Annual Inspection (1 photocopy)</li> </ul>		Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished application forms along with other requirements	1.1 Check, receive and encode the application and issue the follow-up slip	None	10 minutes	Frontline Personnel - OBO
	1.2 Site Inspection and prepare inspection report	None	1 day	Site Inspector - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the inspection report If OK, for assessment of fees If NOT OK, prepare and 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
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 40 minutes*</b>	

\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.

TABLE OF FEES	
BUILDING	
<b>Divisions B-1/D-1,2,3/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4 and I-1, Commercial, Industrial, Institutional buildings and appendages:</b>	
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
<b>Divisions C-1,2, Amusement Houses, Gymnasias and the like:</b>	
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
<b>PLUMBING</b>	
<b>Annual Plumbing Inspection Fees</b>	
Each plumbing unit	₱ 60.00
<b>SIGNAGE</b>	
<b>Annual Renewal Fees</b>	
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
<b>ELECTRICAL</b>	
<b>Electrical Fees</b> (The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures)	
<b>Total Connected Load</b>	
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
<b>Total Transformer/Uninterrupted Power Supply (UPS) Generator Capacity (kVA)</b>	
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
<b>Pole/Attachment Location Plan Permit</b>	
Power Supply Pole Location	₱ 30.00
Guying Attachment	30.00
<b>Miscellaneous Fees</b> (Electric meter for union separation, alteration, reconnection or relocation)	
Residential	₱ 30.00





Commercial / Industrial	96.00
Institutional	42.00
<b>MECHANICAL</b>	
<b>Annual Mechanical Inspection Fees</b>	
<b>Refrigeration and Ice Pant, per ton</b>	
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
<b>Air Conditioning Systems</b>	
Window type air conditioners, per unit	₱ 40.00
<b>Packaged or centralized air conditioning systems</b>	
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
<b>Mechanical Ventilation, per unit, per kW</b>	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
<b>Escalators and Moving Walks, Funiculars and the like</b>	
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
<b>Elevator, per unit</b>	
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
<b>Boilers, per unit</b>	
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
<b>Pressurized Water Heaters, per unit</b>	
Pressurized Water Heaters, per unit	₱ 120.00
<b>Automatic Fire Extinguishers, per sprinkler head</b>	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00



<b>Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW</b>	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00
<b>Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW</b>	
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
<b>Compressed air, vacuum, commercial/institutional/industrial gases, per outlet</b>	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
<b>Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher</b>	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
<b>Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like</b>	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
<b>Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit</b>	
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
<b>Pressure Vessels, per cu. Meter or fraction thereof</b>	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00
<b>Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof</b>	
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
<b>Weighing Scale Structure, per ton or fraction thereof</b>	
Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
<b>Testing/Calibration of pressure gauge, per unit</b>	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
<b>Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit</b>	
	₱ 30.00
<b>ELECTRONIC</b>	
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	
<b>Construction/Erection of Towers</b>		
	<b>Self-Supporting</b>	<b>Trilon (Guyed)</b>
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
<b>ADMINISTRATIVE FINES</b>		
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 Certification

A certification is issued to applicant requesting certified true copy of approved permit and certification of Building Official.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Information Request Form</li> <li>and/or Request Letter</li> <li>2 Government Issued IDs of Requester</li> </ul>		OBO - Window # 11 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Requester (Request Letter)		
<b>If transacting with OBO thru a representative</b>				
<ul style="list-style-type: none"> <li>Notarized Authorization Letter / Special Power of Attorney (for individual) or</li> <li>Corporate Secretary's Certificate (for Corporation)</li> </ul>		Client/Requester		
		Client/Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit 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 and sign the order of payment	None	3 minutes	Building Official - OBO
2. Pay the required fees	2.1 Receive payment and 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 and print the CTC or Certification	None	10 minutes	Records Clerk - OBO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Sign the Certification or Sign the Certified Documents	None	3 minutes	Building Official – OBO Record Custodian - OBO
3. Claim CTC or Certification and 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 and certificate	None	5 minutes	Records Clerk - OBO
<b>TOTAL</b>		<b>See Table of Fees</b>	<b>1 day and 44 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*

<b>TABLE OF FEES</b>	
<b>CERTIFIED TRUE COPY &amp; OTHER CERTIFICATION FEES</b>	
Certified True Copy (per page)	₱ 50.00
Other Certifications (per page)	50.00
<b>SECURITY SEAL</b>	
Security Seal Fee (per certified document/certification)	₱ 55.00



## 23. Filing of Complaint

A report and recommendation are issued to applicant requesting for inspection of building/structure.

<b>Office or Division:</b>	Office of the Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Complaint Form</li> <li>and/or Complaint/Request Letter</li> <li>2 Government Issued IDs of Complainant</li> </ul>		OBO - Window # 11 / Bacoor.gov.ph (website) / OBO - City of Bacoor, Cavite (FB page) Client/Complainant (Complaint/Request Letter)		
<b>If transacting with OBO thru a representative</b>				
<ul style="list-style-type: none"> <li>Notarized Authorization Letter / Special Power of Attorney (for individual) or</li> <li>Corporate Secretary's Certificate (for Corporation)</li> </ul>		Client/Complainant		
		Client/Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished complaint form and/or Request Letter	1.1 Interview, receive the complaint and release the order of payment	None	10 minutes	Frontline Personnel / Officer of the Day - OBO
2. Pay the required fees	2.1 Receive payment and issue official receipts	₱ 55.00	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 and prepare the recommendation	None	10 minutes	Building Official - OBO
3. Claim the inspection report and recommendation and sign logbook for acknowledgement	3.1 Release the inspection report and the recommendation of Building Official	None	10 minutes	Frontline Personnel - OBO



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Scan and archive of the documents	None	5 minutes	Records Clerk - OBO
<b>TOTAL</b>		<b>₱ 55.00</b>	<b>1 day and 45 minutes*</b>	

*\* Listed above is the usual actual time we accomplish the above-mentioned services, however as per Joint Memorandum Circular No. 2018-01 and the Amended Joint Memorandum Circular No. 2021-01 S. 2021, the prescribed periods for Simple Application is within a maximum of 3 working days. Rest assured that we do our best to meet the minimum processing time set by our department.*



## LIST OF SERVICES

### Office of the Senior Citizens Affairs

<b>External Services</b>	<b>Page Number</b>
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Issuance of OSCA Certifications	30.4 – 30.5
PhilHealth Application	30.5 – 30.6
Provincial Burial Assistance	30.7 – 30.9





# **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".**



## 1. ISSUANCE OF SENIOR CITIZEN ID AND PURCHASE BOOKLET

A national card issued to elderly persons aged sixty (60) and above entitling to numerous benefits and privileges such as 20% discount from all establishments relative to utilization of transportation services, hotel, and similar lodging, establishments, restaurants and recreation center, and on purchase of medicine anywhere in the country; 20% discount on admission fees charged by concert halls, circuses and carnival and other similar places of culture, leisure and amusement.

<b>Office or Division:</b>	Office of the Senior Citizens Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Bonafide Senior Citizen Residents in the City of Bacoor, Cavite			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>● Application form</li> <li>● Original and readable photocopy of any of the following:  PSA Birth Certificate, Baptismal, SSS, UMID Card, TIN ID, Philhealth ID, Driver's License, Voter's ID, Passport (not expired), PRC, Passport, Barangay ID</li> <li>● 1X1 ID picture (latest)</li> <li>● Barangay Certificate for OSCA ID application</li> </ul>			OSCA Office/Frontliners  PSA, Civil Registrar Office, SSS, BIR, Philhealth Office, LTO, Comelec, DFA, PRC, Office of the Barangay Chairman  Any available photo shop outlet Office of the Barangay Captain	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out application form	1. Assist clients in filling out application form (as needed) and have it signed by the senior citizen applicant	None	2 minutes	Eleanor V. Latorre Emelita D. Miranda <i>OSCA Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Mary Ann DS. Sofera Rina Lynn L. Manacsa <i>OSCA Staff</i>
	3.2 Record IDs in their respective record book per barangay	None	1 minute	Mary Ann DS. Sofera, 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	Mary Ann D. Pardo, Mary Ann DS. Sofera, Grace D. Fernandez, Rina Lynn L. Manacsa <i>OSCA Staff</i>
5. Receive processed discount booklet	5. Release booklet signed by the receiving senior citizens as received	None	1 minute	Mary Ann D. Pardo, Mary Ann DS. Sofera, Grace D. Fernandez, Rina Lynn L. Manacsa <i>OSCA Staff</i>
	<b>Total:</b>	<b>None</b>	<b>10 minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Senior Citizens Affairs
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Bonafide Senior Citizen residents in the City of Bacoor, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Proof of Payment / Official Receipt <ul style="list-style-type: none"> <li>● Certificate of OSCA Record P100.00</li> <li>● Senior Citizen ID (Original and Photocopy)</li> <li>● Original and photocopy of Negative Record of Birth Certificate (for Delayed Registration of Birth purposes)</li> <li>● Barangay Certification stating as client is no longer a Barangay resident (for Cancellation of Bacoor Senior Citizen ID purposes)</li> </ul>	Office of the City Treasurer  Requesting Senior Citizen  PSA  Office of the Barangay Captain

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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait for the release	3.1 Check and sign Certification	None	1 minute	Atty. Venus D. de Castro <i>OSCA Head</i>
	3.2 Release signed Certification by the receiving senior citizens as received	None	1 minute	Grace D. Fernandez, Rina Lynn L. Manacsa, 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>
	<b>Total:</b>	<b>P 100.00</b>	<b>8 minutes</b>	

### 3. PHILHEALTH APPLICATION

Lifetime Free Membership for Senior Citizens under RA 10645

<b>Office or Division:</b>	Office of the Senior Citizens Affairs		
<b>Classification:</b>	Simple / Highly Technical		
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen		
<b>Who may avail:</b>	Bonafide and registered Senior Citizens in the City of Bacoor, Cavite		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
	<ul style="list-style-type: none"> <li>Senior Citizen ID (Original and Photocopy)</li> <li>1x1 ID Picture 1 copy</li> </ul>	Office of the Senior Citizens Affairs (OSCA) Any available photo shop outlet	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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 the senior applicant	None	2 minutes	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	Mary Ann D. Pardo <i>OSCA Staff</i>
	3.2. Encode data based on submitted duly accomplished PMRF	None	2 minutes	Mary Ann D. Pardo <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 <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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 Mary Ann D. Pardo <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 Mary Ann D. Pardo <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	Mary Ann D. Pardo <i>OSCA Staff</i>
	<b>Total:</b>	<b>None</b>	<b>Depends on the approved application by PhilHealth</b>	



#### 4. PROVINCIAL BURIAL ASSISTANCE

P 2,000.00 Burial Assistance from the Provincial Social Welfare and Development Office, Trece Martires, Cavite

<b>Office or Division</b>	<b>Office of the Senior Citizens Affairs</b>
<b>Classification:</b>	Simple / Highly Technical
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen
<b>Who may avail:</b>	Bonafide and Registered Senior Citizens in the City of Bacoor, Cavite

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Senior Citizen ID of deceased senior citizen (Original and Photocopy)</li> <li>Original or Certified True Copy of Death Certificate</li> <li>Original Barangay Clearance of claimant with original hand signature of Barangay Captain</li> <li>Photocopy of Valid ID of claimant (e.g. Voter's ID, NBI Clearance, Police Clearance)</li> <li>Client's Personal Letter addressed to Gov. Jonvic Remulla</li> </ul>	Bereaved family member / client  City Civil Registrar  Office of the Barangay Captain  Comelec Office, NBI, PNP  Provided by the client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 <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) Trece Martires, Cavite	None	2 minutes	Mary Ann D. Pardo <i>OSCA Staff</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <i>OSCA Staff</i>
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	<b>Depends on PSWDO</b>	PSWDO Staff
<b>From OSCA Bacoor</b>	<b>Total:</b>	<b>None</b>	<b>6 minutes</b>	



## LIST OF SERVICES

### Office of the Vice Mayor

<b>External Services</b>	<b>Page Number</b>
Medical Help	31.2
Solicitations / Request Letter	
Complaints / Inquiries	31.3
<b>Internal Services</b>	
Authority to Travel	31.4
Feedback and Complaints Mechanism	31.5



## **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

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Client		
<b>Who may avail:</b>		Bacooreños		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Certificate</li> <li>Medical Abstract</li> <li>Letter request addressed to the Vice Mayor</li> </ul>		<ul style="list-style-type: none"> <li>Respective Barangay</li> <li>Respective Hospital</li> <li>Person requesting assistance</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Client/ visitor signs at the visitor's log book	1.1. Receive and Identify the nature of the submitted documents	None	2 minutes	Office of the Vice Mayor Staff
1.2. Client presents request for medical help	1.2 Check all the necessary attachments of the request letter given in the checklist	None	3 minutes	
	1.3 Attach router slip and endorse the document to the Head of the Office for review and approval	None	3 minutes	
	1.4 Release of the request	None	1-2 days	
	<b>Total</b>	<b>None</b>	<b>2 days and 8 minutes</b>	



## 2. SOLICITATION / REQUEST LETTER COMPLAINTS / INQUIRIES

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Client		
<b>Who may Avail:</b>		Constituents/ Organizations		
<b>CHECKLIS OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal Letter Addressed to the Vice Mayor</li> </ul>		<ul style="list-style-type: none"> <li>Requesting Person/ Organization</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request/ solicitation/ complaints/ inquiries	1.1 Receive the letter and identify the nature of the documents submitted -Solicitation/ request letters -Complaints/ Inquiries	None	2 minutes	Office of the Vice Mayor Staff
	1.2 Letter/ request with other concerns will be forwarded to SP Secretariat for inclusion to the weekly agenda	None	3 minutes	
	1.3 Release of the request	None	1-2 days (depends on the availability of funds for solicitation/ other requests)	
	<b>Total:</b>	<b>None</b>	<b>2 days and 5 minutes</b>	



## INTERNAL SERVICES

### 1. AUTHORITY TO TRAVEL

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may Avail:</b>		Office of the Vice Mayor /Sangguniang Panlungsod Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Leave Form</li> </ul>			<ul style="list-style-type: none"> <li>• HRDMD</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly 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	None	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
<b>Total</b>		<b>None</b>	<b>1 day and 3 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback</b>	<p>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</p>
<b>How feedbacks are processed</b>	<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>
<b>How to file a complaint</b>	<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 (<a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a>) which is monitored daily by SP personnel assigned to perform the said task.</p>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol> <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"> <li>3. The SP Secretariat shall include the complaint in the weekly agenda (order of business) of the SP for appropriate action.</li> </ol>



## LIST OF SERVICES

### **Public Employment Service Office**

### **OFW Help Desk Office**

<b>External Services (PESO)</b>	<b>Page Number</b>
Job Referral and Placement	32.2 – 32.3
Employment Programs	
• Job Fairs	32.4 – 32.6
• Local Recruitment Activity (LRA)	32.7 – 32.9
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Special Program for the Employment of Students (SPES)	32.9 – 32.12
<b>External Services (OFW Help Desk Office)</b>	
Processing of Benefits and Claims form OWWA	
• Balik Pinas – Balik Hanapbuhay	32.12 – 32.13
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• Skills for Employment Scholarship Program	32.18 – 32.20





# **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.

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2B Government to Business Entity			
<b>Who may avail:</b>	Job seekers, students, out of school youth, migratory workers, persons with disabilities, returning overseas Filipino workers and displaced workers.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Updated resume of applicant with 2x2 picture (2pieces)</li> <li>Filled up National Skills Registration Program form (NSRP) which is provided by the BLE and the PESO Office for free. (1 piece only)</li> </ul>			<ul style="list-style-type: none"> <li>Resume is to be provided by the interested applicant</li> <li>NSRP Form is provided for free by the PESO Office</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Refer to the PESO Bulletin Board or PESO Facebook Account for Vacant Job Positions.	1. Publication and 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 <i>PESO Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the requesting applicant has logged in at the Applicant's Registration Book & properly complete the NSRP form.	None	3 minutes per applicant	Cheryl A. Gaspar Julieta C. Macarayo Ron V. Ferrer Kenric Tejuco <i>PESO Staff</i>
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 and 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 <i>PESO Department Head 1</i>  Josefina G. Dayrit <i>PESO Staff</i> Roxann A. San Pedro <i>for PWD applicants</i>
	3.2. Call company and secure appointment for applicant's interview.	None	5 minutes per applicant	Dr. Abraham D. De Castro <i>PESO Department Head 1</i> Josefina G. Dayrit <i>PESO Staff</i>
	3.3. Prepare referral slip and secure appointment for the applicant's interview in the prospective PESO accredited company.	None	3 minutes per applicant	Juliet D. Macarayo Cheryl A. Gaspar <i>PESO Staff</i>
	3.4. Encode applicant's NSRP to Phil-Job.net	None	4 minutes per applicant	Roxan A. San Pedro Ron V. Ferrer Kenric Tejuco <i>PESO Staff</i>
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	

\* 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 at 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

<b>Office or Division:</b>	Public Employment Service Office (PESO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity	
<b>Who may avail:</b>	<p><b>I. Jobseekers who are:</b></p> <ol style="list-style-type: none"> <li>a. Unemployed</li> <li>b. Skilled and unskilled workers</li> <li>c. Newly graduates</li> <li>d. Graduates who have no work</li> <li>e. Displaced Workers</li> <li>f. Employees seeking for advancement</li> </ol> <p><b>II. Employers and Agencies</b> 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>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>I. For Jobseekers</b></p> <ul style="list-style-type: none"> <li>• 2 pcs. Resume/Biodata/Curriculum Vitae</li> <li>• 2 pcs. Picture 2x2</li> <li>• Copy of Certificate of Employment</li> <li>• Copy of Diploma/Transcript of Records</li> <li>• Authenticated Birth Certificate</li> </ul> <p><b>II. Employers and Agencies</b></p> <ul style="list-style-type: none"> <li>• For private recruitment agencies must have a valid PRPA License/Authority from DOLE.</li> <li>• For overseas employment agencies must have a valid POEA License, Provincial Recruitment Authority and available job orders.</li> </ul>		<p>From applicant From applicant From previous company of applicant From school/college/university From PSA</p> <p>From DOLE From POEA</p>



<ul style="list-style-type: none"> <li>For contractors/subcontractors must be registered with the DOLE</li> <li>Certificate of No Pending Case</li> <li>Company Profile</li> </ul>		From DOLE From DOLE From Interested Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. For new Jobseekers,</b>				
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. Macarayo <i>PESO Staff</i> Ms. Roxan San Pedro <i>for PWD applicants</i>
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. Macarayo <i>PESO Staff</i> Ms. Roxan San Pedro <i>for PWD applicants</i>
2.2. Choose the position that best fits qualification and 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 the interviewer		None	Depends on the interview	The HR Manager The Employer The Applicant
	<b>Total</b>	<b>None</b>	<b>Within 2 to 3 Days</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>II. Employers and agencies</b></p> <p>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,</p> <p>2. Employers/ Agencies shall furnish PESO-Bacoor a job placement report or deployment report 120 days after the conduct of Job Fair.</p>	<p>1. The PESO Staff facilitates the request from the companies</p> <p>2. The PESO Staff records the number of successful applicants who were hired.</p>	<p>None</p> <p>None</p>	<p>Depends on the submitted documents of the company</p> <p>Depends on the submitted documents of the company</p>	<p>The HR Manager The Employer The PESO Staff</p> <p>Ms. Cheryl A. Gaspar Ms. Julieta Macarayo Ms. Roxan San Pedro <i>PESO Staff</i></p>
	<b>Total</b>	<b>None</b>	<b>Within 2 to 3 Days</b>	



## 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.

<b>Office or Division:</b>	Public Employment Service Office (PESO)	
<b>Classification:</b>	Simple/Highly Technical	
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity	
<b>Who may avail:</b>	<p><b>I. Jobseekers who are:</b></p> <ol style="list-style-type: none"> <li>Unemployed</li> <li>Skilled and unskilled workers</li> <li>Newly graduates</li> <li>Graduates who have no work</li> <li>Displaced Workers</li> <li>Employees seeking advancement</li> </ol> <p><b>II. Employers and Agencies</b></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>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>For Jobseekers</b></p> <ul style="list-style-type: none"> <li>• 2 pcs. Resume/Biodata/Curriculum Vitae</li> <li>• 2 pcs. Picture 2x2</li> <li>• Copy of Certificate of Employment</li> <li>• Copy of Diploma/Transcript of Records</li> <li>• Authenticated Birth Certificate</li> </ul> <p><b>Employers and Agencies</b></p> <ul style="list-style-type: none"> <li>• For private recruitment agencies must have a valid PRPA License/Authority from DOLE.</li> </ul>		<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"> <li>For overseas employment agencies must have a valid POEA License, Provincial Recruitment Authority and available job orders.</li> <li>For contractors/subcontractors must be registered with the DOLE</li> <li>Certificate of No Pending Case</li> <li>Company Profile</li> </ul>	<p>From POEA</p> <p>From DOLE</p> <p>From DOLE</p> <p>From Interested Company</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. For new Jobseekers</b>				
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 <i>PESO Staff</i> Ms. Roxan San Pedro <i>for PWD applicant</i>
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 <i>PESO Staff</i> Ms. Roxan San Pedro <i>for PWD applicant</i>
2.2. Choose the position that best fits qualification and 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
	<b>Total</b>	<b>None</b>	<b>Within 2 to 3 Days</b>	





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>II. Employers and agencies</b>  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 the submitted documents of the 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 the submitted documents of the company	Ms. Cheryl Gaspar Ms. Julieta Macarayo Ms. Roxan San Pedro <i>PESO Staff</i>
	<b>Total</b>	<b>None</b>	<b>Approximately 1 month</b>	

### 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.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple/Complex/Highly Technical



<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity
<b>Who may avail:</b>	Jobseekers Students/Out of School Youths <ul style="list-style-type: none"> <li>• 15 to 30 years old</li> <li>• 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.</li> <li>• parent's net income after tax does not exceed PhP 36,000.00 per annum</li> <li>• obtained a passing school grade.</li> </ul>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>I. For Jobseekers</b></p> <ul style="list-style-type: none"> <li>• Duly filled Registration Form 01 (3 copies) with ID pictures attached and attested by the school principal or registrar.</li> <li>• Any of the following to attest his/her age: <ul style="list-style-type: none"> <li>- birth/baptismal certificate</li> <li>- form 138 where age is specified</li> <li>- joint affidavit of two disinterested parties regarding age of students</li> </ul> </li> <li>• Any of the following to attest the students rating: <ul style="list-style-type: none"> <li>- form 138</li> <li>- certification by the School Registrar that the student has a passing school grade during the previous semester/school year</li> <li>- certified true copy of the student's class card where his/her passing can be determined.</li> </ul> </li> <li>• 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</li> </ul> <p><b>II. For Employers</b></p> <ul style="list-style-type: none"> <li>• Signed Pledge of Commitment</li> </ul>	<p>From school/college/university</p> <p>From PSA From school/college/university From concerned parties</p> <p>From school/college/university From school/college/university</p> <p>From school/college/university</p> <p>Parent of student Employer</p> <p>From the Company</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>I. Jobseekers</b></p> <p>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.</p> <p>2. Students who will be accepted by these employers are deemed placed and are officially enrolled in the program.</p> <p>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.</p>	<p>1. PESO Staff tells the applicant to fill up the NSRP /SPES form.</p>	<p>None</p>	<p>5 minutes</p>	<p>Dr. Abraham de Castro <i>PESO Department Head 1</i> Ms. Josefina Dayrit <i>PESO Staff</i></p>
	<p>2. PESO Staff encodes names of qualified student applicants</p>	<p>None</p>	<p>5 minutes</p>	<p>Dr. Abraham de Castro <i>PESO Department Head 1</i> Ms. Josefina Dayrit <i>PESO Staff</i></p>
	<p>3. PESO staff prepares and secures necessary employment contract and submits to DOLE</p>	<p>None</p>	<p>Depends on the Partner company's compliance</p>	<p>The HR Manager The Employer Dr. Abraham de Castro <i>PESO Department Head 1</i> Ms. Josefina Dayrit <i>PESO Staff</i></p>
	<p><b>Total</b></p>	<p><b>None</b></p>	<p><b>LGU processing approximately 1 week</b></p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. Employers</b> 1. Employers may signify their intention to hire students by signing a 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 the submitted documents of the company	The HR Manager The Employer Dr. Abraham de Castro <i>PESO Department Head 1</i> Ms. Josefina Dayrit <i>PESO Staff</i>
	<b>Total</b>	<b>None</b>	<b>DOLE processing may take 2-3 months</b>	

**SERVICE OF THE PESO - OFW Help Desk in coordination with OWWA  
OWWA Reintegration Program**

**1. BALIK PINAS! BALIK HANAP BUHAY PROGRAM (BPBH)**

**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.

<b>Office or Division:</b>	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen
<b>Who may avail:</b>	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"> <li>• Proof of OWWA membership</li> <li>• Proof of repatriation</li> <li>• Passport or travel documents.</li> <li>• Written Declaration</li> <li>• 1pc. 2x2 picture</li> <li>• Sketch of business site/ home address</li> <li>• Photocopy of two (2) government issued ids</li> <li>• Barangay Clearance.</li> </ul>			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 Ms. Anne Legazpi
	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 Ms. Anne Legazpi
	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 Ms. Anne Legazpi
	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 Ms. Anne Legazpi
	<b>Total</b>	<b>None</b>	<b>15 minutes</b>	



## OWWA WELFARE ASSISTANCE AND SOCIAL ASSISTANCE PROGRAM

### 2. MEDICAL AND DISABILITY ASSISTANCE

<b>Office or Division:</b>	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen			
<b>Who may avail:</b>	Returning Overseas Filipino Workers who are active members wish to avail of medical assistance			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Accomplished application form</li> <li>• Proof of OWWA membership</li> <li>• Passport/ Seaman's book</li> <li>• Medical certificate with PTR number</li> <li>• Supporting documents (record of operation, clinical abstract, discharge summary)</li> <li>• Photocopy of two (2) government issued ID's</li> </ul>			OFW HD Staff OWWA – OFW DFA OFW / Hospital Hospital  Valid ID of OFW	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Ms. Anne Legazpi
	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 Ms. Anne Legazpi
	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 Ms. Anne Legazpi
<b>Total</b>		<b>None</b>	<b>10 minutes</b>	



## 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 Php 20, 000.00 pesos per year
- First come, first serve basis only
- 13 slots per province

<b>Office or Division:</b>	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• OFW's who are still abroad whose qualified beneficiaries are in the Philippines.</li> <li>• Returning Overseas Filipino Workers who wish to avail of educational assistance to qualified dependents.</li> <li>• Legal dependent of an active OWWA member.</li> <li>• Single, not more than 21 years of age.</li> <li>• Be a Filipino citizen</li> <li>• Must be a grade 12 graduate.</li> <li>• Must not be a recipient of other scholarship grant.</li> </ul>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• Proof of latest OWWA membership</li> <li>• Accomplished application form</li> <li>• 3. 2pcs. Passport size picture</li> <li>• Certified true copy of form 137 or form 138 in Grade 12.</li> <li>• PSA birth certificate of applicant</li> <li>• PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling.</li> <li>• Original medical Certificate</li> <li>• Original Certificate good moral character from the school</li> <li>• Parents Certification</li> <li>• Copy of OFWs employment contract.</li> <li>• Course curriculum (College)</li> </ul>	OWWA, OFW – OFW HD Staff OFW HD Staff OFW School, Colleges, University of beneficiary  PSA PSA  OFW – Beneficiary OFW – Beneficiary  Parents of beneficiary Recruitment Agency 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 Desk 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 Ms. Anne Legazpi
	1.2 PESO – OFW HD 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 Ms. Anne Legazpi
	1.3 PESO – OFW HD 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 Ms. Anne Legazpi <i>PESO-OFW Help Desk Staff</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	

#### 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 Php 60,000.00 pesos per year.

<b>Office or Division:</b>	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen





<p><b>Who may avail:</b></p>	<ul style="list-style-type: none"> <li>• Legal dependent of an active OWWA member.</li> <li>• Single, not more than 21 years of age.</li> <li>• Be a Filipino citizen</li> <li>• Grade 12 graduating student.</li> <li>• With a GWA of 80% and belongs to top 20% of grade 11/ graduating class</li> <li>• Must belong to the top 400 passers of the DOST qualifying examination</li> <li>• Must not be a recipient of other scholarship grant.</li> </ul>
<p><b>CHECKLIST OF REQUIREMENTS</b></p>	<p><b>WHERE TO SECURE</b></p>
<ul style="list-style-type: none"> <li>• Proof of latest OWWA membership</li> <li>• Accomplished application form</li> <li>• 2pcs. Passport size picture</li> <li>• Certified true copy of form 137 or form 138 in Grade 10 and Grade 11.</li> <li>• Certificate of enrolment/ registration form as Grade 12.</li> <li>• Original certification from the school principal that the applicant obtained of General Weighted Average of at least 80% or higher and that he/she belongs to the upper 20% of the Grade11.</li> <li>• PSA birth certificate of applicant</li> <li>• PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling.</li> <li>• Original Medical Certificate</li> <li>• Original Certificate good moral character from the school</li> <li>• Applicants Certification</li> <li>• Parents Certification on application for Immigration/ Dual citizenship of applicant.</li> </ul>	<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>Hospital  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 Desk 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 Ms. Anne Legazpi
	1.2. PESO – OFW HD 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 Ms. Anne Legazpi
	1.3. PESO – OFW HD 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 Ms. Anne Legazpi <i>PESO-OFW Help Desk Staff</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	

## 5. SKILLS FOR EMPLOYMENT SCHOLARSHIP PROGRAM (SESP)

-Financial Assistance, not to exceed Php 14,500.00 pesos

-COURSE/SCHOOL: May be allowed to enroll up to two year technical/vocational programs/ courses registered with TESDA/ DOST/ MTC and/or other institution.

<b>Office or Division:</b>	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G Government to Government G2C Government to Citizen
<b>Who may avail:</b>	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. At least Elementary Graduate 2. Filipino Citizen



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>Accomplished application form</li> <li>2x2 pictures (2 copies)</li> <li>Form 137/ high school report card/ transcript of record</li> <li>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.</li> <li>Proof of OWWA membership</li> <li>Certificate of no marriage for child of OFW 18 years old and below.</li> </ul> <p><b>Other SESP Requirements</b></p> <ul style="list-style-type: none"> <li>Copy of TESDA certificate program registration</li> <li>Copy of BIR certificate of registration</li> </ul>			<p>OFW – OFW HD Staff</p> <p>Beneficiary of OFW</p> <p>School, College, University of OFW Beneficiary</p> <p>OFW Beneficiary of OFW PSA</p> <p>OFW – OFW HD Staff</p> <p>PSA</p> <p>TESDA</p> <p>BIR</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/her documents to PESO – OFW Help Desk 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 Ms. Anne Legazpi
	1.2. PESO – OFW HD Staff checks the membership of the OFW in the OWWA database	None	3 minutes	Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi <i>PESO-OFW Help Desk Staff</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 Ms. Anne Legazpi <i>PESO-OFW Help Desk Staff</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	

**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**

#### **Internal and External Services**

Various Concerns

#### **Page Number**

33.2 – 33.3



# **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. Various Concerns

Takes part on different complaints, queries and requests.

<b>Office or Division:</b>		Political Affairs Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Different Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Letter of Complaints</li> <li>Other requirements that will be needed</li> </ul>		From different Individuals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.1. Client may directly come to NAC Bldg. 2<sup>nd</sup> Floor Political Affairs Office regarding their queries, complaints and other barangay concerns.</p> <p>1.2. When physical communication is not necessarily needed, it is advised to contact Political Affairs staffs thru phone calls.</p>	1. Attends to queries, complaints, activities & other barangay concerns.	None	15 minutes to 1 day	<p>Devijane M. Miranda</p> <p>Arnel A. Reyes</p> <p><i>Political Staff</i></p>
2.1. Submit letter regarding his concern	2.1. Upon receiving the letters/ reports, initial evaluation will be done.	None	15 minutes to 1 day	<p>Devijane M. Miranda</p> <p>Arnel A. Reyes</p> <p><i>Political Staff</i></p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.2. Receive answer or action regarding his concern.	2.2. Review and follow up.	None	15 minutes to 1 day	Devijane M. Miranda <i>Political Staff</i>
	2.3. Encodes action taken and file	None	15 minutes to 1 day	Arnel A. Reyes  Devijane M. Miranda <i>Political Staff</i>
	<b>Total</b>	<b>None</b>	<b>1 day</b>	





## LIST OF SERVICES

### **City Population Office**

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<b>External Services</b>	
Pre Marriage Orientation and Counseling (PMOC)	34.3 – 34.5
Responsible Parenthood and Family Planning (RPFP)	34.6 – 34.8
Adolescent Health and Development (AHD)	34.9 – 34.11



# **CITY POPULATION OFFICE**

## **(External Services)**

**The City Population Office is committed to ensuring continuing high quality professional development Programs on Population, such as Responsible Parenthood and Family Planning (RPFP), Adolescent Health and Development (AHD) and Population and Development Integration (POPDEV) which enhance the competence and strengthen the capabilities of local government unit and its partners as we move together towards healthy, empowered, and well-planned Filipino families and communities.**

### **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**

We are the lead organization in population management for well-planned and empowered Filipino families and communities.

### **Mission**

We commit, in collaboration with partners, to create an enabling environment to:

- Empower couples and individuals to achieve their desired number, timing, and spacing of children in the context of informed choice and responsible parenthood;
- Enable adolescents to realize their full potential and total wellbeing;
- Mainstream population factors in sustainable development initiatives



## **CITY POPULATION OFFICE**

### **THRUST**



**The Philippine Population Management Program (PPMP) is being implemented through its main program components:**

#### **1. Responsible Parenthood and Family Planning (RPFP)**

- 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/USAPAN Serye
- Attaining and Sustaining Zero Unmet Need for Modern FP
- Pre Marriage Orientation and Counseling (PMOC)
- Mr. GAD - KATROPA

#### **2. Adolescent Health and Development (AHD)**

- 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)
- Youth-for-Youth Teen Trail (U4U)
- Adolescent Health and Development Film Dissemination
- Festival of Talents among Adolescence
- Jr. GAD-KATROPA

#### **3. Population and Development (POPDEV) Integration**

- Establishment of Registry of Barangay Inhabitants (RBIM)
- POPDEV Mentoring/Coaching
- Special Population Group Gift Giving



## 1. PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC):

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.

<b>Office or Division</b>		City Population Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		Would-be-couples applying for marriage license		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	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>  Angelica Lambating <i>Administrative Aide IV</i>



<p>2. Undergo Pre-Marriage Orientation &amp; Counseling on the schedule date specified on their follow up slip</p>	<p>2.1 Conduct and facilitate Pre-Marriage Orientation</p>	<p>None</p>	<p>4 hours</p>	<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>Sylvia D. Maglalang <i>Nurse I</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p> <p>Angelica M. Lambating <i>Administrative Aide IV</i></p> <p>Pastor Phil Depatillo <i>BCTO</i></p> <p>Pastor Cesar Roxas <i>BCTO</i></p>
	<p>2.2 Conduct Pre-Marriage Counseling on schedule date and time.</p>	<p>None</p>	<p>3 hours</p>	<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);	None	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)	None	5 mins / certificate	CSWDO
	3.3 Sign Certificate of Compliance	None	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</i>
	3.4 Issue Certificate of Compliance for Woul-be-couples attended	None	5 mins	Freddie R. Malayao <i>Administrative Officer III</i>  Harold D. Medina <i>Administrative Aide IV</i>  Leonardo B. Jaylo <i>Administrative Aide III</i>
4. Applicants will proceed to LCR Office to submit their PMOC Certificate of Compliance	4.1 Released Marriage License (for complete requirements and after 10 days publication)	None		Civil Registrar Office
<b>TOTAL:</b>		<b>Php50.00</b>	<b>7 hours and 30 minutes</b>	



## 2. RESPONSIBLE PARENTHOOD AND FAMILY PLANNING (RPFP)

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 (RPFP). RPFP enables and empowers couples to make family planning decisions to have well-managed families, and ensure their personal and family needs are met.

<b>Office or Division</b>	City Population Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Couples of child bearing age who wants to practice birth spacing through Family Planning			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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) 4. Provide Number of Participants (10-20)			Requesting Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>  Clari Belle S. Medrano <i>Population Program Worker II</i>  Wilson S. Mallari <i>Administrative Aide IV</i>  Angelica M. Lambating <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>Harold D. Medina <i>Administrative Aide IV</i></p> <p>Leonardo B. Jaylo <i>Administrative Aide III</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>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p> <p>Angelica M. Lambating <i>Administrative Aide IV</i></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>Freddie R. Malayao <i>Administrative Officer III</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p> <p>Angelica M. Lambating <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>  Clari Belle S. Medrano <i>Population Program Worker II</i>  Wilson S. Mallari <i>Administrative Aide IV</i>  Angelica M. Lambating <i>Administrative Aide IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 3 hours and 5 minutes</b>	

***Time of training/workshop for the program can be extended depending on the modules needed by the participants***



### 3. ADOLESCENT HEALTH AND DEVELOPMENT (AHD)

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.

<b>Office or Division</b>		City Population Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C - Government to Citizen		
		G2G - Government to Government		
<b>Who may avail</b>		Youth between the ages 10-24 years old		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Venue (will fit in 50-100 participants)			Identified Schools / Principals	
2. Provide identified number of participants (50-100)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.			



<p>2. Approved/Conformance of school Superintendent/Principal</p>	<p>2. Coordinate with the Heads of the identified schools (Public and Private)</p>	<p>None</p>	<p>1 day</p>	<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>Freddie R. Malayao <i>Administrative Officer III</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p> <p>Angelica M. Lambating <i>Administrative Aide IV</i></p>
<p>3. Approve letter request from the Barangay Captains/SK Chairman, Partner Agencies; other sectors of the community</p>	<p>3. Coordinate with the Barangay Captains/SK Chairman, Partner Agencies; other sectors of the community</p>	<p>None</p>	<p>1 day</p>	<p>Rowena R. Santiago <i>Population Program Officer II</i></p> <p>Freddie R. Malayao <i>Administrative Officer III</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Angelica M. Lambating <i>Administrative Aide IV</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p>
<p>4. Gather the youths in the assigned venue and register (fill up information and attendance sheet)</p>	<p>4. Assist in the registration of attendees</p>	<p>None</p>	<p>30 mins</p>	<p>Freddie R. Malayao <i>Administrative Officer III</i></p> <p>Clari Belle S. Medrano <i>Population Program Worker II</i></p> <p>Angelica M. Lambating <i>Administrative Aide IV</i></p> <p>Wilson S. Mallari <i>Administrative Aide IV</i></p>



5. Undergo training/workshop on the AHD Program	5. Conduct and facilitate the lecture	None	2 hours	Emilie D. De Castro <i>City Gov't Dept. Head I</i>  Rowena R. Santiago <i>Population Program Officer II</i>  Clari Belle S. Medrano <i>Population Program Worker II</i>  Angelica M. Lambating <i>Administrative Aide IV</i>  Wilson S. Mallari <i>Administrative Aide IV</i>
6. Receive Certificate of Attendance/Participation	4. Assist in the registration of attendees	None	30 mins	Freddie R. Malayao <i>Administrative Officer III</i>  Harold D. Medina <i>Administrative Aide IV</i>  Leonardo B. Jaylo <i>Administrative Aide III</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hours, 30 minutes</b>	

***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

Application for PWD ID

#### Page Number

35.2 – 35.3



# **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.

<b>Office or Division:</b>		Persons With Disability Affairs Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Citizens in the City of Bacoor		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application Form			PDAO Office	
Clinical Abstract/Medical Abstract specify the TYPE OF DISABILITY as per DOH-NCDA AO2013-0005-B			Attending Physician (Specialist)	
Barangay Clearance			Designated Barangay	
2pcs 1x1 ID Picture 1pc 2x2 ID Picture			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire regarding PWD ID Application	1. Advise PWD or his/her caregiver to bring the requirements	None	5 minutes	Noemi Tediong Melody Tubice <i>PDAO Staff</i>
2. Secure and fill up application form	2. Assist PWD or his/her caregiver in filling out form (when needed)	None	10 minutes	Noemi Tediong <i>PDAO Staff</i>
3. Submit application form with requirements	3.1 Review submitted requirements (completely filled out form)	None	5 minutes	Noemi Tediong Melody Tubice <i>PDAO Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.2. Check if membership is new or renewal	None	5 minutes	Melody Tubice <i>PDAO Staff</i>
	3.3. Encode required data at the ID card	None	10 minutes	Noemi Tediong <i>PDAO Staff</i>
	3.4 Endorse ID to the City Social Welfare Development Office for countersign.	None	1 day	Ms. Liliane DR. Ugalde, RSW
	3.5 Transmitting ID to the Office of the Mayor	None	10 minutes	Office of the Mayor
	3.6 Approval and signatory of the City Mayor	None	1 day	Hon. Strike B. Revilla
4. Receive Issued ID and Booklet	4. Record and Release PWD ID and Booklet	None	15 minutes	Gina Abuan <i>PDAO Staff</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 1 hour</b>	





## LIST OF SERVICES

### **Office of the Sangguniang Panlungsod**

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# 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 flora 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;
- e) 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;



- f) 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;
- g) 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;
- h) 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.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Filled-up request form</li> <li>• Letter of requesting client or agency.</li> <li>• Other supporting documents, if necessary.</li> </ul>			Sangguniang Panlungsod of Bacoor From client/agency's documents	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client's 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	Sherrilyn Cardenas Maricris Leynes  <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2. Reception Staff forwards the request to the SP Secretariat	None	1 minute	Mylynn Ambat Raymond Felizardo  <i>Sangguniang Panlungsod Staff on duty during the day.</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 Raquel Alagar Maricris Leynes Sherrilyn Cardenas Lyn Ainza Cristina Malawig <i>Sangguniang Panlungsod Staff</i>
	1.4. Payment of fees for documents if necessary	PhP 110.00	5 minutes/ 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 Ma. Marissa Ignacio Maricris Leynes Cristina Malawig <i>Sangguniang Panlungsod Staff</i>  Atty. Khalid A. Atega Jr. <i>SP Secretary</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 Lyn Ainza Rachel Alagar <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>PhP 110.00</b>	<b>16 minutes</b>	



## 2. ISSUANCE OF CERTIFICATIONS AND RECORDS

Securing copies of records such as Notice of Approval, Certifications, and others for various purposes.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Filled-up request form</li> <li>Letter of requesting client or agency.</li> <li>Other supporting documents, if necessary.</li> </ul>			Office of the Sangguniang Panlungsod	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client request for Certification  -Certificate of Approval  -Notice of Approval  -other types of certifications	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 Rufithar Sarreal Lyn Ainza <i>Sangguniang Panlungsod Staff</i>
	1.2. Sign Certification	None	1 minute	Ma. Cristina Malawig Alternate signatory Atty. Khalid Atega Jr. <i>SP Secretary</i>
2. Client receives signed certification	2. SP Secretariat releases the signed certification	None	1 minute	Sherrilyn Cardenas Lyn Ainza <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	



### 3. ISSUANCE OF CERTIFIED TRUE COPIES OF VARIOUS DOCUMENTS

Client requests for copies of committee reports/committee minutes.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Filled-up request form</li> <li>Letter of requesting client or agency.</li> <li>Other supporting documents, if necessary.</li> </ul>			Sangguniang Panlungsod of Bacoor	
			From client/agency's documents	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Mylynn Ambat Miriam Bañas Jenita Pring <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2. Reception Staff forwards the request to the SP Secretariat	None	1 minute	Raymond Felizardo <i>Sangguniang Panlungsod Staff on duty during the day.</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3. Reviews documents from Records Section and Sanggunian Information Systems Records and proof read the documents	None	2-4 minutes	Wally Gonzales Ma. Cristina Malawig Maricris Leynes Raquel Alagar Jenita Pring <i>Sangguniang Panlungsod Staff</i>
	1.4. Payment of fees for documents if necessary	PhP 110.00	5 minutes/ 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	2-3 minutes	Rachel Alagar Marissa Ignacio Cristina Malawig <i>Sangguniang Panlungsod Staff</i>  Atty. Khalid Atega Jr. <i>SP Secretary</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 Lyn Ainza Rachel Alagar <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>PhP 110.00</b>	<b>15 minutes</b>	



#### 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.

<b>Office or Division:</b>		Office of the Sangguniang Panlungsod		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C Government to Citizen G2G Government to Government		
<b>Who may avail:</b>		Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of requesting client or agency.</li> <li>Other supporting documents, if necessary for inclusion in the agenda or next order of business</li> </ul>			Sangguniang Panlungsod of Bacoor  From client/agency's documents	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for 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	Marissa Ignacio Maricris Leynes Lyn Ainza Cristina Malawig <i>Sangguniang Panlungsod Staff on duty during the day.</i>
	1.2. Secretariat prepare and scan attachments	None	5 to 8 minutes	Maricris Leynes Lyn Ainza Ariel Montevirgen Wally Gonzales <i>Sangguniang Panlungsod Staff</i>
	1.3. The SP Secretariat drafts agenda to include the documents supporting the request	None	40 minutes	Cristina Malawig, Marissa Ignacio <i>Sangguniang Panlungsod Staff</i>  Atty. Khalid Atega, Jr. <i>SP Secretary</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4. Review and proof read the correctness of the prepared agenda	None	5 minutes	Atty. Khalid A. Atega Jr. <i>SP Secretary</i> Cristina Malawig <i>Sangguniang Panlungsod Staff</i>
	1.5. Approval of Agenda	None	5 minutes	Hon. Rowena Bautista-Mendiola <i>City Vice-Mayor</i> Atty. Khalid A. Atega Jr. <i>SP Secretary</i>
	1.6. Printing of Agenda	None	3 to 5 minutes	Maricris Leynes Marissa Ignacio Lyn Ainza <i>Sangguniang Panlungsod Staff</i>
	1.7. Signing of Agenda.	None	1 minute	Hon. Rowena Bautista-Mendiola <i>City Vice-Mayor</i>
	1.8 Conversion of agenda to PDF File	None	10 minutes	Maricris Leynes Wally Gonzales Lyn Ainza <i>Sangguniang Panlungsod Staff</i>
2. Uploading of files	2.1 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 Wally Gonzales Lyn Ainza <i>Sangguniang Panlungsod Staff</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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 Signature of Councilors will appear with their authorization.
	3.6. Resolution will be sent to the Office of the City Mayor for signing but will still need the counter signature of the Executive Assistant of the City Mayor.	None	2 to 3 days	Atty. Paul Sangalang <i>Office of the Mayor</i>  Hon. Strike B. Revilla <i>City Mayor</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	Rufithar Sarreal Lyn Ainza <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>None</b>	<b>11 days, 3 hours and 50 minutes</b>	



**5. ASSIST INDIVIDUALS WITH THEIR INQUIRIES, REQUESTS ADDRESSED TO THE OFFICE OF THE SANGGUNIANG PANLUNGSOD.**

Client requests for action on their inquiries, requests and complaints.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Letter of requesting client or agency.</li> <li>Other supporting documents, if necessary for inclusion in the agenda or next order of business</li> </ul>	
<b>WHERE TO SECURE</b>	
Sangguniang Panlungsod of Bacoor From client/agency's documents	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Complaints 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 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 Lyn Ainza Rachel Alagar <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of requesting client or agency.</li> <li>Other supporting documents, if necessary for inclusion in the agenda or next order of business</li> </ul>			Sangguniang Panlungsod of Bacoor From client/agency's documents	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Sherrilyn Cardenas Mylynn Ambat Lyn 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 Lyn Ainza Rachel Alagar <i>Sangguniang Panlungsod Staff</i>
	<b>Total</b>	<b>None</b>	<b>within the day</b>	



## 7. ACCESS TO WEBSITE FOR SENDING OF FEEDBACKS AND COMPLAINTS VIA ONLINE

Respond to feedbacks and complaints via online through SP Website.

[www.bacoorcitysp.com](http://www.bacoorcitysp.com)

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Visit SP Website through <a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a></li> </ul>			<a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client visits website for feedbacks and filing of complaints.	1. Every day, all feedbacks posted at the SP website are reviewed.	None	2 to 3 minutes	Wally Gonzales <i>Sanguniang Panlungsod Staff</i>  Atty. Khalid Atega Jr <i>SP Secretary</i>
2. Clients may post feedbacks on the official SP website ( <a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a> ) by clicking the "MAY REKLAMO?" portal and filling up the digital complaints form found therein.	2.1. 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.	None	3 to 5 minutes	Wally Gonzales Cristina Malawig <i>Sanguniang Panlungsod Staff</i>  Atty. Khalid Atega Jr <i>SP Secretary</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2. Complaints against elected barangay officials, SP/OVM personnel, or city government personnel are referred to the SP for appropriate action.</p> <p>2.3. Questions are answered within the same working day as they were filed, if possible.</p>	<p>None</p> <p>None</p>	<p>within the day</p> <p>within the day</p>	<p>Wally Gonzales Cristina Malawig <i>Sanguniang Panlungsod Staff</i></p> <p>Atty. Khalid Atega Jr <i>SP Secretary</i></p> <p>Wally Gonzales Cristina Malawig <i>Sanguniang Panlungsod Staff</i></p> <p>Atty. Khalid Atega Jr <i>SP Secretary</i></p>
	<b>Total</b>	<b>None</b>	<b>within the day</b>	





## 8. ACCESS TO WEBSITE FOR RECORDS VIA ONLINE

Securing copies of records and other pertinent details for various purposes.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Visit SP website (www.bacoorcitersp.com)</li> </ul>			<a href="http://www.bacoorcitersp.com">www.bacoorcitersp.com</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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          within the day	Wally Gonzales <i>Sangguniang Panlungsod Staff</i>  Atty. Khalid Atega Jr. <i>SP Secretary</i>     Wally Gonzales <i>Sangguniang Panlungsod Staff</i>  Atty. Khalid Atega Jr. <i>SP Secretary</i>
	<b>Total</b>	<b>None</b>	<b>within the day</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<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 (<a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a>) by clicking the “MAY REKLAMO?” portal and filling up the digital complaints form found therein.</p>
<b>How feedbacks are processed</b>	<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>
<b>How to file a complaint</b>	<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 (<a href="http://www.bacoorcitysp.com">www.bacoorcitysp.com</a>) by clicking the “MAY REKLAMO?” portal and filling up the digital complaints form found therein.</p>
<b>How complaints are processed</b>	<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**

<b>External Services</b>	<b>Page Number</b>
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Provision of Unity Band Services	37.3
Issuances of Trophies, Medals and Sports Equipment	37.4
Conduct of Sports Programs in Barangays	37.5
Accommodation of Sports Events	37.6 – 37.7
<b>Internal and External Services</b>	
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 and face masks (as needed) in the use of sports facilities like the Gymnasium and the Fitness Center.**



## 1. PROVISION OF CITY REFEREES SERVICES

The city government provide free referee services to the local community.

<b>Office or Division</b>		Sports Unit		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		City residents (barangays)		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Norgelyn Lor Jefferson Gomez Randall Toledo
	1.2. Scheduling of city referees assignment	None	5 minutes	Noel Sabino
	1.3 Approval of referees assignment	None	3 minutes	Sidney Solis
	<b>Total</b>	<b>None</b>	<b>1 day and 13 minutes</b>	



## 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.

<b>Office or Division</b>	Sports Unit			
<b>Classification</b>	Simple			
<b>Type of transaction</b>	Government to Citizen			
<b>Who may avail</b>	City residents (barangays)			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Norgelyn Lor Jefferson Gomez Randall Toledo
	1.2. Scheduling of Unity Band Services	None	5 minutes	Avelino Mendoza Sidney Solis
	1.3. Conduct of Unity Band Services	None	5 minutes	Avelino Mendoza
	<b>Total</b>	<b>None</b>	<b>1 day and 15 minutes</b>	



### 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.

<b>Office or Division</b>	Sports Unit			
<b>Classification</b>	Simple			
<b>Type of transaction</b>	Government to Citizen			
<b>Who may avail</b>	City residents (barangays)			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Norgelyn Lor Randall Toledo
	1.2. Issuances of items requested	None	3 minutes	Jefferson Gomez
	1.3. Approval of items requested	None	3 minutes	Sidney Solis
	<b>Total</b>	<b>None</b>	<b>1 day and 9 minutes</b>	



#### 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)			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Jefferson Gomez Randall Toledo
	1.2. Scheduling of barangays sports activities	None	5 minutes	Sidney Solis Norgelyn Lor
	1.3. Conduct of sports events	None	5 minutes	Sidney Solis
	<b>Total</b>	<b>None</b>	<b>1 day and 13 minutes</b>	





## 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.

<b>Office or Division</b>		Sports Unit		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		City residents (barangays)		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.2. Scheduling of events in STRIKE Gym	None	5 minutes	Jefferson Gomez Sidney Solis
	1.3. Issuance of payment form for rental of gym facilities	None	5 minutes	Norgelyn Lor



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>Php 5,000.00 for Sports Events, 4 hours usage, without air conditioner</p> <p>Php 10,000.00 for Sports Events, 4 hours usage with air conditioner</p> <p>Php 8,000.00 for Social Events, 4 hours without air conditioner</p> <p>Php 16,000.00 for Social Events, 4 hours with air conditioner</p>	15 minutes	City Treasurer's Office
	<b>Total</b>	<b>Php 5,000.00 to 16,000.00 depending on use or non-use of air conditioner</b>	<b>1 day and 30 minutes</b>	



## 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 and SBR Card Holder can avail of free usage, whereas Private Individuals pay Php 50.00 per day of usage.

<b>Office or Division</b>		City Sports Unit Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		City residents (barangays)		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay of Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration in 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 Card Holder Free of charge; Private Individuals pay Php 50.00 per day	1-2 hours approximately	Jonathan Cabahit
	<b>Total</b>	<b>Php 50.00 per day for Private Individual</b>	<b>2 hours and 3 minutes</b>	



## 7. CONDUCT OF SPORTS EVENTS

The STRIKE gym can be used as scheduled for various social events

<b>Office or Division</b>		City Sports Unit Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		City residents (barangays)		
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client			Client  Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved request on the use of Strike Gym	1. Receive approved request on use of Gym	None	3 minutes	Norgelyn Lor
2. Use of Strike Gym	2. Assistance on the use of Strike Gym	None	As scheduled	Sidney Solis
	<b>Total</b>	<b>None</b>	<b>As scheduled</b>	



## LIST OF SERVICES

### Office of the City Mayor – Tourism Operations

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# **OFFICE OF THE CITY MAYOR**

## **TOURISM OPERATIONS**

### **(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, the 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. It also 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. The 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.

<b>Office or Division:</b>		Office of the City Mayor - Tourism Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Interested Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service;</li> </ul> <p>Other supporting documents, if necessary.</p>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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	<b>***Depends on the nature and volume of requests received</b>	Gabriel Mark B. Martinez <i>Tourism Operations Officer I</i> Melvin A. Miranda <i>Tourism Staff</i>
	<b>Total:</b>	<b>None</b>	<b>***Approximately 45 minutes</b>	



## 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.

<b>Office or Division:</b>		Office of the City Mayor - Tourism Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Interested Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service; Other supporting documents, if necessary.</li> </ul>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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	*** <b>Depends on the number of places to be visited</b>	Karen Joy F. Torres <i>Administrative Assistant II</i> Carlito E. Ungos Jr. Reden C. Tumala <i>Tourism Staff</i>
	<b>Total:</b>	<b>None</b>	*** <b>Approximately 1.5 hours</b>	

\*\*\* Due to the ongoing global health crisis brought by COVID-19, this service shall 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.

<b>Office or Division:</b>		Office of the City Mayor - Tourism Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Interested Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Written request addressed to the City Mayor specifying the intent to acquire service;</li> <li>• Proof of Payment / Official Receipt (for Bacoor Eco-Park only) Other supporting documents, if necessary.</li> </ul>			Client  Bacoor Eco-Park Admin Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request	1. Receive letter; conduct short interview regarding the request	None	10 minutes	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Wait for the approval of request	2. Utilize local park and cultural properties	Varies (please see below)	<b>***Depends on the request</b>	Cyrus B. Acosta <i>Park Attendant II</i> Ma. Lourdes Alfiler Mark Joseph G. Jalandoni Ivy June Montilla Ma. Teresa R. Nartea Ronald B. Ocampo Lordan E. Pagnanawon Jesus I. Trinidad Jr. <i>Tourism Staff</i>
	<b>Total:</b>	<b>Please see list of fees below</b>	<b>***Approximately 45 minutes</b>	

\*\*\* Due to the ongoing global health crisis brought by COVID-19, this service shall 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

<b>Stalls</b>	Monthly rental	P 2,000.00
	Monthly water supply	P 1,000.00
	Monthly power supply	P 23.00 per kwh
<b>Basketball Court</b>	Hourly rental without electricity	P 100.00
	Hourly rental with electricity	P 200.00
<b>Gazebo</b>	Rental for four hours	P 3,500.00
	Excess of every hour	P 250.00



#### 4. IMPLEMENTATION OF SPECIAL PROGRAM FOR THE ARTS \*\*\*

The 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.

<b>Office or Division:</b>		Office of the City Mayor - Tourism Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Interested Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service;</li> </ul> <p>Other supporting documents, if necessary.</p>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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 Bernard Dominic A. Martin Lamberto M. Galvez <i>Tourism Staff</i>
	<b>Total:</b>	<b>None</b>	<b>20 minutes</b>	

\*\*\* Due to the ongoing global health crisis brought by COVID-19, this service has been temporarily put on hold.



## 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.

<b>Office or Division:</b>		Office of the City Mayor - Tourism Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Interested Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service;</li> </ul> <p>Other supporting documents, if necessary.</p>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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	Ronaldo J. Angeles Jesben P. Lansangan Susan G. Reyes Carlos C. Tamayo <i>Tourism Staff</i>
	<b>Total:</b>	<b>None</b>	<b>10 minutes</b>	



## 6. ASSISTANCE ON DEPARTMENT OF TOURISM ACCREDITATION

DOT Accreditation is a Certification issued by the Department of Tourism (DOT) to a tourism enterprise that officially recognizes it 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.

<b>Office or Division:</b>	Office of the City Mayor - Tourism Operations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	Interested Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service;</li> </ul> <p>Other supporting documents, if necessary.</p>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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>
	<b>Total:</b>	<b>None</b>	<b>20 minutes</b>	



## 7. MANAGEMENT OF SPECIAL EVENTS AND ACTIVITIES

Special events and activities include those opportunities for leisure, social, or cultural experience outside the normal range of tourism destinations and attractions found in the city.

<b>Office or Division:</b>	Office of the City Mayor - Tourism Operations			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	Interested Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Written request addressed to the City Mayor specifying the intent to acquire service;</li> </ul> <p>Other supporting documents, if necessary.</p>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request	1. Receive letter	None	5 minutes	Susan G. Reyes <i>Clerk</i>
2. Wait for the approval of request	2.1 Analyze the physical and financial components of the activity	None	1 day	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
	2.2 Conduct interview regarding the request	None	1 hour	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 Present the program design to the City Mayor	None	1 hour	Edwin B. Guinto <i>Supervising Tourism Operations Officer</i>
3. Organize special event/activity with the tourism office	3.1 Seek assistance from other local offices with regard to the provision of needed components in mounting the activity	None	2 days	Gabriel Mark B. Martinez <i>Tourism Operations Officer I</i> Surelan Jay Coquilla <i>Clerk</i>
	3.2 Look for possible private and public sector sponsorships	None	5 days	Karen Joy F. Torres <i>Administrative Assistant II</i> Virgie Ramos <i>Clerk</i>
	3.3 Create digital and physical promotional materials	None	1 day	Melvin A. Miranda <i>Clerk</i> Edward Ely M. Ignacio <i>Messenger</i>
4. Facilitate event/activity	4.1 Co-manage activity with the other party	None	<b>***Depends on the request</b>	Cyrus B. Acosta <i>Park Attendant II</i> Ronaldo J. Angeles Robert V. Ferma Jesben P. Lansangan Ronald B. Ocampo <i>Tourism Staff</i>
	<b>Total:</b>	<b>None</b>	<b>***15 - 20 days</b>	



## LIST OF SERVICES

### Office of the City Treasurer

<b>External Services</b>	<b>Page Number</b>
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
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Issuance of Accountable Form 51 and Form 16	39.12
<b>Internal Services</b>	
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.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declarations		Office of the City Assessor		
2. Latest Official Receipts		Last payment made by the tax payers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Walk-in taxpayers may request for Statement of Account (SOA)	1.1. Print Statement of Account (SOA)	None	2 minutes	Normalyn T. Li,m
1.2. Taxpayers may also create and register user account at <a href="http://boss.bacoor.gov.ph">boss.bacoor.gov.ph</a>	1.2. CTO staff receives and reviews the Tax Declaration/ latest Official Receipt			Alexander Alexis F.Cabias Rachel Alba Rachel Ann Rodriguez Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Agnes Jaminal Emily Solidum` Jeriz Angela Macalatan Rona Grace G. Torrijos Patricia Mae Antenor Aichiel Angelica Medina Maria Abigail Sarzaba James Christopher Castro
1.3. Enroll the property to be paid.				
1.4. Print online appointment/ schedule of payment				



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Normalyn T. Lim Alexander Alexis F. Cabias Rachel Alba Rachel Ann Rodriguez Agnes Jaminial Emily Solidum Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Jeriz Angela Macalatan 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	<b>Fair Market Value (FMV) x Assessed Level (AL)= Assessed Value (AV) x 2% (1% Basic + 1% SEF) = RPT</b>  <b>SHT=0.5% of AV (for more than 50,000 AV on Land)</b>  <b>EPSF per year – P360.00</b>  <b>Penalty – 2% per month; maximum of 72%</b>	6 to 8 minutes	Normalyn T. Lim Alexander Alexis F.Cabias Rachel Alba Rachel Ann Rodriguez Agnes Jaminial Emily Solidum Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Jeriz Angela Macalatan Rona Grace G. Torrijos Patricia Mae Antenor
	<b>Total</b>	<b>Depends on the computed SOA</b>	<b>15 minutes</b>	



## 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.

<b>Office or Division:</b>		Office of the City Treasurer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		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	1.1. 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	Lawrence San Jose Ailyn F. Inocentes Luz M. Tortona Mikee Rose De Leon Ruel M. Pilapil Dennis Ordoñez Bernalynne G. Limon
1.2. Taxpayers may also create and register user account at <a href="http://boss.bacoor.gov.ph">boss.bacoor.gov.ph</a>	1.2. Evaluate, Assess and Approves Online Application of Business Permit for Renewal			Herald Gamatan Cheryl Figueras Sander Cabal Realyn De Castro Earl Harem Garcia
1.3. Enroll the business establishment subject for approval CTO for Renewal	1.3. Issues Order of Payment/ Assessment Form based on the attachment submitted by the taxpayer		5 minutes	Rona Grace G. Torrijos Maria Abigail Sarzaba James Christopher Castro



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.4. Generates Statement of Account for payment</p> <p>2. Gives the corresponding amount as payment</p>	<p>2. Receives the corresponding amount and issues Official Receipt</p>		<p>2 minutes</p> <p>3 minutes</p>	<p>Lawrence San Jose Ailyn F. Inocentes Luz M. Tortona Mikee Rose De Leon Ruel M. Pilapil Dennis Ordoñez Bernalynne G. Limon Herald Gamatan Cheryl Figueras Sander Cabal Realyn De Castro Earl Harem Garcia</p> <p>Rona Grace G. Torrijos Maria Abigail Sarzaba James Christopher Castro</p>
	<b>Total</b>	<b>Depends on the Assessment</b>	<b>15 minutes</b>	



### 3. COMMUNITY TAX CERTIFICATE (CTC)

Cities or municipalities may levy a community tax in lieu of the former residence tax.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client's personal information: Name Address Birthdate and Birthplace Gender Nationality Gross Annual Income		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	Allen Balquin Nora Dela Cruz
2. Gives the corresponding amount as payment	2. Receives payment and issues the Community Tax Certificate	<b>Individual Income ÷ 1000+ P10.00 (Basic)</b>  <b>Penalty- 6% for the month of March and additional 2% per month thereafter.</b>	1 minute	Allen Balquin Nora Dela Cruz
	<b>Total</b>	<b>Depends on the computed value</b>	<b>3 minutes</b>	



#### 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.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documents for assessment and verification.	1.1. 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives corresponding amount as payment	2. Receives payment and issues Transfer Tax Receipt	<b>Please refer to amount and computations below:</b>	2 minutes	Rosandy E. De Leon  Dominic Ramil H. Carolino  Romil Grava
<p><b>Tax Base=Zonal Value/Market Value/Selling Price (whichever is higher)</b></p> <p><b>0.005 (½ of 1%) = Tax Base</b></p> <p><b>Mode of Transfer - 60 days upon notary date of the Deed of Sale and/ or from the Date of Death (for Extrajudicial)</b></p> <p><b>Penalty- 25% + 2% additional surcharge after 60 days; maximum of 72%</b></p> <p><b>Situs Tax- 70% of the Selling Price</b></p> <p><b>Processing Fee - P100.00</b></p> <p><b>Certification Fee - P150.00</b></p>				
<b>Total Fees</b>	<b>Depends on the computation above</b>	<b>Total Processing Time</b>	<b>6 minutes</b>	





## 5. MISCELLANEOUS PAYMENT

Payment of other local taxes, fees and other regulatory fees payable to the City Government of Bacoor.

<b>Office or Division:</b>		Office of the City Treasurer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Taxpayers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment from various offices		Various offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	CristyB. Garcia Leonilo A. Fabian Emilia T. Tonding John Patrick B. Toledo Jean Rose Padela Garry Louie Giron
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
	<b>Total</b>	<b>Depends on the amount of fees</b>	<b>3 minutes</b>	



## 6. TAX CLEARANCE

Tax Clearance is being issued to certify that a property is already paid.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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 will 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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all required documents	1.1. Assess and verify all 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	<b>Security Seal – P55.00</b>  <b>Verification Fee – P22.00</b>  <b>Tax Clearance – P55.00</b>	2 minutes	Roselyn A. Nervida  Remia E. Adadzeh  Ma. Florentina D. Cargullo
	<b>Total</b>	<b>Php 132.00</b>	<b>12 minutes</b>	



## 7. ISSUANCE OF CHECKS

Check is being issued as payment to different Contractors / Suppliers, Bills, Transfer of Funds.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Various Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Voucher		City Accounting Office		
2. Official Receipt		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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/s to 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
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	



## 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.

<b>Office or Division:</b>		Office of the City Treasurer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G Government to Government		
<b>Who may avail:</b>		Barangay Captains and Treasurers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Fidelity Bond		Bureau of Treasury		
2. Identification Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present copy of Fidelity Bond	1.1. Receives and verifies bond 1.2. Check balance of the last issued Accountable Forms 1.3. Issue Requisition Issuance Slip (RIS)	None	2 minutes  1 minute  2 minutes	Florian M. Roxas  Cristina Pajotagana
2. Gives the corresponding amount as payment	2.1. Client signs the CTO record book as proof of issuance 2.2. Receives payment and issues Accountable Forms 2.3. Provide client a copy of RIS	<b>Accountable Form-051 (AF-51)</b> - P130.00/book -let + 1% Handling Fee  <b>Accountable Form-016 (AF-16)</b> - P65.50 + 1% Handling Fee	1 minute	Florian M. Roxas  Cristina Pajotagana
	<b>Total</b>	<b>Depends on the stated computation above</b>	<b>6 minutes</b>	



## 9. DISBURSEMENT OF SALARIES AND ALLOWANCES

Disbursements covered by Disbursement Vouchers and/or Payrolls are usually paid either by check or in cash.

<b>Office or Division:</b>	Office of the City Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Job Order Employees, PNP, BFP and BJMP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card		Human Resources Development and Management Department / Management Information System		
2. Daily Time Record		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.2. Encashment of Check to authorized bank	None	1 hour	Erwin J. Dela Cruz Nora T. Dela Cruz
	1.3. Sorting of Salaries	None	5 hours	Erwin J. Dela Cruz Nora T. Dela Cruz
	1.4. Release of Salaries	None	1 minute per employee	Erwin J. Dela Cruz Nora T. Dela Cruz
	<b>Total</b>	<b>None</b>	<b>1 day</b>	



## LIST OF SERVICES

### City Veterinary Services Office

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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
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Sterilization for Dogs and Cats	40.17 – 40.18
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Travel Permit for Game fowl and other Avian Species	40.24 – 40.25
Feedback and Complaints Mechanism	40.26



# **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 front liner for public health concerns that will ensure a conducive environment for Bacooreños to live in. To deliver quality veterinary services for a healthy animal population providing a safe haven for Bacooreños. 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 cats in 73 barangays of the city. We also accept walk-in clients in the Office/Clinic every Fridays from 9am- 12pm.

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Valid ID showing Bacoor address</li> <li>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.</li> <li>The dog/cat should be in good physical condition.</li> </ul>			National Government Agencies like SSS, LTO, PRC, etc.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client brings their dog/cat to barangay vaccination site. Clients should wear face mask.	1.1. Record client and pet information	None	10 minutes	Rosario de Gula/ Norman del Rosario Lorinel Chung
	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
	<b>Total:</b>	<b>None</b>	<b>Approximately 1 hour</b>	





## 2. REGISTRATION OF DOGS

Pet owners must register their dogs at the office.

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Valid ID showing Bacoor address</li> <li>Dog/cat should be 3 months old and above.</li> <li>4R picture of owner with dog/cat.</li> </ul>			National Government Agencies like SSS, LTO, PRC, etc.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Walk-in clients come to office with their dog. Clients should wear face mask.	1. Receive client and dog.	P 20.00 per dog	2 minutes	Rosario de Gula/ Lorinel Chung
1.2. Fill up Registration Form	1.2. Receive filled-up Registration Form and 4R picture.	None	2 minutes	Rosario de Gula/ Lorinel Chung
2. Submit Registration Form with 4R picture	2. Receive filled-up Registration Form and 4R picture	None	2 minutes	Rosario de Gula/ Lorinel Chung
3. Pay Registration Fee	3.1. Issue Payment Form  3.2. Issue Acknowledgment Receipt	P 20.00 per dog	2 minutes	Rosario de Gula



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>Total:</b>	<b>P 20.00 per pet</b>	<b>Approximately 1 hour</b>	



### 3. REGISTRATION OF LIVESTOCK

Livestock owners must register their farm animals at the office.

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> <li>• 2x2 picture of livestock owner</li> </ul>			- Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure livestock registration form	1. Attends to client and give registration form	None	3 minutes	Rosario de Gula/ Lorinel Chung
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/ Lorinel Chung
3. Pay registration fee	3.1. Issue payment form	P 70.00 per 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
	<b>Total:</b>	<b>P 70.00 per head</b>	<b>15 minutes</b>	



#### 4. REDEEMING IMPOUNDED DOG / CAT

Pet owners may redeem their impounded dog/cat.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> </ul>			- Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Lorinel Chung
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/ Lorinel Chung
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
4. Pay corresponding fees:  a. Impounding fee  b. Registration fee  c. Sterilization fee         d. Owner's penalty	4. Issue payment forms  a. Impounding fee  b. Registration fee  c. Sterilization fee: castration/spay	<b>Impounding Fee</b> P200.00/day  <b>Registration Fee</b> P20.00/dog  <b>Sterilization Fee</b> Castration: Dog – P1,500.00 Cat – P1,000.00  Spay: Dog – P1,000.00 Cat – P500.00  <b>Owner's penalty</b> P500.00	15 minutes          15 minutes	Rosario de Gula          Rosario de Gula
5. Present receipts to Veterinarian	5.1. Schedule surgery for spay or castration.  5.2. Mandatory surgery for spay or castration on third impounding offense.	None    List of Fees were stated above	5 minutes   Depends on the surgery	Dr. Ella Mae Gandia



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 the cooperation of animal	Dr. Ella Mae Gandia
	6.2. Issue rabies vaccination certificate		2 minutes	Rosario de Gula
	6.3. Issue registration certificate	<b>Registration certificate fee – P20.00</b>	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			
	<b>Total:</b>	<b>Fees may vary depending on the services given to client's pet</b>	<b>Approximately 1 hour (with sterilization process)</b>	



## 5. REDEEMING IMPOUNDED LIVESTOCK

Impounded livestock may be redeemed at the City Pound

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> </ul>			- Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally check the identity of livestock in the City Pound	1. Attend to client's inquiries	None	Depends on the client	Ernesto Mendoza, Jr.
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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Pay Impounding fee at Cashier's (City Treasurer's Office)	4. Receives payment	<b>Impounding Fee</b> P200.00/head /day  <b>Branding Fee</b> P50.00  <b>Registration Fee</b> P70.00  <b>Owner's penalty</b> 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/ Ernesto Mendoza, Jr.  b. Barangay/ HOA official concerned (when applicable)
	<b>Total:</b>	<b>Fees may vary depending on the services, see list of fees above</b>	<b>Approximately 1 hour and 30 minutes</b>	





## 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

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Request</li> <li>• Barangay Clearance</li> </ul>			- Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>Poundage Fee P200.00/head /day</b>	5 minutes	Dr. Ella Mae Gandia



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>Total:</b>	<b>Depends on the corresponding fees stated above</b>	<b>2 days and 45 minutes</b>	



## 7. ADOPTION OF IMPOUNDED DOG/CAT

Impounded dogs/cats not claimed within 3 days will be put up for adoption for 10 days

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Valid ID (Person to adopt should be of legal age. In case person is a minor, a written consent from parent/guardian is needed.)</li> </ul>			National Government Agencies like SSS, LTO, PRC, etc.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Choose dog/cat to be adopted.	1. Assist clients on their inquiries	None	Depends on the client	Rosario de Gula/ Ernesto Mendoza, Jr.
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
3.1. Pay required fees  3.2. Receive acknowledged receipt	3.1. Release official receipt	<b>Adoption Fee – P300.00</b> <b>Registration Fee – P20.00</b>	2 minutes	Dr. Ella Mae Gandia  Dr. Ella Mae Gandia



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3.3. Receive official receipt	3.2 Issue the ff. certificates:  a. Certificate of Adoption b. Certificate of Registration c. Rabies Vaccination Certificate	<b>Sterilization Fee:</b> <b>Castration:</b> <b>Dog – P1,500.00</b> <b>Cat – P1,000.00</b> <b>Spay:</b> <b>Dog – P1,000.00</b> <b>Cat – P500.00</b>	15 minutes	Dr. Ella Mae Gandia
	<b>Total:</b>	<b>List of Fees stated above</b>	<b>Approximately 40 minutes to 1 hour (with sterilization process)</b>	



## 8. DEWORMING

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Puppies: 2 weeks old and above/ adult dogs</li> <li>• Kittens: 1 month old and above/ adult cats</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, fill up and submit Deworming form	1.1. Attends to client's inquiries 1.2. Receive Deworming form	None	5 minutes	Rosario de Gula / Norman del Rosario
2. Pay Deworming fee	2.1. Issue Payment Form 2.2. Receive Payment 2.3. Issue Acknowledgement Receipt	<b>Deworming Fee: P150.00 per 10kgs Body Weight</b>	5 minutes	Dr. Ella Mae Gandia  Dr. Ella Mae Gandia  Dr. Ella Mae Gandia
3. Present dog/cat for deworming	3.1. Administer Dewormer	Fees stated above	Depends on the 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			
	<b>Total:</b>	<b>Corresponding fees stated above</b>	<b>Approximately 40 minutes</b>	



### 9. IMMUNIZATION (5-in-1 VACCINE)

The office also services vaccination against common infectious diseases in dogs namely: Parvovirus, Distemper, Parainfluenza, Hepatitis, and Leptospirosis (5in1 Vaccine).

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Puppies: 6 weeks old and above</li> <li>• Adult dogs</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	<b>Vaccination Fee: P500.00 (5in1 vaccine)</b>	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
	<b>Total:</b>	<b>P 500.00</b>	<b>Approximately 45 minutes</b>	



## 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.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• <b>CASTRATION</b> <ul style="list-style-type: none"> <li>- Dog: 6 months old</li> <li>- Cat: 6 months old</li> </ul> </li> <li>• <b>SPAYING</b> <ul style="list-style-type: none"> <li>- Dog: 6 months old</li> <li>- Cat: 6 months old</li> </ul> </li> </ul> <p>(Dogs/cats must be in good health. Older dogs and cats may be sterilized. The age listed above is the recommended age to perform surgery.)</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Sterilization Consent form	1. Attends to client's inquiries	None	2 minutes	Rosario de Gula
2. Submit filled up Sterilization Consent form	2.1. Receive Sterilization Consent form  2.2. 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	<b>Sterilization Fee:</b> <b>Castration:</b> <b>Dog – 1,500.00</b> <b>Cat – 1,000.00</b>	15 minutes	Dr. Ella Mae Gandia



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.3. Schedule date of surgery	<b>Spaying: Dog – 1,000.00 Cat – 500.00</b>		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 the surgery	Dr. Ella Mae Gandia
5. Receive Official Receipts	5. Release Official receipts	None	2 minutes	Dr. Ella Mae Gandia
	<b>Total:</b>	<b>Depends on the services given, fees are stated above</b>	<b>Approximately 1 hour and 40 minutes (includes surgery)</b>	





## 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.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Bacoor City		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Request</li> <li>• Barangay Clearance</li> </ul> (Conditions listed under Section 11 of City Ordinance No. 19)			- Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Euthanasia Consent form	1. Attends to client's inquiries	None	2 minutes	Rosario de Gula/ Lorinel Chung
2. Submit filled up Euthanasia Consent form	2.1. Receive Euthanasia consent form	None	2 minutes	Rosario de Gula/ Lorinel Chung
	2.2. Issue Payment Form			Rosario de Gula
3. Pay Euthanasia fee	3.1. Receive Payment  3.2. Issue Acknowledgement Receipt  3.3. Schedule Euthanasia procedure	<b>Euthanasia Fee: P 1,000.00</b>	15 minutes	Dr. Ella Mae Gandia



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>Total:</b>	<b>P 1,000.00</b>	<b>1 hour</b>	



## 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.

<b>Office or Division:</b>	City Veterinary Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>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</li> <li>A written consent from the City Veterinarian or City Mayor stating the same</li> </ul> <p>NOTE: Refusal to sign written agreement shall bar the burial of their pet within the City Pound Compound</p>				<p>- City Veterinarian's Office or City Mayor's Office</p>
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Burial Consent form	1. Attend to client's inquiries	None	2 minutes	Rosario de Gula/ Lorinel Chung
2. Submit filled up Burial Consent form	2.1. Receive form  2.2. Issue Payment Form	None	3 minutes	Rosario de Gula/ Lorinel Chung
3. Pay Burial fee	3.1. Receive Payment  3.2. Issue Acknowledgement Receipt	<b>Burial Fee:</b>  <b>a. small sized animals P 150.00</b>	15 minutes	Dr. Ella Mae Gandia



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Issue Burial Certificate	<b>b. medium sized animals P350.00</b>  <b>c. large sized animals P500.00</b>		
4. Bring animal to be buried on scheduled date	4. Burial of Animal	Fees stated above	1 hour	Norman del Rosario
	<b>Total:</b>	<b>Depends on the size of animal, fees are stated above</b>	<b>1 hour and 20 minutes</b>	

### 13. TRAVEL PERMITS FOR DOGS AND CATS

Pet owners who wish to travel with their pets may request for travel permits

<b>Office or Division:</b>	City Veterinary Services Office
<b>Classification:</b>	Simple / Highly Technical
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Residents of Bacoor City
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Dogs must be 4 months old and above.</li> <li>• Cats must be 4 months old and above.</li> <li>• Pets must be vaccinated against rabies.</li> <li>• Pets must be in good health.</li> </ul>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up, and submit Information sheet	1.1. Attends to client's inquiries	None	5 minutes	Rosario de Gula/ Lorinel Chung
	1.2. 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. Issuance of Rabies Vaccination Certificate	None	10 minutes	Dr. Ella Mae Gandia
	2.3. Veterinarian administers Rabies vaccine	None	Depends on the animal	Dr. Ella Mae Gandia
2.2 If Vaccination certificate is not available	<b><u>2.4. Issuance of Veterinary Health Certificate will be 14 days after vaccination</u></b>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: <a href="mailto:baiguarantineph@gmail.com">baiguarantineph@gmail.com</a> 09183963807 09154794649	3. Online Application c/o National Veterinary Quarantine Services Division	None	Depends on the duration of process (online application by the client not included)	Personnel in-charge at National Veterinary Quarantine Services Division, Bureau of Animal Industry
	<b>Total:</b>	<b>None</b>	<b>40 minutes with vaccination certificate (additional 14 days if vaccination certificate is not available)</b>	

#### 14. TRAVEL PERMIT FOR GAMEFOWLS AND OTHER AVIAN SPECIES

Gamefowl and other bird owners may be issued a Veterinary Health Certificate for New Castle Disease for travel purposes.

<b>Office or Division:</b>	City Veterinary Services Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	Residents of Bacoor City
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Newcastle Disease Vaccine</li> <li>Chicken 2 weeks of age or older</li> <li>Other Requirements as stated in D.A. Administrative Order No.5 "Guidelines on the local transport/shipment of animals, Animal Products &amp; by-products"</li> </ul>	<ul style="list-style-type: none"> <li>Selected poultry supplies stores.</li> <li>Copy is available on the internet.</li> </ul>



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  1.1 Receive Information sheet	None  None	5 minutes	Rosario de Gula/ Lorinel Chung  Rosario de Gula
2. Present bird for vaccination.	2. Veterinarian will vaccinate bird	None	Depends on the number of birds to be vaccinated	Dr. Ella Mae Gandia
3. Pick-up Vaccination Certificate after 14 days	3. Issue Vaccination Certificate after 14 days	None	5 minutes	Dr. Ella Mae Gandia Rosario De Gula Lorinel Chung
4. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: <a href="mailto:baiquarantineph@gmail.com">baiquarantineph@gmail.com</a> 09183963807 09154794649	4. Online Application c/o National Veterinary Quarantine Services Division	None	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
	<b>Total:</b>	<b>None</b>	<b>Approximately 40 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<ul style="list-style-type: none"><li>- They can message the Facebook Account: Bacoor City Veterinary Services Office</li><li>- They can also call or text 0966-827-0252</li><li>- They can also email <a href="mailto:bacoorcityvet@gmail.com">bacoorcityvet@gmail.com</a></li></ul>
<b>How feedbacks are processed</b>	Feedbacks are read and answered by the Veterinarian and addressed accordingly.
<b>How to file a complaint</b>	<ul style="list-style-type: none"><li>- They can personally visit the Office to file a complaint.</li></ul>
<b>How complaints are processed</b>	<ul style="list-style-type: none"><li>- Complaints will be investigated and resolved accordingly.</li></ul>





## LIST OF SERVICES

### Zoning and Land Development Department

<b>Internal Services</b>	<b>Page Number</b>
Land Survey of City of Bacoor Properties	41.2 – 41.4
<b>External Services</b>	
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



# **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 BACOOR PROPERTIES

Land survey of City of Bacoor properties as requested by the City Mayor and other departments concerned.

<b>Office or Division</b>		Zoning and Land Development Department		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may avail</b>		Internal Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Certified true copy of title/s</li> <li>• Approved plan/s and</li> <li>• Technical Descriptions</li> </ul>			<ul style="list-style-type: none"> <li>• Register of Deeds</li> <li>• Bureau of Lands / Land Registration Authority</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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>  Jerome D. Renomeron  Luisito P. Tiglao <i>Zoning Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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. Tiglao 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. Enrique S. Santos <i>Zoning Staff</i>
	1.6 Marking and putting of monuments	None	Approximately 1 day per survey	Ferdie S. Javier Luisito P. Tiglao 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	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>
	1.8 Issuance / Release of Survey Plan (Signed and Sealed)	None	1 minute	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>
<b>Maximum Duration of Process: Approximately 6 working days, 2 hours and 26 minutes (complete requirements)</b>				



## 2. SPECIAL SURVEY PERMIT (CHECKING AND APPROVAL)

Checking and approval of Relocation plan and certificate for the application of Building Permit.

<b>Office or Division</b>	Zoning and Land Development Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Land owner, Interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Updated relocation plan and certificate</li> <li>• Photocopy of title covering the subject lot, latest tax declaration</li> <li>• Proof of updated real property tax payments</li> <li>• Photocopy of the updated Professional Regulations Commission (PRC) and PTR License of the geodetic engineer who surveyed the said lot.</li> </ul>			<ul style="list-style-type: none"> <li>• Geodetic Engineer</li> <li>• Register of Deeds/ Assessors Office</li> <li>• City of Treasurers Office</li> <li>• Geodetic Engineer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.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> Enrique S. Santos 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 Mary Charm P. Dasco <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 per lot	7 minutes	Cashier Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco <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 Kaessa Marie Cajurao <i>Zoning Staff</i>
	<b>Total</b>	<b>₱ 100.00</b>		
<b>Maximum Duration of Process: 30 minutes (complete requirements)</b>				



### 3. ZONING INSPECTION FEE (FOR BUSINESS PERMIT)

Checking and assessment of Business Permit Form for Zoning Inspection Fee.

<b>Office or Division</b>	Zoning and Land Development Department			
<b>Classification</b>	Simple			
<b>Type of Transasction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Business owner, interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For New Business:</b> <ul style="list-style-type: none"> <li>Original and Xerox Copy of (Barangay Business Clearance</li> <li>DTI or SEC Registration Sketch of business location</li> <li>Front full view of business establishment</li> <li>Real Property Tax Payment</li> <li>Contract of Lease/Authorization letter for the use of the property with rental fees</li> <li>HOA Board Resolution Approval.</li> </ul> <b>For Renewal:</b> <ul style="list-style-type: none"> <li>Last business permit</li> <li>Basis for computing taxes, 2021 BIR Income Tax Return (1701Q or 1701A) or 2022 BIR 2550M/2550Q/2551Q or the Audited Financial Statement.</li> <li>Job vacancies in the business concerned (if any), the total number of employees of the business, and the number of employees residing in the City of Bacoor.</li> </ul>			<ul style="list-style-type: none"> <li>Barangay Hall</li> <li>DTI</li> <li>Business owner</li> <li>City Treasurers office</li> <li>Lessor</li> <li>Home Owner's Association</li> <li>Business owner</li> <li>BIR</li> <li>Business owner</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Mary Charm P. Dasco Kaessa Cajurao <i>Zoning Staff</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 Ferdie S. Javier <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>
<b>Maximum Duration of Process: 27 minutes (complete requirements)</b>				



#### 4. ZONING CLASSIFICATION / CERTIFICATE (FOR TRUCKING/GARAGE –LTFRB RENEWAL, FUNERAL HOME, CHAPEL, CREMATORIUM, GAS STATION, APARTMENT/MULTI-FAMILY DWELLING)

Issuance of Zoning Classification / Certificate.

<b>Office or Division</b>	Zoning and Land Development Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail?</b>	Lot / Business owner, interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter from the Owner of the property</li> <li>• Photocopy of Title</li> <li>• Tax Declaration</li> <li>• Updated Official Receipt of Real Property Tax</li> <li>• Payment/Tax Clearance,</li> <li>• Certificate of No Improvement (if land only)</li> <li>• Lot/Survey Plan with vicinity map</li> <li>• Barangay Clearance for Business,</li> <li>• Sketch and picture of business location</li> <li>• Deed of Sale</li> <li>• Contract of Lease</li> <li>• HOA Board Resolution Approval</li> </ul>			<ul style="list-style-type: none"> <li>• Lot Owner</li> <li>• Register of Deeds</li> <li>• Assessor's Office</li> <li>• City Treasurers Office</li> <li>• Assessor's Office</li> <li>• Geodetic Engineer</li> <li>• Barangay Hall</li> <li>• Owner</li> <li>• Owner</li> <li>• Lessor</li> <li>• Home Owners Association</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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  ₱ 55 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> Mary Charm P. Dasco <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  Kaessa Marie Cajurao  <i>Zoning Staff</i>
	<b>Total</b>	<b>P 555.00</b>		
<b>Maximum Duration Process: Approximately 1 day and 50 minutes (complete requirements)</b>				



## 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.

<b>Office or Division</b>	Zoning and Land Development Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail</b>	Lot owner, interested party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Authorization Letter (Notarized)/ID of Owner and Representative</li> <li>• Bill of Materials/Cost Estimates and Building/Structural Plan</li> <li>• Transfer Certificate of Title/Deed of Sale</li> <li>• Tax Declaration (Land and Building)</li> <li>• Picture of Location of Construction</li> <li>• HOA Board Resolution Approval</li> </ul>			<ul style="list-style-type: none"> <li>• Lot Owner</li> <li>• Architect/ Civil Engineer</li> <li>• Register of Deeds/ Lot Owner</li> <li>• Assessor's Office</li> <li>• Lot Owner</li> <li>• Home Owners Association</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4 Final Assessment / Computation of Zoning / Locational Clearance Fee	None	Approximately 30 minutes per application	Jerome D. Renomeron Mary Charm P. Dasco <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	Please refer to the Table of Fees on Page 41.14	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	2.1 Encode OR # and Printing of Locational Clearance and 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>



**Table of Fees:**

**A. Single residential structure attached or detached**

- |                                |   |
|--------------------------------|---|
| 1. ₱ 100,000 and below         | ₱ 200   |
| 2. Over ₱ 100,000 to ₱ 200,000 | ₱ 400   |
| 3. Over ₱ 200,000              | ₱ 500 + 1/10 of 1% of cost in excess of 200,000 |

**B. Apartments/Townhouse**

- |                                  |  |
|----------------------------------|--|
| ₱ 500,000 and below              | ₱ 1,000  |
| 1. Over ₱ 500,000 to ₱ 2,000,000 | ₱ 1,500  |
| 2. Over ₱ 2,000,000              | ₱ 2,500 + 1/10 of 1% of cost in excess of 2 M<br>Regardless of the number of doors |

**C. Dormitories**

- |                          |   |
|--------------------------|---|
| 1. ₱ 2 Million and below | ₱ 2,500                                       |
| 2. Over ₱ 2 Million      | ₱ 2,500 + 1/10 of 1% of cost in excess of 2 M |

**D. Institutional**

- |                      |   |
|----------------------|---|
| 1. Below ₱ 2 Million | ₱ 2,000                                       |
| 2. Over ₱ 2 Million  | ₱ 2,000 + 1/10 of 1% of cost in excess of 2 M |

**E. Commercial, Industrial & Agro-Industrial Project Cost of which:**

- |                                    |   |
|------------------------------------|---|
| 1. Below ₱ 1,000                   | ₱ 1,000                                   |
| 2. Over ₱ 100,000 to ₱ 500,000     | ₱ 1,500                                   |
| 3. Over ₱ 500,000 to ₱ 1 Million   | ₱ 2,000                                   |
| 4. Over ₱ 1 Million to ₱ 2 Million | ₱ 3,000                                   |
| 5. Over ₱ 2 Million                | ₱ 5,000 + 1/10 of 1% of cost in excess of |

**F. Special Uses/Special Projects**

(Gasoline station, cell sites, slaughter house, treatment plant, etc.)

- |                      |   |
|----------------------|---|
| 1. Below ₱ 2 Million | ₱ 5,000.00                                    |
| 2. Over ₱ 2 Million  | ₱ 5,000 + 1/10 of 1% of cost in excess of 2 M |

**Other Fees:**

- |                                     |   |
|-------------------------------------|---|
| Locational Clearance Fee:           | ₱ 50  |
| Zoning & Land Use Verification Fee: | ₱ 2,000 (for residential)                         |
| Zoning & Land Use Verification Fee: | ₱ 3,000 (for commercial & Industrial)             |
| Zoning & Land Use Verification Fee: | ₱ 1,500 (for Social, Educational & Institutional) |
| Processing Fee (for Residential):   | Total Floor Area x 1                              |
| Processing Fee (for Commercial):    | Total Floor Area x 3                              |
| Security Seal: 55 / each cert. x 2: | ₱ 110   |
| Zoning Certificate:                 | ₱ 500   |
| Special Survey permit Fee:          | ₱ 100 per lot                                     |

**Penalty on construction without Locational Clearance:**

The owner / contractor of the project being constructed without Locational Clearance shall pay ₱ 2,000.00 per day of violation on the number of days the construction has begun. The owner / contractor and the Zoning Administrator / Officer will meet to agree on time and motion with regards to the construction without Locational Clearance.

**Maximum Duration of Process: Approximately 1 day, 3 hours and 35 minutes  
(complete requirements)**



## 6. DEVELOPMENT PERMIT

Approval and Issuance of Development Permit

<b>Office or Division</b>	Zoning and Land Development Department
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	Contractor, interested party
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Project proposal w/ company/proponents profile</li> <li>• Formal letter to the City Mayor for the initial presentation of the proposed project</li> <li>• SEC (Certificate of Incorporation)</li> <li>• Notarized Secretary's Certificate</li> <li>• Notarized Deed of Absolute Sale</li> <li>• Affidavit of Non-tenancy and DAR clearance (if land is classified as agricultural)</li> <li>• Certificate Authorizing Registration (CAR)</li> <li>• BIR Form No. 2000-OT (Documentary Stamp)</li> <li>• BIR Form No. 0605 (Payment form)</li> <li>• License to Sell &amp; Certificate of Registration</li> <li>• AutoCAD/e-file of the subdivision Project</li> <li>• Certified Copy of the Transfer Certificate of Title</li> <li>• Tax Declaration of Real Property-Land &amp; Bldg.</li> <li>• Zoning Classification Certification</li> <li>• Real Property Tax Receipt</li> <li>• Tax Clearance of Real Property</li> <li>• Environmental Compliance Certificate (ECC) and/or Certificate of Non-Coverage (CNC)</li> <li>• Joint Venture Agreement / Lease Agreement</li> <li>• Notarized Neighbors consent</li> <li>• Home Owners Association Certificate</li> <li>• Barangay Clearance for construction</li> <li>• Barangay workers clearance</li> <li>• Site Development Plan, Vicinity Map and Land Use Allocation Data</li> <li>• Location Plan / Survey Plan</li> <li>• Site Topographic Map</li> <li>• Road Stationing Plan</li> <li>• Pavement Detail</li> <li>• Storm Drainage Layout Plan and Manhole</li> <li>• Water System Layout Plan</li> <li>• Water Retarding Basin</li> <li>• Road Section and Details</li> </ul>	<ul style="list-style-type: none"> <li>• Owner</li> <li>• Owner</li> <li>• SEC</li> <li>• SEC</li> <li>• Owner</li> <li>• Notary Public &amp; Dept. of Agrarian Reform-Provincial</li> <li>• Owner</li> <li>• DHSUD</li> <li>• Licensed Engineer/Architect</li> <li>• Register of Deeds</li> <li>• Assessor's Office</li> <li>• Zoning Department</li> <li>• Treasurer's Office</li> <li>• DENR</li> <li>• Owner / Developer</li> <li>• Owner</li> <li>• HOA</li> <li>• Barangay Hall</li> <li>• Licensed Engineer/Architect</li> <li>• Licensed Geodetic Engineer</li> <li>• Licensed Engineer/Architect</li> </ul>





Continuation... CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>• RCP Connection Details and Outfall Detail</li> <li>• Water System Connection</li> <li>• Perimeter Fence Layout</li> <li>• CCTV Layout Plan</li> <li>• MRF Plan</li> <li>• Electrical Plan</li> <li>• Sewage Treatment Plan</li> <li>• Traffic Management Plan</li> <li>• Earthquake Plan</li> <li>• Notarized Affidavit of Commitment</li> <li>• Notarized Affidavit of Undertaking</li> </ul>			<ul style="list-style-type: none"> <li>• Licensed Engineer/Architect</li> <li>• Licensed Engineer/Architect</li> <li>• Owner</li> </ul>	
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	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		1 day	Ferdie S. Javier Jerome D. Renomeron <i>Zoning Staff</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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	<b>₱ 20.00 per square meter</b>  <b>₱ 1,250.00 per hectare</b>	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>
<b>Maximum Duration of Process: Approximately 7 working days 1 hour and 30 minutes (complete requirements)</b>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Fill-up Feedback Form and/ Routing Form at the Ground Floor Lobby, Public Assistance and Complaints Desk Officer
<b>How feedbacks are processed</b>	<ul style="list-style-type: none"> <li>• The Client fill-up the Feedback Form</li> <li>• The Client may also write a Feedback Letter regarding the person or department concern.</li> <li>• When positive feedback is given, appreciation is given in form of Certificate of Recognition to be presented at the Employees Flag Raising Ceremony.</li> <li>• When negative feedback is given, it is forwarded to concerned department/individual to work on certain services to be developed</li> </ul>
<b>How to file a complaint</b>	<ul style="list-style-type: none"> <li>• Complaints can be filed on a <b>Personal Basis</b> (Face to Face) at the <b>Public Assistance and Complaints Desk Officer</b></li> <li>• <b>Hotline Dial 161</b> of the <b>Bacoor Disaster Risk Reduction Management Office (BDRRMO) Call Center</b></li> </ul>
<b>How complaints are processed</b>	The <b>Public Assistance and Complaints Desk Officer</b> initially attends to client's complaints or the <b>Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center</b> receives complaint through <b>Hotline Dial 161</b> . For employee concerns, it will be forwarded to <b>Human Resources Development and Management Department</b> and the HRDMD will further coordinate with the person or department concerned to further address and provide appropriate action regarding the filed complaint. For non-employee concerns, it will be directly forwarded to ARTA Officer for further appropriate action.
<b>Contact Information of: City Government of Bacoor Bacoor City Complaints Desk Unit Anti-Red Tape Act Presidential Complaint Center Contact Center ng Bayan</b>	Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center Hotline Dial 161 baccomplaintdeskunit@gmail.com (046) 481-4100 loc. 139 Arta: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888 CCB: 0908-8816565



## LIST OF OFFICES

Office	Address	Contact Information
<b>Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite</b>		
<b>Accounting</b> (Office of the City Accountant)	2 <sup>nd</sup> Floor	(046) 481 4130 (046) 481-4100 loc. 305/306
<b>Admin</b> (City Administrator's Office)	3 <sup>rd</sup> Floor	(046) 481-4142 (046) 481-4100 loc. 405
<b>Agriculture</b> (City Agriculture Office)	Lower Ground Floor	(046) 481-4131 (046) 481-4100 loc.308
<b>Assessor</b> (City Assessor's Office)	1 <sup>st</sup> Floor	(046) 481-4111 (046) 481-4100 loc. 202
<b>BPLD</b> (Business Permit and Licensing Department)	1 <sup>st</sup> Floor	(046) 481-4112 (046) 481-4100 loc. 204
<b>BTMD</b> (Bacoor Traffic Management Department)	1 <sup>st</sup> Floor	(046) 481-4100 loc. 233
<b>BTMD-TFRU</b> (Tricycle Franchising Regulatory Unit)	1 <sup>st</sup> Floor	(046) 481-4118 (046) 481-4100 loc. 211
<b>Budget</b> (City Budget Office)	3 <sup>rd</sup> Floor	(046) 481-4141 (046) 481-4100 loc. 404
<b>Cemetery</b> (City Cemetery Office)	2 <sup>nd</sup> Floor	(046) 481-4152 (046) 481-4100 loc. 337
<b>CENRO</b> (City Environment and Natural Resources Office)	2 <sup>nd</sup> Floor	(046) 481-4128 (046) 481-4100 loc. 303
<b>CEO</b> (City Engineering Office)	2 <sup>nd</sup> Floor	(046) 481-4138 (046) 481-4100 loc. 318 / 339
<b>CIO</b> (City Information Office)	3 <sup>rd</sup> Floor	(046) 481-4100 loc. 426
<b>Cooperative</b> (City Cooperative Development Office)	3 <sup>rd</sup> Floor	(046) 481-4100 loc. 416
<b>CPDC</b> (City Planning and Development Coordinator)	2 <sup>nd</sup> Floor	(046) 481-4136 (046) 481-4100 loc. 316



Office	Address	Contact Information
<b>Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Barangay Bayanan, City of Bacoor, Cavite</b>		
<b>CSWD</b> (City Social Welfare and Development Office)	1 <sup>st</sup> Floor  <b>Action Center</b> Lower ground Floor	(046) 481-4124 to 27; (046) 481-4100 loc. 219 to 226  (046) 481-4100 loc. 105
<b>GSO</b> (General Services Office)	Lower Ground Floor	(046) 481-4114 (046) 481-4100 loc. 207
<b>HRDMD</b> (Human Resources Development and Management Department)	2 <sup>nd</sup> Floor	(046) 481-4143 (046) 481-4100 loc. 407
<b>HUDRD</b> (Housing Urban Development and Resettlement Department)	2 <sup>nd</sup> Floor	(046) 481-4100 loc. 301/302
<b>LCR</b> (Local Civil Registry Office)	1 <sup>st</sup> Floor	(046) 481-4122 (046) 481-4100 loc. 217
<b>Legal</b> (Office of the City Legal Service)	3 <sup>rd</sup> Floor	(046) 481-4145 (046) 481-4100 loc. 415
<b>Mayor's Office</b> (Office of the Mayor-Secretariat)	3 <sup>rd</sup> Floor	(046) 481-4100 loc. 412
<b>MIS</b> (Management Information System)	3 <sup>rd</sup> Floor	(046) 481-4102 (046) 481-4100 loc. 409
<b>OBO</b> (Office of the Building Official)	1 <sup>st</sup> Floor	(046) 481-4121 (046) 481-4100 loc. 215
<b>OVM</b> (Office of the Vice Mayor)	2 <sup>nd</sup> Floor	(046) 481-4134 (046) 481-4100 loc. 312 / 313 / 335
<b>PESO</b> (Public Employment Service Office)	2 <sup>nd</sup> Floor	(046) 481-4137 (046) 481-4100 loc. 317
<b>Population</b> (City Population Office)	3 <sup>rd</sup> Floor	(046) 481-4147 (046) 481-4100 loc. 408
<b>SP</b> (Office of the Sangguniang Panlungsod)	2 <sup>nd</sup> Floor	(046) 481-4132 (046) 481-4100 loc. 309 / 310 / 320
<b>Tourism</b> (Tourism Operations)	2 <sup>nd</sup> Floor	(046) 481-4115 (046) 481-4100 loc. 208
<b>Treasury</b> (Office of the City Treasurer)	1 <sup>st</sup> Floor	(046) 481-4113 (046) 481-4100 loc. 228



Office	Address	Contact Information
<b>Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Barangay Bayanan, City of Bacoor, Cavite</b>		
<b>Zoning</b> (Zoning and Land Development Department)	1 <sup>st</sup> Floor	(046) 481-4139 (046) 481-4100 loc. 319
<b>Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite</b>		
<b>Barangay Affairs</b> (Barangay Affairs Office)	<b>2<sup>nd</sup> Floor</b> <b>Bulwagan ng mga Liga ng</b> <b>Barangay Building</b>	0956-746-2279
<b>BDRRMO</b> (Bacoor Disaster Risk Reduction and Management Office)	<b>Bacoor Command Center</b> <b>Building</b>	Hotline 161 (046) 417-0727
<b>CHO</b> (City Health Office)	<b>Sagip Buhay Recovery and</b> <b>City Health Center Building</b>	(046) 435- 3420
<b>Livelihood</b> (City Livelihood and Development Office)	<b>2<sup>nd</sup> Floor Negosyo Center</b> <b>National Agency Building</b>	(046) 436-2165 Revilla Center San Nicolas: (046) 471-6878
<b>OSCA</b> (Office of the Senior Citizens Affairs Office)	<b>People's Center Building</b>	09952467450
<b>Political</b> (Political Affairs Office)	<b>2<sup>nd</sup> Floor National Agency</b> <b>Building</b>	(046) 438-3546
<b>PWD</b> (Person with Disability Affairs Office)	<b>People's Center Building</b>	09974308392
<b>Sports</b> (Sports Unit)	<b>2<sup>nd</sup> Floor Strike Gymnasium</b> <b>Building</b>	09952762508
<b>BPSU</b> (Bacoor Public Safety Unit)	<b>2<sup>nd</sup> Floor Victory Building</b> <b>Zapote Public Market, Zapote 4,</b> <b>City of Bacoor, Cavite</b>	09196731548
<b>Veterinary</b> (City Veterinary Services Office)	<b>Animal Shelter/Pound, Ibaba,</b> <b>Salinas 1, Bacoor, Cavite</b>	0966-827-0252