CITY GOVERNMENT OF BACOOR

CITIZEN'S CHARTER

2025 (1st Edition)

CITY GOVERNMENT OF BACOOR

Citizen's Charter 2025

(Book 1)

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Citizen's Charter 2025

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A. Without Evacuation Center	36.9 – 36.10
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8. Special Operation for Children – Sagip Batang Lansangan, Special Bajao Operation and Curfew Operation	36.28 – 36.29
9. Self-Employment Assistance/Sustainable Livelihood Program	36.30 – 36.32
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11. Social Services for Special Cases	36.35
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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

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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 ACCOUNTING AND INTERNAL AUDIT SERVICES

(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 Commission on Audit (COA). 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 disbursement of the city, barangays and other government funds.

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

Office or Division:	Office of the Accounting and Internal Audit Services
Classification:	Simple / Complex
Type of Transaction:	G2C Government to Government
Who may avail:	City Officers and Employees (Permanently Appointed)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Liquidation Report with Complete Supporting Documents as prescribed under COA Circular No. 97-002 dated February 10, 1997 and reiterated in COA Circular No. 2009-002 dated May 18, 2009 and Section 89 of PD No. 1445	City Officers and Employees (Permanent)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present / submit Liquidation Report with complete supporting documents	1.1 Accepts and receives the Liquidation Report with complete documents	None	5 minutes	Edna Eugenio *Admin Asst. I*
	1.2 Verifies the completeness of the supporting documents of the liquidation 1.3 Receiving and filing to COA liquidation documents	None	1-3 days for AICS, PCSO and other Trust Fund 10 minutes for Individual Liquidation	Edna Eugenio *Admin Asst I* (General Fund and Trust Fund) Victor Contawe *Admin. Aide* (SEF)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepares Journal Entry Voucher	None	10 minutes	Edna Eugenio *Admin Asst I* (Gen Fund / Trust Fund) Wilfredo Calinisan Admin. Asst. V (SEF)
	1.4 Reviews and signs the Journal Entry Voucher	None	10 minutes	Atty. Marvie Kate Encarnado *OIC- City Accountant*
	Total	**None**	**3 days and 35 minutes**	

2. PROCESSING OF DISBURSEMENTS

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

Office or Division:	Office of the Accounting and Internal Audit Services
Classification:	Complex / Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Documentary Requirements for Common Government Transaction as prescribed under COA Circular No. 2012-001 dated June 14, 2012 (Specific Requirements for Each Type of Disbursement)	Contractors, Suppliers and End Users

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present / submit Disbursement Vouchers with complete supporting documents	1.1 Accepts and records in the logbook the disbursement voucher with complete documents submitted for payment	None	5 minutes	Prencisa Mercado *Admin Aide IV*
	1.2 Logs in the Index for Payment of General Fund, SEF and Trust Fund	None	5 minutes	Maria Cristina Conte *Admin Officer II* (Gen. Fund) Victor Contawe *Admin. Aide* *(SEF / TF)* *Oliver Novio* *Admin. Aide (Gen. Fund) Bills and Utilities*

CLIENT STEPS	AGENCY ACTION	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	15-45 Minutes - Infrastructure Projects / Goods / PPE 15 Minutes - Financial Assistance 10 Minutes - Seminar and Transportation 20-45 Minutes - Payroll (Permanent / Casual and Job Order Personnel) Hospital and Burial Assistance	Floren Pama *Admin Officer V* Rosemarie Pardilla *Admin Officer V* Ma. Cristina Conte *Admin. Officer II* Edna Eugenio *Admin Asst I* Sheila Naig *Admin Aide VI* Bill Chester Asas *Admin Aide* *Oliver Novio* *Admin Aide*
	1.4 Records and assigns DV numbers	None	5 minutes	Arianne Jane Bautista *Admin Aide VI*
	1.5 Prepares Summary of Bills for payment for utilities	None	5 minutes	Oliver Novio *Admin Aide*
	1.6 Prepares Journal Entry Vouchers	None	10 minutes	Judy Barron *Admin Asst II* Wilfredo Calinisan *Admin Asst. V* Ricky D. De Rosas *Admin Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Reviews and approves DV and JEV	None	10 minutes	Atty. Marvie Kate Encarnado *OIC-City Accountant*
	1.8 Signs the DV and JEV	None	5 minutes	Atty. Marvie Kate Encarnado *OIC-City Accountant*
	1.9 Logs and transmits the signed DV and JEV to Treasury Office for check preparation	None	5 minutes	Victor Contawe *Admin Aide*
2. Treasury Office forwards to Accounting Office the prepared check including signed DV by the Local Chief Executive (LCE) and City Treasurer for the preparation of Accountant's Advice	2.1 Accepts the prepared check and posts the Disbursement Voucher and supporting documents	None	10 minutes	Sheila Naig *Admin Aide VI*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepares Accountant's Advice	None	10 minutes	Edna Eugenio *Admin Asst I* Sheila Naig *Admin Aide VI*
	2.3 Signs Accountant's Advice	None	5 minutes	Atty. Marvie Kate Encarnado *OIC-City Accountant*
	2.4 Releasing of the Accountant's Advice	None	5 minutes	Sheila A. Naig *Admin Aide VI*
	2.5 Forwarding of Accountant's Advice to the banks (DBP and LBP)	None	60 minutes	Sheila A. Naig *Admin Aide VI* Rolan M. Padua *Driver/Clerk* Bill Chester Asas *Clerk*
	Total	**None**	**4 hours and 25 minutes**	

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

Office or Division:	Office of the Accounting and Internal Audit Services
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	City Officers and Employees – Permanent Contractors, Suppliers and Service Providers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request for the issuance of Creditable Tax BIR Forms 2306 & 2307 and F2316 as prescribed under Revenue Memorandum Circular 24-2015;BIR Revenue Regulation (RR No. 2-2015)	Accounting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request of Client for the Issuance of Creditable Tax BIR Forms 2306 and 2307 and 2316	1.1 Verifies the transactions completed with City Government	None	5 minutes	Edilyn Francisco *Admin Asst VI*
	1.2 Prepares the Creditable Tax BIR Forms 2306 and 2307 upon request of the creditors (contractors, suppliers and bills). Annually prepares the BIR Form 2316 for the city employees	None	2 - 3 minutes for The Creditable BIR Form 2306 and 2307; 5 minutes BIR Form 2316 for the city employees 1 hour	Edilyn Francisco *Admin Asst VI* Judy Barron *Admin Asst VI*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews and signs the BIR Forms 2306, 2307 and; BIR Form 2316 for City Employees	None	2 - 5 minutes 30 minutes	Atty. Marvie Kate Encarnado *OIC-City Accountant*
	1.4 Releasing of the BIR Forms 2306, 2307 and F2316	None	1 – 2 minutes	Edilyn Francisco *Admin Asst VI* Judy Barron *Admin Asst VI*
	Total	**None**	**1 hour and 50 minutes**	

4. PROCESSING OF BARANGAY DISBURSEMENTS

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

Office or Division:	Office of the Accounting and Internal Audit Services – Barangay Bookkeeping Section
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Barangay Captains and Treasurers Contractors, Suppliers and Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Documentary Requirements for Common Government Transaction as prescribed under COA Circular No. 2012-001 dated June 14, 2012 (Specific Requirements for Each Type of Disbursement)	Contractors, Suppliers and 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	5 minutes	Barangay Bookkeepers - Jovita Diola *Senior Admin Asst. VI* Edilyn Francisco *Admin Asst VI* Mark Manuel *Admin Asst III* Jhobien Mariano *Admin Asst III*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Verifies and Reviews the voucher as to the completeness of supporting documents	None	30 minutes	Barangay Bookkeepers
	1.3 Prepares Journal Entry Voucher	None	10 minutes	Barangay Bookkeepers
	1.4 Logs and records the verified Disbursement Vouchers	None	5 minute	Nerissa R. Guinto *Admin Asst I*
	1.5 Reviews and approves DV and JEV	None	10 minutes	Atty. Marvie Kate Encarnado *OIC-City Accountant*
	1.6 Releases the signed journal entry vouchers and the disbursement vouchers	None	5 minute	Nerissa R. Guinto *Admin Asst I*
	Total	**None**	**1 hour and 5 minutes**	

LIST OF SERVICES

City Administrator's Office

Internal Services	Page Number
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External Services	
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.

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement, together with the attached letter of inquiry, request or report that needs administrative action	Concerned offices endorsing the query, request, or report.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Concerned department/ office/ unit Forwards the concern with attachments	1.1. Receives the letter-endorsement, encode the details in the records	None	1 minute	Admin Staff
	1.2. Prepares the response letter and/or contacts the concerned officer of the action taken	None	1 day	City Administrator
2. The requesting office is notified of the action taken	2. Notify the requesting department/ office/ unit	None	1 minute	Admin Staff
	Total	**None**	**1 Day and 2 Minutes**	

2. POLICY FORMULATION AND REVIEW

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

Office or Division:	City Administrator's Office (CAO)
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter addressed or endorsed to CAO: • Identifying a particular policy or strategy • The arising issues and/or controversies	City Government of Bacoor: Department or unit concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting office forwards the letter-endorsement with all of relevant and applicable attachments	1.1. Receives the letter-endorsement, encode the details	None	1 minute	Admin Staff
	1.2. Prepares the appropriate policy or strategy; contacts the concerned officer of the action taken	None	5 days	City Administrator
2. The endorsing office receives the policy memo	2. The policy memo is released to endorsing department/ office/ unit	None	1 minute	Admin Staff
	Total	**None**	**5 Days and 2 Minutes**	

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.

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All city officers and employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Documents endorsed for signature by the City Administrator	City Government of Bacoor: Department or unit concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forwards the Leave of Absences, Travel Orders, 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	4 hours	City Administrator
2. The endorsing office receives the approved/ disapproved document	2. The approved/ disapproved application is released to endorsing department/ office/ unit	None	1 minute	Admin Staff
	Total	**None**	**4 Hours and 3 Minutes**	

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

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government (inter-office)
Who may avail:	Regulatory offices under the Local Chief Executive, general public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement to CAO, together with completely and correctly filled up forms and applicable attachments *(refer to appropriate regulatory offices for a complete listing)*	Business Permit and Licensing Dept. Office of the Building Official

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Regulatory office concerned forwards the letter-endorsement with all the attachments	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Review of the Permit application for permit and if the appropriate fees are paid	None	15 minutes	Admin Staff
	1.3. The City Administrator approves/ disapproves the permit (Subject for Inspection)	None	1 day	City Administrator
2. The endorsing office receives the approved/ disapproved application	2. The approved/ disapproved application is released to endorsing department/ office/ unit for turnover to the client	None	1 minute	Admin Staff
	Total	**None**	**1 day and 17 minutes**	

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

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government (inter-office)
Who may avail:	Regulatory offices under the Local Chief Executive, general public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement to CAO, together with completely and correctly filled up forms and applicable attachments *(refer to appropriate regulatory offices for a complete listing)*	City Agriculture Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Regulatory office concerned forwards the letter-endorsement with all the attachments	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Review of the Permit application for permit and if the appropriate fees are paid	None	15 minutes	Admin Staff
	1.3. The City Administrator approves/ disapproves the permit (Subject for Inspection)	None	1 day	City Administrator
2. The endorsing office receives the approved/ disapproved application	2. The approved/ disapproved application is released to endorsing department/ office/ unit for turnover to the client	None	1 minute	Admin Staff
	Total	**None**	**1 day and 17 minutes**	

6. TRICYCLE FRANCHISE RENEWAL

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

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government (inter-office)
Who may avail:	Regulatory offices under the Local Chief Executive, general public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement to CAO, together with completely and correctly filled up forms and applicable attachments *(refer to appropriate regulatory offices for a complete listing)*	Bacoor City Transport and Franchising Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regulatory office concerned forwards the letter-endorsement with all the attachments	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Review of the Permit application for permit and if the appropriate fees are paid	None	15 minutes	Admin Staff
	1.3. The City Administrator approves/ disapproves the permit (Subject for Inspection)	None	1 day	City Administrator
2. The endorsing office receives the approved/ disapproved application	2. The approved/ disapproved application is released to endorsing department/ office/ unit for turnover to the client	None	1 minute	Admin Staff
	Total	**None**	**1 day and 17 minutes**	

7. APPROVAL OF CONTRACTOR'S TAX

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

Office or Division:	City Administrator's Office (CAO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government (inter-office)
Who may avail:	Regulatory offices under the Local Chief Executive, general public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement to CAO, together with completely and correctly filled up forms and applicable attachments *(refer to appropriate regulatory offices for a complete listing)*	City Finance Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Regulatory office concerned forwards the letter-endorsement with all the attachments	1.1. Receives the endorsement, checks for the completeness of submission	None	1 minute	Admin Staff
	1.2. Review of the Permit application for permit and if the appropriate fees are paid	None	15 minutes	Admin Staff
	1.3. The City Administrator approves/ disapproves the permit (Subject for Inspection)	None	1 day	City Administrator
2. The endorsing office receives the approved/ disapproved application	2. The approved/ disapproved application is released to endorsing department/ office/ unit for turnover to the client	None	1 minute	Admin Staff
	Total	**None**	**1 day and 17 minutes**	

LIST OF SERVICES

Office of the Agricultural Services

External Services	Page Number
1. Distribution of Palay Seeds	3.2
2. Distribution of Fertilizer Discount Voucher (FDV)	3.4
3. Distribution of Rice Farmer Financial Assistance (RFFA)	3.5
4. Distribution of Vegetables Seeds	3.7
5. Distribution of Fruit Bearing Tree Seedlings	3.8
6. Distribution of Organic Fertilizer	3.9
7. Distribution of Agricultural Tools	3.10
8. Distribution of Farm Machineries and Equipment	3.11
9. Provision of Training and Seminars	3.13
10. Dissemination of Information, Education, and Communication (IEC) Materials	3.15
11. Assistance on Theoretical Process for Depuration Facility	3.16
12. Issuance of Certificate for Cutting Trees	3.17
13. Bantay Dagat / Fish Examiner Operation	3.18
14. Registration of Fisherfolks (FishR)	3.19
15. Registration of Fishing Vessel 3 Gross Tonage and Below, and Issuance of Permit to Operate	3.21
16. Issuance of Motor Boat Operator License (MBOL)	3.23
17. Registration of Aquaculture	3.24
18. Boat Registration (BoatR)	3.26
19. Assistance to Mamamayan para sa Lambat at Dagat –MPC	3.27
20. Assistance to City Agriculture and Fishery Council (CAFC)	3.28
21. Assistance to City Fisheries Aquatic Resources Management Council (CFARMC)	3.29
22. Crop Insurance Application Assistance	3.30
23. Registry System for Basic Sector in Agriculture (RSBSA) Enrollment Assistance	3.33

OFFICE OF THE AGRICULTURAL SERVICES (External Services)

The *Office of the Agricultural Services* 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 Office of the City Agricultural Services* is administering forty seven (47) barangays. 7 Barangays are dedicated for the fishery and aquaculture propagation and management while 5 Barangays are dedicated for the agriculture propagation, management and resources.

1. DISTRIBUTION OF PALAY SEEDS

This aims to enhance the productivity and competitiveness of local rice farmers, thereby increasing their income. This is achieved through the provision high-quality rice seeds and comprehensive rice extension services.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Registered Rice Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• RSBSA / FFRS Number • Valid I.D. • Authorization Letter (for representatives)	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Attendance to RCEF Technical Briefing.	1.1 Discuss program updates and characteristics of rice variety delivered by PhilRice.	None.	30 minutes	Allan G. Chua *OIC-Office of the Agricultural Services* Abigail Peñalba *Agricultural Technologist*
	1.2 Presentation of videos about Palay Check System.	None.	1 hours and 30 minutes	Abigail Peñalba *Agricultural Technologist*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present RSBSA / FFRS number, valid I.D. and authorization letter (for farmers' representative).	2.1 Checking of farmer records on RCEF Distribution System. 2.2	None.	3 minutes	Abigail Peñalba *Agricultural Technologist*
3. Fill-out information on the Farmer Acknowledgement Receipt (FAR) Form.	3.1 Encode farmers' information and production area on the previous season.	None.	10 minutes	Abigail Peñalba *Agricultural Technologist*
4. Sign the FAR	4.1 Release palay seeds based on the area declared to be planted.	None.	5 minutes	Abigail Peñalba *Agricultural Technologist*
	Total	**None**	**2 hours and 18 minutes**	

2. DISTRIBUTION OF FERTILIZER DISCOUNT VOUCHER (FDV)

FDV are one-time use only and may be claimed at any accredited fertilizer merchants in their preferred area.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Registered Rice Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• RSBSA / FFRS Number • Valid I.D.	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance at the Office of the Agricultural Services	1.1 Check the funded list of farmers from the Department of Agriculture – Regional Field Office (DA-RFO).	None.	3 minutes	Abigail Peñalba *Agricultural Technologist*
	1.2 Review farmers details and print the FDV.	None.	5 minutes	Abigail Peñalba *Agricultural Technologist*
2. Sign the list of farmer beneficiaries	Releasing of FDV.	None.	2 minutes	Abigail Peñalba *Agricultural Technologist*
	Total	**None**	**10 minutes**	

3. DISTRIBUTION OF RICE FARMER FINANCIAL ASSISTANCE (RFFA)

RFFA is distributed as direct cash transfer primarily to compensate for the income loss of rice farmers due to the drop of palay prices.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Registered Rice Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• RSBSA / FFRS Number • Valid I.D. • Endorsement from the Office of Agricultural Services	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance at the Office of the Agricultural Services	1.1. Check the funded list of farmers from the Department of Agriculture – Regional Field Office (DA-RFO).	None.	2 minutes	Abigail Peñalba *Agricultural Technologist*
	1.2. Prepare endorsement letter to Universal Storefront Services Corp. (USSC)	None.	10 minutes	Abigail Peñalba *Agricultural Technologist*
	1.3. Approval from the OIC of the Office of the Agricultural Services	None.	2 minutes	Allan G. Chua *OIC-Office of the Agricultural Services*
2. Sign the list of farmer-beneficiaries.	2.1. Releasing of documents.	None.	1 minute	Abigail Peñalba *Agricultural Technologist*
	Total	**None**	**15 minutes**	

4. DISTRIBUTION OF VEGETABLE SEEDS

This is a regular program of the Office of Agricultural Services, designed for farmers, gardeners, and individuals interested in farming and gardening. The office distributes a variety of vegetable seeds in small paper packages to support and encourage agricultural activities.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Farmers, Gardeners and other Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the Office of the Agricultural Services and signing the distribution list sheet.	1. Provide the distribution list sheet and information about the interventions (if needed/ requested).	None.	1 minute	Office of the Agricultural Services Staff
2. Receive the assorted vegetable seed package.	2. Release the assorted vegetable seed package.	None.	1 minute	Office of the Agricultural Services Staff
	Total	**None**	**2 minutes**	

5. DISTRIBUTION OF FRUIT-BEARING TREE SEEDLINGS

The Office of Agricultural Services also provides free fruit-bearing tree seedlings, typically calamansi and papaya, to clients, subject to availability.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Farmers, Gardeners and other Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the Office of the Agricultural Services and signing the distribution list sheet.	1. Provide the distribution list sheet and information about the interventions (if needed/ requested).	None.	1 minute	Delaiza Rabanes *Agricultural Technologist*
2. Receive the fruit-bearing tree seedlings.	2. Release the fruit-bearing tree seedlings.	None.	5 minutes	Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**6 minutes**	

6. DISTRIBUTION OF ORGANIC FERTILIZER

The distribution of organic fertilizers, including compost and vermicast, is part of the City Government of Bacoor's commitment to comply with the Organic Agriculture Act of 2010, also known as Republic Act No. 10068. This Act aims to foster the development and promotion of organic agriculture in the Philippines, among other objectives.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Vegetable farmers, Gardeners and Other Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the Office of the Agricultural Services and signing the distribution list sheet.	1. Provide the distribution list sheet and information about the interventions (if needed/ requested).	None.	1 minute	Delaiza Rabanes *Agricultural Technologist*
2. Receive the organic fertilizer.	2. Release the organic fertilizer.	None.	5 minutes	Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**6 minutes**	

7. DISTRIBUTION OF AGRICULTURAL TOOLS

The distribution of agricultural tools is a key component of the promotion of the National Urban and Peri-urban Agriculture Program (NUPAP) in the city, as outlined in Section 5 of the Department of Agriculture's Memorandum Order No. 27, also known as the Supplemental Guidelines for the Implementation of NUPAP.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Beneficiaries of HVCDP or NUPAP Projects

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Existing area for farming or gardening	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance at the Office of the Agricultural Services and signing the distribution list sheet.	1. Provide the distribution list sheet and information about the interventions (if needed/ requested).	None.	1 minute	Delaiza Rabanes *Agricultural Technologist*
2. Receive the agricultural tools.	2. Release the agricultural tools.	None.	5 minutes	Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**6 minutes**	

8. DISTRIBUTION OF FARM MACHINERIES AND EQUIPMENT

The primary objective of this initiative is to support farmers in enhancing their farm operations and improving overall productivity. The provision of farm machinery and equipment is contingent upon requests submitted by Farmers' Cooperatives and Associations (FCAs) and is subject to approval based on available budget allocation.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	FCAs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Intent • Endorsement from OAS • Existing area for farming or gardening	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit your letter of intent to the Office of Agricultural Services. Wait for a notification from the OAS regarding the approval or disapproval of your request, which will be sent via SMS, email, Messenger, or any communication channel preferred by the client.	1.1. Receiving and viewing of the letter of intent.	None.	5 minutes	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
	1.2. Evaluation of the existing area.	None.	1 hour	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Endorsement of the letter of intent to the concerned and approving offices/ agencies.	None.	10 minutes	Allan G. Chua *OIC-Office of the Agricultural Services*
2. Signing of Memorandum of Agreement (MOA)	2.1. Prepa-ration of the Memorandum of Agreement (MOA) upon approval of the request.	None.	30 minutes	Abigail Peñalba *Agricultural Technologist*
	2.2. Provision of assistance in the signing of MOA.	None.	5 minutes	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
3. Receive the farm machineries or equipment.	3. Release/ distribute the farm machineries or equipment and provide assistance in signing the distribution list .	None.	5 minutes	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**1 hour and 55 minutes**	

9. PROVISION OF TRAININGS AND SEMINARS

The provision of training and seminars is an initiative of the office aimed at enhancing clients' skills and knowledge in agri-fisheries. These sessions include lectures, audio-visual presentations, demonstrations, and hands-on activities.

Office or Division:	Office of the Agricultural Services
Classification:	SImple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Farmers, Gardeners, Agri-Youth, Farmers' Cooperative and Associations (FCAs), Homeowners' Association (HOA), Barangay Council, and other Associations registered to DOLE or SEC

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Request	Office of the Agricultural Services / FITS Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit your letter of request to the Office of Agricultural Services. Wait for a notification from the OAS regarding the approval or disapproval of your request, which will be sent via SMS, email, Messenger, or any communication channel preferred by the client.	1.1. Receiving and viewing of the letter of intent.	None.	1 minute	Abigail Peñalba Delaiza Rabanes Joshua Villaluz *Agricultural Technologist*
	1.2. Setting of schedule and venue for the requested training.	None.	5 minutes	Abigail Peñalba Delaiza Rabanes Joshua Villaluz *Agricultural Technologist*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Send notice to the client regarding the schedule and venue through SMS, email, Messenger, or any communication channel preferred by the client.	None.	1 minute	Abigail Peñalba *Agricultural Technologist* Delaiza Rabanes *Agricultural Technologist* Joshua Villaluz *Agricultural Technologist*
2. Attendance to trainings and seminars on the schedule date.	2. Facilitation trainings and seminars.	None.	8 hours	Office of the Agricultural Services Staff / Personnel
	Total	**None**	**8 hours and 7 minutes**	

10. DISSEMINATION OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

Information, Education, and Communication (IEC) materials are tools used by the OAS to promote agricultural technologies in print form, making it easier and more convenient for learners to access and retain information about specific technologies.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	All types of clients.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• None.	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance at the Office of the Agricultural Services and signing the distribution list sheet.	1. Provide the distribution list sheet and information about the interventions (if needed/ requested).	None.	1 minute	Delaiza Rabanes *Agricultural Technologist*
2. Receive the IEC materials.	2. Disseminate the IEC materials.	None.	5 minutes	Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**6 minutes**	

11. ASSISTANCE ON THEORETICAL PROCESS for DEPURATION FACILITY

Provision of technology regarding the theoretical process of Depuration Facility to students/ researchers. Provision of technical know-how on how the DF works and how the harmful microorganism of shellfish was decreased by the use of technology.

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Student,/Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Intent	From the Student,/Researchers

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the letter of intent to *Agricultural Services*	1.1 Received letter / Interview	None	10 minutes	Allan G. Chua *OIC-OAS* Joshua Francoise Clark Ener Villaluz *Agricultural Technologist*
	1.2 Explanation of theoretical process	None	3 minutes	Joshua Francoise Clark Ener Villaluz *Agricultural Technologist*
	Total	**None**	**13 minutes**	

12. ISSUANCE OF CERTIFICATE FOR CUTTING TREES

The cutting of fruit-bearing trees within the City of Bacoor must be closely regulated by the Office of Agricultural Services. This activity will only be done through certification of no objection to cutting trees from the OAS. The necessary documents that the client brought were being examined by the OAS staff before issuing such documents.

Office or Division:	Office of the City Agricultural Services			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail	Citizen of Bacoor City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Letter of Intent • Fruit Bearing Tree Photo documentation • Brgy. Certificate / Home Owners Association Certification		Office of the Agricultural Services		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance at the Office of the Agricultural Services and signing the Visitor's Log.	1. Check the complete requirements of required documents of the client.	None	3 minutes	Allan G. Chua *OIC-OAS* Joshua Francoise Clark Ener R. Villaluz *Agricultural Technologist*
	2.Prepare the Certification of no objection for cutting trees.	None	5 minutes	Daniel Jez R. Espiel Angelu R. Delos Santos *Admin Aide*
2. Received by the Client	3.Issuance of Certification	None	3 minutes	Allan G. Chua *OIC-Office of the* City *Agricultural Services*
	Total	**None**	**11 minutes**	

13. 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.

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Fisherfolks and Citizen of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• This will depend on the concerns presented by the client. • Must be a registered fisherfolks	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Client may directly come to City Agriculture Office regarding their concerns and sign to Visitor's Log.	1. Interview 2.Data information Reviewed by Agricultural Technician 3.Conduct fishery information campaign against all form of illegal fishing 4.Act as government witness in court for the speedy prosecution of criminal complaints against fishery violators	None	30 minutes	Allan G. Chua *OIC-OAS* Joshua Francoise Clark Ener Villaluz *Agricultural Technologist* Francisco T. Aniar Jr *Admin Aide* Bantay Dagat
	Total	**None**	**30 minutes**	

14. REGISTRATION OF FISHERFOLKs (FishR)

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

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Fisherfolks

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Must have Barangay Certification indicate that they are physically engaged in fisheries activities • Must have 2x2 and 1x1 ID picture	Office of the City Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client need directly come to Office of the City Agricultural Services and provide the Barangay Certification and 2x2 and 1x1 ID picture	1. Interview by Office of the City Agricultural Services Staff / Personnel and Sign by applicant and thumb mark	None	5 minutes	Allan G. Chua *OIC-OAS* Angelu R. Delos Santos Daniel Jez R. Espiel Gerald Matthew F. Giron Francisco T. Aniar Jr. *Admin Aide* Rodel C. Rueda *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Data encoding at FishR data system of Central Office BFAR for the fisherfolk registration	None	5 minutes	Allan G. Chua *OIC-OAS* Angelu R. Delos Santos Daniel Jez R. Espiel Gerald Matthew F. Giron *Admin Aide* Rodel C. Rueda *Public Service Coordinator*
2. Receive the ID	2.2. Issuance of Fisherfolk I.D. 2.3. Sign by the Agricultural Services Officer	None	1 minute	Allan G. Chua *OIC-OAS*
	Total	**None**	**11 minutes**	

15. REGISTRATION OF FISHING VESSEL 3 GROSS TONAGE AND BELOW AND ISSUANCE OF PERMIT TO OPERATE

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

Office or Division:	**Office of the City Agricultural Services**
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Must bring admeasurements/measuring form of fishing vessel 3 gross tonnage below with color coding apple green and signed by the admeasuring officer • BFARMC Certificate • Barangay Clearance	Office of the City Agricultural Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Client must Must bring admeasurements/ measuring form of fishing vessel 3 gross tonnage below with color coding apple green and signed by the admeasuring officer//old Permit to operate, BFARMC Certificate, and Barangay Clearance	1.1 Inspection Revising/checking of documents 1.2 Approval of document	None	5 minutes	Bantay Dagat Angelu R. Delos Santos Daniel Jez R. Espiel Francisco T. Aniar Jr *Admin Aide* Rodel C. Rueda *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
2.Sign the Annex A	2. Preparing of Annex A, Annex B, Annex C	None	10 minutes	Angelu R. Delos Santos Daniel Jez R. Espiel Admin Aide Rodel C. Rueda *Public Service Coordinator*
3.Payment of Registration fee permit to the City Finance Department	3. Issue an order of payment to the client for payment to the City Finance Department	₱ 300 to the City Finance Departm ent	2 minutes	Angelu R. Delos Santos Daniel Jez R. Espiel Admin Aide Rodel C. Rueda *Public Service Coordinator*
4. Received the Temporary Permit	4.1. Issuance of Plate number (Plate number/ sticker), and Note: Temporary Permit are issued to fisherfolk upon waiting for the signature of Permit to Operate	None	5 minutes	Allan G. Chua-OIC-OAS Joshua Francoise Clark Ener R. Villaluz *Agri Tech* Daniel Jez R. Espiel Angelu R. Delos Santos *Admin Aide*
	4.2. Preparing of Permit to Operate and Signed by Agricultural Officer	None	5 minutes	Allan G. Chua-OIC-OAS Angelu R. Delos Santos *Admin Aide*
5.Sign to record book	5. Releasing of permit	None	3 minutes	Francisco T. Aniar Jr *Admin Aide*
	Total	**₱ 300.00**	**30 minutes**	

16. ISSUANCE OF MOTORBOAT OPERATOR LICENSE (MBOL)

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

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Fisherfolks

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Fishing Boat Registration with operators name • 1x1 ID picture	Office of the City Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client must have Fishing Boat Registration with operators name	1.1 Checking of documents 1.2 Prepare the Motorboat operators License. 1.3 Signed by	None	8 minutes	Rodel C. Rueda *Public Service Coordinator* Daniel Jez R. Espiel Angelu R. Delos Santos *Admin Aide* Joshua Francoise Clark Ener R. Villaluz *Agri Tech* Francisco T. Aniar Jr *Admin Aide* Allan G. Chua-OIC-OAS
2. Sign the ID and Log Book	2. Releasing	None	2 minutes	Rodel C. Rueda *Public Service Coordinator*
	Total	**None**	**10 minutes**	

17. REGISTRATION OF AQUACULTURE

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

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Mussel Farm Operator

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• BFARMC Certificate • Barangay Clearance • Valid I.D (Voters I.D) • Admeasurement	City Agriculture Office Barangay Hall National Government Agencies City Agriculture Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to City Agriculture Office for the application of Aquaculture	1.1 Inspection Revising/ checking of documents 1.2 Approval of document	None	5 minutes	Allan G. Chua *OIC-OAS* Office of the City Agricultural Services Staff
2. Must present documents required and Admeasurements of Aquaculture w/ corresponding date as Latitude and Longitude	2. Processing of application	None	30 minute	Office of the City Agricultural Services Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of Registration fee and Mayor's permit to Treasurer's office	3.1 Issuance of Order of Payment Upon payment issuance of permit to operate 3.2 Issuance of Plate number (CN number), sticker 3.3 Encoding 3.4 Approval of the Mayor's office	.50 cent per square meter	10 minutes	Office of the City Agricultural Services Staff
4. Sign the record book	4. Releasing	None	2 minutes	Office of the City Agricultural Services Staff
	Total	**.50 cent per square meter**	**47 minutes**	

18. BOAT REGISTRATION (BoatR)

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).

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Fishing Boat Owner

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Fishing Boat • Registration of Fishing Boat	Motor Boat Owner

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Motor Boat owner should present their boat and fishing gear to the inspecting officer	1. On-site Inspection	None	5 - 10 minutes	Office of the City Agricultural Services
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	Office of the City Agricultural Services Staff
	Total	**None**	**20 minutes**	

19. ASSISTANCE TO MAMAMAYAN PARA SA LAMBAT AT DAGAT-MPC

To promote the Mamamayan Para sa Lambat at Dagat- MPC to the City registered fisherfolks regarding the Fisherfolks Credit opportunity. Assist fisherfolks in joining the cooperative.

Office or Division:	**Office of the City Agricultural Services**
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	City Registered Fisherfolks

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Must be a Registered Fisherfolk	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal Appearance to Office of the City Agricultural Services	1. Verify if the client is a fisherfolk	None	5 minutes	Allan G. Chua *OIC-OAS* Office of the City Agricultural Services Staff
	Total	**None**	**5 minutes**	

20. ASSISTANCE TO CITY AGRICULTURE AND FISHERIES COUNCIL (CAFC)

OAS provides services to the CAFC through secretariat support during meetings and facilitates coordination for members and stakeholders interested in participating and becoming members of the council.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Representative member of a bonafied agriculture and fisheries-related organizations, and allied industries and services.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly Accomplished AFC Membership Form • 2x2 ID picture	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out the AFC Membership	1.1 Provide the AFC membership form	None	1 minute	Delaiza Rabanes *Agricultural Technologist (CAFC Coordinator)*
2. Submit the necessary requirements.	2.1 Review and check if the submitted requirements are completed.	None.	5 minutes	Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**6 minutes**	

21. ASSISTANCE TO CITY FISHERIES AQUATIC RESOURCES MANAGEMENT COUNCIL (CFARMC)

Office or Division:	Office of the City Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen
Who may avail	Farmers, Fisherfolks and other Stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• This will depend on the concerns presented by the client.	Office of the City Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client may directly come at the Office of the City Agricultural Services 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	Office of the City Agricultural Services Staff
2. Sign to record book for attendance.	Record purposes and monitoring	None	1 minute	Office of the City Agricultural Services Staff
	Total	**None**	**1 hour maximum**	

22. CROP INSURANCE APPLICATION ASSISTANCE

The OAS supports and encourages farmers in the insurance application process, providing assistance throughout.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For crops: • PCIC Insurance Form • RSBSA slip	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Crop Insurance Form	1.1. Provide the respective crop insurance form.	None.	1 minute	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*
	1.2. Review and check if the forms are duly accomplished and attach the RSBSA slip of the applicant.	None.	5 minutes	
	1.3. Submission of requirements to the PCIC Insurance Underwriter through email.	None.	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. In case of damage caused by calamity or pest and diseases, report it to the personnel who assisted you in the application not later than three (3) days after the calamity or pest infestation.	2.Thoroughly assess the reported area by reviewing detailed images of the damaged zones and collect any other relevant data to evaluate the overall severity and scope of the damage.	None.	3 minutes	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*
3. Wait for a notification from the OAS regarding the approval or disapproval of your request, which will be sent via SMS, email, Messenger, or any communication channel preferred by the client.	3.1 Preparation and submission of Notice of Loss via email. *Note: The PCIC adjuster will visit the damaged area and will assess if the case will be covered by the insurance or not. If the case is denied, a Denial Letter will be sent after 7 working days prior to adjustment.*	None.	5 minutes	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Notify the farmer about the result of adjustment.	None.	2 minutes	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*
4. Claim your indemnity check at the Office of the Agricultural Services.	4.1 Coordinate with the PCIC underwriter regarding the release of the indemnity check of the clients.	None.	5 minutes	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*
	4.2 Release the indemnity check and assist the farmer in signing the distribution list.	None.	5 minutes	Abigail Peñalba *Agricultural Technologist (Rice Crop)* Delaiza Rabanes *Agricultural Technologist (Vegetable Crop)*
	Total	**None**	**31 minutes**	

23. REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA) ENROLLMENT ASSISTANCE

The RSBSA is a registry of farmers, fisherfolk, and farm laborers that serves as a targeting mechanism for the identification of beneficiaries for different agri-related programs and services of the government.

Office or Division:	Office of the Agricultural Services
Classification:	Simple
Type of transaction:	G2C Government to Citizen G2G Government to Government
Who may avail	Farmers, Fisherfolks and Farm Laborers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Registration Form • One 2x2 I.D. picture • Photocopy of 1 valid government-issued I.D. • Copy of land title, tax declaration or barangay certificate	Office of the Agricultural Services

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out the RSBSA Enrollment Form and provide the necessary requirements.	1.1. Provide the RSBSA Enrollment Form	None.	1 minute	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
	1.2. Review and check if the form is duly accomplished and if the requirements are complete.	None.	5 minutes	Abigail Peñalba *Agricultural Technologist* Delaiza Rabanes *Agri Tech*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for a notification from the OAS regarding the approval or disapproval of your request, which will be sent via SMS, email, Messenger, or any communication channel preferred by the client.	2.1. Encode of enrollee's information in the RSBSA enhanced transmittal (spreadsheet from the DA-RFO).	None.	2 minutes	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
	2.2. Notify the farmer about the result of registration.	None.	2 minutes	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
3. Claim your RSBSA slip.	3. Release the RSBSA slip.	None.	1 minute	Abigail Peñalba Delaiza Rabanes *Agricultural Technologist*
	Total	**None**	**11 minutes**	

LIST OF SERVICES

City Assessor's Department

External Services	Page Number
Transfer of Ownership of Real Property	4.2 - 4.6
Subdivision/Consolidation of Real Property	4.7 - 4.10
Reclassification of Real Property	4.11 - 4.14
New Assessment of Real Property	4.15 - 4.20
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Cancellation or Correction of Tax Declaration	4.26 - 4.29
Issuances of Certifications :	4.30 - 4.36
Certified True Copy of Tax Declaration	
Certificate of No Improvement	
Certification of Aggregate Land Holdings	
Certificate of No Property for Specific Purpose	

CITY ASSESSOR'S DEPARTMENT

(External Services)

The Bacoor City Assessor's Department gives its services to all its clients 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

This service involves the issuance of tax declaration/s to newly declared property owners.

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner:	
○ One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative:	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Basic Requirements for Titled Property:	
○ Original Certified True Copy of Title (TCTS/CCTs)	Registry of Deeds
○ Original Certified True Copy of Cancelled Title	
○ Mode of Transfer/ Deed of Conveyance	Real Property Owner (Documents used and presented at the Bureau of Internal Revenue)
Deed of Absolute Sale	
Deed of Donation/Assignment/Exchange	
Sole Adjudication/ Extra Judicial Settlement of Estate	
Certificate of Sale	
Affidavit of Consolidation, Deed of Final Sale	
o Electronic-Certificate Authorizing Registration (eCAR: Capital Gains Tax/ Donors Tax/ Estate Tax)	Bureau of Internal Revenue
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Transfer Tax Receipt/Certification	
○ Photo (Building) if the Land is with Improvement (3" x 5" colored) – frontage/facade showing full view of the structure	Real Property Owner

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
○ Notarized Sworn Statement of owner declaring the property signed by Owner or Authorized Representative only	Real Property Owner
○ Processing Fee: 100.00 per RPU.	City Finance Department
○ Zoning Certification for Untitled Property	Zoning and Land Dev't Dept.
○ Idle Land Tax Receipt (No improvement)	City Finance Department
o Other documents deemed necessary	
Basic Requirements for Untitled Property:	
○ LRA Certification	LRA
○ Mode of Transfer/ Deed of Conveyance	Real Property Owner (Documents used and presented at the Bureau of Internal Revenue)
Deed of Absolute Sale	
Deed of Donation/Assignment/Exchange	
Sole Adjudication/ Extra Judicial Settlement of Estate	
Certificate of Sale	
Affidavit of Consolidation, Deed of Final Sale	
o Electronic-Certificate Authorizing Registration (eCAR: Capital Gains Tax/ Donors Tax/ Estate Tax)	Bureau of Internal Revenue
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Transfer Tax Receipt/Certification	
o Other documents deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Maricel M. Rodas *Public Service Coordinator*
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II* Elmine C. Dela Cruz *LAOO I* Therese Loveleen C. Leoncio *Administrative Aide*
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho *Tax Mapper I* Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Inspect the site and prepare the computation of area	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I* Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Joy P. Eulalio Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.7 Preparation Field Appraisal and Assessment Sheet (FAAS)	None	DAY 5 Within the day (5 minutes per RPU)	Jacqueline A. Dumaran *LAOO II*
	2.8 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.9 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	DAY 6 Within the day (5 minutes per RPU) DAY 6 Within the day (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*
	2.10 Approval of printed FAAS	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.11 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.12 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.13 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.14 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad *Administrative Aide*
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

2. SUBDIVISION / CONSOLIDATION OF TAX DECLARATION

This service involves the issuance of tax declaration/s to the mother lot/s to be consolidated or subdivided.

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner	
○ One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Basic Requirements:	
○ Letter Request/Request Form	Real Property Owner
○ Original Certified True Copy of Title (TCTS/CCTs)	Registry of Deeds
○ Original Certified True Copy of Cancelled Title	
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Technical Description	Geodetic Engineer
○ Approved Subdivision/Consolidation Plan	LRA/ Bureau of Lands
○ Notarized Sworn Statement	Real Property Owner
○ Tax Declaration	CITY ASSESSOR'S DEPARTMENT
○ Ocular Inspection Report	
○ Processing Fee: 100.00 per RPU.	City Finance Department
○ Idle Land Tax Receipt (No improvement)	
○ Other documents deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Maricel M. Rodas *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II* Elmine C. Dela Cruz *LAOO I*
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho *Tax Mapper I* Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Conduct Ocular Field Inspection **(if real property is subject for reassessment)**	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Continued… Prepare the computation of area			Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Joy P. Eulalio Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*
	2.7 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.8 Preparation Field Appraisal and Assessment Sheet (FAAS)	None	DAY 5 Within the day (5 minutes per RPU)	Jacqueline A. Dumaran *LAOO II* Elmine C. Dela Cruz *LAOO I*
	2.9 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.10 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	DAY 6 Within the day (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11 Approval of printed FAAS	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.12 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.13 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.14 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.15 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad *Administrative Aide*
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

3. RECLASSIFICATON OF REAL PROPERTY (LAND)

This service involves the issuance of tax declaration/s to the properties with updated classification and valuation for taxation purposes.

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner	
○ One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Valid ID (Owner and Representative)	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Basic Requirements:	
○ Letter Request	Real Property Owner
○ Certified True Copy of Title (TCTS/CCTs) (Photocopy)	Registry of Deeds
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Certification from Zoning and Land Development Department	Zoning and Land Development Department
○ Affidavit of Non-Tenancy	Real Property Owner
○ Processing Fee: 100.00 per RPU.	City Finance Department
○ Idle Land Tax Receipt (No improvement)	
In Case of Subdivision:	
○ Development Permit	
○ Approved Subdivision Plan/Site Development Plan	
○ License to Sell and Certificate of Registration	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Maricel M. Rodas *Public Service Coordinator*
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II* Elmine C. Dela Cruz *LAOO I*
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho *Tax Mapper I* Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Conduct Ocular Field Inspection **(if real property is subject for reassessment)**	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Continued... Preparation of Inspection Report			Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*
	2.6 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.7 Preparation Field Appraisal and Assessment Sheet (FAAS)	None	DAY 5 Within the day (5 minutes per RPU)	Jacqueline A. Dumaran *LAOO II* Elmine C. Dela Cruz LAOO I
	2.8 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.9 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	DAY 6 Within the day (5 minutes per RPU) (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.10 Approval of printed FAAS	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.11 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.12 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.13 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.14 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad *Administrative Aide*
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

4. NEW ASSESSMENT

This service involves the issuance of Newly Declared Real Property (Land, Building and Other Structures, Machinery)

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner	
o One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
o SPA/Authorization Letter from the Owner/s	Person being represented
o Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
o Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Land (for Titled Property)	
Basic Requirements:	
o Letter Request	Real Property Owner
o Original Certified True Copy of Title (TCTS/CCTs) (Photocopy)	Registry of Deeds
o Certification from the Registry of Deeds that Original Copy is intact and existing in the said Registry	
o Approve Survey Plan	Geodetic Engineer
o Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim	Real Property Owner
o Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land	Barangay Chairman/Barangay where the Real Property is located
o Ocular Inspection Report	CITY ASSESSOR'S DEPARTMENT
o Zoning Certificate	Zoning and Land Development Department
o Other documents deemed necessary	
o Processing Fee	City Finance Department
o **Real Property Tax (Subject to back taxes)** - RA 7160 Sec. 222	

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Land (for Untitled Property)	
Basic Requirements:	
o Approve Survey Plan/Technical Description	DENR, LRA
o Certification from CENRO stating among others, that the land is within the alienable and disposable	CENRO
o Certification from the Registry of Deeds that Original Copy is intact and existing in the said Registry	Registry of Deeds
o Affidavit of Ownership stating how the property was acquired, length of possession, no adverse claim	Real Property Owner
o Certification from the Barangay Chairman that the declaration is the present possessor and occupant of the land	Barangay Chairman/Barangay where the Real Property is located
o Certification from the Bureau of Lands stating the exact location of the property	Land Management Bureau
o Joint Affidavit of adjoining owners	Real Property Owner
o Ocular Inspection Report	CITY ASSESSOR'S DEPARTMENT
o Zoning Certificate	Zoning and Land Development Department
o Other documents deemed necessary	
o Processing Fee	City Finance Department
o **Required prior to releasing the Owner's Copy of Tax Declaration:** Real Property Tax (Subject to back taxes) - RA 7160 Sec. 222	
Building and Other Improvements	
Basic Requirements:	
o Blue Print Approved Building Plan/Floor Plan	Real Property Owner
o Xerox Copy of Certificate of Occupancy/Certificate of Completion/ Building Permit	Office of the Building Official
o Tax Declaration of Land	CITY ASSESSOR'S DEPARTMENT
o Ocular Inspection Report	
○ Certified True Copy of Title (TCTS/CCTs) (Photocopy)	Registry of Deeds
o Picture of Property/Building and Other Improvement (3" x 5" colored) – frontage/façade showing full view of the structure	Real Property Owner
○ Sketch of exact location or Vicinity Map of the Property	

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
o Notarized Sworn Statement of owner declaring the property signed by Owner or Authorized Representative only	
o Lease Contract (for Leasehold Real Property)	
Note: Subject to Back Taxes of 10 years (Sec. 222 of RA 7160) for first time declaration of property without sufficient proof of date of latest construction	
Machinery	
Basic Requirements:	
o List of Machineries	Real Property Owner
o Date of Acquisition, Cost, Freight Cost	
o Tax Declaration of Building where the machinery is installed	CITY ASSESSOR'S DEPARTMENT
o Tax Declaration of Land	
o Picture of Property/Machinery (3" x 5" colored)	Real Property Owner
o Notarized Sworn Statement of owner declaring the property signed by Owner or Authorized Representative only	
o Other documents deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Maricel M. Rodas *Public Service Coordinator*
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Jacqueline A. Dumaran *LAOO II*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho Tax Mapper I Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Conduct the Ocular Field Inspection. Prepare the computation of area	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I* Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Joy P. Eulalio Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*
	2.6 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.7 Preparation Field Appraisal and Assessment Sheet (FAAS)	None	DAY 5 Within the day (5 minutes per RPU)	Jacqueline A. Dumaran LAOO II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.9 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	DAY 6 Within the day (5 minutes per RPU) (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*
	2.10 Approval of printed FAAS	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.11 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.12 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.13 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.14 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad Administrative Aide
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

5. REASSESSMENT

This service involves the issuance of Reassessed Land, Building and Other Structures, Machinery.

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner	
o One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
o SPA/Authorization Letter from the Owner/s	Person being represented
o Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
o Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
<u>Building and Other Improvements</u>	
Basic Requirements:	
o Blue Print Approved Building Plan/Floor Plan	Real Property Owner
o Xerox Copy of Certificate of Occupancy/Certificate of Completion	Office of the Building Official
o Tax Declaration of Building to be reassess	CITY ASSESSOR'S DEPARTMENT
o Tax Declaration of Land	
o Certified True Copy of Title (TCTS/CCTs) (Photocopy)	Registry of Deeds
o Picture of Property/Building and Other Improvement (3" x 5" colored) – frontage/façade showing full view of the structure	Real Property Owner
o Sketch of exact location or Vicinity Map of the Property	
o Notarized Sworn Statement of owner declaring the property signed by Owner or Authorized Representative only	
o Real Property Tax Receipt (Updated)/Certification	City Finance Department
o Other documents deemed necessary	

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Machinery	
Basic Requirements:	
o List of Machineries	Real Property Owner
o Date of Acquisition, Cost, Freight Cost	
o Tax Declaration of Building where the machinery is installed	CITY ASSESSOR'S DEPARTMENT
o Tax Declaration of Land	
o Picture of Property/Machinery (3" x 5" colored)	Real Property Owner
o Notarized Sworn Statement of owner declaring the property	
o Lease Contract (if applicable)	
o Other documents deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1.1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Maricel M. Rodas *Public Service Coordinator*
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Maricel M. Rodas *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Jacqueline A. Dumaran *LAOO II*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho Tax Mapper I Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Conduct the Ocular Field Inspection. Prepare the computation of area	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I* Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Joy P. Eulalio Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*
	2.6 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.7 Preparation Field Appraisal and Assessment Sheet (FAAS)	None	DAY 5 Within the day (5 minutes per RPU)	Jacqueline A. Dumaran LAOO II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.9 Assess/Appraise/ Review and Recommends Approval of the FAAS	None	DAY 6 Within the day (5 minutes per RPU) (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*
	2.10 Approval of printed FAAS	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.11 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.12 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.13 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.14 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad *Administrative Aide*
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

6. CANCELLATION OR CORRECTION TAX DECLARATION

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

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property Owner/Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Declared Property Owner	
○ One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Basic Requirements for Cancellation of Tax Declaration:	
○ Letter Request	Real Property Owner
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Affidavit of Demolition and/or Demolition Permit	Real Property Owner, OBO
○ Fire Incident Report/Certificate	Bureau of Fire, Barangay Certificate
○ Printed colored photo of latest and actual condition of the property	Real Property Owner
○ Inspection Report	CITY ASSESSOR'S DEPARTMENT
○ Certificate of Business Closure/Retirement	BPLO, DTI/SEC
○ Other documents deemed necessary	
Basic Requirements for Correction of Tax Declaration:	
○ Certified True Copy of Title (TCTS/CCTs) (Photocopy)	Registry of Deeds
○ Latest Tax Declaration	CITY ASSESSOR'S DEPARTMENT
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Affidavit	Real Property Owner
○ Other documents deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	1. Receive, review/evaluate supporting documents	None	DAY 1 5 minutes per RPU	Raquel A. Padilla *Public Service Coordinator*
2. Pay the required fee	2.1 Issue Acknowledgement Slip/Claiming Stub	100.00 Processing Fee	DAY 1 (5 minutes per RPU)	Raquel A. Padilla *Public Service Coordinator*
	2.2 Forward the documents to Unit concern for evaluation and examination		DAY 1 Within the day (5 minutes per RPU)	Raquel A. Padilla *Public Service Coordinator*
	2.3 Evaluation of transaction/ Appraisal and Assessment	None	DAY 2 Within the day (10 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Vilma M. Cabrera *Assessment Clerk II*
	2.4 Schedule the ocular inspection	None	DAY 3 Within the day (10 minutes per RPU)	Engr. Christian Joseph D. Landicho Tax Mapper I Mary Ann G. Pascual *Public Service Coordinator*
	2.5 Conduct the Ocular Field Inspection.	None	DAY 4 1 day	Jacqueline A. Dumaran *LAOO II* Engr. Christian Joseph D. Landicho *Tax Mapper I* Lorenzo A. Macalalad *Assessment Clerk I* Gerard Bess C. Jaca *Tax Mapping Aide* Michael B. Sagala *Administrative Clerk* Engr. Mary Ann Gless E. Padua Engr. Katherine Joy O. Quilinguin Mark Angelo G. Parales *Public Service Coordinator*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Tax Mapping Unit assigned PIN (Property Index Number) and Land Sketch	None	DAY 5 Within the day (10 minutes per RPU)	Alex Van Brian M. Bacolod Mary Ann G. Pascual *Public Service Coordinator*
	2.7 Encoding and Printing of Field Appraisal and Assessment Sheet (FAAS)	None	Within the day (15 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Ronato A. Reyes Sheila M. Ramirez *Tax Mapping Aide* Christen Z. Bernaldo *Administrative Aide* Clarissa Q. Joaquin Robi Jay Oscar B. Mallari *Public Service Coordinator*
	2.8 Preparation of Notice of Cancellation	None	DAY 5 Within the day (5 minutes per RPU)	Elmine C. Dela Cruz *LAOO I* Ma. Erica H. Garrido *Administrative Assistant VI* Vilma M. Cabrera *Assessment Clerk II*
	2.9 Assess/Appraise/ Review and Recommends Approval of the FAAS / Notice of Cancellation	None	DAY 6 Within the day (5 minutes per RPU)	Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*
	2.10 Approval of printed FAAS/Notice of Cancellation	None	DAY 7 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11 Approval of transaction on the System	None	DAY 8 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor* Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.12 Printing of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (5 minutes per RPU)	Julie Ann P. Noriel Christen Z. Bernaldo *Administrative Aide*
	2.13 Approval of Tax Declaration and Notice of Assessment	None	DAY 9 Within the day (2 minutes per RPU)	Engr. Allan C. Quinatadcan *OIC-City Assessor*
	2.14 Recording of Approved Tax Declaration and Notice of Assessment	None	DAY 10 Within the day (4 minutes per RPU)	Dianne M. Abad *Administrative Aide*
3. Receive Owner's Copy of TD with Notice of New Assessment	3.1. Releasing of Approved Tax Declaration and Notice of Assessment / Notice of Cancellation 3.2. Mailing of Tax Declaration and Notice of Assessment	None	DAY 10 2 minutes per RPU	Vilma M. Cabrera *Assessment Clerk II* Maricel M. Rodas Raquel A. Padilla *Public Service Coordinator* Dianne M. Abad *Administrative Aide*
	Total Processing Fee and Time	**PhP 100.00**	**10 working days**	

*** Processing Time of each transaction depends on the number of applications daily since we only have (2) reviewers out of (7) encoders.**

7. ISSUANCES OF CERTIFICATIONS

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

• Certified True Copy of Current and Existing Tax Declaration (TD)
• No Improvement
• Aggregate Land Holdings
• No Property for Specific Purpose.

Department / Office:	**CITY ASSESSOR'S DEPARTMENT**
Classification:	Simple
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	
○ Request Letter	Real Property Owner
○ Death Certificate and Birth Certificate	
○ Certified True Copy of Title	Registry of Deeds
○ Real Property Tax Receipt (Updated)/Certification	City Finance Department
○ Certification Fee and Verification Fee	City Finance Department
○ Other documents deemed necessary	
For Declared Property Owner	
o One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
○ Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner (photocopy) with attached signed photocopy of valid ID of seller and buyer	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Certificate of No Improvement	
○ Request Letter	Real Property Owner
○ Certified True Copy of Title	Registry of Deeds
○ Tax Declaration of Land	CITY ASSESSOR'S DEPARTMENT

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
○ Sketch of Location of Property	Real property Owner
○ Photo of Property	
○ Affidavit of No Improvement	
○ Certification Fee	City Finance Department
○ Idle Land Tax Receipt	City Finance Department
○ Other documents deemed necessary	
For Declared Property Owner	
o One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
○ Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner (photocopy) with attached signed photocopy of valid ID of seller and buyer	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented
Certification of Aggregate Land Holdings	
○ Death Certificate	Real property Owner
○ Extra Judicial Settlement	
○ Title	
○ Tax Declaration	CITY ASSESSOR'S DEPARTMENT
○ Certification Fee	City Finance Department
○ Other documents deemed necessary	
For Declared Property Owner	
o One (1) photocopy of valid ID	Real Property Owner
For Authorized Representative	
○ SPA/Authorization Letter from the Owner/s	Person being represented
○ Photocopy of Valid ID (Owner and Representative)	
For Corporate Owned Property:	
○ Board Resolution and Latest Secretary's Certificate with attached signed photocopy of valid ID of Corporate Secretary and authorized representative	Person/company being represented

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of No Property for Specific Purposes	
○ Request Letter	Requestor
○ Barangay Certification/Certificate of Indigence	Barangay Office
○ Certification Fee	City Finance Department
○ SPA/Authorization	Requestor
o One (1) photocopy of valid ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form for the issuance of copy of official records. Present required supporting documents	1. Receive Letter Request and review the supporting documents	None	5 minutes per RPU	*Menandro V. Cristobal* Tax Mapping Aide *Ma. Cristina G. Parra* *Administrative Aide*
	1.2 -Validation of structural characteristics of building or improvement. -Appraisal & assessment confirmation with the Real Property Owner.	None	15 minutes per RPU ***Note:*** CTC of Buidling won't be released until a re-assessment is completed.	Therese Loveleen C. Leoncio *Administrative Aide* Baltazar P. Magante Ysha Therese T. Parales Mark Angelo G. Parales John Heny M. Sabater *Public Service Coordinator*
2. Pay for the required fee	2.1 a) Certified True Copy of Tax Declaration	**195.00/copy** (Cert. Fee=110.00; Doc Stamp=30.00 Sec. Seal=55.00)		City Finance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b) Certificate of No Improve-ment	**135.00/copy** (Cert. Fee=110.00; Doc Stamp=30.00 Sec. Seal=55.00) or 385.00/copy (Cert. Fee=300.00; Doc Stamp=30.00 Sec. Seal=55.00) + Idle Land Tax		City Finance Department
	c) Certificate of Aggregate Land Holdings	**195.00/copy** (Cert. Fee=110.00; Doc Stamp=30.00 Sec. Seal=55.00)		City Finance Department
	d) Certificate of No Property	**110.00/copy** (Cert. Fee=110.00;		City Finance Department
	e) Other Certification	**195.00/copy** (Cert. Fee=110.00; Doc Stamp=30.00 Sec. Seal=55.00)		City Finance Department
3. Present the OR to the assigned personnel of the CITY ASSESSOR'S DEPARTMENT	3.1 **Preparation of:** a) Certified True Copy of Tax Declaration		10 minutes per RPU	Luningning M. Veluz *Administrative Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b) Certificate of No Improve-ment Ocular Inspection for the Property subject for Certificate of No Improvement Verify the property using the QGIS (Quantum Geographical Information System) subject for Certificate of No Improvement		Scheduled on the next working day 15 minutes Per RPU	Ferdinand F. Tortona Menandro V. Cristobal *Tax Mapping Aide* Michael B. Sagala Administrative Clerk Mark Angelo G. Parales *Public Service Coordinator*
	c) Certificate of Aggregate Land Holdings		10 minutes per Certification	Ma. Erica H. Garrido *Administrative Assistant VI* Nerida S. Sabino *Tax Mapping Aide*
	d) Certificate of No Property		10 minutes per Certification	Ma. Erica H. Garrido *Administrative Assistant VI* Nerida S. Sabino *Tax Mapping Aide*
	e) Other Certification		10 minutes per Certification	Ma. Erica H. Garrido *Administrativ Assistant VI* Nerida S. Sabino *Tax Mapping Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Review and Initialed Certified True Copy of Tax Declaration/ Certifications		5 minutes per Certification	Elmine C. Dela Cruz *LAOO I*
	3.3. **Approval of** a) Certified True Copy of Tax Declaration b) Certificate of No Improvement c) Certificate of Aggregate Land Holdings d) Certificate of No Property e) Other Certification		5 minutes per RPU/ Certification	Engr. Allan C. Quinatadcan *OIC-City Assessor* Myrna C. Mendoza *LAOO III* Jacqueline A. Dumaran *LAOO II*
4. Receive Certification	4. Release/ Issuance of Real Property Certification		5 minutes per RPU/ Certification	Menandro V. Cristobal *Tax Mapping Aide* Ma. Cristina G. Parra Luningning M. Veluz *Administrative Aide* Racquel A. Padilla *Public Service Coordinator*

Total	Certified True Copy Tax Declaration	195.00 per RPU	45 minutes	Maximum Time per RPU
	Certification of Aggregate Land Holdings	195.00 per Certification	30 minutes	Maximum Time per RPU
	Certificate of No Improvement	135.00/cert or 385.00 per Certification and Idle Land Tax	2 days	Maximum Time per RPU
	Certificate of No Property	110.00	30 minutes	Maximum Time per RPU
	Other Certification	195.00	30 minutes	Maximum Time per RPU

LIST OF SERVICES

Bacoor Disaster Risk Reduction and Management Office

External Services	Page Number
Provision of Emergency Medical Services	5.2
Provision of Standby Emergency Medical Services	5.3
Provision of PNP/BFP Assistance	5.4
Provision of Traffic Information Assistance	5.5
Provision of Weather Monitoring and Advisory	5.6
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Provision of Trainings and Seminars	5.8
Provision of Disaster Management Operations	5.10
Provision of DRRM-Related Data	5.11
Provision of CCTV Review Copy	5.12
Provision of Review and Approval of Barangay Disaster Risk Reduction and Management Plan	5.13

BACOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

(External Services)

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

1. EMERGENCY MEDICAL SERVICES

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

Office or Division:	Bacoor Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Hospital to hospital coordination for transfer of patients	Hospital
Patients for discharge must be billed out before dispatch of EMS	Hospital

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for emergency medical services thru phone, walk-in or social media and give pertinent information	1.1 Receive request from client and gather data	None	2-3 minutes	*Radio/Telephone/ Social Media Operator* BDRRMO
	1.2 Dispatch available response to the scene		1 minute	*Emergency Dispatcher* BDRRMO
	1.3 Proceed to the scene		5-10 minutes	*EMS Teams* BDRRMO
	Total	**None**	**8-14 minutes**	

2. PROVISION OF STANDBY EMERGENCY MEDICAL SERVICES

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

Office or Division:	BDRRMO Administration and Training Division & Operations and Warning Division
Classification:	Complex
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All events organizers permitted to conduct activities within Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Witten/email request addressed to the City Mayor thru the City DRRM Officer	Office of the City Mayor Email: mayorsoffice@bacoor.gov.ph bdrrmo@bacoor.gov.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 schedule.	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 and Operations and Warning staff
	Total	**None**	**1 week**	

3. PROVISION OF PNP/BFP ASSISTANCE

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

Office or Division:	Bacoor Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for PNP/BFP assistance thru phone, walk-in or social media and give pertinent information	1.1 Receive request from client and gather data	None	2-3 minutes	*Radio/Telephone /Social Media Operator* BDRRMO
	1.2 Coordinate the concern to the Emergency Dispatcher		2 minutes	*Emergency Dispatcher* BDRRMO
	1.3 Proceed to the scene		5-10 minutes	*PNP/BFP Response Teams*
	Total	**None**	**9-15 minutes**	

4. PROVISION OF TRAFFIC INFORMATION ASSISTANCE

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

Office or Division:	BDRRMO Operations and Warning Division
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Visit the social media sites or Facebook Page of Bacoor Disaster Risk Reduction and Management Office or City Government of Bacoor (https://www.facebook.com/bacoordrrmoffice).		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.2.1 Receive request from client. 1.2.2 Coordinate with CCTV and Communications Dispatcher 1.2.3 Provide accurate traffic information		1 minute 1-2 minutes 1-2 minutes	Operations and Warning Division staff / City Government of Bacoor page operator
	Total	**None**	**4 – 6 minutes**	

5. PROVISION OF WEATHER MONITORING ADVISORY

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

Office or Division:	BDRRMO Operations and Warning Division
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Visit the social media sites or Facebook Page of Bacoor Disaster Risk Reduction and Management Office(https://www.facebook.com/bacoordrrmoffice).		None	1 minute	Client
1.2. If data unable to find, redirect request through phone and/or radio.	1.2.1 Receive request from client.		1 minute	Operations and Warning Division staff/ Social Media operator
	1.2.2 Coordinate with CCTV and Communications Dispatcher		1-2 minutes	
	1.2.3 Provide accurate traffic information		1-2 minutes	
	Total	**None**	**4 – 6 minutes**	

6. PROVISION OF UTILITIES COMPLAINTS ASSISTANCE

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

Office or Division:	Bacoor Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for utilities complaints assistance by phone, walk-in, or social media	1.1 Receive request from client and gather data	None	1 minute	*Radio/Telephone/ Social Media Operator* BDRRMO
	1.2 Coordinate with Complaints Focal For Endorsement		2 minutes	*Complaints Focal Person BDRRMO Administration and Training Division*
	1.3 Endorse the complaint to the concerned agency		2-3 minutes	*Complaints Focal Person Administration and Training Division*
	Total	**None**	**5 – 6 minutes**	

7. PROVISION OF TRAININGS AND SEMINARS

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

Office or Division:	BDRRMO Administration and Training Division
Classification:	Complex/Highly Technical
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor **Required (City Ordinance No. 248-2022):** All students, PTA Members, Employees of Business Enterprises, Tricycle Drivers and Operators, Public Officials/Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written/email request addressed to the City Mayor thru the City DRRM Officer	Office of the City Mayor Email: mayorsoffice@bacoor.gov.ph bdrrmo@bacoor.gov.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a written request to the Office of the City Mayor, copy furnish the City DRRM Office, status shall be communicated accordingly	1.1 Request will be reviewed for approval. 1.2. Endorse approved request to DRRM Office	None	Request must be submitted at least 1 week before the schedule 1-2 minutes	Office of the City Mayor Office of the City Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestee may opt to send a physical or digital copy to the assigned agency	1.3 Receive the copy of the approved request 1.4 Verify the availability of the schedule 1.5 Confirm the schedule of request	None	Request must be submitted 1 week before the schedule 1-2 minutes 1-2 minutes 1-3 minutes 1-2 minutes	Office of the City Mayor Office of the City Mayor DRRM Office Receptionist Janine R. Aguilar City DRRM Officer Secretariat Capacity Building and Training Services
	Total	**None**	**1 Week**	

For C.O. No. 248-2022: 1. Visit the City of Bacoor Legislative and Disaster Resilience Building to check the availability of the schedule	1. Register the client for training (either Online or Face to face) 2. Check availability of schedule then confirm to receive QR Code via Email 3. Render the 2-hour training/ orientation 4. Provide the Certificate of Attendance	None	1-2 minutes 1-2 minutes 2 hours 1-2 minutes	City Government of Bacoor Client Capacity Building and Training Services Administration and Training Division
	Total	**None**	**2 hours and 6 minutes**	

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.

Office or Division:	Bacoor Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for disaster response and management operations by phone, walk-in, or social media and give pertinent information.	1.1 Receive requests from client and gather data	None	3-5 minutes	*Radio/Telephone/ Social Media Operator* BDRRMO
	1.2 Dispatch available teams to the scene		1 minute	*Emergency Dispatcher* BDRRMO
	1.3 Coordinate with other concerned agencies		2 minutes	*Emergency Dispatcher* BDRRMO
	1.4 Proceed to the scene		5-10 minutes	*Disaster Response Teams* BDRRMO/PNP/ BFP
	Total	**None**	**10-15 minutes**	

9. PROVISION OF DISASTER RISK REDUCTION AND MANAGEMENT RELATED DATA

The purpose of this service is to provide DRRM-related data for research studies assistance, including but not limited to, Risk Maps, Flood-related data and Evacuation Map.

Office or Division:	BDRRMO Research and Planning Division
Classification:	Complex/Highly Technical
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor Non-resident of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written/email request addressed to the City Mayor thru the City DRRM Officer	Office of the City Mayor Email: mayorsoffice@bacoor.gov.ph bdrrmo@bacoor.gov.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a written request and/or write via email to the Office of the City Mayor, and wait for further communication for the approval of request	1.1 Request will be reviewed for approval	None	Request must be submitted 1 week before the schedule	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
	1.4 Submit duly accomplished Research Undertaking		2 minutes	Client
	1.5 Verify the availability of the schedule		1-3 minutes	Head, Research and Planning Division
	1.6 Confirm the schedule of request		1-2 minutes	
	Total	**None**	**1 week**	

10. PROVISION OF CCTV REVIEW COPY

The purpose of this service is to provide a copy of CCTV video from the available surveillance cameras situated within the jurisdiction of Bacoor.

Office or Division:	BDRRMO Operations and Warning Division
Classification:	Simple
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	All bona fide residents of Bacoor Non-resident of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
CCTV Request Form	Bacoor Legislative and Disaster Resilience Bldg. – BDRRM Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the City of Bacoor Legislative and Disaster Resilience Building to fill up Request for CCTV Review Form	1.1 Receive duly accomplished control copy of the form from client	None	1-3 minutes	Client
	1.2 Coordinate with CCTV and Communications Dispatcher		1-2 minutes	DRRM Office Receptionist
	1.3 Receive the copy of the approved request of CCTV		5-10 minutes	Operations and Warning Division Staff
	Total	**None**	**15 minutes**	

11. PROVISION OF REVIEW AND APPROVAL OF BARANGAY DISASTER RISK REDUCTION AND MANAGEMENT PLANS

The purpose of this service is to provide assistance and approval to the Barangay for their BDRRMPs.

Office or Division:	BDRRMO Research and Planning Division
Classification:	Complex/Highly Technical
Type of Transaction:	(G2C) Government to Citizen (G2G) Government to Government Employee
Who may avail:	Barangays

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent to file for review 2. Barangay DRRM Plan 3. PPAs	Barangay DRRM Council

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the City of Bacoor Legislative and Disaster Resilience Building to submit a copy of Barangay DRRM Plan.	1.1 Receive the copy of BDRRMP.	None	1-3 minutes	Client
	1.2 Coordinate with Research and Planning Division staff		1-2 minutes	DRRM Office Receptionist
	1.3 Review of the BDRRMP		1-3 days	Research and Planning Division
	1.4 Revisions from the first review		1-2 days	
	1.5 Final Review of the BDRRM Plan		1 day	
	1.6 Recommendation for Certification from the technical working group (TWG)		2 days	
	1.7 Release of Approved BDRRMP from the TWG and Council Chairperson		1 day	
	Total	**None**	**9 days**	

LIST OF SERVICES

Business Permits and Licensing Department

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V.	Issuance of Certificate of Business Registration	6.22
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VII.	Issuance of Certificate of Change in Business Location/ Business Name/ Owner's Status/ SEC Amendments	
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BUSINESS PERMITS AND LICENSING DEPARTMENT

(External Services)

The Business Permits 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 businesses 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 release and delivery of business permit and plate, it can be done through online.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Business Registration	
1. Proof of business registration, incorporation, or legal personality {i.e. DTI / SEC / Cooperative Development Authority (CDA) registration / Franchise agreement (if applicable)} including basis for computing taxes, fees, and charges (e.g. business capitalization).	Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority Franchisor
2. Contract of Lease (for those renting / leasing) and **Photocopy of Business Permit of Lessor.**	Lessor
3. Photocopy of Transfer Certificate of Title (TCT) & Tax Declaration of land and building, 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.	City Assessor's Office Zoning and Land Development Department Office of the City 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
For Business Permit Renewal	
1. Last Business Permit / Statement of Account (SOA)	Client
2. Basis for computing taxes, BIR Income Tax Return (1701Q or 1701A) or BIR 2550M/2550Q/2551Q or the Audited Financial Statement.	BIR files of client or Audited Financial Statements signed and sealed by the client's Accountant
Note:	
a. Itemized gross sales of all branches for business establishments with multiple locations.	Client
b. Sworn declaration of gross sales or receipts	Client
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).	Client
IN COMPLIANCE WITH THE ANTI-MONEY LAUNDERING ACT & BSP-DILG JMC NO. 01 SERIES OF 2019	
ADDITIONAL REQUIREMENTS FOR:	
PAWNSHOP	
a. Head Office – Certificate of Authority (COA) (Annex 1) for Provisional Certificate of Registration (PCOA) (Annex 2)	Bangko Sentral ng Pilipinas (BSP) Anti-Money Laundering Council (AMLC) accessed thru the link http://www.amlc.gov.ph/19-amlc-registration
b. Branches – BSP Letter on the Issuance of Code for Pawnshop offices other than Head Office (Annex 3)	
c. Anti-Money Laundering Council (AMLC) – Certificate of Registration (COR) due for updating every 2 years - Provisional Certificate of Registration (PCOR) valid for 6 months	
MONEY SERVICE BUSINESSES (MSBs) MONEY CHANGER/FOREIGN EXCHANGE MONEY SHOP/MONEY REMITTANCE/TRANSFER	
a. Head Office – Certificate of Registration (COR) (Annex 4) or valid Provisional Certificate of Registration (PCOR) (Annex	Bangko Sentral ng Pilipinas (BSP)

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Branches/Other Offices – BSP Letter on the Issuance of Code for MSB offices other than Head Office (Annex 6) **LAW OFFICE/ACCOUNTING OFFICE/BOOKKEEPING** **REAL ESTATE DEVELOPER/CEMETERIES/MEMORIAL PARKS** **REAL ESTATE BROKERS** **JEWELRY RETAILER/DEALERS** **DEALERS IN PRECIOUS METAL AND STONE** **COMPANY SERVICE PROVIDER** **CASINOS/OFFSHORE GAMING OPERATORS (OGOs)/OGO-SERVICE PROVIDERS** a. Anti-Money Laundering Council (AMLC) – Certificate of Registration (COR) due for updating every 2 years - Provisional Certificate of Registration (PCOR) valid for 6 months	Anti-Money Laundering Council (AMLC) accessed thru the link http://www.amlc.gov.ph/19-amlc-registration

A. BUSINESS ONE-STOP SHOP

A.1. NEW BUSINESS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First Step – Application 1.1 Submission of requirements and filling-out of Unified Business Permit Application Form	1. First Step - Business Permit Application 1.1 Issuance of Unified Business Permit Application Form	None	10 minutes	Hernan Alhambra *License Inspector II* Heidee Villamin *Admin. Aide IV* Marc Erick Espiritu *Admin. Aide* Cridora Naz *Clerk*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Encoding of Details		10 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Jose II Chua *License Inspector I* Bei Jhay Bombita *Admin. Aide*
2. Second Step – Claim the Assessment and Pay	2. Second Step – One-Time Assessment and Payment 2.1 Zoning Clearance including assessment	Zoning Fee New- ₱ **1,800.00**	15 minutes	Zoning and Land Development Dept. _____ Personnel In-Charge
	2.2 OBO Clearance including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechani-cal Fee (Depends on the size and complexi-ty or built of the stall or building)	15 minutes	Office of the City Building Official _____ Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 CHO Clearance	Sanitary Fee **₱100.00** to **₱1,000.00**	15 minutes	Office of the City Health Services _____ Personnel In-Charge
2.1 Claim the assessment	2.4 Business Permit assessment	None	15 minutes	City Finance Department _____ Personnel In-Charge
2.2 One-Time Payment	2.5 Issuance of Official Receipt 2.5.1 If payment will be made to the City Treasurer's Office 2.5.2 If payment will be made online	Business Tax Mayor's Permit Fee Environ-mental Fee Business Plate Fee Medical Fee Business Proces-sing Fee Security Seal Fee Sanitary Fee Barangay Business Clea-rance Fire Safety Inspec-tion Fee Zoning Fees OBO Fees	15 minutes 1 day	City Finance Department _____ Personnel In-Charge Landbank thru linkbiz

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Third Step – Claim the documents	3. Third Step – Final Approval and Releasing			
3. Third Step – Claim the documents 3.1 Claim the business permit and other documents	3. Third Step – Final Approval and Releasing 3.1 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance	None	20 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Raymil Rabe *Licensing Officer I* Jose II Chua *License Inspector I* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita Jeonard Merilo *Admin. Aide* Cridora Naz *Clerk*
	3.2 Recommending approval – BPLD and Final approval – Mayor	None	10 minutes 10 minutes	Lawrence San Jose *OIC-BPLD* Office of the Mayor
	3.3 Releasing of Mayor's Permit and Business License Certificate, Business Plate, Barangay Business Clearance, and other documents	None	15 minutes	Ferdinand Paredes *Admin. Aide III* Ramil Asto Herminio Garcia III Alvin Alcantara Bimbo Orale *Admin Aide*
Total Fees and Processing Time	**Depends on the fees and other factors stated**		**2 hours and 30 minutes to 1 day**	

A.2. BUSINESS PERMIT RENEWAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First Step - Application 1.1 Submission of requirements and filling-out of Unified Business Permit Application Form	1. First Step - Business Permit Application 1.1 Issuance of Unified Business Permit Application Form	None	10 minutes	Hernan Alhambra *License Inspector II* Marc Erick Espiritu *Admin. Aide* Heidee Villamin *Admin. Aide IV* Cridora Naz *Clerk*
2. Second Step – Claim the Assessment and Pay	2. Second Step – One-Time Assessment and Payment 2.1 Zoning Clearance including assessment	Zoning Fee Renewal- **₱ 700.00**	15 minutes	Zoning and Land Development Dept. _____ Personnel In-Charge
	2.2 OBO Clearance including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechani-cal Fee (Depends on the size and complexi-ty or built of the stall or building)	15 minutes	Office of the City Building Official _____ Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 CHO Clearance	Sanitary Fee **₱100.00** to **₱1,000.00**	15 minutes	Office of the City Health Services _____ Personnel In-Charge
2.1 Claim the assessment	2.4 Business Permit Assessment	None	15 minutes	City Finance Department _____ Personnel In-Charge
2.2 One-Time Payment	2.5 Issuance of Official Receipt 2.5.1 If payment will be made to the City Treasurer's Office 2.5.2 If payment will be made online	Business Tax Mayor's Permit Fee Environ-mental Fee Business Plate Fee Medical Fee Business Proces-sing Fee Security Seal Fee Sanitary Fee Barangay Business Clearanc e Fire Safety Inspectio n Fee Zoning Fees OBO Fees	15 minutes 1 day	City Finance Department _____ Personnel In-Charge Landbank thru linkbiz

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Third Step – Approval and Releasing 3.1 Claim the business permit and other documents	3. Third Step – Final Approval and Releasing 3.1 Printing of Mayor's Permit and Business License Certificate and Barangay Business Clearance	None	20 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Raymil Rabe *Licensing Officer I* Ernesto Velasco, Jr. *Special Agent I* Jose II Chua *License Inspector I* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita Jeonard Merilo *Admin. Aide* Cridora Naz *Clerk*
	3.2 Recommending approval – BPLD and Final approval – Mayor	None None	10 minutes 10 minutes	Lawrence San Jose *OIC-BPLD* 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	Ferdinand Paredes *Admin. Aide III* Ramil Asto Herminio Garcia III Alvin Alcantara Bimbo Orale *Admin. Aide*
Total Fees and Processing Time	**Depends on the fees and other factors stated**		**1 hour and 30 minutes to 1 day**	

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

B.1. NEW BUSINESS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Business Permit Application thru boss.bacoor.gov.ph and uploading of requirements	1. First Step - Business Permit Application 1.1 Open the website and check the submitted documents if complete	None	10 minutes	Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide*
	1.2 Zoning Clearance including assessment	Zoning Fee **₱1,800.00**	15 minutes	Zoning and Land Development Dept. _____ Personnel In-Charge
	1.3 OBO Clearance including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechani-cal Fee (Depends on the size and complexi-ty or built of the stall or building)	15 minutes	Office of the City Building Official _____ Personnel In-Charge
	1.4 Encoding of Details	None	15 minutes	Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Second Step – View/Print the Assessment and Pay 2.1 View/ Print the assessment	2. Second Step – One-Time Assessment and Payment 2.1 Business Permit Assessment	None	15 minutes	City Finance Department _____ Personnel In-Charge
2.2 One-Time Payment	2.2 Issuance of Official Receipt 2.2.1 If payment will be made to the City Treasurer's Office	Business Tax Mayor's Permit Fee Environ-mental Fee Business Plate Fee Medical Fee	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2.2 If payment will be made online	Business Proces-sing Fee Security Seal Fee Sanitary Fee Barangay Business Clea-rance Fire Safety Inspec-tion Fee Zoning Fees OBO Fees	1 day	Landbank thru linkbiz

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Third Step 3.1 Claim the business permit and other documents	3. Third Step – Final Approval and Releasing 3.1 Printing of Online Unified Business Permit Application Form, Mayor's Permit and Business License Certificate and Barangay Business Clearance	None	20 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Raymil Rabe *Licensing Officer I* Ernesto Velasco, Jr. *Special Agent I* Jose II Chua *License Inspector I* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita Jeonard Merilo *Admin. Aide* Cridora Naz *Clerk*
	3.2 Recommending approval – BPLD and Final Approval – Mayor	None	10 minutes 10 minutes	Lawrence San Jose *OIC-BPLD* 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	Ferdinand Paredes *Admin. Aide III* Ramil Asto Herminio Garcia III Alvin Alcantara Bimbo Orale *Admin. Aide*
Total Fees and Processing Time	**Depends on the fees and other factors stated**		**2 hours and 15 minutes to 1 day**	

B.2. BUSINESS PERMIT RENEWAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. First Step - Enrollment 1.1 Enroll your account at boss.bacoor.gov.ph and upload the requirements	1. First Step - Business Permit Application 1.1 Open the website and check the submitted documents for assessment	None	10 minutes	City Finance Department --- Personnel In-Charge
2. Second Step – Claim the Assessment and Pay	2. Second Step – One-Time Assessment and Payment 2.1 Zoning Clearance, including assessment	Zoning Fee Renewal – **₱ 700.00**	15 minutes	Zoning and Land Development Dept. --- Personnel In-Charge
	2.2 OBO Clearance, including assessment	Building Permit Fee Electrical Fee Plumbing Permit Fee Sign Board Fee Mechani-cal Fee (Depends on the size and complexi-ty or built of the stall or building)	15 minutes	Office of the City Building Official --- Personnel In-Charge
2.1 Claim the assessment	2.3 Business Permit Assessment	None	15 minutes	City Finance Department --- Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
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	Business Tax Mayor's Permit Fee Environ-mental Fee Business Plate Fee Medical Fee Business Proces-sing Fee Security Seal Fee Sanitary Fee Barangay Business Clearance Fire Safety Inspection Fee Zoning Fees OBO Fees	15 minutes 1 day	City Finance Department --- Personnel In-Charge Landbank thru linkbiz
3. Third Step – Claim the documents 3.1 Claim the business permit and other documents	3. Third Step – Final Approval and Releasing 3.1 Printing of Online Unified Business Permit Application Form, Mayor's Permit and Business License Certificate and Barangay Business Clearance	None	20 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Raymil Rabe *Licensing Officer I* Ernesto Velasco, Jr. *Special Agent I* Jose II Chua *License Inspector I* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita Jeonard Merilo *Admin. Aide* Cridora Naz *Clerk*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	3.2 Recommending approval – BPLD and Final approval – Mayor	None	10 minutes	Lawrence San Jose *OIC-BPLD* 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	Ferdinand Paredes *Admin. Aide III* Ramil Asto Herminio Garcia III Alvin Alcantara Bimbo Orale *Admin. Aide*
Total Fees and Processing Time	**Depends on the fees and other factors stated**		**2 hours to 1 day**	

II. ISSUANCE OF SPECIAL PERMIT FOR COCKFIGHT

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Cockpit Owners / Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule of Cockfight (Sultada and Plasada Report)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Submission of requirements and filling-out of application for cockfight permit	1.1 Issuance of application for cockfight permit and review of submitted schedule of cockfight	None	20 minutes	Nancy Rabacal *Admin. Asst. V*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	1.2. Issuance of Order of Payment	None	20 minutes	Nancy Rabacal *Admin. Asst. V*
2. Payment	2.1. Issuance of Official Receipt	Soltada Fee, per fight Regular/ ordinary **₱100.00** Special cockfight and derby not more than one day **₱200.00** Derby with more than one day **₱300.00** Special Cockfight, per day **₱2,000.00** One cock **Php ₱2,000.00** Two cock **₱3,000.00** Three cock **₱4,000.00** Four cock **₱5,000.00** Five cock **₱6,000.00**	20 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Issuance of Special Permit for Cockfight	None	10 minutes	Nancy Rabacal *Admin. Asst. V*
	2.3. Recommending approval – BPLD and Final approval – Mayor	None	15 minutes 3 working days	Lawrence San Jose *OIC-BPLD* Hon. Strike B. Revilla *City Mayor*
3. Claim the Special Permit for Cockfight	3. Releasing of Special Permit for Cockfight	None	5 minutes	Nancy Rabacal *Admin. Asst. V*
Total Fees and Processing Time		**Depends on the fees stated above**	**1 hour and 30 minutes to 4 days**	

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Unified Business Permit Application Form duly filled-out	Business Permit and Licensing Dept.
2. Certificate of Gross Sales from last Temporary Business Permit Issued	Client
3. Photocopy of issued Temporary Business Permit	Client
(For Junkshop Only)	
1. CENRO Certificate	CESD
2. Certificate of Non-Compliance (DENR)	DENR
3. Certificate from Junkshop Association	Junkshop Association
4. Affidavit of Undertaking	CESD

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements and fill-out application form	1.1. Receiving and evaluation of requirements and duly filled-out application form	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin Aide IV* Laarnie Jolipas *Admin. Aide III*
	1.2. Issuance of Order of Payment	None	10 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin Aide IV* Laarnie Jolipas *Admin. Aide III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment	2.1. Issuance of Official Receipt	Per month, Micro **₱1,000.00** Small **₱3,000.00** Medium **₱5,000.00** Large **₱20,000.00** Barangay Business Clearance **₱500.00** Security Seal **₱55.00** Business Tax based on Gross Sales declared	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Issuance of Temporary Business Permit	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin Aide*
	2.3. Approval	None	20 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Temporary Permit	3. Releasing of Temporary Permit	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time	**Depends on the fees stated above**		**1 hour and 30 minutes**	

IV. ISSUANCE OF TEMPORARY PERMIT FOR EVENTS/AMUSEMENTS

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from Owner/Corporate Secretary	Client
2. Award Notice / Contract of Lease	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements and fill-out application form	1.1. Receiving and evaluation of requirements and duly filled-out application form	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin Aide IV* Laarnie Jolipas *Admin. Aide III*
	1.2. Issuance of Order of Payment	None	10 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin Aide IV* Laarnie Jolipas *Admin. Aide III*
2. Payment	2.1. Issuance of Official Receipt	Per month, Inside Mall/ Market/ Other Comm'l. Places **₱2,000.00** Lantern, Fireworks Display **₱2,000.00** Perya with rides **₱12,000.00** Perya without rides **₱6,000.00** Food Parks,	15 minutes	City Finance Department Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
		Tiangge **₱5,000.00 plus ₱500.00 for each stall,** Barangay Business Clearance **₱500.00** Security Seal **₱55.00** Business Tax based on Gross Sales declared		
	2.2. Issuance of Temporary Business Permit	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin Aide*
	2.3. Approval	None	20 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Temporary Permit	3. Releasing of Temporary Permit	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time		**Depends on the fees stated above**	**1 hour and 30 minutes**	

V. ISSUANCE OF CERTIFICATE OF BUSINESS REGISTRATION

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Business Establishment Owners or Representatives, National Agencies, Others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from client or National Agencies 2. Photocopy of valid ID	Client / National Agency Concerned 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	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin. Aide IV* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin Aide*
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV*
2. Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00** – **Total ₱195.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Encoding and printing of certification	None	10 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	10 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

VI. ISSUANCE OF CERTIFICATE OF ADDITIONAL LINE OF BUSINESS

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Business Permit	Client
2. Request letter from Owner/Corporate Secretary	Client
3. Photocopy of DTI Certification/Amended SEC	Client
4. Photocopy of valid ID	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin. Aide IV* Laarnie Jolipas *Admin. Aide III*
	1.2. Issuance of Order of Payment	None	5 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Heidee Villamin *Admin. Aide IV* Laarnie Jolipas *Admin. Aide III*
2. Payment	2.1. Issuance of Official Receipt	Amount of business tax, mayor's permit fee and environmental fee depends on the type of business line/s to be added plus Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00**	15 minutes	City Finance Department Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**Depends on the fees stated above**	**1 hour**	

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

A. CHANGE IN BUSINESS LOCATION

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from Owner/Corporate Secretary	Client
2. Photocopy of Business Permit	Client
3. Contract of Lease, front full view picture of business establishment	Client
4. Photocopy of Tax Declaration/Title	Client
5. Photocopy of Occupancy Permit	Client
6. Photocopy of valid ID	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit all the requirements and fill-out application form for amendment of location	1.1. Issuance of Application form for amendment of location and receiving and evaluation of requirements	None	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	1.2. Issuance of Order of Payment	None	5 minutes.	Heidee Villamin *Admin. Aide IV*
2.Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00 –Total ₱195.00**	15 minutes	City Finance Department Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

B. CHANGE IN BUSINESS NAME

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from Owner/Corporate Secretary	Client
2. Photocopy of Business Permit	Client
3. DTI Certificate of Cancellation	Department of Trade and Industry
4. Photocopy of DTI Certificate of Registration / Amended SEC (for change in business name)	Department of Trade and Industry Securities and Exchange Commission
5. Photocopy of valid ID	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	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	1.2. Issuance of Order of Payment	None	5 minutes.	Heidee Villamin *Admin. Aide IV*
2.Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00** **– Total ₱195.00**	15 minutes	City Finance Department 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	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

C. CHANGE IN OWNER'S STATUS

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from Owner	Client
2. Photocopy of Business Permit	Client
3. Photocopy of DTI Certificate of Registration	Department of Trade and Industry
4. Certified True Copy of Marriage Contract (for change in marital status)	Client
5. Photocopy of valid ID	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	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	1.2. Issuance of Order of Payment	None	5 minutes.	Heidee Villamin *Admin. Aide IV*
2.Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00 – Total ₱195.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

D. SECURITIES AND EXCHANGE COMMISSION (SEC) AMENDMENTS

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from Corporate Secretary	Client
2. Photocopy of Business Permit	Client
3. Photocopy of Amended SEC	Securities and Exchange Commission
4. Photocopy of valid ID	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	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	1.2. Issuance of Order of Payment	None	5 minutes.	Heidee Villamin *Admin. Aide IV*
2.Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

VIII. ISSUANCE OF CERTIFICATE OF NO BUSINESS OR NO REGISTRATION

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Applicant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter (For scholarship purposes-please indicate the name of parents and student) 2. Photocopy of valid ID 3. Barangay Clearance	Client Client Office of the Barangay Captain

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	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV*
2. Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documen-tary Stamp **₱30.00 –** **Total** **₱195.00**	15 minutes	City Finance Department _____ Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Encoding and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**1 hour**	

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Last Business Permit	Client
2. Sketch of business location	Client
3. **For Corporation (SEC)** a. Board Resolution stating reason for termination (i.e. Change location, Dissolution, etc.) b. Itemized gross sales of all branches for business establishments with multiple locations	Client

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Sole Proprietor (DTI) a. DTI Certificate of Cancellation b. Sworn statement of gross sales / BIR files (Monthly, Quarterly, or ITR) c. Affidavit of Closure (form available at our office) d. Front full view picture of business location e. Authorization letter with valid ID	Department of Trade and Industry Client BPLD Client Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1. Issuance of application form for inspection and receiving and evaluation of requirements	None	15 minutes	Heidee Villamin *Admin. Aide IV*
	1.2. Scheduling of business permit for inspection	None	5 working days	Heidee Villamin *Admin. Aide IV* Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Jose II Chua *License Inspector I* Marc Erick Espiritu *Admin Aide*
	1.3. Inspection of the business establishment being surrendered	None	20 minutes	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin. Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	1.4. Endorsement to City Finance Department for Assessment	Assessment of Fees based on Gross Sales Declared and Article 9 of the 2022 Revised Revenue Code of the City of Bacoor	5 minutes	Heidee Villamin *Admin. Aide IV*
2. Payment	2.1. Assessment and Issuance of Official Receipt	Refer to assess-ment of fees	25 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin. Aide* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	15 minutes	Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time		**Depends on the fees stated above**		**5 days, 1 hour and 40 minutes**

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

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Other Government Offices Concerned, Banks/Financial Institutions, Students, All Concerned Citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Endorsement letter from the Office of the Mayor or the City Administrator's Office	Office of the City Mayor

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	Depends on the time allotted	Office of the City Mayor ——————— Personnel In-Charge
2. Receive the response	2.1. Respond via e-mail or registered mail	None	60 minutes	Lawrence San Jose *OIC-BPLD* Shirley Anne Gomez *Licensing Officer II* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita *Admin Aide*
	Total	**None**	**1 hour**	

XI. ISSUANCE OF BARANGAY BUSINESS CLEARANCE

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Establishment Owners or Representatives with Gross Sales below Php 50,000.00

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Endorsement / Certification / Referral Slip	Office of the Punong Barangay
2. Sketch of business location	Client
3. Front full view picture of business establishment	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements and fill-out application form for inspection	1.1 Issuance of application form for inspection and receiving and evaluation of requirements	None	10 minutes	Heidee Villamin *Admin. Aide IV*
	1.2. Inspection of Business Establishment	None	5 working days	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide*
	1.3. Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment	2.1. Issuance of Official Receipt	**₱500.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Encoding and printing of Barangay Business Clearance	None	10 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Raymil Rabe *Licensing Officer I* Jose II Chua *License Inspector I* Laarnie Jolipas *Admin. Aide III* Bei Jhay Bombita Jeonard Merilo *Admin Aide* Cridora Naz *Clerk*
3. Claim the Barangay Business Clearance	3. Releasing of Barangay Business Clearance	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱500.00**	**5 days and 45 minutes**	

XII. BUSINESS ESTABLISHMENT INSPECTION

Office or Division:	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Establishment scheduled for inspection by the Business Permit and Licensing Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of business within the City	Business Permit and Licensing Dept.
2. Notice of Violation	Business Permit and Licensing Dept.
3. Cease and Desist Order	Business Permit and Licensing Dept.
4. Letter of Complaint	Complainant
5. Copy of business permit to be inspected for surrender	Business Permit and Licensing Dept. / Taxpayer
6. Business Inspection Form	Business Permit and Licensing Dept.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Actual business establishment inspection and issuance of Notice of Violation or Cease and Desist Order a. with permit b. without permit c. with violation	None	 10 minutes 20 minutes 20 minutes	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide*
	2. Preparation of Inspection Report	None	30 minutes	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu *Admin Aide*
Total Fees and Processing Time		**None**	**40 to 50 minutes depending on the status of business**	

XIII. RECEIVING AND RESPONSE TO COMPLAINTS

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All concerned citizens Government Offices and Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Complaint Form 2. Letter of Complaint	Business Permit and Licensing Dept. All concerned citizens Government Offices and Agencies

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Filling-out of Complaint Form / Submission of letter of complaint	1.1. Receiving and evaluation of complaint	None	10 minutes	Lawrence San Jose *OIC-BPLD* Heidee Villamin *Admin. Aide IV*
	1.2. Scheduling of inspection and coordination with both parties, the barangay concerned, and Homeowner's Association (HOA) (if available)	None	1 day	Lawrence San Jose *OIC-BPLD* Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide*
	1.3. Site inspection	None	1 hour	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Preparation and submission of report	None	15 minutes	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu *Admin Aide*
	1.5. Enforcement of decision	None	30 minutes	Lawrence San Jose *OIC-BPLD* Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide* Barangay Representative HOA Representative
2. Inform and receive report	2. Final Evaluation and Decision / Course of Action / Response to Complaint		5 minutes	Lawrence San Jose *OIC-BPLD* Shirley Anne Gomez *Licensing Officer II*
	Total	**None**	**1 day and 2 hours**	

XIV. ISSUANCE OF CERTIFICATE FOR DROPPING LINE OF BUSINESS

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from Owner/Corporate Secretary	Client
2. Photocopy of Business Permit	Client
3. Gross Sales of line of business for dropping	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements	1.1. Receiving and evaluation of requirements	None	15 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
	1.2. Computation and Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
2. Payment	2.1. Issuance of Official Receipt	Amount of business tax of the business line/s to be dropped plus Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time		**Depends on the fees stated above**		**1 hour**

XV. ISSUANCE OF CERTIFICATE OF CHANGE LINE OF BUSINESS

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter from Owner/Corporate Secretary 2. Photocopy of Business Permit 3. DTI/SEC/CDA Registration	Client Client Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority

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	15 minutes	Heidee Villamin *Admin. Aide IV* Cridora Naz *Clerk* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
	1.2. Computation and Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment	2.1. Issuance of Official Receipt	Per Business line **₱440.00** Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00** Environmental Fee, Mayor's Fee, and Sanitary Fee to be computed based on business line	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Updating of record, encoding, and printing of certification	None	15 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certification	3. Releasing of Certification	None	5 minutes	Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time		**Depends on the fees stated above**		**1 hour**

XVI. ISSUANCE OF CERTIFICATE OF PENDING BUSINESS PERMIT APPLICATION

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Unified Business Permit Application Form (not yet approved by other offices) with attached requirements based on	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirement	1.1. Receiving and evaluation of requirement	None	5 minutes	Lawrence San Jose *OIC-BPLD* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
	1.2. Issuance of Order of Payment	None	5 minutes	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment	2.1. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00** Documentary Stamp **₱30.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Encoding and printing of certification	None	5 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III* Cridora Naz *Clerk*
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Certificate	3. Releasing of Certificate	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱195.00**	**40 minutes**	

XVII. ISSUANCE OF SPECIAL PERMIT TO OPERATE PUBLIC UTILITY

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Water Distribution, Cable Company, Telecommunications Company, Electrical Company

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Not applicable

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receiving of Order of Payment	1.1. Encoding and Issuance of Order of Payment	None	10 minutes	Jose II Chua *License Inspector I*
	1.2 Delivery of Order of Payment	None	1 day	Raymil Rabe *Licensing Officer I* Ferdinand Paredes *Admin. Aide III* Ernesto Velasco Jr. *Special Agent I* Jose II Chua *License Inspector I* Marc Erick Espiritu Alvin Alcantara *Admin Aide*
2. Payment	2.1. Issuance of Official Receipt	Water Distribution **₱27,500.00** Others **₱55,000.00** Surcharge of **25%** Penalty of **₱100.00 per day** Security Seal **₱55.00**	15 minutes	City Finance Department _____ Personnel In-Charge
	2.2. Encoding and Issuance of Special Permit to Operate Public Utility	None	15 minutes	Jose II Chua *License Inspector I*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Special Permit to Operate Public Utility	3. Releasing of Special Permit to Operate Public Utility	None	15 minutes	Jose II Chua *License Inspector I* Heidee Villamin *Admin. Aide IV*
Total Fees and Processing Time		**Depends on the fees stated above**		**1 day and 1 hour**

XVIII. ISSUANCE OF CELL SITE TOWER BUSINESS PERMIT / RELAY STATION BUSINESS PERMIT/ MOBILE SWITCHING CENTER BUSINESS PERMIT

Office or Division	Business Permit and Licensing Department (BPLD)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Telecommunications Company

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter specifying the list of Cell Site Tower / Mobile Switching Center / Relay Station Locations	Telecommunications Company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Order of Payment	1.1. Encoding and Issuance of Order of Payment	None	15 minutes	Shirley Anne Gomez *Licensing Officer II*
2. Payment	2.1. Issuance of Official Receipt	**₱55,000.00** Barangay Business Clearance **₱500.00** Security Seal **₱55.00**	15 minutes	City Finance Department _____ Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Encoding and Issuance of Cell Site Tower Business Permit / Relay Station Business Permit / Mobile Switching Center Business Permit	None	15 minutes	Shirley Anne Gomez *Licensing Officer II*
	2.3. Approval	None	10 minutes	Lawrence San Jose *OIC-BPLD*
3. Claim the Cell Site Tower Business Permit / Relay Station Business Permit / Mobile Switching Center Business Permit	3. Releasing of Cell Site Tower Business Permit / Relay Station Business Permit / Mobile Switching Center Business Permit	None	5 minutes	Shirley Anne Gomez *Licensing Officer II*
Total Fees and Processing Time		**₱55,555.00**		**1 hour**

XX. ISSUANCE OF CERTIFIED TRUE COPY OF BUSINESS PERMIT OR DATABASE COPY

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Business Permit	Client
2. Photocopy of valid ID	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	Heidee Villamin *Admin. Aide IV* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
	1.2. Verification and Printing	None	5 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
	1.3. Issuance of Order of Payment	None	5 minutes	Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
2. Payment	2. Issuance of Official Receipt	Certification Fee **₱110.00** Security Seal **₱55.00**	15 minutes	City Finance Department Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Approval	None	5 minutes	Lawrence San Jose *OIC-BPLD* Shirley Anne Gomez *Licensing Officer II* Nancy Rabacal *Admin. Asst. V* Laarnie Jolipas *Admin. Aide III*
3. Claim the Certified True Copy	3. Releasing of Certified True Copy	None	5 minutes	Heidee Villamin *Admin. Aide IV*
	Total	**₱165.00**	**40 minutes**	

LIST OF FEES

Mayor's Permit Fee		
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	per machine	1,000.00
Cinema House		10,000.00
Operators of Cockpits		11,000.00
Other gaming and 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

Continued… Mayor's Permit Fee		
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

Continued… Mayor's Permit Fee		
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/Commercial	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

Environmental Fee		
Bakery/Bakeshop		₱ 4,356.00
Hot Pandesal		1,980.00
Food Diner, 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

Continued… Environmental Fee		
Supermarket		₱ 19,800.00
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,	micro-small	5,280.00
Distributor	medium	6,600.00
	large	7,920.00
All types not mentioned	less than 100 sqm	1,320.00
	100 to 199	3,960.00
	200 to 499	4,350.00
	500 or more	6,600.00

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

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

LIST OF SERVICES

City Bacoor Traffic Management Department

External Services	Page Number
Redemption of Driver's License and Payment of Penalty	7.2 - 7.3
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(OVR) and confiscated license Issuance of Traffic Clearance	7.6 - 7.7
Issuance of Excavation Permit	7.8 - 7.9
Issuance of Traffic Permit for Motorcade, Recorida and Fun Run	7.10 - 7.11
Filing of Complaint for Adjudication	7.12 - 7.13
List of Fees for Traffic Violations	7.14 - 7.16
Renewal of Electric / Motorized Tricycle Operator's Permit (E/MTOP)	7.17 - 7.19
Issuance of Motorized Tricycle Operator's Permit (E/MTOP) for tricycle that will change of motorcycle	7.20 - 7.22
Issuance of Electric / Motorized Tricycle Operator's Permit - Change of Ownership	7.23 - 7.25
Issuance of E/MTOP Dropping Certificate to Public Utility Tricycle to Revert the Motorcycle to Private	7.26 - 7.28
Issuance of New Electric / Motorized Tricycle Operator's Permit (E/MTOP) for New TODA	7.29 - 7.32
Issuance of Special Electric / Motorized Tricycle Operator's Permit (SP E/MTOP)	7.33 - 7.35
Issuance of New Pedicab Operator's Permit (POP)	7.36 - 7.39
Renewal of Pedicab Operator's Permit (POP)	7.40 - 7.42
Issuance of Pedicab Operator's Permit (POP) – Change Ownership	7.43 - 7.45
Various TODA and PODA Concerns and Riding Public Concerns	7.46

CITY BACOOR TRAFFIC MANAGEMENT DEPARTMENT

(External Services)

The City Bacoor Traffic Management Department (CBTMD) is in charge of ensuring security and safety of motorist, pedestrians, and the riding public within the City.

The specific functions of the CBTMD include the following.

1. **Ensure fast, reliable, accurate and friendly manner of releasing and receiving traffic ordinance violation receipts, licenses and impounded vehicles, and**
2. **Creates a culture of accountability and responsibility among traffic enforcers, motorist, pedestrians and other stakeholders in proper road use and enforcement of traffic rules and regulations.**
3. **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.**

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

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duplicate copy of ordinance violation receipt. • Official receipt/s as proof of payment of the prescribed fines;	City Bacoor Traffic Management Department City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duplicate copy of Ordinance Violation Receipt	1. Check if driver's license is already forwarded by the apprehending Traffic Enforcer and check database for any outstanding or unsettled violation/s.	None	Within the day	Victorino M.Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Joseph Rainier M. Udanga Sunshine O. Escalera *CBTMD Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Prepare Order of Payment	Depending on the amount of fine assessed- see List of Fees on pages 7.14-7.17	Within the day	Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Joseph Rainier M. Udanga Sunshine O. Escalera *CBTMD Staff*
3. Proceed to the City Finance Department For payment.	3. Accept payment and issue Official Receipt.	Depends on the amount of fine assessed	Within the day	City Finance Department
4. Present the Official Receipt as proof of Payment of the prescribed fines	4. Validate the receipt then photocopy the Official Receipt and Release the license together with the Original Official Receipt.	None	Within the day	Victorino M. Tagle Reonel V. Gonzales Andrei Laurenz C. Irada Joseph Rainier M. Udanga Sunshine O. Escalera *CBTMD Staff*
	Total	**Depending on the amount of fine assessed- see List of Fees on pages 7.14-7.17**	**within the day**	

4. FORWARDING OF THE ORDINANCE VIOLATION RECEIPT (OVR) TOGETHER WITH CORRESPONDING CONFISCATED DRIVER'S LICENSE AND VEHICLE PLATE/S

Original copy of Ordinance Violation Receipt, Driver's license and vehicle plates shall immediately be brought to the BTMD office by the apprehending traffic officers and deputized PNP personnel for documentation and filing.

Apprehensions made from **6:00am to 2:00pm** shall be forwarded to the BTMD office at **3:00pm** while apprehensions made from **2:00pm to 10:00pm** will be forwarded by **9:00AM** the following day.

Office or Division:	City Bacoor Traffic Management Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Traffic enforcers and deputized PNP Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Original copy of the Ordinance Violation Receipt (OVR) • Original copy of the Ordinance Violation Receipt (OVR) Confiscated Driver's License and/or vehicle plates	City Bacoor Traffic Management Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TOBE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Turn-over of the Original Copy of Ordinance Violation Receipt, Driver's license and Vehicles Plate/s	1.1. Receive The Original Copy of Ordinance Violation Receipt	None	Within the day	Shallie A.Belen Cherry Anne G. Nunez Alexandra Morales Katrina Jelo Solis Kathleen A. Sacramento *CBTMD Staff*

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 traffic enforcer and the chronological surrender of the OVR in series	None	Within the day	Shallie A.Belen Cherry Anne G. Nunez Alexandra Morales Katrina Jelo Solis Kathleen A. Sacramento *CBTMD Staff*
	Total	**None**	**Within the day**	

5. ISSUANCE OF TRAFFIC CLEARANCE

A Traffic Clearance may be obtained at the BTMD office.

The following requirements listed below must be provided by the requesting party.

Office or Division:	City Bacoor Traffic Management Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Individual or Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Form from Business Permit and Licensing Office; DTI Business Permit • Barangay Business Clearance; • Photo of the establishment; • Traffic Clearance Permit Fee – PhP 2,000.00	Business Permit and Licensing Department; Department of Trade and Industry; Makati Barangay Client Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1.1. Receive request letter and complete requirements	None	1 minute	Elaiza T. Cameros Sunshine O. Escalera *CBTMD Staff*
	1.2. Approval of the request letter and prepare order of payment	None	2 minutes	Leslie Dianne V. Morales *Officer in Charge* Adel I. Udarbe *City Government Assistant Department Head I*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the City Finance 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)	City Finance Department
	2.2. Forward the Traffic clearance to the City Mayor for signing	None	1-2 days	Office of the Mayor
	2.3. Inform applicants that their Traffic clearance is approved through telephone call or text message	None	1 minute	Elaiza T. Cameros Sunshine O. Escalera *CBTMD Staff*
	2.4. Issuanceof Traffic Clearance	None	1 minute	Elaiza T. Cameros Sunshine O. Escalera *CBTMD Staff*
	Total	**PhP 2,055.00**	**2 days and 10 minutes**	

6. ISSUANCE OF EXCAVATION CLEARANCE

An Excavation Clearance may be obtained at the BTMD office. The following requirement listed below must be provided by the requesting party.

Office or Division:	City Bacoor Traffic Management Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Contractors and Homeowners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Permit from DPWH; • Request for Excavation Permit (Maynilad- for water service connection • Safety Measures • Site Inspection; • Gantt Chart; Working period • Barangay Business Clearance. • Excavation Permit Fee: • Maynilad (residential) PhP 1,500.00 • Maynilad (commercial) PhP 3,000.00 • Telecom PhP 5,000.00	DPWH Carmona Maynilad Bacoor Client applicant Client applicant Barangay City Finance Department / City Bacoor Traffic Management Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submission of Requirements	1.1. Receive request letter and complete requirements	None	Within the day	Elaiza T. Cameros Cherry Anne G. Nuñez *CBTMD Staff*
	1.2. Approval of the request letter and prepare order payment	None	Within the day	Leslie Dianne V. Morales Officer in Charge Adel I. Udarbe *City Government Assistant Department Head I*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the City Finance Department for payment	2.1. Accept payment for Excavation Clearance and Security Seal and issue Official Receipt	Depends on the amount of Excavation Permit applied for and Php 55.00 for the Security Seal	Within the day	City Finance Department
	2.2. Issuance of Excavation Clearance	None	Within the day	Elaiza T. Cameros Cherry Anne G. Nuñez *CBTMD Staff*
Total	***Maynilad (residential) PhP 1,500.00 *Maynilad (commercial) PhP 3,000.00 *Telecom PhP 5,000.00**	***Depends on the amount of Excavation Permit applied for and Php 55.00 Security Seal**	**Within the day**	

7. ISSUANCE OF TRAFFIC PERMIT FOR MOTORCADE, RECORIDA AND FUN RUN

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

Office or Division:	City Bacoor Traffic Management Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Individual Organization

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Permit for Public Event • Time and Date of the Activity • Sketch Map • Number of the participants to the event • Number and type of of vehicles (such as cars, bicycles, motorcylces and the like) that will take part of the event; • Permit Fee: • Recorida PhP 1,000.00 • Motorcade PhP 2,000.00 • Fun run PhP 2,000.00	Client applicant Client applicant Client applicant Client applicant Client applicant City Finance Department / City Bacoor Traffic Management Department / Office of the City Mayor/ City Culture, History, Arts and Tourism Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submission of Requirements	1.1. Receive request letter and complete requirements with attached permit for public event	None	1 minute	Elaiza T. Cameros Kathleen A. Sacramento *CBTMD Staff*
	1.2 Sign the permit for public event and prepare order of payment.	None	2 minutes	Leslie Dianne V. Morales Adel I. Udarbe Elaiza T. Cameros Kathleen A. Sacramento

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the City Finance Departmen t 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)	City Finance Department
	2.2. Attached the Traffic Permit (Motorcade, Recorida and Fun-run) with Official Receipt signing of Mayor		1-2 days	Office of the City Mayor
	2.3. Inform applicants that their permits are approved through telephone call or text message	None	1 minute	Elaiza T. Cameros Kathleen A. Sacramento *CBTMD Staff*
	2.3. Issuance of Permit for Motorcade, Recorida and Fun Run	None	1 minute	Elaiza T. Cameros Kathleen A. Sacramento *CBTMD Staff*
Total	***Motorcade PhP 2,000.00 *Recorida PhP 1,000.00 *Fun run PhP 2,000.00**	***Amount of Permit applied for and Php 55.00 Security Seal**	**2 days and 10 minutes**	

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 at the City Bacoor Traffic Management Department.

Office or Division:	City Bacoor Traffic Management Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Alleged Traffic Violators

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Complaint Form. • Original copy of the ordinance violationreceipt/s.	City Bacoor Traffic Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the complaint form.	1.1 Receive the complaint form and schedule the Adjudication Board meeting	None	Within the day	Adel I. Udarbe Rommel A. Bunag Reonel V. Gonzales
	1.2 Inform the complainants and the apprehension officer of the adjudication schedule	None	Within the day	Adel I. Udarbe Rommel A. Bunag Reonel V. Gonzales
	1.3. Adjudication Meeting	None	Within the day	Adel I. Udarbe Rommel A. Bunag Reonel V. Gonzales
	Total	**None**	**Within the day**	

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 and 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	A. Waiting for/flagging down vehicle outside loading zone B. Boarding moving vehicle C. Alighting from vehicle outside unloading zone D. Lingering on pedestrian crossing E. Clinging to any part of moving vehicle F. Boarding fully-loaded vehicle G. Littering H. Spitting/urinating in public places I. Not using overpass/ pedestrian lanes	Php100 fine for each act of violation (If offender is a minor, the fine shall be paid by his/her parents or guardians)
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	*1st Offense:* Php5,000.00 + 5 days imprisonment *2nd Offense:* Php5,000.00 + 10 days imprisonment *3rd Offense:* Php5,000.00 + fine 10 days imprisonment + cancellation of driver's license
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	*1st Offense:* Php1,000 fine *2nd Offense:* Php3,000 fine *3rd Offense:* Php5,000 fine
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 and 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	*Vehicles with a gross weight capacity of 4,500 kilograms or more:* Php3,000 *Tricycles and motorcycles:* Php500 *Cars, sedans, jeeps, vans:* Php1,000
135	No Loading and Unloading	*Vehicles with a gross weight capacity of 4,500 kilograms or more:* Php3,000

SECTION	VIOLATION	PENALTY
135	No Loading and Unloading continued…	*Tricycles and motorcycles:* Php500.00 *Cars, sedans, jeeps, vans, others:* 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	*Class A-Light vehicles:* Php1500 fine *Class B-Van/Truck less than 4000 kilos:* Php2000 fine *Class C-Truck/Van/Bus more than 4000 kilos:* Php2,500
156	Structures concealing traffic signs	Php500.00 fine
008-1	Noise Pollution	*1st Offense:* Php2,500 fine *2nd Offense:* Php3,500 fine *3rd Offense:* Php5,000 fine *4th Offense:* Php5,000 or imprisonment not more than 10 days or both
Co-47-2019	Clearing all sidewalks roads, bridges and other public thoroughfares in the City of Bacoor	*1st Offense: Php 3,000 2nd offenses:Php 4,000 3rd Offense: 5,000 and imprisonment of not less than thirty (30) days and not more than sixty(60) days.*

7. 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.

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Tricycle Operator (TODA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion of the following Requirements:	
• Photocopy of latest E/MTOP	Owner of E/MTOP
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized/ electric tricycle	Owner of E/MTOP
• Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) & Certification from local TODA	Local TODA Officer/
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1&2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for the renewal of E/MTOP	1.1 Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza *Clerk*
2. Payment of E/MTOP at City Finance (Miscellaneous Window)	2. Inform the client to pay the Renewal Fee and Security Seal Sticker at City Finance Department	1,200.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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
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 *Traffic Operations Officer III*
	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

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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A.Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**P1,255.00**	**2-3 days and 27 minutes**	

8. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP) FOR TRICYCLE THAT WILL CHANGE OF MOTORCYCLE.

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

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Tricycle Operator (TODA)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Completion of the following Requirements:	
• Photocopy of latest E/MTOP	Owner of E/MTOP
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle (OLD and New Motorcycle)	Owner of E/MTOP
• Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) & Certification from Local TODA	Local TODA Officer/
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1&2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTION	FEES TO E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for change motorcycle of tricycle and updating of Motorized Tricycle Operator's Permit (MTOP)	1.1 Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
2. Payment of Motorized Tricycle Operator's Permit (MTOP) at the City Finance Department	2. Inform the client to pay the Change of motorcycle fee and Security Seal Sticker at City Finance Department	500.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
3. Submit proof of payment (Official Receipt) to start the processing of MTOP	3. Processing of MTOP	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado
4. Make sure to read understand the terms and conditions of the MTOP before signing	4.1 Final Checking review of MTOP and supporting documents	None	3 minutes	Rommel A. Bunag *Traffic Operations Officer III*
	4.2 Encoding updated MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROESSING TIME	PERSON RESONSIBLE
	4.3 Forward the Motorized Tricycle Operator's Permit (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	Raiza Reformado, Zenaida Mendoza
	4.5 Inform applicants that their MTOP application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado Rommel A. Bunag *Traffic Operations Officer III*
5. MTOP applicant can claim the copy of the approved MTOP by presenting the photocopy of the Official Receipt	5. Releasing of approved MTOP	None	3 minutes	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**P555.00**	**2-3 days and 27 minutes**	

9. ISSUANCE OF ELECTRIC / MOTORIZED TRICYCLE OPERATOR'S PERMIT - CHANGE OF OWNERSHIP

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

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	New Tricycle Operator (TODA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion of the following Requirements:	
• Notarized Deed of Sale of Tricycle, updated E/MTOP and photocopy of valid ID of Vendor and Vendee with 3 signatures	Old owner of E/MTOP / Notary Public
• Photocopy of latest E/MTOP	Owner of E/MTOP
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle	Owner of E/MTOP
• Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) and Certification and Transfer of Rights from local TODA	Local TODA Officer
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1&2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Raiza Reformado, Zenaida Mendoza
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
2. Payment of Electric / Motorized Tricycle Operator's Permit (E/MTOP) at the City Finance Department	2. Inform the client to pay the change ownership fee and Security Seal Sticker at City Finance Department	2000.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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
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 *Traffic Operations Officer III*
	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

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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza, Danny Boy Pajado, Leilani F.Ocampo
	Total	**P2,055.00**	**2-3 days and 27 minutes**	

10. ISSUANCE OF MTOP DROPPING CERTIFICATE FOR 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 Certificate to revert the motorcycle to private.

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple/Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Tricycle Operator (TODA) / Motorcycle Owner

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Completion of the following Requirements:	
• Photocopy of latest MTOP	Owner of MTOP /TFRU
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized tricycle	LTO
• Notarized Affidavit of MTOP Dropping	Notary Public
• Valid ID	Owner of MTOP
Other supporting documents, if necessary.	
Notarized Special Power of Attorney	Notary Public
LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of requirements for MTOP Dropping Certificate of public utility tricycle	1.1 Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza *Clerk*
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza *Clerk*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of MTOP Dropping Certificate At the City Finance Department	2. Inform the client to pay the Dropping fee and Security Seal Sticker at the City Finance Department	500.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
3. Submit proof of payment (Official Receipt) to start the processing of MTOP Dropping Certificate	3.1 Processing of MTOP Dropping Certificate	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado
	3.2 Final Checking and review of MTOP Dropping Certificate and supporting Documents	None	3 minutes	Rommel A. Bunag *Traffic Operations Officer III*
	3.3 Encoding of MTOP Dropping Certificate data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado
	3.4 Forward the MTOP Dropping Certificate to the City Mayor for signing	None	2-3 days	Office of the City Mayor
	3.5 Recording of approved MTOP Dropping Certificate in the logbook	None	3 minutes	Raiza Reformado, Zenaida Mendoza

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Inform applicants that their MTOP Dropping Certificate application is approved and ready for releasing. It could be through telephone call or text message	None	3 minutes per applicant	Danny Boy Pajado Rommel A. Bunag *Traffic Operations Officer III*
4. MTOP Dropping Certificate applicant can claim the copy of the approved Dropping by presenting the photocopy of the Official Receipt	4. Releasing of approved MTOP Dropping Certificate	None	3 minutes	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**PhP 555.00**	**2-3 days and 27 minutes**	

11. 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.***

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	New Tricycle Operators and Drivers Association (TODA)

CHECKLIST OF REQUIREMENTS (PRIMARY)	**WHERE TO SECURE**
Completion of the following Requirements:	
• SEC Registration of TODA	Securities and Exchange Commission / TODA
• Endorsement from Federation of Tricycle Operators and Drivers Association (FETODAB)	TODA Federation
• Map of TODA route	Local TODA
• Endorsement from Homeowners Association and Barangay Captain	Homeowners Assn./ Barangay Captain
• Route Measurement Capacity (RMC) and Recommendation letter to Sangguniang Panlungsod	BTMD – Dept. Head Sangguniang Panlungsod (SP)
• Resolution containing the decision of the Sangguniang Panlungsod address to City Mayor	Office of the Mayor

CHECKLIST OF REQUIREMENTS (SECONDARY)	WHERE TO SECURE
Completion of the following Requirements:	
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized/ electric tricycle	Owner of E/MTOP
• Inspection Report of the Tricycle, Certification from Federation of Tricycle Operators and Drivers Association in Bacoor (FETODAB) & Certification from local TODA	Local TODA Officer/
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1 and 2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of primary requirements	1. Evaluation and assessment of requirements	None	1 day	Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza
	2.2. Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
3. Payment of New Electric / Motorized Tricycle Operator's Permit (E/MTOP) at the Finance Department	3. Inform the client to pay the New E/MTOP fee and Security Seal Sticker at the City Finance Department	2000.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Make sure to read and understand the terms and conditions of the E/MTOP before signing	5.1 Final Checking and review of E/MTOP and supporting Documents	None	3 minutes	Rommel A. Bunag *Traffic Operations Officer III*
	5.2 Encoding of E/MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado
	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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**PhP 2,055.00**	**3 - 4 days 27 minutes**	

12. 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).

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple / Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Tricycle Operator (TODA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion of the following Requirements:	
• Photocopy of latest E/MTOP from another LGU	Owner of E/MTOP
• Photocopy of Certificate of Registration (CR) and latest Official Receipt (OR) of motorized/ electronic tricycle	LTO / Operator
• Inspection Report of the Tricycle & Certification from loc TODA	Local TODA Officer
• Valid ID of Operator	Operator
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1and 2 o A1) of Driver	Tricycle Driver
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for the application of SP E/MTOP	1.1 Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
2. Payment of SP E/MTOP at the City Finance Department (Miscellaneous Window)	2. Inform the client to pay the Special Permit Fee and Security Seal Sticker at the City Finance Department	PhP 1,200.00 PhP 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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
4. Make sure to read understand the terms and conditions of the SP E/MTOP before signing	4.1 Final Checking review of SP E/MTOP and supporting Documents	None	3 minutes	Rommel A.Bunag *Traffic Operations Officer III*
	4.2 Encoding of SP E/MTOP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A.Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**PhP 1,255.00**	**2-3 days and 27 minutes**	

13. 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.

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Pedicab Operators and Drivers Association (PODA)

CHECKLIST OF REQUIREMENTS (PRIMARY)	**WHERE TO SECURE**
Completion of the following Requirements:	
• SEC Registration of PODA/Sangguniang Panlungsod Accreditation	Securities and Exchange Commission /Sangguniang Panlungsod (SP)
• Endorsement from Federation of Pedicab Operators and Drivers Association (FEPODAB)	PODA PODA Federation
• Map of PODA route	Local PODA
• Endorsement from Homeowners Association and Barangay Captain	Homeowners Association Barangay Captain
• Route Measurement Capacity (RMC) and Recommendation letter to Sangguniang Panlungsod	BTMD – Department Head
• Resolution containing the decision of the Sangguniang Panlungsod address to City Mayor	Sangguniang Panlungsod (SP)
• Approval of the City Mayor	Office of the Mayor

CHECKLIST OF REQUIREMENTS (SECONDARY)	WHERE TO SECURE
Completion of the following Requirements:	
• Photocopy of proof of ownership	Operator
• Inspection Report, Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB) and Certification from local PODA	Local PODA Officer
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1 and 2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of primary requirements	1. Evaluation and assessment of the requirements	None	1 day	Rommel A. Bunag *Traffic Operations Officer III*
2. Submission of secondary requirements for the issuance of New Pedicab Operator's Permit (POP)	2.1. Assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	2.2. Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
3. Payment of New Pedicab Operator's Permit (POP) at The City Finance Department	3. Inform the client to pay the New POP fee and Security Sticker at City Finance Department	2,000.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Make sure to read and understand the terms and conditions of the POP before signing	5.1 Final Checking and review of POP and supporting Documents	None	3 minutes	Rommel A. Bunag *Traffic Operations Officer III*
	5.2 Encoding of POP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado
	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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**P2,055.00**	**3 - 4 days and 27 minutes**	

14. RENEWAL OF PEDICAB OPERATOR'S PERMIT (POP)

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.

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Pedicab Operators and Drivers Association (PODA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completion of the following Requirements:	
• Photocopy of latest Pedicab Operator's Permit.	POP Owner
• Photocopy of proof of ownership	Operator
• Inspection Report, Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB) and Certification from local PODA	Local PODA Officer
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1 and or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for the renewal of POP	1.1. Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	1.2. Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
2. Payment of POP at the City Finance Department (Miscellaneous Window)	2. Inform the client to pay the Renewal Fee and Security Sticker at the City Finance Department	PhP 1,200.00 PhP 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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
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 *Traffic Operations Officer III*
	4.2 Encoding of POP data in the system	None	3 minutes	Leilani F. Ocampo, Danny Boy Pajado

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**P1,255.00**	**2-3 days and 27 minutes**	

15. ISSUANCE OF PEDICAB OPERATOR'S PERMIT (POP) – CHANGE OF OWNERSHIP.

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

Office or Division:	Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	New Pedicab Operators and Drivers Association (PODA)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Completion of the following Requirements:	
• Notarized Deed of Sale of Pedicab with photocopy of Valid ID of Vendor and Vendee with 3 signatures.	Old owner of POP / Notary Public
• Photocopy of latest Pedicab Operator's Permit.	POP Owner
• Photocopy of proof of ownership	Operator
• Inspection Report, Certification from Federation of Pedicab Operators and Drivers Association in Bacoor (FEPODAB) and Certification from local PODA	Local PODA Officer
• Barangay Clearance of operator	Barangay
• Latest Voter's Certification of operator	Comelec
• Drug test result of driver	DOH Accredited Clinic
• Professional Driver's License (Restriction code 1&2 or A1) of Driver	
• Latest Voter's Certification of Driver	Comelec
• Long folder	
Other supporting documents, if necessary.	
• Notarized Special Power of Attorney	Notary Public
• Notarized Deed of Sale of Motorcycle and photocopy of valid ID of Vendor and Vendee with 3 signatures	
• LTO authorization if plate number is not yet available	LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for the renewal of Pedicab Operator's Permit	1.1 Evaluation and assessment of the requirements	None	3 minutes	Raiza Reformado, Zenaida Mendoza
	1.2 Issuance of Order of Payment	None	1 minute	Raiza Reformado, Zenaida Mendoza
2. Payment of POP at the City Finance Department (Miscellaneous Window)	2. Inform the client to pay the Change of Ownership Fee and Security Seal Sticker at the City Finance Department	2,000.00 55.00	5 Minutes (Depends on the number of clients)	City Finance Department
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
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 *Traffic Operations Officer III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Encoding of POP data in the system	Non	3 minutes	Leilani Ocampo, Danny Boy Pajado
	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	Raiza Reformado, Zenaida Mendoza
	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 Rommel A. Bunag *Traffic Operations Officer III*
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	Raiza Reformado, Zenaida Mendoza Danny Boy Pajado, Leilani F. Ocampo
	Total	**PhP 2,055.00**	**2 - 3 days and 27 minutes**	

16. VARIOUS TODA, PODA CONCERNS AND RIDING PUBLIC CONCERNS

Office or Division:	City Bacoor Traffic Management Department– Tricycle Franchising Regulatory Unit (TFRU)
Classification:	Simple/Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Tricycle Operator and Drivers Association (TODA), Pedicab Operator and Drivers Association (PODA) and Riding Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
This will depend on the concerns presented by the client.	City Bacoor Traffic Management Department – Tricycle Franchising Regulatory Unit (TFRU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 *Traffic Operations Officer III* Leslie Dianne V. Morales- *BTMD Officer in Charge*
	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 *Traffic Operations Officer III* Leslie Dianne V. Morales- *BTMD Officer in Charge*
	Total	**None**	**2-3 days and 30 minutes**	

LIST OF SERVICES

City Budget Department

Internal Services	Page Number
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Budgeting Services	8.18

External Services

Budget Execution and Accountability	8.7, 8.24
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Preliminary Review of Annual and Supplemental Budgets of Barangays and Sangguniang Kabataan	8.33, 8.34

CITY BUDGET DEPARTMENT

(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 Department of Budget and Management;**
6. **Coordinate with the City Finance Department (City Treasurer's Office), the Office of the Accounting and Internal Audit Services and the City Planning and Development Coordinating Office 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 Coordinating 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.

A. Annual Budget

Office or Division:	City Budget Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Department and Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Budget proposals for the ensuing year using the prescribed Local Budget Preparation (LBP) Forms 2 and 4.	City Budget Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Local Budget Preparation Forms 2 and 4 (Annual Programs, Projects and Activities with corresponding budget proposal)	1.1 Consolidate and review all budget proposals to be included in the Annual Budget 1.2 Update Plantilla of Personnel for Permanent and PhilHealth Contribution	None	10 days 5 days	Elvinia S. Guerrero City Budget Officer Lester Gene Broas Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Update Plantilla of Personnel for Casual Employees and PhilHealth Contribution	None	5 days	Margarita Palad Admin. Assistant II
	1.4 Finalize the Annual Budget (in Local Expenditure Program forms - LEP) for submission to the Sangguniang Panlungsod for enactment of Appropriation Ordinance	None	8 days 16 days 8 days	Elvinia S. Guerrero City Budget Officer Mariza R. De Leon Supervising Admin. Officer Margarita Palad Admin. Assistant II
	1.5 Production and distribution of the Annual Budget copies to concerned agencies		5 days	Mark James Santos *Administrative Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approval of Local Expenditure Program (LEP)/Annual General Fund Budget by the Sangguniang Panlungsod thru Enactment of Appropriation Ordinance	2.1 Prepare Allotment Release Order (ARO)	None	2 days	Lester Gene Broas *Administrative Officer II*
	2.2 Review ARO before approval of Local Chief Executive (LCE)		1 day	Elvinia S. Guerrero *City Budget Officer*
	2.3 Summarize and furnish all departments of their respective approved budgets for the preparation of Project Procurement Management Plan (PPMP) for inclusion in the Annual Procurement Plan (APP)		5 days	Mariza R. De Leon *Supervising Admin. Officer*
	2.4 Upon approval of Local Expenditure Program, furnish soft and hard copies of Annual Budget to E-Governance Department and City Information and Community Relations Department for posting to city government's website and 3 conspicuous places as compliance to DILG MC No. 2019-149 dated August 30, 2019		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**66 days**	

B. Supplemental Budget

Office or Division:	City Budget Department
Classification:	Complex, Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Department and Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Additional Budget Proposal Lists	City Budget Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Supplemental proposal for consolidation in prescribed forms	1.1 Consolidate and review all additional budget proposals to be included in the Supplemental Budget	None	7 days	Elvinia S. Guerrero *City Budget Officer*
	1.2 Prepare the memorandum for all the approved additional budget proposals		2 days	Mariza R. De Leon *Supervising Admin. Officer*
	1.3 Approve the memorandum for all the additional budget included in the Supplemental Budget		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**10 days**	

C. Realignment of Budget

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Department and Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Realignment/Augmentation List	City Budget Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Realignment or augmentation of expenses in Annual Budget	1.1 Accept and review the source for the request of realignment or augmentation	None	1 day	Elvinia S. Guerrero *City Budget Officer*
	1.2 Validate the source of funds to be realigned if still availability and prepare the budget memorandum for the new funding for LCE's approval		2 days	Mariza R. De Leon *Supervising Admin. Officer*
	Total	**None**	**3 days**	

2. BUDGET EXECUTION AND ACCOUNTABILITY (GENERAL FUND)

Budget execution and accountability 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 and Accountability 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 Local Chief Executive, Local Sanggunian and stakeholders to be continuously informed of the status of implementation of Programs, Projects and Activities being funded by public funds.

A. Annual and Supplemental Budget

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National Government Offices Other Local Government Units Private Suppliers with transactions from the City Government Private Citizens with transactions from the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Integrated Financial Management System (IFMS)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Annual and Supplemental Budget for Integrated Financial Management System (IFMS) Posting	1.1 Uploading of budget entries to Integrated Financial Management System (IFMS) for Annual and Supplemental Budgets	None	Within the day	Lester Gene Broas *Administrative Officer II*
	Total	**None**	**Within the day**	

B. Integrated Financial Managemnet System (IFMS)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National Government Offices Other Local Government Units Private Suppliers with transactions from the City Government Private Citizens with transactions from the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Integrated Financial Management System (IFMS)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitoring of request for transaction in the system	1. Monitoring the request for obligation in the registries thru Integrated Financial Management System (IFMS)	None	Within the day	Lester Gene Broas *Administrative Officer II* Sherryll Eloso Margarita Palad *Administrative Aide IV* Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa *Administrative Aide*
	Total	**None**	**Within the day**	

C. Obligation Request with Procurement Documents

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National Government Offices Other Local Government Units Private Suppliers with transactions from the City Government Private Citizens with transactions from the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Procurement Documents for Obligation Request (OBR)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete attachment for procurement related transactions	1. Each validate the completeness of Bids and Awards documents attached thru the checklist for procurement activity	None	Within the day	Sherryll T. Eloso *Administrative Aide IV* Mariza R. De Leon *Supervising Admin. Officer*
	Total	**None**	**Within the day**	

D. Obligation Request for Signature of Requesting Office

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National Government Offices Other Local Government Units Private Suppliers with transactions from the City Government Private Citizens with transactions from the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Obligation Request (OBR)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete document/ attachment for related transactions for Obligation and summary of statement of accounts (SOAs) for all utility bills of the city government facilities for request of obligation	1.1 Prepare summary of billing statement of all utility as attachment for request of obligation 1.2 Each validate the completeness of documents, the existence of Programs Projects and Activities in the Local Budget Preparation Form No. 4, and assigned corresponding Annual Investment Plan and expense account code for obligation and release to requesting department for signature	None	Within the day Within the day	Monique Gervacio *Administrative Aide* Lester Gene Broas *Administrative Officer II* Margarita Palad *Admin. Assistant II* Sherryll Eloso *Administrative Aide IV* Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa *Administrative Aide*
	Total	**None**	**Within the day**	

E. Obligation Request for Releasing

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees National Government Offices Other Local Government Units Private Suppliers with transactions from the City Government Private Citizens with transactions from the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Obligation Request (OBR)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of completely signed Obligation Request (OBR) by requesting department	1.1 Review and certify the Obligation Request as to existence of appropriation 1.2 Release of certified Obligation Request	None	Within the day	Elvinia S. Guerrero *City Budget Officer* Cristina Villafranca Keziah Moscosa Mark James Santos *Administrative Aide*
	Total	**None**	**Within the day**	

F. Registry of Appropriation, Allotment and Obligation (RAAO)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments National Government Agencies Other Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Registry of Appropriation, Allotment, and Obligations (RAAO) for Personal Services, Maintenance and Other Operating Expenses, Capital Outlays and Financial Expenses (RAAO-PS/MOOE/CO/FE)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of balances thru manual posting of obligation in Registry of Appropriation, Allotment and Obligations (RAAO)	1.1 Each manual posting of daily certified Obligation Requests to proper registries and to generate monthly Registry of Appropriation, Allotment and Obligations	None	Within the day	Lester Gene Broas *Administrative Officer II* Margarita Palad *Admin. Assistant II* Sherryll Eloso *Administrative Aide IV* Katherine Pobre Ma. Cristina Villafranca Monique Gervacio Jayson Bautista Keziah Moscosa *Administrative Aide*
	Total	**None**	**Within the day**	

G. Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)

Office or Division:	City Budget Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments National Government Agencies Other Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing monthly report of Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)	1.1 Each prepare and summarize the monthly Registry of Appropriation, Allotment and Obligations into Statement of Appropriations, Allotment, Obligations and Balances monthly report	None	9 days	Katherine Pobre Jayson Bautista *Administrative Aide*
	1.2 Review SAAOB report		2 days	Mariza R. De Leon *Supervising Admin. Officer*
	1.3 Certify and approve the report for submission to the LCE and Commission on Audit (COA)		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**12 days**	

H. Statement of Comparison of Budget and Actual Amount (SCBAA)

Office or Division:	City Budget Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments National Government Agencies Other Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Statement of Comparison of Budget and Actual Amount (SCBAA)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Securing Statement of Comparison of Budget and Actual Amount (SCBAA)	1.1 Encode and monitor the budget data (original amount from annual budget including the changes made in supplemental budgets and realignments)	None	10 days	Mariza R. De Leon *Supervising Admin. Officer*
	1.2 Certify and approve the monitored Statement of Comparison of Budget portion for submission to Commission on Audit		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**11 days**	

I. Electronic Statement of Receipts and Expenditures (e-SRE)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments National Government Agencies Other Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Electronic Statement of Receipts and Expenditure (e-SRE)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing Electronic Statement of Receipts and Expenditures (e-SRE)	1.1 Encode and upload quarterly budget data in Bureau of Local Government Finance system	None	Within the day	Lester Gene Broas *Administrative Officer II*
	1.2 Review the generated Electronic Statement of Receipts and Expenditures (e-SRE)		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

J. Twenty Percent (20%) City Development Fund Utilization

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments National Government Agencies Other Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 20% City Development Fund Utilization	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Securing updated reports on full disclosure policy of Department of the Interior and Local Government (DILG)	1.1 Update the 20% Development Fund Utilization report	None	Within the day	Lester Gene Broas *Administrative Officer II*
	1.2 Review and certify the 20% Development Fund Utilization report		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

K. Budgetary Reports

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Budgetary Reports	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing monthly budgetary reports	1.1 Each prepare monthly budgetary report for monitoring Job Order budget utilization and monthly summary report of balances	None	Within the day	Margarita Palad *Admin. Assistant II* Sherryll Eloso *Administrative Aide IV*
	1.2 Certify the report for submission to Department concerned		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

4. BUDGETARY SERVICES

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

A. Certification of Fund

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	City Government Departments Officials and Employees of the City Government National Government Agencies Other Local Government Units Private Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Certifications	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requests, and duly signed system-generated Purchase Request (PR) form for certifications as to existence of appropriations	1.1 Each prepare certification for the existence of appropriations on all requests for new utilities and for newly hired personnel	None	Within the day	Keziah Moscosa Casual Clerk Lester Gene Broas *Administrative Officer II*
	1.2 Prepare list of Purchase Requests for endorsement to the Office of the City Mayor that has existence of appropriations and other relative request for certification of funds		Within the day	Mariza R. De Leon *Supervising Admin. Officer*
	1.3 Review and certify as to existence of appropriations		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

B. Memorandum for Procurement Included in Supplemental Budget

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Government Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Procurement-Related Items in the Approved Supplemental Budget	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing approved list of supplemental items for procurement for Project Procurement Management Plan (PPMP) preparation	1.1 Prepare memorandum for all items related for procurement for Department's PPMP preparation	None	Within the day	Mariza R. De Leon *Supervising Admin. Officer*
	1.2. Review and approve the memorandum		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

C. Records Management for Written Queries, Letter Requests and Correspondence

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Officials and Employees of the City Government National Government Agencies Other Local Government Units Private Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request for securing file/reference copies of budget documents/ correspondence	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written queries, letter requests for budgetary documents/ references and correspondence	1.1. Provide written reply to queries, certified true copies of documents as per request, and correspondence	None	Within the day	Elvinia S. Guerrero *City Budget Officer*
	1.2 Each deliver/ release of documents to concerned offices/ clients		Within the day	Cristina Villafranca Keziah Moscosa Mark James Santos *Administrative Aide*
	Total	**None**	**Within the day**	

D. Other Services

Render technical assistance to clients on budgetary matters.

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	National Government Offices Local Government Offices Private Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request for data gathering/ research of students • Walk-ins and phone-in clients/ inter-office queries	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request duly signed by student's adviser for research purposes, walk-in/phone inquiry thru regular office hours	1.1 Each evaluate and respond to requests, queries, and calls which needs technical assistance on budgetary matters	None	Within the day	Elvinia S. Guerrero *City Budget Officer* Mariza R. De Leon *Supervising Admin. Officer* Lester Gene Broas *Administrative Officer II* Margarita Palad *Admin. Assistant II* Sherryll Eloso Karen V. Padua *Administrative Aide IV* Monique Gervacio Katherine Pobre Cristina Villafranca Jayson Bautista Keziah Moscosa Mark James Santos *Administrative Aide*
	Total	**None**	**Within the day**	

5. BUDGET PREPARATION (SPECIAL EDUCATION FUND – SEF)

SECTION 272. Application of Proceeds of the Additional One Percent Special Education Fund 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.

A. Annual Budget

Office or Division:	City Budget Department
Classification:	Complex; Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Budget proposals of Local Department of Education	Template from Budget Operations Manual for Local Government Units

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Department of Education 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	5 days	Elvinia S. Guerrero *City Budget Officer*
	1.2 City Budget Office finalizes the annual budget for submission to the Local School Board for approval		3 days	Elvinia S. Guerrero *City Budget Officer*
2. Approval of Annual Budget by Local School Board	2.1 Prepare Allotment Release Order (ARO)		1 day	Karen V. Padua *Administrative Aide IV*
	2.2 Review ARO before approval of Local Chief Executive		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**10 days**	

B. Supplemental Budget

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Additional Budget Proposals of Local Department of Education	Template from Budget Operations Manual for Local Government Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Supplemental proposals for consolidation in prescribed forms	1.1 Consolidate and review all additional budget proposals to be included in the Supplemental Budget	None	3 days	Elvinia S. Guerrero *City Budget Officer*
	1.2 Prepare the additional budget proposal in prescribed forms		2 days	Karen V. Padua *Administrative Aide IV*
	Total	**None**	**5 days**	

6. BUDGET EXECUTION AND ACCOUNTABILITY (SPECIAL EDUCATION FUND-SEF)

A. Annual and Supplemental Budget

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Integrated Financial Management System (IFMS)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Annual and Supplemental Budget for Integrated Financial Management System (IFMS) Posting	1.1. Uploading of budget entries to Integrated Financial Management System (IFMS) for Annual and Supplemental Budgets	None	Within the day	Lester Gene Broas *Administrative Officer II*
	Total	**None**	**Within the day**	

B. Integrated Financial Management System (IFMS)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Integrated Financial Management System (IFMS)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitoring of request for transaction in the system	1.1 Monitoring the request for obligation in the registries thru Integrated Financial Management System (IFMS)	None	Within the day	Karen V. Padua *Administrative Aide IV*
	Total	**None**	**Within the day**	

C. Obligation Request with Procurement Documents

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Procurement Documents for Obligation Request (OBR)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete attachment for procurement related transactions	1.1 Each validate the completeness of Bids and Awards documents attached thru the checklist for procurement activity	None	Within the day	Sherryll T. Eloso *Administrative Aide IV* Mariza R. De Leon *Supervising Admin. Officer*
	Total	**None**	**Within the day**	

D. Obligation Request for Signature of Requesting Office

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Obligation Request (OBR)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete document/ attachment for related transactions for obligation and summary for all utility bills of the City Schools	1.1 Validate the completeness of documents/ attachments, assigned expense account codes for obligation and release to Local Department of Education Division Office for signature	None	Within the day	Karen V. Padua *Administrative Aide IV*
	Total	**None**	**Within the day**	

E. Obligation Request for Releasing

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Department of Education Officials & Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Obligation Request (OBR)	City Budget Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of completely signed Obligation Request (OBR) by Local Department of Education Division Office	1.1 Review and certify the Obligation Request as to existence of appropriation 1.2 Release of certified Obligation Request	None	Within the day Within the day	Elvinia S. Guerrero *City Budget Officer* Karen V. Padua *Administrative Aide IV* Mark James Santos *Adminstrative Aide*
	Total	**None**	**Within the day**	

F. Registry of Appropriation, Allotment, and Obligation (RAAO)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Registry of Appropriation, Allotment, and Obligations for Personal Services, Maintenance and Other Operating Expenses and Capital Outlays (RAOO-PS/MOOE/CO)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of balances thru manual posting of obligation in Registry of Appropriation, Allotment, and Obligations (RAAO)	1. Manual posting of daily certified Obligation Requests to registries to generate monthly Registry of Appropriation, Allotment and Obligations	None	Within the day	Karen V. Padua *Administrative Aide IV*
	Total	**None**	**Within the day**	

G. Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)

Office or Division:	City Budget Department
Classification:	Highly Technical; Simple
Type of Transaction:	G2G Government to Government
Who may avail:	National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing monthly report of Statement of Appropriations, Allotment, Obligations and Balances (SAAOB)	1.1 Each prepare and summarize the monthly Registry of Appropriation, Allotment and Obligations into Statement of Appropriations, Allotment, Obligations and Balances monthly report	None	9 days	Karen V. Padua *Administrative Aide IV*
	1.2 Review SAAOB report		2 days	Mariza R. De Leon *Supervising Admin. Officer*
	1.3 Certify and approve the report for submission to the LCE and Commission on Audit (COA)		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**12 days**	

H. Statement of Comparison of Budget and Actual Amount (SCBAA)

Office or Division:	City Budget Department
Classification:	Highly Technical; Simple
Type of Transaction:	G2G Government to Government
Who may avail:	National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Statement of Comparison of Budget and Actual Amount (SCBAA)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Securing Statement of Comparison of Budget and Actual Amount (SCBAA)	1.1 Encode and monitor the budget data (original amount from annual budget including the changes made in supplemental budgets and realignments)	None	10 days	Mariza R. De Leon *Supervising Admin Officer*
	1.2 Certify the monitored Statement of Comparison of Budget portion for submission to Commission on Audit		1 day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**11 days**	

I. Electronic Statement of Receipts and Expenditures (e-SRE)

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Electronic Statement of Receipts and Expenditures (e-SRE)	City Budget Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing Electronic Statement of Receipts and Expenditures (e-SRE)	1.2 Encode and upload quarterly budget data in Bureau of Local Government Finance system	None	Within the day	Lester Gene Broas *Administrative Officer II*
	1.2 Review the generated Electronic Statement of Receipts and Expenditures (e-SRE)		Within the day	Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

7. REVIEW OF BARANGAY AND SANGGUNIANG KABATAAN BUDGETS

A. Barangay Budgets

Section 333 of RA 7160 states that within ten (10) days from approval of Barangay Council, copies of the Barangay Ordinance authorizing the annual appropriations shall be furnished the Sangguniang Panlungsod through the City Budget Officer.

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Barangay Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Barangay Budget Preparation Forms • Certified Barangay Annual Investment Program • Certified Gender and Development Plan and Budget for Barangays • Barangay Disaster Risk Reduction and Management Plan • Barangay Council for the Protection of Children Plan	Template from Budget Operations Manual for Barangays

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete Barangay Budget Preparation Forms together with Certified Annual Investment Program, Gender and Development Plan and Budget, Barangay Disaster Risk Reduction and Management Plan and Barangay Council for the Protection of Children Plan	1.1 Examine the forms submitted as to completeness and initiate review of the barangay budget as to compliance to budgetary requirement and general limitations before endorsement to Sangguniang Panlungsod 1.2 Review and sign the endorsement letter of reviewed budgets	None	Within the day Within the day	Cristina Villafranca *Administrative Aide* Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

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 Sangguniang Kabataan Secretary shall submit the Sangguniang Kabataan annual/supplemental budget to the Sangguniang Panlungsod for review through the City Budget Officer within ten (10) days upon the approval thereof.

Office or Division:	City Budget Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Sangguniang Kabataan Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Sangguniang Kabataan Annual Budget Form • Approved 3-year Comprehensive Barangay Youth Development Plan (CBYDP) • Approved Annual Barangay Youth Investment Program (ABYIP)	• Template from DBM-DILG-NYC JMC No. 2019-1 dated January 13, 2019 • Template from DILG Memorandum Circular No. 2019-151 dated September 10, 2019 (Annex 9 and 10)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Sangguniang Kabataan Budget Preparation Forms together with approved Comprehen-sive Barangay Youth Development Plan and Annual Barangay Youth Investment Program	1.1 Examine the forms submitted as to completeness and conduct preliminary review of Sangguniang Kabataan budget on their compliance with Section 20(c) of RA 10742, and with other existing laws rules and regulations before endorsement to Sangguniang Panlungsod 1.2 Review and sign the endorsement letter of reviewed Sangguniang Kabataan budgets	None	Within the day Within the day	Cristina Villafranca *Casual Clerk* Elvinia S. Guerrero *City Budget Officer*
	Total	**None**	**Within the day**	

LIST OF SERVICES

Office of the City Civil Registry

External Services	Page Number
Timely Registration of Certificate of Live Birth (COLB)	9.2
Delayed Registration of Certificate of Live Birth (COLB)	9.3 - 9.4
Application of Marriage License	9.5 - 9.7
Timely Registration of Certificate of Marriage (COM)	9.8
Delayed Registration of Certificate of Marriage (COM)	9.9 - 9.10
Timely Registration of Certificate of Death (COD)	9.11
Delayed Registration of Certificate of Death (COD)	9.12 – 9.13
Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement	9.14 – 9.15
Registration of Court Orders/Decrees and request of Annotated Record	9.16 – 9.18
Filing for Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE) under R.A. 9048 & 10172	9.19 – 9.23
Issuance of Certified True Copy and Transcription of Record of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and other civil registry documents.	9.24 – 9.25

OFFICE OF THE CITY CIVIL REGISTRY

(External Services)

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

1. TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

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

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Government/Private Hospitals, Maternity and Lying-in Clinics/other birth attendants, Father/Mother or Guardian or any responsible person with knowledge of the facts of birth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • Medical Certificate • Certificate of Marriage if the parents were married Authority to Use the Surname Other supporting documents, if necessary	• Attending Physician/Midwife/Nurse • Any National Government agencies • Hospital, Clinic • Philippine Statistics Authority (PSA) or City Civil Registry Office (LCRO)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Rowena A. Barco *Administrative Assistant*
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
2. Receive the civil registry document	2. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**None**	**10 minutes**	

2. DELAYED REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB)

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

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)	• Attending Physician/Midwife/Nurse
• Government issued valid ID's	• Any National Government agencies
• PSA Certificate of Negative Record	• PSA
• National Certification (if born 1944 and below)	• National Archives
• Certificate of Marriage if the parent were married	• PSA/ LCRO
• Baptismal Certificate	• Church
• Barangay Fact of Birth	• Barangay
• School Record	• School
• Immunization Record	• Health Center
• Voter's Certification	• Commission on Elections (COMELEC)
Other supporting documents, if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Rowena A. Barco *Administrative Assistant*
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PhP 200.00	5 minutes	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the Official Receipt	3.1. Advice to return on the scheduled date of release (after 10 days posting)	None	10 days posting period	Rowena A. Barco *Administrative Assistant*
	3.2. Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**PhP 200.00**	**10 days and 15 minutes**	

3. APPLICATION OF MARRIAGE LICENSE

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

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	At least one of the contracting parties must be a resident of the City of Bacoor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Certificate of No Marriage (CENOMAR)	• PSA
• Certificate of Live Birth or Baptismal Certificate	• City Civil Registry Office/PSA or Church
• Family Planning Seminar/ Pre-marriage Counselling	• Population Commission Office (POPCOM)
• Parental consent (for ages 22 to 25)	• City Civil Registry Office
• Parental Advice (for ages 18 to 21)	• City Civil Registry Office
• Barangay Certificate	• Barangay
• Valid ID with Bacoor residence or address of either of the parties	• Any National Government agencies
• Long Folder	• Client
• Certificate of Death (if widowed), Annotated Certificate of Marriage (if annulled)	• PSA/LCRO
Additional for Foreign Applicant:	
• Passport	• Department of Foreign Affairs (DFA)
• Legal Capacity	• Embassy/ Consular
• CENOMAR	• PSA
If one/both of the parties was/were previously married:	
• Judicial Decree of absolute divorce	• Court
• Judicial Decree of Annulment	• Court
• Judicial Decree of Nullity of Marriage	• Court
Other supporting documents, if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	10 minutes	Maria Concepcion V. Malinis *Clerk*
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 Finance Department
3. Present the Official Receipt	3. Advice to return on the scheduled date of release after 10 days posting	None	10 days	Maria Concepcion V. Malinis *Clerk*
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 *Clerk*
5. Pay the required fees	5. Receive payment and issue official receipt	**Marriage License PHP 100.00**	5 minutes	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present the Official Receipt	6.1. Prepares the Marriage License	None	5 minutes	Ma. Theresa B. Dela Cruz *Clerk*
	6.2. Signs the Marriage License	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
7. Receive the civil registry document	7. Release the Marriage License	None	2 minutes	Ma. Theresa B. Dela Cruz *Clerk*
	Total	**Php 500.00**	**10 days and 30 minutes**	

4. TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE (COM)

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

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)	• Solemnizing Officer
• Government issued valid ID's	• Any National Government agencies
• Certification from the Venue	• Event place/venue
• Affidavit of Solemnizing Officer	• Solemnizing Office
• Application for Marriage License	• LCRO
• Marriage License	• LCRO
Other supporting documents, if necessary.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Carmen R. Eusebio *Administrative Aide II*
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
2. Receive the civil registry document	2. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**None**	**10 minutes**	

5. DELAYED REGISTRATION OF CERTIFICATE OF MARRIAGE (COM)

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

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • PSA Certificate of Negative Record • Certification of No Marriage (CENOMAR) • Certification from the Venue • Affidavit of Solemnizing Officer • Affidavit of Two (2) Disinterested Persons • Application for Marriage License • Marriage License Other supporting documents, if necessary	• Solemnizing Officer • Any National Government agencies • PSA • PSA • Event Place/Venue • Solemnizing Office • Notary Public • City Civil Registry Office City Civil Registry Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Carmen R. Eusebio *Administrative Aide II*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PHP 200.00	5 minutes	City Finance Department
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 *Administrative Aide II*
	3.2 Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**Php 200.00**	**10 days and 15 minutes**	

6. TIMELY REGISTRATION OF CERTIFICATE OF DEATH (COD)

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

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely) • Government issued valid ID's • Transfer Permit • Burial/Cremation Permit • Police Report • Certificate of Post Mortem Examination Other supporting documents, if necessary.	• Funeral Parlor/Service • Any National Government agencies • Treasury Office • Treasury Office • Philippine National Police (PNP) • PNP/ National Bureau of Investigation (NBI)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess and review if the documents are properly filled up and duly notarized	None	7 minutes	Rowena C. Tamayo *Registration Officer III*
	1.2 Sign the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
2. Receive the civil registry document	2. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**None**	**10 minutes**	

7. DELAYED 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.

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Four (4) quadruplicate copies of the civil document to be registered (must be accomplished correctly and completely)	• Funeral Parlor/ Service
• Government issued valid ID's	• Any National Government agencies
• PSA Certificate of Negative Record	• PSA
• Transfer Permit	• Treasury Office
• Burial/Cremation Permit	• Treasury Office
• Police Report	• Philippine National Police (PNP)
• Certificate of Post Mortem Examination	• PNP/ NBI
• Affidavit of Two (2) Disinterested Persons	• Notary Public
• Certificate from the Funeral Service	• Funeral Parlor/ Service
• Certificate from the place of interment	• Cemetery/ Crematorium
Other supporting documents, if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess and review if the documents are properly filled up and duly notarized, advice the client to pay the required fee	None	7 minutes	Rowena C. Tamayo *Registration Officer III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Delayed Registration PhP 200.00	5 minutes	City Finance Department
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 *Registration Officer III*
	3.2 Signs the civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**Php 200.00**	**10 days and 15 minutes**	

8. REGISTRATION OF LEGAL INSTRUMENTS SUCH AS AFFIDAVIT OF REAPPEARANCE, LEGITIMATION, R.A. 9255, ADMISSION OF PATERNITY, OPTION TO ELECT PHILIPPINES CITIZENSHIP AND PRENUPTIAL AGREEMENT AND OTHER LEGAL INSTRUMENTS

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PSA Copy of Certificate of Live Birth (Child)	• PSA/LCRO
• PSA Copy of Certificate of Marriage (Parents)	• PSA/LCRO
• Delayedst PSA Copy of CENOMAR (both parents)	• PSA/LCRO
• Valid ID of Parents	• Any National Government agencies
• Joint Affidavit of Legitimation	• Notary Public
• Affidavit of Admission of Paternity (AAP)	• Notary Public
• Affidavit to Use the Surname of the Father (AUSF)	• Notary Public
Other supporting documents, if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Assess the requirements and issue the order of payment	None	5 minutes	Rochel T. Arciaga *Clerk*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	Registration of Legitimation Php 500.00 Registration of AUSF Php 500.00 Other Legal Instruments Php 330.00 Certified True Copy Php 110.00 Security Seal Php 55.00	5 minutes	City Finance Department
3. Present the Official Receipt	3.1. Process the registration of the Legal Instruments	None	7 minutes	Rochel T. Arciaga *Clerk*
	3.2. Signs the certified civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Rochel T. Arciaga *Clerk*
	Total	**Depends on the requested document/s stated above**	**20 minutes**	

9. REGISTRATION OF COURT ORDERS/DECREES AND REQUEST OF ANNOTATED RECORD. Register the court decision/order issued by the Regional Trial Court with the territorial jurisdiction of the City of Bacoor and annotate the civil document.

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Original /certified photocopy of the court order (at least 3 copies each) • Certificate of finality • Certificate of court registration and authenticity issued by the concerned City Civil Registrar where the court is functioning. Other supporting documents, if necessary	• Court • Court and LCRO • Court and LCRO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of the City Civil Registrar	1. Assess the submitted document for registration and issue the order of payment	None	5 minutes	Lorena F. Navarro *Administrative Aide IV*
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 Finance Department

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 *Administrative Aide IV*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Signs the certified copy of the court order/decree and Certificate of Registration and Authenticity	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4.1 Release the civil registry document	None	2 minutes	Lorena F. Navarro *Administrative Aide IV*
	Total	**Depends on the requested document/s stated above**	**25 minutes**	

10. **FILING FOR PETITION FOR CHANGE OF FIRST NAME (CFN) AND CORRECTION OF CLERICAL ERROR (CCE) UNDER R.A. 9048 AND 10172.** Process petition for change of first name and correction of entries in civil documents in accordance with R.A. under 9048 and 10172.

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• PSA & Local copy of COLB, COM or COD	• PSA/ LCRO
• Baptismal Certificate	• Church
• School Record	• School
• Medical Records	• Hospital
• Business Record	• BPLO
• GSIS/SSS Record	• GSIS/ SSS
• PhilHealth MDR	• PhilHealth
• Service Record	• Human Resources Office
• NBI Clearance	• NBI
• Police Clearance	• PNP
• Certificate of Employment of no pending administrative or criminal case from employment (affidavit of non-employment if not employed)	• Human Resources Office
• Civil registry record of ascendants/descendants	• PSA/ LCRO
• Certificate of Marriage	• PSA/LCRO
• Medical Certificate	• Health Center
• Affidavit of Explanation	• Notary Public
• Affidavit of Child Custody	• Notary Public
• Affidavit of NO Hospital Record	• Notary Public
• Voter's Certification	• COMELEC
• Barangay Certificate	• Barangay
• Government issued valid IDs	• Any National Government agencies
• Special Power of Attorney	• Notary Public
• Certificate of Publication	• Any newspaper of general circulation
Other supporting documents, if necessary	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the civil document that needed to be changed/ corrected	1.1 Assess the civil registry document that contains the errors and present the steps remedies available- whether in filing a petition and explains the supporting documents required in filing the petition.	None	10 minutes	Lorena F. Navarro *Administrative Aide IV*
2. Submit the requirements	2. Assess the requirements and issue the order of payment	None	5 minutes	Lorena F. Navarro *Administrative Aide IV*
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the Official Receipt	4. Prepares the petition for clients.	None	5 minutes	Lorena F. Navarro *Administrative Aide IV*
5. Sign the prepared petition	5. Review the petition then ask the client to notarize the petition	None	5 minutes	Lorena F. Navarro *Administrative Aide IV*
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 *Administrative Aide IV*
	6.2 Review and sign the petition	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
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 *Administrative Aide IV*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 *Administrative Aide IV*
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 *Administrative Aide IV*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Finance Department
10. Present the Official Receipt	10. Signs the certified copy of the petition and Certificate of Finality	None	2 minutes	Ma. Theresa M. Cameros *City Civil Registrar*
11. Receive the Affirmed Petition	11. Release the Affirmed Petition	None	2 minutes	Lorena F. Navarro *Administrative Aide IV*
	Total	**Depends on the requested document/s stated above**	**110 days and 45 minutes**	

11. **ISSUANCE OF CERTIFIED TRUE COPY OF CERTIFICATE AND TRANSCRIPTION OF RECORD OF 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.

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All resident and non-resident of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Government issued valid ID • Authorization letter or special power of attorney Other supporting documents, if necessary	• Any National Government agencies • Notary Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-up request form	1.1. Verifies from the record section whether the record is already available: 1.2. If available advice to pay required fee 1.3. If not available advice to get a PSA copy for further verification	None	7 minutes	Amor B. Fortuna *Clerk*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2. Receive payment and issue official receipt	**Certified True Copy PHP 110.00** **Transcription of Record PHP 300.00** **Security Seal PHP 55.00**	5 minutes	City Finance Department
3. Present the Official Receipt	3. Signs the certified civil registry document	None	1 minute	Ma. Theresa M. Cameros *City Civil Registrar*
4. Receive the civil registry document	4. Release the civil registry document	None	2 minutes	Amor B. Fortuna *Clerk*
	Total	**Depends on the requested document/s stated above**	**15 minutes**	

LIST OF SERVICES

Office of the City Engineer

External Services	Page Number
Issuance of Excavation Permit	10.2 – 10.5
Issuance of Sign/Signage Permit	10.6 – 10.7
Issuance of Pole/Cabinet Location Permit	10.8 – 10.9
Issuance of Road Maintenance Permit	10.10 – 10.11
Repair,Maintenance and Fabrication Works	10.12 – 10.13
Preparation of Program of Works and Cost Estimates	10.14 – 10.15
Project Management and Monitoring	10.16 – 10.17

OFFICE OF THE CITY ENGINEER

(External Services)

The Office of the City Engineer (CEO) is a mandatory office created and established under Republic Act No. 10160 otherwise known as "The Charter of the City of Bacoor", headed by a City Engineer who initiates, reviews, recommends, and advises the City Mayor on infrastructure and engineering related matters, and who likewise administers, coordinates, supervises and controls the construction, maintenance, improvement, and repair of local infrastructure and public works. Together with a team of competent engineering, architectural, technical, and administrative support staff, the Office of the City Engineer likewise extends engineering services to all 47 Barangays and the Local School Board.

1. ISSUANCE OF EXCAVATION PERMIT

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

TYPE 1 – RESIDENTIAL AND COMMERCIAL BUILDINGS

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Endorsement from the entity, agency, or company	Maynilad
• Barangay Clearance	Barangay
• HOA Clearance *(if applicable)*	Homeowners Association
• Photocopy of Current Year Real Property Tax	Real Property Owner
• Clearance from the Department of Public Works and Highways (DPWH) Cavite Sub-District Engineering Office (Carmona) if the area is within national road-right-of-way, or the Cavite Provincial Engineering Office (PEO, Trece Martirez City) if the area is within provincial road-right-of-way;	DPWH Cavite – 3rd District Cavite Provincial Engineering Office
• BTMD Clearance if the area is within national road or provincial road	City Bacoor Traffic Management Department BTMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Verification of submitted documents, evaluation/ Assessment, and issuance of order of payment	None	1 day	Arnold Romero Norbeto Violeta Cecille Jimenez Jicky D. Jutba City Engineer *Approving*
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (City Finance Department, Upper Ground Floor) and submission of proof of payment (photocopy of Official Receipt)	2. Issuance of Excavation Permit	*Filing Fee P200.00* *Inspection Fee P300.00* *Processing Fee P300.00 (for water house connection) P500.00 (for all other excavations)* *Excavation Permit Fee* *a. For a max width of trench of 0.50m.* *a.1) First 50lm length and below – P1,000.00* *a.2) Over 50lm length –P30.00/lm* *a.2) Excess over 0.50m width of trench-50.00/sq.m* **per CO 25-2014, Section 14*	1 day	Arnold Romero Norbeto Violeta Cecille Jimenez Jicky D. Jutba City Engineer *Approving*
	Total	**P1,800.00 minimum**	**2 days**	

TYPE 2 – COMMERCIAL

Office or Division:	Office of the City Engineer
Classification:	Highly Technical
Type of Transaction:	G2B Government to Business
Who may avail:	Utility Companies or similar entities **alley,**

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
REQUIREMENTS FOR APPLICATION • Sketch plan/map; • Program of Works; • Time table; • Typical sections/ specifications; • Affidavit of Undertaking; • Posting of Cash Bond; • Payment of Non-Refundable Supervision fee; • Barangay Clearance, and Homeowner's Clearance, if applicable; • Third Party Liability (TPL) Insurance	From applicant
REQUIREMENTS FOR ISSUANCE • Clearance from City Bacoor Traffic Management Department (BTMD); • Clearance from the Office of the Mayor • Joint Inspection by Office of the City Engineer with Regional, District or Provincial representatives as applicable; • Payment of appropriate fees and charges	BTMD Office of the City Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Verification of submitted documents, evaluation/assessment, site inspection, and issuance of order of payment	**None**	14 days	Jan Ace Aguilar Charlotte Aldave Engineer I Jicky D. Jutba City Engineer *Approving*
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (City Finance Department, Upper Ground Floor) and submission of proof of payment (Official Receipt)	2. Issuance of Excavation Permit	**Filing Fee P200.00** **Inspection Fee P300.00** **Processing Fee** **P300.00 (for water house connection)** **P500.00 (for all other excavations)** **Excavation Permit Fee** **a) For a max width of trench of 0.50m.** **a.1) First 50lm length & below – P1,000.00** **a.2) Over 50lm length –P30.00/lm** **b) Excess over 0.50m width of trench-50.00/sq.m** ***per CO 25-2014, Section 14**	1 day	Jan Ace Aguilar Charlotte Aldave Engineer I Jicky D. Jutba City Engineer *Approving*
	Total	**Depends on the fees stated above**	**15 days**	

2. ISSUANCE OF SIGN/SIGNAGE PERMIT

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

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individuals; Establishments/Companies or Similar Entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
<u>1. Request letter addressed to the City Mayor indicating the following:</u> • Classification of sign (*business or advertising*) • Material used for the sign (*painted, tarpaulin, lighted panaflex, etc.*) • Dimension per sign (*in meters*) • Number of signs to be installed (*for each type*) • Technical details (*drawings and specifications*) • Location map where the sign(s) will be installed • Message on or content of the sign	From applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Office of the City Mayor	1.1. Endorse request letter to Office of the City Engineer	None	Depends on City Mayor's Office processing time	Office of the City Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Receive the approved request letter from Office of the City Mayor	None	10 minutes	Arnold Romero Norbeto Violeta Cecille Jimenez
	1.3 Verification of documents, evaluation/ assessment, and issuance of order of payment	None	1 day	Jan Ace Aguilar Jicky D. Jutba City Engineer *Approving*
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (City Finance Department, Upper Ground Floor) and submission of proof of payment (photocopy of Official Reciept)	2. Issuance of Sign/Signage Permit	***Filing Fee:*** ***P200.00*** ***Sign/Signage Fee:*** - ***P 24.00 per sq.m. for tarpaulins (on lampposts) x months*** - ***P 36.00 per sq.m. for other signs (billboard) x months*** ***Anchorage Fee:*** - ***P 120.00 per sq.m. for other signs (billboard) x months*** ****per CO 2013-060***	1 day	Jan Ace Aguilar Jicky D. Jutba City Engineer *Approving*
	Total	**Depends on the fees stated above**	**2 days and 10 minutes**	

3. ISSUANCE OF POLE/ CABINET LOCATION PERMIT

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

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2B Government to Business
Who may avail:	Individuals; Utility Companies or Similar Entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter from the concerned utility company or similar entity containing the following details: (a) Number of poles/cabinets to be installed and/or relocated, and, (b) Summarized cost of the project; 2. Technical details (*drawings and specifications*);	From applicant
3. Clearance from the Department of Public Works and Highways (DPWH) Cavite Sub-District Engineering Office if the area is within national road-right-of-way, or the Cavite Provincial Engineering Office (PEO) if the area is within provincial road-right-of-way, if applicable;	From applicant DPWH

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Verification of submitted documents, evaluation/ assessment and issuance of order of payment	None	1 day	Christian Barit Alfredo Domingo Jr. Electrician I Jicky D. Jutba City Engineer *Approving*
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (City Finance Department, Upper Ground Floor) and submission of proof of payment (photocopy of Official Receipt)	2. Issuance of Pole/Cabinet Location Permit	**Filing Fee** **P200.00** **Inspection Fee** **P300.00** **Excavation Fee (per pole):** **P300.00** **Pole Location (per pole):** **P1,000.00** ***per CO 2013-051**	1 day	Christian Barit Alfredo Domingo Jr. Electrician I Jicky D. Jutba City Engineer *Approving*
	Total	**Depends on the fees stated above**	**2 days**	

4. ISSUANCE OF ROAD MAINTENANCE PERMIT

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individuals; Operators/Developers or Similar Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Business Permit 2. Photos of Office and Trucks	From applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Verification of submitted documents, evaluation/ assessment and issuance of order of payment	None	1 day	Christian Barit Charlotte Aldave Engineer I Jicky D. Jutba City Engineer *Approving*
2. Payment of fees and charges indicated in the Order of Payment through Cashiers 19-22 (City Finance Department, Upper Ground Floor) and submission of proof of payment (photocopy of Official Receipt)	2. Issuance of Road Maintenance Permit	**<u>Commercial buildings/ Enterprises</u> (such as mall): P50,000 (P20,000 per annum on or before every 24th day of January)** **<u>Condominium/ Residential Subdivision:</u> P100,000**	1 day	Christian Barit Charlotte Aldave Engineer I Jicky D. Jutba City Engineer *Approving*

		<u>Industrial Buildings or Enterprises</u> (such as factories): P50,000 (P20,000 on or before every 24th day January) **<u>Institutional Buildings or Enterprises</u> (such as cemeteries, crematoria, hospitals, schools, etc.): P20,000 (P5,000 on or before every 24th day January)** **<u>Agro/Aqua-Industrial Enterprises of Buildings:</u> P10,000 (P2,000 on or before every 24th day January)** **<u>Warehouses, Bus Terminals, Truck Terminals:</u> P150,000 (P50,000 on or before every 24th day January)** ***per CO 32-2019**		
	Total	**Depends on the fees stated above**	**2 days**	

5. REPAIR, MAINTENANCE, AND FABRICATION WORKS

Office or Division:	Office of the City Engineer
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Individuals; Bacoor Residents, Bacoor Government Offices or Similar Entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved request letter endorsed from City Mayor's Office	From applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter to Office of the City Mayor	1.1. Endorse request letter to Office of the City Enginee	None	Depends on Office of the City Mayor's processing time	Office of the City Mayor
	1.2. Receive the approved request letter from Office of the City Mayor	None	10 minutes	Arnold Romero Norbeto Violeta Cecille Jimenez
	1.3 Verification/ assessment/ inspection of request and report of appropriate action	None	5 days	Project Engineers/ Inspectors Foremans

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approval of report or with recommended action	None	1 day	Jicky D. Jutba City Engineer *Approving*
	1.5 Preparation of Material Request Slip if applicable, and approval of request	None	1 day	Project Engineers/ Inspectors Foremans Sharena Bautista Admin Officer IV Jicky D. Jutba City Engineer *Approving*
	1.6 Preparation and approval of Purchase Order	None	1 day	Sharena Bautista Admin Officer IV Jicky D. Jutba City Engineer *Approving*
	Total	**None**	**8 days and 10 minutes**	

6. PREPARATION OF PROGRAM OF WORKS AND COST ESTIMATES

Office or Division:	Office of the City Engineer
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor Officials, Department/Unit Heads, Barangay Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request letter endorsed from City Mayor's Office	From applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Office of the City Mayor	1.1. Endorse request letter to Office of the City Engineer	None	Depends on Office of the City Mayor's processing time	Office of the City Mayor
	1.2. Receive the approved request letter from Office of the City Mayor	None	10 minutes	Arnold Romero Norbeto Violeta Cecille Jimenez
	1.3 Verification/ assessment/ inspection of request and report of appropriate action	None	5 days	Project Engineers/ Inspectors Foremans

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approval of report or with recommended action	None	1 day	Jicky D. Jutba City Engineer *Approving*
	1.5 Preparation of Program of Works and Cost Estimates	None	12 days	Project Engineers/ Inspectors Julius Darrell E. Gomez Asst. Dept. Head *Recommending Approval* Jicky D. Jutba City Engineer *Approving*
	1.6 Inclusion of project in for funding list	None	1 day	Hannah Medrano Jerralyn Ordonez
	Total	**None**	**19 days and 10 minutes**	

7. PROJECT MANAGEMENT AND MONITORING

Office or Division:	Office of the City Engineer
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Contractors, Barangay Officials, or other similar entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter endorsed from City Mayor's Office 2. Other documents for billing, if applicable: - Progress Photos (Soft Copy and Hard Copy) - As Built Plans	From applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Office of the City Mayor	1.1. Endorse request letter to Office of the City Engineer	None	Depends on Office of the City Mayor's processing time	Office of the City Mayor
	1.2. Receive the approved request letter from Office of the City Mayor	None	10 minutes	Arnold Romero Norbeto Violeta Cecille Jimenez

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of billing documents, if applicable, including: - Progress Photos (Soft Copy and Hard Copy) - As Built Plans	2.1 Verification of submitted documents, conduct of site inspection, preparation and approval of documents	None	18 days	Project Engineers/ Inspectors Julius Darrell E. Gomez Asst. Dept. Head *Recommending Approval* Jicky D. Jutba City Engineer *Approving*
	2.2 Endorsement to COA and Accounting Office	None	1 day	Estrella Pascual Engineering Aide Sharena Bautista Admin Officer IV
	Total	**None**	**19 days and 10 minutes**	

LIST OF SERVICES

City Environment Service Department

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CITY ENVIRONMENT SERVICE DEPARTMENT

(Internal and External Services)

The CESD 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 CESD 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.

Office or Division:	City Environment Service Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	CESD's eco-aides, river warriors, special operations team, eco-enforcers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Record Book	CESD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives information	1. Disseminates schedule information of distribution	None	5 minutes	Jennifer A. Butalid *Admin Aide I*
2. Request for replacement of item if needed	2.1. Receives request for replacement of item if needed	None	5 minutes	Jennifer A. Butalid *Admin Aide I*
	2.2. Prepares list and arrange supplies and materials for distribution	None	2 hours	Ms. Jennifer A. Butalid *Admin Aide 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 *Admin Aide I* Assigned Office/ Fieldwork Staff
Total		**None**	**5 hours and 30 minutes**	

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.

Office or Division:	City Environment Service Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	External Clientele who are authorized party or representative, owner of the establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished junkshop application form	Requesting party - Mikka Palmon
2. Certificate of Non-Coverage (CNC) issued by the DENR-EMB	DENR-EMB (online application)
3. Bacoor Junkshop Owner's Association, Inc. Membership	Bacoor Junkshop Owner's Association, Inc.
4. Copy of Business Permit from previous year	BPLD

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Application form, CNC, copy of business permit from previous year and Association Membership through electronic mail to cenrobacoorcity@gmail.com	1.1 Check completeness of application and supporting documents	None	15 minutes	Mikka Palmon *Admin Aide*
	1.2 Review and sign/approve compliant to City Ordinance 2014-004	None	10 minutes	Engr. Mark Renson Villalobos *EMS-I*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay corresponding fee for Security Seal	2. Receive payment and issue Official Receipt (OR)	Php 55.00	10 minutes	City Finance Department
3. Present and submit Official Receipt (OR) of Security Seal	3. Receive and photocopy OR	None	15minutes	Mikka Palmon *Admin Aide*
4. Receive Permit to Operate and sign Receiving Log Book	4. Issue signed Permit to Operate with Security Seal	None	10 mins	Engr. Mark Renson L. Villalobos, *EMS-I*
	TOTAL:	**Php 55.00**	**1 hour**	

***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 ENVIRONMNENT 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.

Office or Division:	City Environment Service Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
Who may avail:	Property owner in the City of Bacoor, private corporations, government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for Tree Cutting Permit addressed to PENRO	Requesting party
2. Request Letter addressed to CESD for Issuance of Endorsement	Requesting party
3. Clearance of No Objection	Concerned Barangay Hall
4. Pictures of affected tree(s) with Geo-Coordinates	Requesting party
5. Development Plan or Floor Plan	Requesting party
Additional if Private Property	
6. Clearance of No Objection	Concerned Homeowners Association if the tree(s) located inside a subdivision
Additional if Private Property	
7. Photocopy of Transfer Certificate Title	Requesting Party or Registry of Deeds
Additional if Fruit Bearing Trees	
8. Request Letter addressed to City Agriculturist for the Issuance of Clearance	Office of the City Agricultural Services
9. Clearance of No Objection	Office of the City Agricultural Services

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	Mikka Palmon *Admin Aide*
2. Submit letter of request and supporting documents	2.1. Check completeness of application and supporting documents	None	15 minutes	Mikka Palmon *Admin Aide*
	2.2. Review the application, and assign inspection team to conduct site inspection	None	15 minutes	Rolando R. Vocalan, *CESD Officer in Charge* Engr. Joan Paula T. Mercado, *EMS II*
3. Guide/ accompany the inspection team to the site	3.1. Conduct inspection of the area and prepare inspection report	None	5 days maximum (depends on the location of the area)	Melchor Bulado *EMS-I* Engr. Mark Renson Villalobos *EMS-I* Engr. Allan Alcala *Technical Staff* Jako Ace Tuzon *Technical Staff*
	3.2. Submit recommendation and inspection report to CESD	None	5 minutes	Melchor Bulado *EMS-I* Engr. Mark Renson Villalobos *EMS-I* Engr. Allan Alcala *Technical Staff* Jako Ace Tuzon *Technical Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Review the application and inspection report. Approve recommendation . Sign the endorsement to PENR Office	None	10 minutes	Rolando R. Vocalan, *CESD Officer in Charge* Engr. Joan Paula T. Mercado *EMS II*
4. Receive the signed endorsement letter	4. Record and release signed endorsement letter	None	10 minutes	Mikka Palmon *Admin Aide*
Total		**None**	**5 days and 1 hour**	

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

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

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

Office or Division:	City Environment Service Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative, private corporations, government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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 /Submit complaint letter with attached evidences	1.1. Review completeness of information, receive, record, and report to Immediate Supervisor	None	30 minutes	Mikka Palmon *Admin Aide*
	1.2. Evaluate and assign inspection team to conduct site verifications	None	1 hour maximum	Rolando R. Vocalan *CESD* *Officer in Charge*
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
3. Receive feedback	3.1. Give feedback to concerned parties; Implement appropriate legal action	None	3 hours maximum	Rolando R. Vocalan, *CESD* *Officer in Charge* Eco-Enforcer Assigned Technical Staff
	3.2. File all actions taken and mark as closed/ accomplished	None	5 minutes	Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
Total		**None**	**3 days, 4 hours, and 35 minutes**	

***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.

Office or Division:	City Environment Service Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative, private corporations, government agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Complaint Letter	Requesting party
2. Attached Evidences	Requesting party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log Book in the Public Assistance Desk	1. Instruct the client to sign the log book	None	5 minutes	Mikka Palmon *Admin Aide*
2. Submit complaint letter with attached evidences	2.1. Review completeness of information, receive, record, and report to Immediate Supervisor	None	30 minutes	Mikka Palmon *Admin Aide* Jennifer A. Butalid *Admin Aide I* Assigned Technical Staff
	2.2. Evaluate and assign inspection team to conduct site verifications	None	1 hour maximum	Rolando R. Vocalan, *CESD Officer in Charge*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Guide/ accompany the inspection team to the site	3. Conduct investigation of the area and prepare, sign, submit inspection report with recommendations	None	3 days 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, *CESD Officer in Charge* Eco-Enforcer Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
5. None	5. File all actions taken and mark as closed/ accomplished	None	5 minutes	Ms. Jennifer A. Butalid *Admin Aide* Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
Total		**None**	**3 days, 4 hours, and 40 minutes**	

*** 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.

Office or Division:	City Environment Service Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Households in the City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Segregated solid wastes	Citizens of the city

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Segregate solid wastes	1.1. 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, *CESD Officer in Charge*
	3.5. Files the report and mark as accomplished	None	5 minutes	Jennifer A. Butalid *Admin Aide I* Jomphie RJ E. Papango *Admin Aide*
Total		**None**	**18 hours and 20 minutes**	

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.

Office or Division:	City Environment Service Department
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative; private corporations, and government agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Mikka Palmon *Admin Aide*
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 minutes	Mikka Palmon *Admin Aide* Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
	2.2. Review and Instructs team for inspection	None	10 minutes	Rolando R. Vocalan, *CESD Officer in Charge*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Guide/ accompany the inspection team to the site	3.1. Assess the site for preparation and report to Immediate Supervisor	None	1 hour	Myleen E. Barron *D1 Special Operations Team Coordinator* John Bryan Vanta *Technical Staff*
	3.2. Review report and give instructions	None	10 minutes	Rolando R. Vocalan, *CESD Officer in Charge*
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, *D1 Special Operations Team Coordinator* John Bryan Vanta *Technical Staff*
Total		**None**	**10 days, 1 hour and 35 minutes**	

8. REQUEST FOR ENVIRONMENTAL MANAGEMENT SEMINAR

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

Office or Division:	City Environment Service Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External clientele who are authorized party or representative; and government agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter	Requesting party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send request letter through electronic mail to cenrobacoorcity @gmail.com	1.1. Receives and record the document	None	10 minutes	Ms. Mikka Palmon *Admin Aide* Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
	1.2. Approves, assigns staff to conduct seminar	None	5 minutes	Mr. Rolando R. Vocalan, *CESD Officer in Charge*
3. Receive feedback	3. Give feedback to client regarding the seminar	None	10 minutes	Jahzel Basallote *Admin Aide* Ma. Isabel Calonge *Office Staff*
4. Attends Actual seminar	4. Conduct Actual seminar	None	5 days maximum (depends on the program)	Assigned Office Staff
Total		**None**	**5 days and 25 minutes**	

9. REQUEST FOR PARTICIPATION/CERTIFICATION FOR COASTAL CLEAN-UP AND TREE PLANTING ACTIVITIES

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

Office or Division:	City Environment Service Department
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	External Clientele who are authorized party or representative, private companies, and government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Public Assistance Desk	1. Instruct the client to sign the log book	None	5 minutes	Mikka Palmon *Admin Aide*
2. Submit request letter	2.1. Receives and record the document, report to Immediate Supervisor	None	10 minutes	Mikka Palmon *Admin Aide* Jahzel Basallote *Admin Aide* Isabel Calonge *Office Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Review and Instructs team for inspection	None	10 minutes	Rolando R. Vocalan, *CESD Officer in Charge*
3. Guide/ accompany the inspection team to the site	3.1. Assess the site for preparation and report to Immediate Supervisor	None	1 hour	Melchor Bulado *EMS-I* Jane B. Aurellana, *D2 Special Operations Team Coordinator* *Myleen E. Barron D1-Special Operations Team Coordinator*
	3.2. Review report and give instructions	None	10 minutes	Rolando R. Vocalan, *CESD Officer in Charge*
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)	Melchor Bulado *EMS-I* Jane B. Aurellana, *D2 Special Operations Team Coordinator* *Myleen E. Barron D1-Special Operations Team Coordinator*
Total		**None**	**5 days, 1 hour and 35 minutes**	

10. SETTLEMENT OF ENVIRONMENTAL VIOLATION CITATION TICKET

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

Office or Division:	City Environment Service Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	Apprehended Violators

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Environmental Violation Receipt (EVR)	Violator

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log Book in the Public Assistance Desk	1. Instruct the client to sign the log book	None	5 minutes	Ms. Mikka Palmon *Admin Aide*
2. Present the EVR	2. Receives and evaluate apprehension details	None	10 minutes	Ms. Jennifer A. Butalid *Admin Aide I* Mr. Rolando R. Vocalan, *CESD Officer in Charge*
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	City Finance Department
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. Jennifer A. Butalid *Admin Aide I*
Total		**Fines cited in the EVR**	**30 minutes**	

11. 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.

Office or Division:	City Environment Service Department
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	Residential Subdivision Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent from the Developer	Developer
2. Attached Number of Trees to be planted	Developer
3. Attached Common Name(s) and Scientific Name(s) of the said Trees to be planted	Developer
4. Attached Proposed Location within the subdivision project where the said trees would be planted	Developer
5. Attached draft Memorandum of Agreement (MOA) between the City Government and the Developer on the Planting and Care of the said trees incorporated in the Development Permit	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. Mikka Palmon *Admin Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the Letter of Intent from the Developer including its attachments	2.1 Evaluate and receive, record; and report to the Immediate Supervisor	None	1 hour	Engr. Joan Paula T. Mercado *EMS II* Mr. Melchor Bulado, *EMS-I*
	2.2 Review and Instructs team for inspection	None	1 hour	Mr. Rolando R. Vocalan, *CESD Officer in Charge*
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	7 days maximum (depends on the status of the area or situation)	Engr. Joan Paula E. Tolentino *EMS II* Mr. Melchor Bulado, *EMS-I* Engr. Allan Alcala *Technical Staff* Jako Ace Tuzon *Technical Staff* Engr. Mark Renson L. Villalobos *EMS-I*
	3.2 Determine the environmental impact of the said trees	None		Engr. Joan Paula T. Mercado *EMS II*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Create report with technical recommendations to the Immediate Supervisor	None	7 days maximum (depends on recommendations with findings and observations)	Engr. Joan Paula T. Mercado *EMS II*
	3.4 Review report and give instructions	None	3 hours	Mr. Rolando R. Vocalan, *CESD Officer in Charge*
	3.5. Finalize and submit report to the Office of the City Mayor	None	3 hours	Engr. Joan Paula T. Mercado *EMS II* Mr. Rolando R. Vocalan, *CESD Officer in Charge*
Total		**None**	**14 days, 8 hours and 5 minutes**	

LIST OF FEES

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

Bacoor City Ordinance No. 5-S-1997 Requiring to clean their Areas and Put Trash Receptacles within the Vicinity	
Section 2	**Section 3**
All industrial, commercial, educational establishment and residential owner are required to clean their areas of responsibilities and to put adequate and sufficient trash receptacles within the vicinity of their establishment.	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 Note: In case of establishment, any license may be revoked.

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	
Violation	**Fines**
Selling and providing plastic bags to consumers as secondary packaging material for wet goods. Provided, that the use of thin gauge, biodegradable plastic bags as primary packaging materials for wet goods shall be allowed until such time as a more environmentally sound alternative is found or identified by the CESD or by the Office of the Local Chief Executive;	1st offense: Php 1,000.00 2nd offense: Php 2,500.00 3rd offense: Revocation of Business Permit
Selling and providing plastic bags to consumers as primary or secondary/ packaging material on dry goods;	
Selling and providing Styrofoam as containers	

Bacoor City Ordinance No. 25-S-2011
Requiring Street Vendors and Ambulant Vendors to Bring or Provide Trash Receptacles at their Place/s of Business

Section 4	Section 5: Penalties
4.1 Selling of any commodity, product, food item, agricultural produce, poultry or marine products, or any similar items without the appropriate trash receptacle	1ST Offense: Php 500.00 2ND Offense: Php 1,500.00 3rd Offense: Php 2,500.00 plus imprisonment of not more than 2 months
4.2 Failure to throw any garbage or waste item produced by the business activities of the vendors	
4.3 Failure of the vendors to throw the garbage or waste item produced by any of their customers in the trash receptacles	
4.4 Failure of the vendors to put the trash receptacles near his/her place of business. Provided, that the location of the said trash receptacles should be visible and accessible to the customers of the vendors	
4.5 Failure of the vendors to dispose or clean the trash receptacles by 5PM every day or whenever the said trash receptacles are already full	

Bacoor City Ordinance No. 001-S-2014
Garbage Truck Entry Regulation Ordinance

Violation	Fines
It shall be unlawful for any driver or person-in-charge of any garbage truck not used for collection/disposal of the solid/residual waste of the City to pass through, enter or use any of the streets, roads and thoroughfares within the territorial jurisdiction of the City of Bacoor as defined herein; and	1st offense: Php 3,000 2nd offense: Php 4,000 or an imprisonment of not less than 1 month but not more than 3 months 3rd offense: Php 5,000 or an imprisonment of not less than 1 month but not more than 3 months
It shall be unlawful for any garbage truck owned by any person or entity including private, government, government-owned or controlled corporation, to pass through the streets and thoroughfares of the City as defined herein to and from any disposal site or sanitary landfill located outside the City of Bacoor, Province of Cavite	
Additional Php 2,500.00 for the solid/residual waste contained inside any impounded truck, which is properly disposed within a period of two (2) days after its impounding shall be unloaded and re-loaded to any garbage truck accredited by the City , with or without the presence of the driver or registered owner or authorized representative thereof, for proper disposal to a sanitary landfill to avoid decomposition and emission of bad odor in the impounding area and such garbage truck shall not be release unless a transport and tipping fee of Php 10,000.00 is paid at the Bacoor City Treasurer Office.	

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

Bacoor City Ordinance No. 005-S-2014 Mandating the Segregation at Source Section 8. Penalty for Non-Segregation of Solid Wastes Unsegregated solid wastes generated by household, institutional, industrial, commercial and agricultural sources shall not be collected.	
Violation	**Fines**
For failing to cause the segregation of their solid wastes, the head of every household and the managers or supervisors of institutional, industrial, commercial and agricultural establishments with unsegregated solid waste shall also be personally fined.	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:	1st offense: Php 3,000 2nd offense: Php 4,000 plus suspension of business permit until the offender complies hereto 3rd offense: Php 5,000 plus cancellation of its business permit

Section 9. Dumping and Throwing of Wastes; Penalty.	
Violation	**Fines**
Dumping or throwing or placing of waste in areas not designated by the City Solid Waste Management Board or by the Barangay SWM Committee for such purpose is strictly prohibited. Persons who shall violate this provision shall be fined	Php 1,000

Bacoor City Ordinance No. 008-S- 2014 Anti Motor Vehicle Noise Pollution	
Section 2	**Penalties**
Ban Against Noise Pollution Produced by Motor Vehicles. Consequently, NO motor vehicle without a muffler, or that has a muffler different from its original factory standard muffler, or that has a damaged muffler and produces excessively loud noises, or that was designed to create noise pollution.	1ST Offense: Php 2,500.00 2ND Offense: Php 3,000.00 3rd Offense: Php 5,000.00 4th Offense: Php 5,000.00 or imprisonment of not more than ten (10) days or both upon the discretion of the proper court of law.

Bacoor City Ordinance No. 5-S-2019 Establishing a Proper Sewage Treatment and Septage Management System	
Section 14	**Section 16**
The following acts are prohibited: a. Refusal to desludge as required by this Ordinance; b. Refusal of new and existing residential, commercial, industrial, governmental, and institutional facilities to connect to available sewer lines; c. Dumping of septage and untreated wastewater to drainages, canals, rivers, and other natural and artificial waterways and other open areas; d. Desludging and transporting of septage without the necessary permits and accreditation from the authorized permitting agencies; and 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.	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. 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: a. For Residential Homeowners i. 1ST Offense: Php 1,500.00 with issuance of Notice of Violation a. For Residential Homeowners ii. 2ND Offense: Php 2,500.00 with mandatory environment related Community Service iii. 3rd Offense: Php 5,000.00 and Non-Issuance of Barangay Clearance 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 a. For Business Homeowners i. 1ST Offense: Php 2,500.00 and issuance of Notice of Violation ii. 2ND Offense: Php 5,000.00 and the Issuance of a Cease and Desist Order Violators shall be assessed annually to monitor their compliance; likewise, continued violation shall merit the imposition of increasing penalties for each assessed violation.

Bacoor Environmental Code of Bacoor 2008 – Part II
Rule IV – Section 2 Table of Fines and Penalties

Specific Violation	Fines	Penalties
1. Pagkakalat, pagtatapon ng mga basura sa pampublikong lugar, gaya ng kalsada, eskinita, kanal, estero, parke, at mga establisimiyento at pagpapahintulot nito.	1st offense: Php 300 2nd offense: Php 600 3rd offense: Php 1,000	Community service: 1st: 1 day 2nd: 5 days 3rd: 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)		Community service: 1st: 15 days 2nd: 20 days 3rd: 30 days or both
3. Pagsusunog ng basura.		
4. Pagpapahintulot na kolektahin ang mga hindi napaghihiwalay at napagbukod-bukod na basura.	1st offense: Php 1,000 2nd offense: Php 2,000 3rd offense: Php 2,500	Imprisonment: 1st: 30 days 2nd: 3 months 3rd: 6 months or both
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.		
7. Walang pahintulot na pag-aalis ng mga “recyclables” na kinakailangang hakutin ng karapat-dapat na tao.		
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	
Article	**Penalty**
Article A. Health Examination of Food Handlers	A fine of not less than Php 2,500.00
Article B. Disposal of Garbage, Filth, and Other Waste Matters	A fine of not more than Php 2,500.00
Article C. Advertisement by Means of Signboards and Billboards	A fine of not more than Php 2,500.00
Article D. Advertisement by Means of Posters, Placards, Painting on Walls, Slides in Movies, Handbills and Leaflets	A fine of not more than Php 2,500.00
Article E. Regulations on the Use of Public Roads, Parks, and Plaza	A fine of not more than Php 2,500.00
Article F. Vandalism of Public and Private Properties	A fine of not more than Php 2,500.00
Article G. Protection of the Environment from a stray Animals	A fine of not more than Php 2,500.00
Article H. Ban on Smoking at Certain Public Places and Business Establishments	A fine of not more than Php 2,500.00
Article I. Construction of Pen or Corrals for Cattle, Swine, Chicken, Duck or Other Domestic Animals of Fowls	A fine of not more than Php 2,500.00
Article J. Anti-Littering	A fine of not less than Php 2,500.00
Article K. Pissing Ban in the Public Places	A fine of not less than Php 2,500.00

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

Implementing Rules and Regulations of Republic Act No. 9003 Part V. Rule XVIII Section 3 Fines and Penalties	
List of Violation under Section 49 of the Act	**Fines and Penalties**
Paragraph 12. Importation of toxic wastes misrepresented as "recyclable" or "with recyclable content"	Payment in the amounts not less than Php 10,000.00 but not more that Php 200,000.00 Imprisonment of not less than 30 years but not more than 3 years, or both
Paragraph 13. Transport and dumping in bulk of collected domestic, industrial, commercial and institutional wastes in areas other than centers of facilities prescribed under the Act	
Paragraph 14. Site preparation, construction, expansion or operation of waste management facilities without an Environmental Compliance Certificate required pursuant to Presidential Decree No. 1586 and the Act and not conforming with the Comprehensive Land Use Plan of the LGU	Payment in the amounts not less than Php 100,000.00 but not more than Php 1,000,000.00 Imprisonment of not less than 1 year but not more than 6 years, or both
Paragraph 15. The construction of any establishment within two hundred meters from open dump or controlled dumps or sanitary landfills	
Paragraph 16. The construction or operation of landfills or any waste disposal facility on any aquifer, groundwater reservoir or watershed area and/or any portion thereof	

LIST OF SERVICES

OFFICE OF THE CITY HEALTH SERVICES

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OFFICE OF THE CITY HEALTH SERVICES

(External Services)

The Office of the City Health Services ensures the health and well-being of the residents of the City of Bacoor by providing public health services and 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 Office of the City Health Services develops plans and strategies, formulate programs and policies and implements health programs in accordance to the guidelines of the Department of Health. It is also the role of the office to promote public health through health education campaigns, focusing on health lifestyles, proper nutrition and mental well-being, to monitor and respond to public health threats, including outbreaks through surveillance and rapid intervention, and to manage environmental health programs.

1. ANIMAL BITE AND TREATMENT CENTER

This program provides treatment and preventive vaccination for human rabies.

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• SBR Card or any valid gov't ID with Bacoor address • Philhealth ID/MDR • Proof of Payment/Official Receipt	Management Information System Office PhilHealth City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Ask patient his/her reason for consultation Take patient's vital signs and medical history with Phil-health profiling Instruct patient to wait and be seen by the Physician/Nurse	None	10-15 minutes	Everlyn Ignacio Marie Iris Borja *(Animal Bite Treatment Center Nurse)*
	1.2. Physician/Nurse examines the patient and Categorize: • Category 1 – give pre-exposure vaccination • Category 2 – post-exposure vaccination (2 site Intradermal injection) • Category 3 – post-exposure vaccination (site Intradermal injection plus **R**abies **I**mmune **G**lobulin)	None	5 minutes	Dr. Ivy Marie Yrastorza *City Govt. Dept. Head I (OCHS)* Dr. Mutya Marvis De Guzman *Medical Officer III* Everlyn Ignacio Marie Iris Borja *(Animal Bite Treatment Center Nurse)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay corresponding fee	2. Accepts fee and issue Official Receipt	**P500.00 for anti-Rabies vaccine** **P1000.00 for RIG** **Free for SBR card holders, Bacoor residents and PhilHealth members**	5 minutes	City Finance Department
3. Patient returns to clinic	3.1 Nurse administers the necessary vaccination, RIG, Tetanus toxoid and Anti-tetanus serum if needed and observe for adverse events after vaccination	None	30-45 minutes	Everlyn Ignacio Marie Iris Borja *(Animal Bite Treatment Center Nurse)*
	3.2. Physician prescribe appropriate medicine if necessary Advice on wound care and follow-up is given	None	5 minutes	Dr. Ivy Marie Yrastorza *City Govt. Dept. Head I (OCHS)* Dr. Mutya Marvis De Guzman *Medical Officer III* Marie Iris May Borja Everlyn Ignacio *(Animal Bite Treatment Center Nurse)*
	Total	**Depends on the vaccine needed**	**1 hour and 15 minutes**	

Procedure for Follow up Schedule at Animal Bite Treatment Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1. Get patient record and instruct patient to wait	None	3 minutes	Everlyn Ignacio Marie Iris Borja *(Animal Bite Treatment Center Nurse)*
2. Pay corresponding fee	2. Accepts fee and issue Official Receipt	**P500.00 for anti-Rabies vaccine** **Free for SBR card holders, Bacoor residents and PhilHealth members**	5 minutes	City Finance Department
3. Patient returns to clinic	3.1 Nurse administers the necessary vaccination and observe for adverse events after vaccination Advice on next follow-up	None	3 minutes	Everlyn Ignacio Marie Iris Borja *(Animal Bite Treatment Center Nurse)*
		Total	**Depends on the vaccine needed**	**11 minutes**

2. ANTI–TUBERCULOSIS PROGRAM

This service treats and prevents the spread of communicable diseases such as Tuberculosis (TB).

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Any individual who displays the following physical signs and symptoms: fever, chills, night sweat, sudden weight loss, lack of appetite, fatigue and weakness, spitting out bloody mucous while coughing, chest pain or patients with Chest X-ray findings of TB

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Result of Sputum Examination • SBR Card or any Gov't ID with Bacoor address	City Health Laboratory Management Information System

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the TB Program and necessary requirements	1. Give instruction for proper sputum collection	None	7 minutes	Nurse Midwife
2.1. Collect and submit sputum specimen	2. Receive specimen and instruct patient to return on specified date for the result	None	5 minutes	Informal Laboratory Worker
3. Patient comes back and gets result of sputum examination then submit laboratory result to Physician / Nurse	3. Assess patient If TB positive, physician / nurse/ midwife shall:	None	30 minutes	Medical Officer Nurse Midwife

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Enroll patient under National Tuberculosis Program (NTP) Give patient information and educate him about the disease - Issue TB drugs and supply - Instruct patient to follow daily intake of medicines - Return for regular sputum test and check up			
4. Follow Physician's/ Nurse advice and return to health center for regular check up	4. Attends to patient for follow-up check-up	None	5 minutes	Nurse Midwife
	Total	**P 50.00**	**47 minutes**	

3. CATARACT SCREENING AND OPERATION SERVICES

Provision of cataract screening services in a facility for the prevention of blindness

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor with blurring of vision or diagnosed with Cataract

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Patient's consent for Operation	24/7 City of Bacoor Lying – In and Eye Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and wait to be called	1.1. Provide patient's chart, fill out registration form, secure patient's consent	None	10 minutes	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 advises	None	20 minutes	Dr. James Co Shu Ming
	Total	**None**	**1 hour**	

4. SURGERY SERVICES

This program provides out-patient minor surgical procedures.

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Residents of Bacoor with SBR card or any valid gov't ID with Bacoor address • Patient's consent for Operation	E-Gov/Management Information System 24/7 City of Bacoor Lying – In and Eye Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and wait to be called	1.1. Provide patient's chart, fill out registration form, secure patient's consent	None	10 minutes	Nurse/Midwife
	1.2. Examine and assess patient 1.3. Schedule for Operation	None	15 - 20 minutes	Dr. John Francis Fadrilan
	1.4 Perform Operation	None	30 - 45 minutes	Dr. John Francis Fadrilan
	1.5. Give instruction, home medications and medical advices	None	5-10 minutes	Nurse/Midwife
	Total	**None**	**1 hour and 25 minutes**	

5. DEATH CERTIFICATE

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Death Certificate (4 copies) • Medical Abstract / Certificate (if applicable) • Affidavit or Waiver for Non-Autopsy	Funeral Service Provider or Hospital Hospital/Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Assess completeness of requirements, interview relative of the deceased	None	10 minutes	Medical Officer
	1.2. Write Cause of Death, Review and Sign Death Certificate	None	5 minutes	Medical Officer
	Total	**None**	**15 minutes**	

6. DENTAL SERVICES – ORAL HEALTH CARE

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Proof of Payment/Official Receipt • SBR Card	City Finance Department E-Governance/Management Information System Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. Register patient and fill out Individual Treatment Record 1.2. Instruct patient to wait until number is called for treatment	None	5 minutes	Dental Aide
2. Proceed to Dental Unit	2.1 Perform oral examination 2.2 Do appropriate and desired dental service 2.3 Prescribe medicine Give instructions to the patient	**P100.00 (Tooth extraction)** **P 250.00 (Molar extraction)** **Free if with SBR Card, Senior Citizen and PWD**	20 minutes 5 minutes	Public Health Dentist
	Total	**Depends on the dental service/s given, stated above are the list of fees**	**30 minutes minimum, may vary if more than (1) dental service was performed**	

7. FAMILY PLANNING SERVICE

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	People of reproductive ages

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● SBR ID or any gov't ID with Bacoor address ● Philhealth membership ID	E-Governance/Management Information System Office PhilHealth

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue Early Childhood Care and Development Card. Enroll for EKonsulta if not yet enrolled (Old Patient) Secure record and fill out Early Childhood Care and Development Card 1.2. Perform counseling and discuss different family planning methods	None None None	7 minutes 5 minutes 10 minutes	Nurse Midwife Barangay Health Worker Nurse Midwife
2.Select which methods according to choice	2.1. Explain thoroughly the chosen method 2.2. Administer the chosen method (Depot-Medroxyprogesterone Acetate (DMPA)/ Implant) 2.3. Give advice on when to follow up.	None	5 -15 minutes	Nurse Midwife
	Total	**None**	**37 minutes**	

8. HEALTH PERMIT

Health Permits are issued to employees of all establishments to ensure that workers are physically fit for employment

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All people employed in establishments within the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Health Permit Application Form	Office of the City Health Services
• 1x1 ID picture	
• Laboratory results: Chest X-Ray, Urine and Stool, Drug Test	DOH accredited Laboratory
• For pregnant women – copy of ultrasound result, sputum exam (if Chest X-ray is not done	
• Certificate of Training for Disaster Preparedness	BDRRMO
• Mayor's Working Permit	E-Gov/ MIS Office
• Proof of Payment/Official Receipt	City Finance Department
• **For GRO / Entertainer**: (additional requirements)	
• Hepatitis B Screening, Urine and Stool Exam, Chest X-Ray, Drug Test	DOH accredited laboratory
• HIV / AIDS Orientation Certificate	Office of the City Health Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Attend Training for Disaster Preparedness	2. Training for Disaster Preparedness is rendered and Certificate of Attendance is given	None	2 hours	BDRRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay corresponding fee required	3. Issue Official Receipt	P165.00	10-15 minutes	City Finance Department
4. Acquire Working Permit	4. Working Permit issued	None	5 minutes	E-Governance/ Management Information System
5. Acquire Health Certificate	5.1. Accomplish Health Certificate and prepare for City Health Officer's signature 5.2. City Health Officer evaluates laboratory results: - Signs Health Card - Prescribe appropriate medications if needed - Make referral if additional laboratories are needed 5.3. Release Health Certificate	None None None	5 minutes 5 minutes 2 minutes	Sanitary Inspector Dr. Ivy Marie C. Yrastorza *City Govt. Dept. Head I (OCHS)* Sanitary Inspector
	Total	**P 165.00**	**42 minutes**	

9. IMMUNIZATION SERVICES

Immunization of children for vaccine preventable diseases.

Office or Division:	Office of the Heath Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All children 0 – 12 months old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Early Childhood Care and Development Card (ECCD) • PhilHealth ID of parents • SBR card or any valid gov't ID with Bacoor address	City Health Units and Barangay Health Stations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue Early Childhood Care and Development Card and enroll to EKonsulta (Old Patient) Secure record and fill out Early Childhood Care and Development Card	None None	10 minutes 2 minutes	Nurse Midwife Barangay Health Worker
	1.2. Weigh and assess baby	None	3 minutes	Nurse Midwife
	1.3. Perform desired immunization 1.4. Advise / give health education and follow up date of immunization	None	5 minutes	Nurse Midwife
	Total	**None**	**20 minutes**	

10. LABORATORY EXAMINATION

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Proof of Payment/Official Receipt • SBR card or any Gov't ID with Bacoor address • Laboratory Request	City Finance Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present Laboratory Request	1.1. Check laboratory request from requesting physician 1.2. Give instruction in the collection of specimen and request to pay corresponding amount	None	5 minutes	Medical Technologist
2. Pay corresponding amount	2. Issue official receipt	**P50.00 (Urinalysis) P50.00 (Stool) P100.00 (CBC) P50.00 (Sputum DSSM) P165.00 (HBsAg) P100.00 (VDRL)**	3 minutes	Medical Technologist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		P100.00 Blood typing) Free: HIV test Sputum GeneXpert (Free laboratory tests if SBR card holder or with any Gov't ID with Bacoor address)		
3. Submit collected specimen	3.1. Receive collected specimen 3.2. Inform patient when to return for result	Depends on the Laboratory Request performed, fees are stated above	3 minutes	Medical Technologist
	3.3. Process the specimen 3.4. Record and prepare laboratory result	Depends on the Laboratory Request performed, sputum exam/ GeneXpert may take 1 day of processing. Fees are stated above	30 minutes – 1 day	Medical Technologist
4. Return on specified time/date	4. Release laboratory result	None	1 minute	Medical Technologist
	Total	**Depends on the Laboratory Request performed, fees are stated above**	**42 minutes to 1 day and 12 minutes**	

11. LYING – IN CLINIC SERVICES

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All pregnant women

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Hepatitis B surface antigen, Urinalysis, Complete Blood Count, Human Immunodeficiency Virus, Venereal disease research laboratory Test, Ultrasound	Department of Health Accredited Laboratory
• SBR Card	City Finance Department/ OCHS bonded personnel
• PhilHealth/MDR and any gov't ID with Bacoor address	E-Governance/MIS Office
• Proof of enrollment at F1K Program of the City Government	Office of the Social Welfare and Development

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Once in labor, pregnant woman goes to Lying-in Facility	1.1. Secure record of the would be mother and enroll to EKonsulta if not yet enrolled 1.2. Notify Physician for admission	None	20 minutes	Nurse / Midwife
2. Submit self for examination	2.1. Examine and assess patient 2.2. Admit patient and secure consent	None	10-15 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Patient stays in the facility for 24 hours observation	4.1. Monitors patient, completes chart	None	1 day maximum	Nurse / Midwife
	4.2. Examine patient 4.3. Give further instruction, home medications and medical advices then discharge patient	None	10-20 minutes	Nurse / Midwife
5. Pay corresponding amount	5. Issue Official Receipt		3 minutes	Nurse/ Midwife on Duty
	Total	**Uncomplicated Normal Delivery – Free for SBR Card holders and F1K Beneficiaries** **Non-SBR Card holders /Complicated Normal Delivery - P4,000 + depends if emergency medicines will be used**	**1 day, 3 hours, 58 minutes *Depending on the length of labor and stay in the facility**	

11. MATERNAL HEALTH CARE SERVICES

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All pregnant women

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Philheath ID ● Gov't ID with address of Bacoor	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get priority number and wait to be called	1.1. (New Patient) Issue and fill up Home Based Maternal Record and enrolment to EKonsulta if not yet enrolled (Old Patient) Secure record and fill up Home Based Maternal Record	None None	10 minutes	Nurse Midwife Barangay Health Worker
	1.2. Perform Pre – Natal Examination and may: • Give maternal care advice • Show the importance of reporting to Physician during pregnancy • If laboratory is needed, refer to Medical Technologist • Make referral or request to hospital if patient needs to be hospitalized 1.3. Give instruction on the next visit 1.4. Advice to return immediately if pregnancy danger signs occur	None	10 – 15 minutes	Nurse/ Midwife
	Total	**None**	**25 minutes**	

12. MEDICAL CERTIFICATE / VACCINATION CERTIFICATE

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Valid ID • Copy of COVID-19 Vaccination Card or • Early Childhood Care and Development Card/ Baby Book for those availing Vaccination Certificate • Authorization for representative of those requesting	
For school/training certification: • Certification from school • Laboratory results: Complete Blood Count, Chest X-ray, etc. that may be deemed necessary upon the assessment of the physician	• Patient's school • Department of Health accredited laboratory • Health Center
For Medical Assistance • Copy of prescription of medicines • Copy of request laboratory/diagnostic request • Proof of Payment/Official Receipt	• Private or Government Physician • City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called		None	1 minute	Nurse Midwife Barangay Health Worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. For Medical Certificate: 1.1.a. Assess and examine patient 1.1.b. Fill out and sign Medical Certificate		3-5 minutes	Physician
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	15 minutes	Nurse Physician
2.1 Pay correspon-ding fee 2.2 Return to clinic	2.1 For Medical Certificate 2.1.1 Check Official Receipt 2.2 Issue Medical Certificate	P110.00	5 minutes	City Finance Department Physician
	Total	**P 110.00**	**26 minutes**	

13. NEWBORN SCREENING SERVICE

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Babies 24 – 72 months old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Not applicable

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach OCHS – Lying In	1.1. Register patient and fill-out filter card	P 1,800 to be remitted at UP-NIH	5-10 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
	Total	**P 1,800.00**	**26 minutes**	

14. OTHER CERTIFICATIONS

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Transfer of Death/Bones/Ashes a) Proof of Payment/ Official Receipt • Copy of Death Certificate • Certificate of Potability b) Proof of Payment/ Official Receipt • Copy Of Water Test results like monthly Microbiological Exam and semi-annual Physical-Chemical Exam	Office of the City Health Services City Finance Department Office of the City Civil Registry Office of the City Health Services City Finance Department Department of Health accredited Water Testing Laboratory

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach Environmental Health and Sanitation Unit. Present all documents	1. Assess completeness of documents	None	3 minutes	Sanitation Inspectors
2. Pay corresponding fee	2.1 Transfer of Death, Bones and Ash Certificate of Potability	P 165.00 P 165.00	10-15 minutes	City Finance Department
	2.2. Prepare Certificate	None	2 minutes	Sanitation Inspectors
	2.3. Sign the certificate	None	1 minute	Dr. Ivy Marie C. Yrastorza *City Govt. Dept. Head I (OCHS)*
	2.4. Release the Certificate	None	1 minute	Sanitation Inspectors
	Total	**P 330.00**	**22 minutes**	

15. OUTPATIENT CONSULTATION

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• PhilHealth ID or MDR	PhilHealth

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait to be called	1.1. (New Patient) Issue new family folder and fill out Individual Treatment Record. Enroll to EKonsulta if not yet enrolled (Old Patient) Secure chart and fill out Individual Treatment Record and checked status of Philhealth eKonsulta.	None	5 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: • Give medical advice / health consultation • Prescribe appropriate medications (medicines may be given to patient free of charge when available) • If laboratory is needed, refer to Medical Technologist • Make referral or request to hospital if patient needs to be hospitalized	None	10-15 minutes	Physician
	Total	**None**	**25 minutes**	

16. PHYSICAL THERAPY AND REHABILITATION SERVICES

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor needing this kind of service

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Physical Therapy Program	Physiatrist or Rehabilitation Medicine Specialist

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach OCHS – Rehabilitation Unit	1.1. Interview and assess patient	None	15 minutes	Rhea Salvador *Physical Therapist*
	1.2. Conduct prescribed treatment	None	1 hour	Rhea Salvador *Physical Therapist*
	1.3. Provide progress report 1.4. Advise follow – up	None	15 minutes	Rhea Salvador *Physical Therapist*
	Total	**None**	**1 hour and 30 minutes**	

17. SANITARY PERMIT

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All business establishments operating within the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements for all types of business • Photocopy of Business Permit • Photocopy of Employees' Work and Health Permits • Application Form for Issuance of Sanitary Permit • Pest Control Certification • Proof of Payment of Security Seal **Food Establishment:** • Water and Ice Test Result (Physical-Chemical and Microbiological) • National Meat Inspection Service Certificate • FDA Certificate of Product Registration (if applicable) **Water Refilling Stations, Water Provider, Ice Plants** • Physical-Chemical Test every 6 months • Microbiological Test monthly • Certificate of Potability • 40 hours Training Certificate for Water • Picture of water delivery service **Non-Food Establishment: (Various establishments)** • Water test for resorts • Basic Life Support Certificate for Lifeguards • Certificate of Training for Massage Therapist/ NC II or DOH Certificate • Certificate of Training for Embalmers • FDA Certificate of Registration • (Drugs/Medicines/Vaccines/Cosmetics, etc.) • Environmental Sanitation Clearance • ECC/CNC •	Business Permit and Licensing Department Office of the City Health Services Pest control company City Finance Department

Continued…. CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Memorandum of Agreement or Contract for Waste Management **Lying-in/Birthing Home Clinics** • License to Operate • Pollution Control Officer Certification • Memorandum of Agreement with secondary or tertiary level Hospital • Memorandum of Agreement with OB-Gyne and Pediatrician • Memorandum of Agreement with an ambulance provider/ emergency transport vehicle duly licensed by the DOH • Memorandum of Agreement with Transporter of Hazardous wastes • Basic Life Support Training Certificate • Infection Prevention and Control Policy **Hospitals/Medical Clinics/Dental Clinic/Animal Bite Center/Aesthetic Clinics/Diagnostic Laboratories/Drugstores** • License to Operate from DOH • Sewage Treatment Plant Water Test Result • Memorandum of Agreement for Hazardous Waste • Environmental Compliance Certificate/ Certificate of Non Coverage • Certificate of Pollution Control Officer • FDA Certificate of Product Registration (for Vaccines) • FDA License to Operate • Certificate of Training for Physician and Nurse (Animal Bite) • Certificate of Training for Aesthetician • Photocopy of PRC ID (Physician/Dentist/Pharmacist)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay corresponding fee required for Business Permit, present to Sanitation Inspector along with requirements.	1. Assess completeness of requirements	*** Depends on type of business, please refer to BPLD for the list of Sanitary Fees**	15 minutes – 1 day	Sanitary Inspector
	2.1. Accomplish Sanitary Permit and prepare for City Health Officer's signature. 2.2. City Health Officer reviews and signs the Sanitary Permit	*** Depends on type of business, please refer to BPLD for the list of Sanitary Fees**	5 minutes 5 minutes	Sanitary Inspector Dr. Ivy Marie C. Yrastorza *City Govt. Dept. Head I (OCHS)*
2. Pay Security Seal	3. Security Seal attached and Sanitary Permit is released	**P 55.00**	2 minutes	Sanitary Inspector
	Total	*** Depends on type of business, please refer to BPLD for the list of Sanitary Fees**	**27 minutes - 1 day and 17 minutes**	

18. SOCIAL HYGIENE CLINIC SERVICES

A. HIV Counseling and Testing

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

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Men, women at risk of contracting HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• HIV Testing Services (HTS) form	Bacoor Social Hygiene Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and Peer Navigators
2. Proceed to scheduled appointment for Screening test for HIV. Sign Consent Form for testing	2.1. Client sign attendance sheet. 2.2. Peer Navigator provides Pre-test counselling using the HIV testing services form.	None None	1 minute 15 minutes	Case-Based Surveillance trained Peer navigator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Perform Blood Screening	None	35 minutes	Jovencio Verlasquez, *Medical Technologist*
	2.4. Post – Test Counselling	None	10 minutes	CBS trained Peer navigator
	2.5. Advise follow - up	None	1 minute	Bacoor Social Hygiene Clinic Staff
	Total	**None**	**1 hour and 7 minutes**	

B. <u>Enrollment of HIV Reactive Patients to Treatment</u>

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Men, women at risk of contracting HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• HIV Screening Test Result • CBC and Chest X-ray results	Bacoor Social Hygiene Clinic or Any DOH Accredited Testing Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Bacoor Social Hygiene Clinic	1.1. Review result of HIV screening test	None	1 minute	Dr. Michael Angelo Marquez *Medical Officer IV*
	1.2. Enroll for treatment	None	10 minutes	*Case Managers*

	1.3. Issue booklet and initiate ARV treatment base on result of Laboratory	None	5 minutes	*Case Managers*
	1.4. Advise follow -up	None	1 minute	Bacoor Social Hygiene Staff
	Total	**None**	**17 minutes**	

C. Refill of Anti-Retroviral Medications

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	People Living with HIV

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• HIV Medication Booklet	Bacoor Social Hygiene Clinic

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach Bacoor Social Hygiene Clinic and present medication booklet	1.1. Review medication booklet	None	3 minutes	*Case Managers*
	1.2. Dispense medication and conduct adherence counselling	None	10 minutes	
	Total	**None**	**13 minutes**	

D. Screening and Treatment for Sexually Transmitted Infections

Office or Division:	Office of the City Health Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Men, women at risk of contracting Sexually Transmitted Infections

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Valid ID	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach Bacoor Social Hygiene Clinic	1. Fill out Individual Treatment Record	None	1 minute	*Peer Navigators*
2. Proceed to physician for examination	2.1 Physician examines the patient and may: • Give medical advice / health consultation • Refer to Medical Technologist for testing • Make referral or request to hospital if patient needs to be hospitalized	None	15 minutes	Dr. Michael Angelo Marquez *Medical Officer IV*
	2.2. Conduct laboratory test	None	30 minutes	Jovencio Velasquez *Medical Technologist*
	2.3. Prescribe appropriate medications	None	10 minutes	Dr. Michael Angelo Marquez *Medical Officer IV*
	Total	**None**	**56 minutes**	

LIST OF SERVICES

City Information and Community Relations Department

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CITY INFORMATION AND COMMUNITY RELATIONS DEPARTMENT

(Internal Services)

The City Information and Community Relations Department 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 CICRD uses all forms of media for the improvement of the safety, welfare and interest of the city and its residents. The CICRD 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.

MISSION

The City Information and Community Relations Department is devoted in delivering accurate, timely, pertinent information to the Citizens of Bacoor, enhancing community relations, and encouraging civic participation through transparent and accessible communication channels.

VISION

To cultivate a well-informed and actively engaged community, where open communication and participation are the cornerstones, building towards an inclusive and empowered society.

PLEDGE

We, the CICRD, pledge to uphold these functions and service standards, striving to provide excellent service to the Residents of Bacoor, welcoming feedback and suggestions, and fostering a transparent and participatory form of governance.

1. **PROVIDE UP TO DATE AND ACCURATE INFORMATION TO THE PUBLIC VIA SOCIAL MEDIA (FACEBOOK, VIBER CHANNEL, VIBER COMMUNITY), PRESS RELEASES AND PUBLIC ANNOUNCEMENTS.**

Office or Division:		City Information and Community Relations Department		
Classification		Highly Technical		
Type of Transaction		G2C Government to Citizen G2G Government to Government		
Who may avail:		City Government Employees, Department Heads, Media Personnel, and other beneficiaries.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Calendar of Events 2. Public Announcement and Advisories 3. Research Details 4. Write – Ups 5. Press Releases		All Department Concerned		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The Calendar of events must be submitted two (2) to three (3) weeks before the event.	1.1 The submitted Calendar of Activities must be submitted to the following: a. Department Head b. Cluster Head 1.2 Once it is submitted and approved by the Dept. Head, the Head Secretariat must update the bulletin board, google calendar, and keep the hard copy for filing and reference	None	2 days	Arlene Monton Ray Borja Irene Limon *CICRD Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The Department must submit the needed details to CICRD a day before the posting of Public Advisories/ Announcements, Events, Programs, Projects, Scripts, Press Releases, and other directives by the City Mayor	2.1 The Secretariat must promptly receive the letter of request from the other departments. The letter of request must be input in the receiving files or incoming documents	None	7 days	MM Methusella D. Valdisimo, Jay B. Peregrino, Irene Limon, Arlene Monton, *CICRD Staff*
	2.2 Once the letter of request was received by the Department Head or cluster head, the researchers must confirm its details/data in the office concerned for fact checking	None	1 day	CICRD Staff
	2.3 Once it is confirmed by the concerned office, the Writer's team may draft and compose a write-up and/or the requested documents such as scripts, multi-media campaign, press releases and other directives by the Department Head	None	1 day	Kido Leviste, John Verlin Santos, Anthony Bernabe *CICRD Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. A daily update in Viber Community	3. The social media manager must update daily the Viber Community in regards with the announcements, programs, events, and advisories of the city	None	7 days	Jay Peregrino MM Methusella D. Valdisimo, Irene Limon, Arlene Monton *CICRD Staff*
	Total	**None**	**18 days**	

2. NURTURE POSITIVE RELATIONSHIPS WITH COMMUNITY MEMBERS, LOCAL ORGANIZATIONS, AND STAKEHOLDERS.

Office or Division:	City Information and Community Relations Department
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Community of Bacoor, Local Organizations, Stakeholders, and other interested parties.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Inbox Inquiry	City Government Facebook Page (Inbox Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Residents of Bacoor may send their inquiry or concerns in the social media Facebook page of the City Government and Strike B. Revilla Facebook Page of Bacoor or in person	1.1 The Inbox Team will address the concerned resident by getting the following details: • Date • Name • Age • Address (Including the Bgry) • Concern • Photo/Evidence 1.2 All information gathered by the inbox team and action taken will be consolidated within the day with the total number of inquiries 1.3 After consolidating all concerns within the day, it will be compiled and reported every week	None	1 week	Arlene Monton Donnie Ray Borja Marzon F. Figuerras *CICRD Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.The Top Management of the City Government of Bacoor may request a monthly report.	2.1. All Cluster heads must submit monthly report to the Department Head with the following information: (1) Total Number of Reports such as write ups, scripts, inquiries, research, videos and photos, campaign materials. (2) Total number of inquiries and concerns. (3) Total number of Social Media Followers and Reach in all aspects of social media platforms. (4) Total No. of posts, write-ups, and research. Overall summary report of their processes that they do in month must be reported.	None	1 month	CICRD Staff
	2.2. Once it has been received by the Department Head the head must compose a summarized report for the whole office.			
	Total	**None**	**1 month and 1 week**	

3. DEVELOP AND EXECUTE MARKETING STRATEGIES TO PROMOTE CITY PROGRAMS, EVENTS AND INITIATIVES.

Classification:		Highly Technical		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		City Government Employees, Department Heads, Media Personnel, and other beneficiaries.		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Marketing Campaign • Scripts • Videos and Photos		City Information and Community Relations Department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The Department Head or every department must send a request letter to the CICRD Office for the request of Video/Photo Coverage and/or hosting	1. The Secretariat must submit the received letter to the Department Head, so the Department Head can identify the needed manpower in the said event .	None	1 day	Jay B. Peregrino MM Methusella D. Valdisimo Irene Limon, Donnie Ray Borja, Marzon Figuerras, Glecy Mae Rebollido, Arlene Monton, Gina Carabbay, Annalyn Prodigalidad, Marjorie Genito, Alberto Obias Jr., Rowena Garcia, Josephine Lagrata, Anthony Bernabe, Verlin Santos, Kido Leviste, Jayron Torrente, Paul Gasgonia, Michael Eugenio *CICRD Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.The Department must send a request letter and a meeting in relation to the creation of AVP and other Campaign Strategies	2.1 The Secretariat must submit the received letter to the Department Head, can relay the information to the Social Media Head 2.2 The social media head must identify his/her team to create the following materials: (1) Script, (2) Videos, (3) Photos and (4) Storyboard	None	7 days	Jay Peregrino MM Methusella D. Valdisimo, Michael Eugenio Paul Gasgonia Jayron A. Torrente Kid Leviste Verlin Santos Irene Limon *CICRD Staff*
	2.3 Once it is done the video must be send to the CICRD Head for approval and once it is approved this only the time can be sent to concerned department per comments, suggestions and approval	None	3 days	Jay B. Peregrino Michael Eugenio Jayron A. Torrente Kid Leviste Verlin Santos Irene Limon, Marzon Figuerras, Donnie Ray Borja, MM Methusella Valdisimo *CICRD Staff*
	Total	**None**	**11 days**	

4. MAINTAIN PROFESSIONAL RELATIONSHIPS WITH MEDIA FOR ACCURATE EVENT REPORTING AND ISSUE COVERAGE.

Classification:		Simple		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		News Agencies		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Softcopy of photos • Copy of press-releases • Soft copy of videos		Social Media Team of the City Information and Community Relations Department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Media or News agencies may contact the City Information and Community Relations Department for a copy of Media Kit.	1.1. The production team must select 3-5 best photos with a logo of the City Government of Bacoor. 1.2 The production team must send a soft copy of a maximum of 2 of the subject being requested. 1.3. The writer's team must send the official soft copy of the press release, or any additional write-up available subject to approval of the City Mayor, City Admin or Department Head. 1.4 The social media Team must prepare the needed links such as posting in relation to the request of the media.	None	2 days	CICRD Staff
	Total	**None**	**2 days**	

5. DELIVER TIMELY AND ACCURATE INFORMATION DURING CRISIS SITUATION, EMERGENCIES, OR SIGNIFICANT EVENTS.

Classification:		Complex		
Type of Transaction:		G2C Government to Citizen G2G Government to Government		
Who may avail:		Residents of Bacoor		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Emergency Advisories		Bacoor Disaster Risk Reduction and Management Office, City Administrator's Office, Office of the City Mayor, Bureau of Fire of the Philippines, Philippine National Police and Office of the City Legal Service, as per direction of the City Administrator's Office and Office of the City Mayor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The Bacoor Disaster Risk Reduction may submit an accurate detail in regards with the emergency advisory.	1.1. The writer must draft a write-up in regards with the emergency advisory. 1.2 The City Information and Community Relations Department must monitor the advisories within 24 hrs.	None	7 days	Jay B. Peregrino, MM Methusella D. Valdisimo, Glecy Mae Rebollido, Marzon Figuerras Francis Del Pilar *CICRD Staff*
	Total	**None**	**7 days**	

LIST OF SERVICES

City Planning and Development Coordinating Office

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Socio-Ecological Profile (SEP)	14.5
Annual Accomplishment and Physical Report of Operations	14.6
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City Development Council Resolution	14.8
Comprehensive Land Use Plan (CLUP) Data	14.9
Comprehensive Development Plan (CDP) Data	14.10
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Review and Evaluate Office Performance Commitment Review (OPCR) and Division Performance Commitment Review (DPCR)	14.12
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Climate Disaster Risk Assessment (CDRA)	14.16
Project Monitoring and Evaluation System (PMES)	14.17

CITY PLANNING AND DEVELOPMENT COORDINATING OFFICE
(Internal and External Services)

The City Planning and Development Coordinating Office (CPDCO) initiates coordination in setting the direction of all economic and social development efforts in the city.

As the highest economic development planning and policy-coordinating body of the City government, based on the Section 443, Title 2, and Section 476, Article Six of the Local Government Code of 1991 has the following major function:

1. Formulate integrated socio-economic, social, physical, and other development plans and policies for consideration of the local government development council;
2. Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
3. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
4. Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;
5. Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
6. Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;
7. Promote people participation in development planning within the local government unit concerned;
8. Exercise supervision and control over the Secretariat of the local development council; and
9. Exercise such as other powers and perform such other functions and duties as may be prescribed by law or ordinance

1. BARANGAY ANNUAL INVESTMENT PROGRAM (AIP)

Review, evaluate and issuance of Certification for Barangay AIP.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Barangay Resolution ● Proposed AIP of 47 barangays- Form 3 ● Barangay AIP budget Form 2 GAD Plan	Barangay Secretary Barangay Treasurer City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents listed in the checklist of requirements then proceed to the CPDC Office, 2nd floor Bacoorr Government Center Building	1.1. Immediately review and evaluate upon presentation of the required documents needed	None	1 day	Jose Henry J. Baluyot *Project Dev't Officer II* Engr. Deolito B. Alagos, Jr. *Statistician II*
	1.2. Upon review If error was found the documents will be returned to the person who presented the documents for necessary correction	None	1-2 days	Jose Henry J. Baluyot Project Dev't Officer II Engr. Deolito B. Alagos, Jr. *Statistician II*
	1.3. If no error was found upon, review certification was then prepared	None	Immediately	Jose Henry J. Baluyot *Project Dev't Officer II*
	1.4. The CPDC Officer/ Head immediately sign and issue the certificate	None	Immediately	Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**3 days**	

2. CITIES/MUNICIPALITIES COMPETITIVENESS INDEX (CMCI)

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

Office or Division:	City Planning and Development Coordinating Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department / Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All dept./unit heads concerned were given matrix/template to fill up based on the attached Local Data Capture Sheet	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill up the template given by the CPDC Staff based on the attached Local Data Capture Sheet then submit immediately once it is completely done	1.1. Immediately consolidated the given information/ data needed to the attached Local Data Capture Sheet for finalization	None	1 day	Engr. Deolito B. Alagos Jr. *Statistician II*
	1.2. Presentation of the Local Data Capture Sheet to Mayor and all concerned department/unit heads for further evaluation of the consolidated data given	None	1 day	Rhowena D. Alcantara *OIC- CPDC*
	1.3. Upon reviewed and approval of the Mayor, online transmittal of the Local Data Capture Sheet and other supporting documents to CMCI will follow	None	1 day	Engr. Deolito B. Alagos Jr. *Statistician II*
	Total	**None**	**3 days**	

3. TECHNICAL ASSISTANCE PROVIDED TO WALK-IN / PHONE-IN CLIENTS AND OTHER GOVERNMENT AGENCY

Provides technical assistance to walk-in/phone-in clients and other government agency for their queries on CLUP, CDP, Socio-Ecological Profile, Population of the LGU and other related documents/plans.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains / Department / Unit Heads / Students / Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request with approval from Mayor's Office	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present letter request with the approval from Mayor's office	1. Data is given immediately if available	None	1 day	CPDC Staff Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**1 day**	

4. SOCIO-ECOLOGICAL PROFILE (SEP)

Gathering of data from 47 barangays, national government agencies, private sectors; non-government organizations; academe; and concerned department/ unit heads to help the LGU to determine the current level of services to its constituents, resources available, environmental factors that will affect policy to bring changes and to provide data that will lead to identification of problem situations affecting the target or specific segments of the population. The EP is the more comprehensive replacement of the usual Socio-Economic Profile (SEP) that gives equal coverage to the physical, biological, socio- economic, cultural and built environments. Consolidate and encode the gathered data.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains / Department / Unit Heads / Students / Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Data from barangay; national government agencies; private sectors; non-government organizations; academe; and concerned department/ unit heads of the LGU	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.The CPDC office will prepare the template to be filled up based on the questions attached for the needed information	1. Immediately distribute the matrix/template to all 47 barangays, national government agencies; private sectors; non-government organizations; academe; and concerned department/ unit heads of the LGU	None	4 days	CPDC Staff
2.Submit all gathered data to CPDC office-2nd floor Bacoor Government Center Building for consolidation	2. Immediately consolidate all data gathered	None	2 days	CPDC Staff
	Total	**None**	**7 days**	

5. ANNUAL ACCOMPLISHMENT AND PHYSICAL REPORT OF OPERATIONS

Consolidated and submitted to Local Chief Executive and other concerned agencies in accordance with the mandate of the Local Government Code by the City Planning and Development Coordinating Office.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department/Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All dept./unit heads concerned shall submit annual accomplishment & physical report of operations	From their office file

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The CPDC office prepare memorandum to all concerned dept./unit heads for their submission of annual accomplishment and physical report of operations	1.Distribute the letter to all concerned dept./unit heads for their annual accomplishment and physical report of operations	None	1 day	CPDC Staff
2.Submit to CPDC Office the annual accomplishment & physical report of operations of concerned department / unit heads	2.1. Edit /print annual accomplishment and physical report of operations of all department / unit heads before consolidation	None	15 days (depends on the availability of their report)	Rhowena D. Alcantara *OIC-CPDC*
	2.2. Consolidate after printing for book binding	None	3 days	Reymen M. Delos Reyes *Admin Asst. I* Rochelle G. Gutierrez *Admin Aide*
	2.3. Book binding	None	1 day	Romell B. Espiritu *Reproduction Operator II*
	Total	**None**	**20 days**	

6. ANNUAL INVESTMENT PROGRAM (AIP)

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

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains/ Department/Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All dept./unit heads concerned were given annual budget template to fill up	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The CPDC office prepare template to be filled up by all concerned dept./unit heads for the annual budget purposes	1.Distribute the template to all concerned dept./unit heads for them to fill up	None	1 day	CPDC Staff
2.Submit all the proposed budget of all dept./unit heads to CPDC office-2nd floor Bacor Government Center Building	2. Consolidate all the proposed budget of every dept./unit heads for finalization	None	19 days	Rhowena D. Alcantara *OIC- CPDC*
	Total	**None**	**20 days**	

7. CITY DEVELOPMENT COUNCIL (CDC) RESOLUTION

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

Office or Division:	City Planning and Development Coordinating Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department/Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Notice of Meeting, Minutes of the Meeting, and CDC Resolution	City Planning and Development Coordinating Office Office of the Sangguniang Panlungsod

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Prepare Notice of Meeting for CDC Council and Members	1.Distribution of Notice of Meeting for CDC Council and Members	None	1 day	CPDC Staff
2.Preparation of Minutes of the Meeting and CDC Resolution	2.1. Prepare Meeting, Minutes of the Meeting and CDC Resolution	None	1 day	Rhowena D. Alcantara *OIC - CPDC*
	2.2. Minutes of the Meeting and CDC Resolution reviewed and signed by the CDC Members and Secretariat	None	3 days	Janice Francisco *Admin Aide* Rochelle Rubie Gutierrez *Admin Aide*
	2.3.Distribution of CDC Resolution to concerned CDC Council and Members for signing of documents	None	2 days	Romell B. Espiritu *Reproduction Operator II* Janice B. Francisco *Admin Aide*
	TOTAL	**None**	**7 days**	

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

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

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains / Department / Unit Heads / Students / Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Gathering of data from different dept./unit heads concerned	Dept./Unit Heads

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Preparation of template to be filled up by the concerned dept./unit heads concerned re CLUP data	1. Distribution of prepared template to all concerned dept./unit head concerned	None	1 day	CPDC Staff
2. Submit all filled-up documents CPDC office -2nd floor Bacoor Government Center Building	2. Consolidate all the given data then turn over to consultant	None	19 days	Rhowena D. Alcantara *OIC- CPDC*
	TOTAL	**None**	**20 days**	

9. CONSOLIDATION OF COMPREHENSIVE DEVELOPMENT PLAN (CDP) DATA

Consolidate gathered data from different departments/unit heads concerned in preparation for Comprehensive Development Plan (CDP) 6 years plan.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains / Department / Unit Heads / Students / Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Gathering of data from different department/unit heads concerned	Department/Unit Heads

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Preparation of template to be filled up by the department/unit heads concerned regarding CDP data	1. Distribution of prepared template to all concerned dept./unit head concerned	None	1 day	CPDC Staff
2. Submit to CPDC office -2nd floor Bacoor Government Center Building all the filled-up documents	2. Consolidate all the given data then turn over to consultant	None	19 days	Rhowena D. Alcantara *OIC- CPDC*
	TOTAL	**None**	**20 days**	

10. PREPARATION OF LOCAL DEVELOPMENT INVESTMENT PROGRAM (LDIP)

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

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department / Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Documents that translate CDP into a programs, projects and activities (PPAs)	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Preparation of template to be filled up by the dept/unit heads concerned LDIP data	1. Distribution of prepared template to all concerned dept./unit head concerned	None	1 day	Marjorie C. San Jose *Project Dev't. Assist.*
2. Submit proposed programs, projects and activities from CDP documents	2.Prepare LDIP based from CDP proposed PPAs	None	19 days	Engr. Deolito B. Alagos, Jr. *Statistician II* Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**20 days**	

11. REVIEW AND EVALUATE OFFICE PERFORMANCE COMMITMENT REVIEW (OPCR) and DIVISION PERFORMANCE COMMITMENT REVIEW (DPCR)

Review the OPCR and DPCR of every department / unit head prior to signing of Chairman of Performance Management Team (PMT) and City Mayor.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department/Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OPCR and DPCR form to be filled up by the department/unit heads	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit OPCR / DPCR to CPDC 2nd floor Bacoor Government Center Building for review	1.Immediately review and return if there's correction and no error	None	1 day	Remedios V. Santero *Admin. Asst. II*
2. Submit 3 copies of reviewed OPCR/DPCR	2.Immediately signed by the PMT Secretariat and release prior to signature of PMT Chairman and City Mayor	None	2 days	Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**3 days**	

12. PERFORMANCE MANAGEMENT TEAM (PMT) SECRETARIAT

Prepare the Notice of Meeting, Minutes of the Meeting, PMT Resolution and the Ranking of eligible offices

Office or Division:	City Planning and Development Coordinating Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department / Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Summary list of Ranking of Eligible offices or delivery units based from the Office Performance Commitment an Review	City Planning and Development Coordinating Office- PMT Secretariat

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Call for a Meeting	1.1. The PMT Secretariat issue notice of meeting for the ranking of eligible offices to all PMT members	None	1 day	Rhowena D. Alcantara *OIC-CPDC*
	1.2.Prepare Minutes of the Meeting and resolution if applicable	None	3 days	Rhowena D. Alcantara *OIC- CPDC*
	Total	**None**	**4 days**	

13. EXECUTIVE – LEGISLATIVE AGENDA

Consolidate gathered data from different departments/unit heads concerned in preparation for Executive-Legislative Agenda (ELA) 3 years plan.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Department/Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Gathering of data from different department/unit heads concerned	Department / Unit Heads

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Preparation of template to be filled up by the department/unit heads concerned regarding ELA data	1. Distribution of prepared template to all concerned dept./unit head concerned	None	2 days	CPDC Staff
2. Submit to CPDC office - 2nd floor Bacoor Government Center Building all the filled-up documents	2. Consolidate all the given data then turn over to consultant	None	18 days	Rhowena D. Alcantara *OIC- CPDC*
	Total	**None**	**20 days**	

14. PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP)

A project procurement management plan is submitted to Bids and Awards Committee

BAC secretariat

Office or Division:	City Planning and Development Coordinating Office
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains/ Department / Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fill up the Project Procurement Management Plan form	BAC Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill- up PPMP form	1.1. Prepare CPDC Project Procurement Management Plan	None	1 day	Noemi Ambrocio *Statistician Aide*
	1.2. Review and evaluated CPDC PPMP	None	3 days	Rhowena D. Alcantara *OIC-CPDC*
	1.3. Signed by CPDC officer for approval of CPDC PPMP	None	1 day	Rhowena D. Alcantara *OIC-CPDC*
	1.4. Submit to BAC for further review and final approval of CPDC PPMP	None	1 day	Noemi Ambrocio *Statistician Aide*
	Total	**None**	**6 days**	

15. CLIMATE DISASTER RISK ASSESSMENT (CDRA)

Climate and Disaster Risk Assessment (CDRA) is an imperative for the development of a local government unit as it determines the level of exposure, vulnerability, and risks of population, urban use areas, natural resources, lifeline utilities, and critical point facilities to disasters.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains/ Department / Unit Heads

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Climate Disaster Risk Assessment Form	City Planning and Development Coordinating Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Call for a meeting	1. Prepared notice of meeting, minutes of the meeting and resolution if necessary	None	1 day	Rochelle G. Gutierrez *Admin Aide* Rhowena D. Alcantara *OIC-CPDC*
2.Climate Disaster Risk Assessment (CDRA)	2.1. Updating of Climate Disaster Risk Assessment (CDRA) 2.2. Reviewed and presented the Updated Climate Disaster Risk Assessment (CDRA) for approval of the Sangguniang Panlungsod	None	6 months to 1 year	Reymen M. Delos Reyes *Admin. Asst. I* Rochelle G. Gutierrez *Admin Aide* Ma. Grachelle Ann G. Siasoco *Admin Aide* Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**6 months to 1 year**	

16. PROJECT MONITORING AND EVALUATION SYSTEM (PMES) SECRETARIAT

To provide up-to-date information on the overall status of project implementation for planning and budget allocation, to include employment generation of the various programs/project.

Office or Division:	City Planning and Development Coordinating Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City of Bacoor / Barangay Captains/ Department / Unit Heads

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare Notice of the Meeting and schedule of inspection	1.2 Distribute Notice of the Meeting	None	1 day	Janice Francisco *Admin Aide*
2. Project Monitoring and Evaluation of Plan Implementation	2. Monitoring and Evaluation of Project based on the approved plan	None	Depends on the project time frame	Jose Henry J. Baluyot *Proj. Dev't. Officer II* Roberto E. Mendoza *Admin. Aide IV*
3. Prepare reports and submitted to the Provincial Planning and Development Coordinator	4. Prepare reports and submitted to the Provincial Planning and Development Coordinator	None	3 days	Engr. Deolito B. Alagos, Jr. *Statistician II* Rhowena D. Alcantara *OIC-CPDC*
	Total	**None**	**Depends on the project time frame**	

LIST OF SERVICES

E-Governance Department /

Management Information System

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E-GOVERNANCE DEPARTMENT / MANAGEMENT INFORMATION SYSTEM

(Internal and External Services)

The E-Governance Department aims to establish and implement information technology and innovation in all services and operations of the Local Government of Bacoor. The department plays a vital role in enacting accountability and transparency to improve citizen engagement and communication.

Mission

To be able to initiate and promote E-Governance in the City of Bacoor by improving the efficiency of government services through digital system. The E-Governance department is committed to: (1) provide efficient digital services to all citizen of the City of Bacoor, (2) establish a sustainable and secure E-Governance system and (3) be the leader and pioneer in gearing up the City of Bacoor towards E-Governance.

Vision

Our vision is to transform the City of Bacoor into a developed and smart city through the integration of Information and Communication Technologies (ICT).

Legal Basis

City Ordinance No. 005-2022 Series of 2022, an *"Ordinance Creating the E-Governance Department. Identifying Its Functions and Duties. And Specifying the Qualifications of Its Various Officers and Personnel."*

1. APPLICATION SYSTEM CHANGE OR MODIFICATION

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	(G2G) Government to Government
Who may avail:	City Government Department and Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished System Change or Modification Request Form /Call/Verbal Request approved by Concerning Department Head	E-GOV / MIS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish request form approved by the concerning department head	1.1. Check /receive request	None	2 minutes	Shirley Cunanan *E-Governance /MIS Staff*
2. Submit System Change / Modification to E-Gov Department	1.1 Evaluation of E-Governance Head	None	Processing time depends on the scope of modification	Lodgene Asuncion *E-Governance / MIS Head*
	1.2 Assigns development personnel	None		Kim Alem De Castro *E-Governance / MIS Staff* One Document Office Personnel
	Total	**None**	**Processing time depends on the scope of modification**	

2. SOFTWARE/HARDWARE/NETWORK TROUBLESHOOTING/INSTALLATION/MAINTENANCE

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Department and Unit Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Service Request Form approved by the concerning Department Head	E-Governance Department/OneDrive

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Client submits the request form to the employee-in-charge	1.1. Receive/Check details of request form	None	10 minutes	Monte Carlo Callado Robert Michael Violeta Randy Mateo Arvie Guanlao Kim Ryan Maurecio Paul Mervin Sabino Rommel Duano *E-Governance / MIS Technical Staff*
	1.3. Approval of E-Governance Department Supervisor/ Head	None	3 minutes	Montecarlo Callado Josie Pastor *E-GOV/MIS Staff* Lodgene Asuncion *E-Governance / MIS Head*
	1.4 Provide Job Service and visit the requesting office to conduct troubleshoot/ installation/ maintenance	None	1 hour (depending on the damage)	Monte Carlo Callado Robert Michael Violeta Randy Mateo Arvie Guanlao Kim Ryan Maurecio Paul Mervin Sabino Rommel Duano Edward Pagtakhan
2. Client must sign on form provided once the request has been accomplished	2.1 Provide logbook/form by E-Gov Staff	None	2 minutes	Monte Carlo Callado Robert Michael Violeta Randy Mateo Arvie Guanlao Kim Ryan Maurecio Paul Mervin Sabino Rommel Duano
	Total	**None**	**1 hour and 15 minutes**	

3. PROVISION OF IT EQUIPMENTS

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	(G2G) Government to Government
Who may avail:	City Government Department and Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
IT Equipment Request Form approved by E-Governance Head	E-Governance Department/OneDrive

CLIENT STEPS	**AGENCY ACTIONS**	**CLIENT STEPS**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Form from the requesting office approved by the concerning department head	1.1 Check/verify details of request	None	3 minutes	Josie Pastor Robert Michael Violeta *E-Governance / MIS Staff*
	1.2 Approval of the E-Gov Head	None	2 minutes	Lodgene Asuncion E-Gov/MIS Head
2. Client must sign on form/logbook	1.3 Provide the requested equipment/s and installation if applicable.	None	20 minutes	Josie Pastor Robert Michael Violeta *E-Governance / MIS Staff*
	Total	**None**	**25 minutes**	

4. TARPAULIN PRINTING

Office or Division:	E-Governance Department / Management Information System
Classification:	Complex
Type of Transaction:	(G2G) Government to Government
Who may avail:	City Department and Unit Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Tarpaulin Request Form Approval of E-Governance Department Head	E-Governance Department/OneDrive

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Client submits the request form to the employee-in-charge.	1.1. Check /verify details of request	None	5 minutes	Shirley Cunanan Andrei Joshua Sumongsong Miguel Luigi Lim *E-Governance / MIS Staff*
	1.2. Approval	None	5 minutes	Lodgene Asuncion E-Governance / *MIS Head*
	1.3. Prepare the requested Layout if needed for printing		2 hours	Andrei Joshua Sumongsong Miguel Luigi Lim *E-Governance / MIS Staff*
	1.4. Printing /cutting/eyelet of Tarpaulin/stickers	None	Within 5 working days	Jerwin Bea John Ivan Boleche Ranssel Papango Andrei Joshua Sumongsong Miguel Luigi Lim Rodcliff Miranda Printing staff
1.2 Client must sign on the receiving logbook	1.5 Releasing of Tarpaulin	None	5 minutes	Jerwin Bea John Ivan Boleche Ranssel Papango *E-Governance / MIS Staff*
	Total	**None**	**5 days, 2 hours and 15 minutes**	

5. ISSUANCE OF CITY EMPLOYEE IDENTIFICATION CARD

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Department and Unit Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
I.D. Request Form	Human Resources Development and Management Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Client submits I.D. Form to the employee-in-charge from and approved by the HR Department	1.1. Check details and verify information	None	5 minutes	Andrei Joshua Sumongsong Karen Oraya *E-Governance / MIS Staff*
	1.2. Encode details and capturing of picture, signature	None	15 minutes	Andrei Joshua Sumongsong Karen Oraya *E-Governance / MIS Staff*
	1.3. Printing of ID	None	10 minutes	Andrei Joshua Sumongsong Karen Oraya *E-Governance / MIS Staff*
2. Client must sign to the ID Logbook	2. Releasing of ID	None	2 minutes	Andrei Joshua Sumongsong Karen Oraya *E-Governance / MIS Staff*
	Total	**None**	**32 minutes**	

6. DOCUMENTED INFORMATION TEAM / DOCUMENT CUSTODIAN

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Department and Unit Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Internal/External Masterlist Document Feedback Form (DFF) Attached Old document/created form (draft) NAP Form	E-Governance Department/OneDrive

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Document custodian submits DFF (with attached document applicable) or NAP Form with sign and approved by the Department Head concerned	1.1. Check details and verify information	None	10 minutes	Jose Paulo Oracion Marie Claire Pagasartonga Shirley Cunanan *E-Governance / MIS Staff*
	1.2. Prepare documents for Approval signature	None	30 minutes	Shirley Cunanan Karen Oraya *E-Governance / MIS Staff*
	1.3 Approval of DIT (Document Information Team) Head and Mayor	None	5 minutes	Lodgene Asuncion *E-Governance / MIS Head* Mayor Strike B. Revilla
	1.3. Prepare documents to be edited/ created	None	20 minutes	Jose Paulo Oracion Rossana Khan Karen Oraya Andrei Joshua Sumongsong *E-Governance / MIS Staff*
2. Contact Document Custodian (of the concerned office) for approved document thru email/call/viber	2. Inform the department concerned	None	5 minutes	Jose Paulo Oracion Marie Claire Pagasartonga Shirley Cunanan *E-Governance / MIS Staff*
	Total	**None**	**1 hour and 10 minutes**	

7. REQUEST FOR CCTV CAMERA REVIEW

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	(G2G) Government to Government
Who may avail:	City Government Department and Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Copy of Police Report/CCTV Checking Request Form	E-Governance Department/OneDrive

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client/request office must give request form and police report to the assigned staff	1.1. Receives request form and copy of police report	None	2 minutes	Randy Mateo Aviatar Guanlao Jerome Joanino
	1.2 Approval of E-Gov/MIS Head	None	2 minutes	Lodgene Asuncion *E-Gov/MIS Head*
	1.3 Check/review /playback of requested CCTV Camera	None	1 hour (depends on the duration of the request date/time)	Montecarlo Callado Robert Michael Violeta Randy Mateo Arvie Guanlao Kim Ryan Maurecio Paul Mervin Sabino Jerome Joanino *E-GOV/MIS Tech Staff*
2. Client must sign to the Form/Logbook	2.1 Releasing copy of CCTV footage	None	2 minutes	Montecarlo Callado Robert Michael Violeta Randy Mateo Arvie Guanlao Kim Ryan Maurecio Paul Mervin Sabino Jerome Joanino *E-GOV/MIS Tech Staff*
	Total	**None**	**1 hour and 6 minutes**	

8. MAYOR'S PERMIT TO WORK

Individuals need to secure a Permit to Work prior to their employment.

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide Residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Original Barangay Clearance Cedula (Residents Certificate/CTC) NBI Clearance or Police Clearance (1 photocopy). Bacoor Emergency Response Training **Php 165 - Mayor's Permit (original Receipt)** **Php 550 - Diagnostic fee** **Php 50 - Convenience fee**	Barangay NBI / PNP Station City Health Office/BDRRMO City Finance Department Accredited Diagnostic Centers, Pisopay/online payment

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>ONSITE APPLICATION</u> (existing process before the implementation of Online Mayor's Working Permit)				
1.BDRRMO staff bring/submits all requirements/ documents of all applicants per batches to EGOV staff in charge	1.2. Capturing of applicants/clients	None	5 minutes	Olivia Bautista Bennedict Carl San Juan Josie Pastor Rosanna Khan John Andrei Pagtakhan *E-Governance /MIS Staff*
	1.3. Approval	None	2 minutes	Lodgene Asuncion *E-Governance Head*
1.2 Clients must sign log sheet	1.4 Releasing	None	3 minutes	Olivia Bautista Bennedict Carl San Juan Josie Pastor Rosanna Khan John Andrei Pagtakhan Rommel Crisostomo *E-Governance /MIS Staff*
	Total	**None**	**10 minutes**	

ONLINE APPLICATION				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1.1 Client should visit the website and apply for Mayor's Working Permit https://strikeas1.bacoor.gov.ph	2.1 Approval of E-Gov Staff	None	Daily (working days)	Rossana Khan Olivia Bautista Jennifer Nolasco Criszen Bautista *E-Governance /MIS Staff*
	2.2 Payment	**Php165- Mayor's Permit** **Php550- diagnostic fee** **Php50- convenience fee**		End user Online Payment PISOPAY GCash/Maya/ bank etc.
2.3 *If the applicant fails the Disaster Training online exam on the website, the applicant is required to attend the training onsite*	2.3 Approval of Diagnostic result/ Schedule Training (BDRRMO)/ Releasing/ Print Certificate	None	As scheduled	City Health Office/BDRRMO/ End User
	Total	**Php 715.00**	**Around 3 days, depends on how fast the client process his application / the availability of training schedule**	

9. MAYOR'S CLEARANCE / 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.

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide Residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Barangay Clearance NBI Clearance or Police Clearance (1 photocopy) Original Official Receipt of **Mayor's Clearance** **Fee = Php 100.00** Original Official Receipt of **Recommendation / Referral** **Fee = Php 50.00**	Barangay NBI / PNP Station City Finance Department

CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS
1. Client submits /present the OR and other requirements	1.1. Prepare the requested document	None	3 minutes	Jennifer Nolasco Robert Michael R. Violeta Josie Pastor Jerome Joanino *E-GOV/MIS Staff*
	1.2. Approval of the City Mayor	None	2 minutes	Lodgene Asuncion *E-Governance/MIS Head*
	1.3. Issuance of the requested document	None	2 minutes	Jennifer Nolasco Robert Michael R. Violeta Josie Pastor Jerome Joanino *E-GOV/MIS Staff*
	1.4. Client must sign to log sheet	None	2 minutes	Jerome Joanino *E-GOV/MIS Staff*
	Total	**None**	**9 minutes per application**	

10. SOLIDARITY ROUTE STICKER APPLICATION

All Bacoor City residents are allowed to use, free of charge, the roads and streets forming part of the Solidarity Route as alternative routes to ease or decongest traffic in the City of Bacoor, subject to a sticker system that may be utilized or implemented by the LGU-City of Bacoor.

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide Residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Bacoor Resident: -OR and CR of vehicle	E-Governance Department Issued by LTO
-Any government issued valid ID	
-Driver's License (original and photocopy) Receipt of Payment (from Treasury)	
-Barangay Clearance (Original)	Issued by Barangay
-Original Copy of HOA Certification (approved format)	Issued by HOA
(If the person has a property in Bacoor	
- Tax Declaration or a Certified True Copy of Original Certificate of Title//Transfer Certificate of Title (TCT) and a copy of Real Property Tax	Issued by City Finance Department
- Deed of Sale/Deed of Donation and Acceptance/Deed of Assignment, etc. (**If the vehicle is not yet registered to the person applying for SRS)**	
- SPA (Special Power of Attorney) **(If the person cannot appear in person and submit his application)**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>1. Onsite Application</u> Client submits the Application form to the employee-in-charge together with the requirements	1.1 Check details and verify requirements	None	10 minutes	Nicablle Gonzales Lady Lee Pagdulagan Joyce Neria King Mark Maximo Marlon Ocampo Ranssel Almadin *E-Governance* */MIS Staff*
	1.2. Approval	None	5 minutes	Lodgene Asuncion *E-Governance /MIS Head*
	1.3. Payment (if applicable)	**Php 150** (Bacoor Resident+ Resident of non-participating but affected HOA)/ **Php 300** (Bacoor Resident) / **Php1,500** (If the applicant has property in Bacoor) / **Php3,000** (Non-Bacoor Resident)	5 minutes	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	1.4. Encoding /verification/captu ring	None	15 minutes	King Mark Maximo Nicablle Gonzales Lady lee Pagdulagan King Mark Maximo Marlon Ocampo Ranssel Almadin Joyce Neria *E-Governance / MIS Staff*
	1.5. Releasing of Stickers and installation (Main Square Mall)	None	15 minutes	Marlon Ocampo Ranssel Papango Rolito Pelayo Jr. Rommel Duano Jerwin BeaEdward Pagtakhan *E-Governance / MIS Staff*
	Total	**Php 150/ Php 300/ Php1,500/ Php3,000**	**50 minutes**	
2.2. Online Application Secure application at https://solidarity.bacoor.gov.ph/	2.1 Approval		daily	Marie Claire Pagasartonga Jose Paulo Oracion Shirley Cunanan Criszen Bautista Miguel Luigi Lim *E-Governance / MIS Staff*
	2.2 Payment (if applicable)	**Php 150** (Bacoor Resident+ Resident of non-participating but affected HOA)		Online Payment PISOPAY GCash/Maya/ bank etc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
		Php 300 (Bacoor Resident)/ **Php1,500** (If the applicant has property in Bacoor) / **Php3,000** (Non-Bacoor Resident)		
	2.3 Releasing of Solidarity Sticker and Installation At Main Square Mall	None	15 minutes	Marlon Ocampo Ranssel Papango Rolito Pelayo Jr. Rommel Duano Jerwin Bea *E-Governance / MIS Staff*
	Total	**Php 150/ Php 300/ Php1,500/ Php3,000**	**1 day and 15 minutes**	

11. ISSUANCE OF SENIOR, PWD, AND SOLO PARENT IDENTIFICATION CARD

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Department and Unit Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Form, Barangay. Clearance, 1 valid ID	OSCA, PWD, CSWD Desk

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Client submits I.D. Form to the employee-in-charge from and approved by the concern Department	1.1. Check details and verify information	None	2 minutes	Bill Allan Gaba Vincent John Ortega Raphael Fajardo *E-Governance / MIS Staff*
	1.2. Encode details and capturing of picture, signature	None	10 minutes	Bill Allan Gaba Vincent John Ortega Raphael Fajardo *E-Governance / MIS Staff*
	1.3. Printing of ID	None	2 minutes	Bill Allan Gaba Vincent John Ortega Raphael Fajardo *E-Governance / MIS Staff*
2. Client must sign to the ID Logbook/log sheet	2. Releasing of ID	None	2 minutes	Bill Allan Gaba Vincent John Ortega Raphael Fajardo *E-Governance / MIS Staff*
	Total	**None**	**16 minutes**	

12. THE CLUBHOUSE NETWORK - BACOOR MEMBERSHIP APPLICATION

Individuals and Bonafide residents of Bacoor, who are enrolled in school from Secondary and Tertiary Level, are eligible to be a member of the Bacoor Clubhouse.

Office or Division:	E-Governance Department / Management Information System
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Enrolled students who are Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Form with Parent's Consent School Registration/Enrollment Form Original Copy of Barangay Clearance 2 pcs 1x1 ID Picture	Bacoor Computer Center Applicant's School Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits the accomplished application form and requirements to the employee-in-charge	1.1. Check details and verify requirements	None	5 minutes	Michelle Mallen Aimeelene Rose Dela Cruz *BCC Staff*
	1.2. Orient the members about the Clubhouse Village	None	10 minutes	Michelle F. San Gabriel *BCC Supervising Officer* Roderick Valenzuela *BCC Staff*
	1.3. Approval of the Application	None	3 minutes	Michelle F. San Gabriel *BCC Supervising Officer*
	Total	**None**	**17 minutes**	

13. COMPUTER LITERACY TRAINING (OFFICE PRODUCTIVITY SOFTWARE)

Agencies require computer literacy training certificates prior to employment or promotion. Individuals and Bonafide residents of Bacoor can enroll in the free training for self/skills development.

Office or Division:	E-Governance Department / Management Information System
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Registration Form (Online and Walk-in Registration) Original Copy of Barangay Clearance 2 pcs 1x1 ID Picture	Bacoor Computer Center Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Clients submits the accomplished application form to the employee-in-charge together with the requirements	1.1. Check details and verify requirements	None	5 minutes	Michelle Mallen Aimeelene Rose Dela Cruz *BCC Staff*
	1.2. Evaluate individual's computer skills	None	15 minutes	Roderick Valenzuela Jennylyn Tumampo *BCC Staff*
	1.3. Approval of the Registration	None	3 minutes	Michelle F. San Gabriel *BCC Supervising Officer*
2. The client undergoes **5-Day** training for Computer Literacy Training (Office Productivity Software)	2. Train individuals in computer skills and assess them	None	33 hours	Roderick Valenzuela Christopher Bantugan Jennylyn Tumampo Aimeelene Rose Dela Cruz

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend the awarding of Certificates of Completion	3. Awards Certificates of Completion to the individuals who completed the training.	None	2 hours	Lodgene Asuncion *E-Gov/MIS Head* Michelle San Gabriel *BCC Supervising Officer* *BCC Staff*
	Total	**None**	**35 hours and 18 minutes**	

14. DIGITAL LITERACY SUBJECT CLASSES FOR ALTERNATIVE LEARNING SYSTEM

Alternative Learning System Course includes digital literacy classes that need to be completed prior to graduation.

Office or Division:	E-Governance Department / Management Information System
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Enrolled ALS students who are Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ALS Coordinator Endorsement Letter Registration Form 2 pcs 1x1 ID Picture	ALS Coordinator Bacoor Computer Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the accomplished application form to the employee-in-charge together with the requirements.	1.1. Check details and verify requirements	None	3 minutes	Michelle Mallen Aimee Rose Dela Cruz *BCC Staff*
	1.2. Evaluate individual's computer skills	None	20 minutes	Roderick Valenzuela Jennylyn Tumampo *BCC Staff*
	1.3. Approval of Registration	None	2 minutes	Michelle F. San Gabriel *BCC Supervising Officer*
2. The ALS Students undergo Digital Literacy Classes.	2.1 Train individuals in computer skills and assess them	None	33 hours	Roderick Valenzuela Christopher Bantugan Jennylyn Tumampo Aimeelene Rose Dela Cruz Michelle Mallen *BCC Staff*
3. Awarding of Certificates of Completion	3.1 Awards Certificates of Completion to the individuals who completed the training.	None	2 hours	Lodgene Asuncion E-Gov/MIS Head Michelle San Gabriel *BCC Supervising Officer* *BCC Staff*
	Total	**None**	**35 hours and 25 minutes**	

LIST OF SERVICES

City Finance Department

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CITY FINANCE DEPARTMENT
(City Treasurer's Office)
(Internal and External Services)

The City Finance Department (City Treasurer's Office) of Bacoor is responsible for efficiency collecting all revenues due to the City Government, ensuing the proper disbursement of funds in compliance with existing laws, regulations, and city ordinances. The office plays a pivotal role in establishing systematic methods for the collection of Real Property Taxes (RPT) , Business Taxes, and Fees and Charges.

1. REAL PROPERTY TAX

This tax shall be imposed upon all real properties including, but not limited to lands, buildings, machineries and other improvements located in the City of Bacoor.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Real Property Tax Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Tax Declarations	Office of the City Assessor
2. Latest Official Receipts	Last payment made by the tax payers

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Walk-in taxpayers may request for Statement of Account (SOA)	1.1. Print Statement of Account (SOA).	None	2 minutes	Normalyn T. Lim Cristy B. Garcia Alexander Alexis F.Cabias Rachel Alba Rachel Ann Rodriguez Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Giana Maree Padua Maria Dela Cruz Alpha Joy M. Mandal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Cristy B. Garcia Alexander Alexis F.Cabias Rachel Alba Rachel Ann Rodriguez Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Giana Maree Padua Maria Dela Cruz
3.Gives the corresponding amount as payment	3. Receives the corresponding amount as payment and issues Official Receipt	**Fair Market Value (FMV) x Assessed Level (AL)= Assessed Value (AV) x 2% (1% Basic + 1% SEF) = RPT** **SHT=0.5% of AV (for more than 50,000 AV on Land)** **EPSF per year – P360.00** **Penalty – 2% per month; maximum of 72%**	3 to 5 minutes	Normalyn T. Lim Cristy B. Garcia Alexander Alexis F.Cabias Rachel Alba Rachel Ann Rodriguez Evelyn Abao Jenifer B. Maluto Rogelio L. Pagara Giana Maree Padua Maria Dela Cruz Alpha Joy M. Mandal
	Total	**Depends on the computation above**	**10 minutes**	

2. REAL PROPERTY TAX (ONLINE PAYMENT)

This tax shall be imposed upon all real properties including, but not limited to lands, buildings, machineries and other improvements located in the City of Bacoor.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Real Property Tax Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Tax Declarations	Office of the City Assessor
2. Latest Official Receipts	Last payment made by the tax payers
3. User account under boss.bacoor.gov.ph	Boss.bacoor.gov.ph website
4. Government issued id of the registered owner (for claiming of official receipt)	Client
5. Authorization Letter of the registered owner to the authorized representative with government issued ID of both the registered owner and authorized representative	Client
6. Online appointment schedule	Boss.bacoor.gov.ph website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Taxpayers may also create and register user account at boss.bacoor.gov.ph		None	2 minutes	Client
1.2. Enroll the property to be paid.	1.2. CTO staff receives and reviews the Tax Declaration/ latest Official Receipt	None	2 minutes	Rona Grace G. Torrijos Aichiel Angelica Medina Maria Abigail Sarzaba
1.3. Print online appointment/ schedule of payment.	1.3. Print Statement of Account (SOA)	None	2 minutes	Maria Abigail Sarzaba Aichiel Angelica Medina

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Pay online	2. Verifies the payments made under Link.Biz Portal	None	5 minutes	Rona Grace G. Torrijos
3.Wait for the email from the treasury staff if their payment is successful and when the official receipt is ready for pic-up	3. Print official receipt and inform the taxpayer thru email that their payment is successful and their official receipt is ready for pick-up	**Fair Market Value (FMV) x Assessed Level (AL)= Assessed Value (AV) x 2% (1% Basic + 1% SEF) = RPT** **SHT=0.5% of AV (for more than 50,000 AV on Land)** **EPSF per year – P360.00** **Penalty – 2% per month; maximum of 72%**	3 minutes	Rona Grace G. Torrijos Aichiel Angelica Medina Maria Abigail Sarzaba
7. Pick-up the official receipt from the City Treasurer's Office	4.Gives official receipt after verifying the identification of the person claiming the official receipt	None	2 minutes	Aichiel Angelica Medina
	Total	**Depends on the computation above**	**16 minutes**	

3. CITY BUSINESS TAX

Business Taxes are those imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Order of Payment/ Assessment Form	Business Permit and Licensing Department (BPLD)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Request Order of Payment/ Assessment Form	1. Assess and Approves Business Tax for Renewal and Issue Order of Payment/ Assessment Form based on the attachment submitted by the taxpayer.	None	5 minutes	Rona Grace G. Torrijos AilynF.Inocentes Mikee Rose De Leon Ruel M. Pilapil Bernalynne G. Limon Sander Cabal Realyn De Castro Earl Harem Garcia
1.2 Generates Statement of Account for payment	1.2. Issues Order of Payment/Assessment Form based on the attachment submitted by the taxpayer	None	2 minutes	

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	Gives the corresponding amount as payment	2. Receives the corresponding amount and issues Official Receipt	**Based on the 2022 Revised Revenue Code of the City of Bacoor**	3 minutes	Rona Grace G. Torrijos Ailyn F.Inocentes Mikee Rose De Leon Ruel M. Pilapil Dennis Ordoñez Bernalynne G. Limon Sander Cabal Realyn De Castro Earl Harem Garcia Maria Abigail Sarzaba
		Total	**Depends on the 2022 Revised Revenue Code of the City of Bacoor**	**10 minutes**	

4.CITY BUSINESS TAX (ONLINE)

Business Taxes are those imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Latest Business Permit	Client
2. Latest Official Receipt	Client
3. User account under boss.bacoor.gov.ph	Boss.bacoor.gov.ph website
4. Online appointment schedule	Boss.bacoor.gov.ph website

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Taxpayers may also create and register user account at boss.bacoor. gov.ph	1.1. Evaluate, Assess and Approves Online Application of Business Permit for Renewal.	None	5 minutes	Rona Grace G. Torrijos Maria Abigail Sarzaba
1.2. Enroll the business establishment subject for approval CTO for RENEWAL.	1.2. Review the business account enrolled	None	5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. Generates Statement of Account for payment	1.3. Issues Order of Payment/Assessment Form based on the attachment submitted by the taxpayer	**Based on the 2022 Revised Revenue Code of the City of Bacoor**	2 minutes	Rona Grace G. Torrijos Maria Abigail Sarzaba
2.Pay online	2. Verifies the payments made under Link.Biz Portal	None	5 minutes	Rona Grace G. Torrijos
3.Wait for the confirmation of the Business Permit and Licensing Office for the availability of official receipt, business permit and business plate	Print official receipt and forward the same together with the Statement of Account	**As stated in the Order of Payment generated online**	2 minutes	Rona Grace G. Torrijos Ma. Abigail Sarzaba Aichiel Angelica Medina
	Total	**As stated in the Order of Payment generated online**	**19 minutes**	

5. BUSINESS RETIREMENT ASSESSMENT

Any person who desired to retire his business may do so on or before the expiry date set forth in his permit.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Business Surrender/Retirement Inspection Form (Issued by the BPLD)	Business Permit and Licensing Department
2. Latest Business Permit (Original or Photocopy)	Client
3. Latest Official Receipt (Original or Photocopy)	Client
4. Latest community tax certificate	Client
5. Books of Accounts	Client
6. Sales Invoice (Complete set of booklets, used and unused)	Client
7. Audited Financial Statement	Client
8. Income Tax Returns – with Certificate of Gross Sales for consolidated filing	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1.1 Receives the requirement/s and check for completeness 1.2 Issue Tax Data Assessment Form	None	5 minutes (if under normal circumstances)	Rona Garce G. Torrijos

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the assessed/required fees and present to Business Permit and licensing Dept. for the Certificate of Closure	2. Receives payment and issues the Official Receipt	**Based on the tax table as indicated in the CO 217-2022 Revised Revenue Code of the City of Bacoor + P 110.00 Certification Fee + P 55.00 Security Seal Fee + P 30.00 Documentary Stamp Tax**	3 minutes	Jean Rose Padela Leesa Gorme Allen Balquin Emily Tonding
	Total	**Based on the computation above**	**8 minutes**	

6. EXAMINATION OF BOOKS OF ACCOUNTS

The City Treasurer may, by himself or through any of his deputies duly authorized in writing, examine the books of accounts and other pertinent records of any person, partnership, corporation, or association subject to City taxes, fees and charges to ascertain, assess and collect the correct amount f the tax, fee or charge.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registered Books of Accounts	Client
2. Sales Invoice (Complete set of booklets, used and unused)	Client
3. Audited Financial Statement	Client
4. Income Tax Returns – with Certificate of Gross Sales for consolidated filing	Client
5. Latest Business Permit (Original or Photocopy)	Client
6. Latest Official Receipt (Original or Photocopy)	Client
7. Latest community tax certificate	Client
8. Letter of Authority	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Receive the issued Letter of Authority 1.2. Taxpayer/ authorized Representative present and submit the complete documentary requirements	1.1. Serve the Letter of Authority (LOA) with the list of required documents 1.2. Set the schedule of examination	Depends on the tax deficiency based on audited documents presented	15 minutes	Revenue Examiner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
2. Wait for the call from the assigned Revenue Examiner	2.1. Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any) 2.2. Prepare the Tax Data and Assessment form and submit to the respective Supervising Revenue Examiner for review and validation of the examination findings 2.3. Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment together with the attachments to the City Treasurer. 2.4. Revenue Examine inform the taxpayer of the amount of deficiency/tax delinquency upon approval by the City Treasurer *In case, taxpayer delay the examination for no apparent reason, Revenue Examiner shall report the non-compliance for proper legal action *In case, taxpayer failed to settle its deficiency/tax delinquency within the prescribed period of time, proper legal action will be enforced		10 days	Revenue Examiner Supervising Revenue Examiner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
3. Receive the printed tax bill and pay the tax delinquency indicated in the tax bill	3.1. Issue printed tax bill based on the indicated tax delinquency 3.2. Accept payment and issue official receipt		10 minutes	Revenue Examiner Jean Rose Padela Leesa Gorme Allen Balquin Emily Tonding
4.1. Present the original and submit and photocopy of tax bill and official receipt 4.2. Receive the approved Letter of Confirmation (LOC)	4.1. Receive the submitted copy of official receipt 4.2. Prepare the Letter of Confirmation for approval of the City Treasurer upon full payment of any tax delinquency		5 minutes 10 minutes	Revenue Examiner City Treasurer Revenue Examiner
	Total	**Depends on the tax deficiency based on audited documents presented**	**10 days and 40 minutes**	

7. COMMUNITY TAX CERTIFICATE (CTC)

Cities or municipalities may levy a community tax in lieu of the former residence tax.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Client's personal information: Name Address Birthdate and Birthplace Gender Nationality Gross Annual Income	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of form as required in Community Tax Certificate	1. Computes the amount based on Gross Annual Income and encodes the information in the system	None	2 minutes	Arlyn Baliquia Nora Dela Cruz Maricris Ventura
2. Gives the corresponding amount as payment	2. Receives payment and issues the Community Tax Certificate	**Individual Income÷1000+ P10.00 (Basic)** **Penalty- 6% for the month of March and additional 2% per month thereafter**	1 minute	Arlyn Baliquia Nora Dela Cruz Maricris Ventura
	Total	**Depends on the computation above**	**3 minutes**	

8.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 (55%) of one (1%) of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial or the current zonal valuation prescribed by the Bureau of Internal Revenue, whichever is higher.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Certificate Authorizing Registration (CAR) or ONETTE with proof of payment from BIR/Bank	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	City Finance Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all documents for assess-ment and verification.	1. Assess and verifies the information in the documents submitted. 1.2. Issues Transfer Tax and Situs Tax assessment if applicable. 1.3. Prepares Certification of Transfer Tax	None	8 minutes	Rosandy E. De Leon Dominic Ramil H. Carolino

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
2. Gives correspon-ding amount as payment	2. Receives payment and issues Transfer Tax Receipt	**Please refer to amount and computations below: Tax Base=Zonal Value/Market Value/Selling Price (whichever is higher)** **0.0055 (55% of 1%) = Tax Base** **Mode of Transfer – 60 days upon notary date of the Deed of Sale and/ or from the Date of Death (for Extrajudicial)** **Penalty- 25% + 2% additional surcharge after 60 days; maximum of 72%** **Situs Tax- 70% of the Selling Price** **Please refer to tax table indicated in Section 30 (G) of the 2022 Revised Revenue Code of the City of Bacoor** **Processing Fee – P100.00** **Certification Fee - P110.00** **Security Seal -P55.00** **Documentary Stamp - P30.00**	6 minutes	Rosandy E. De Leon Dominic Ramil H.Carolino
	Total	**Based on the computation above**	**14 minutes**	

9. CONTRACTOR'S TAX

Contractor's Tax are tax imposed on Contractors and Independent Contractors including, but not limited to those enumerated and the rate of tax shall be in accordance with schedule under Article 9, Section 30 (G) on the 2022 Revised Revenue Code of the City of Bacoor.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contractor's Tax Application Form with Building Application Number	Office of the City Building Official (OBO)
2. Bill of Materials	
3. Building Permit Order of Payment	Office of the City Building Official (OBO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents for assess-ment and verification.	1. Assess and verifies the information in the documents submitted. 1.2. Issues Contractor's Tax assessment if applicable. 1.3. Prepares Certification of Contractor's Tax	None	8 minutes	Rosandy E. De Leon Dominic Ramil H. Carolino

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Gives corresponding amount as payment	2. Receives payment and issues Contractor's Tax Receipt	**Please refer to tax table indicated in Section 30 (G) of the 2022 Revised Revenue Code of the City of Bacoor** **Certification Fee -P110.00** **Security Seal -P 55.00** **Documentary Stamp -P 30.00**	6 minutes	Rosandy E. De Leon Dominic Ramil H.Carolino
	Total	**Based on the computation above**	**14 minutes**	

10. MISCELLANEOUS PAYMENT

Payment of other local taxes, fees and other regulatory fees payable to the City Government of Bacoor.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Order of Payment from various offices	Various offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Order of Payment from various offices to the assigned Cahier/ Collector	1. Encodes the information in the system from the Order of Payment	None	2 minutes	Ailyn F. Inocentes Leonilo A. Fabian Emilia T. Tonding John Patrick B. Toledo Jean Rose Padela Leesa Gorme Allen Balquin
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 Emilia T. Tonding John Patrick B. Toledo Jean Rose Padela Leesa Gorme Allen Balquin
	Total	**Corresponding amount from various offices**	**3 minutes**	

11. TRAFFIC VIOLATION AND SOLIDARITY STICKER (ONLINE PAYMENT)

Traffic Violation and Solidarity Sticker are paid online to ease the payment of the taxpayers.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online payment transaction	Landbank Link.Biz Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayers may pay their traffic violation and solidarity sticker thru pisopay.com	1.1.Verifies payment from Link.Biz portal 1.2 Print official receipt	**Corresponding amount from the Order of payment**	5 minutes 2 minutes	Rona Grace G. Torrijos Ma. Abigail Sarzaba Aichiel Angelica Medina
2.Pay online	2. Forward the official receipt to the BTMD office	None	1 minutes	Ma. Abigail Sarzaba
	Total	**Corresponding amount from the Order of payment**	**8 minutes**	

12. SEALING AND LICENSING OF WEIGHTS AND MEASURES

As a pre-requisite for the use of instruments of weights and measures, every person within the City of Bacoor using such instruments in his business, profession or calling shall have them tested and sealed annually and pay the fees therefore to the City Treasurer.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Letter	Business operator/owner
2.Weighing Scale/instrument for sealing	Business operator/owner
3. Latest official receipt	Business operator/owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Taxpayer submit request letter and present the weights and measure instrument for sealing 1.1 Upon inspection of the City Treasurer's Office staff, present the weights and measure instrument for sealing	1. Accept the request letter and evaluate if the business permit is valid and the latest obligation is settled		20 minutes	Dennis Ordoñez Ruel M. Pilapil Earl Harem P. Garcia Sander Cabal Cornelio Villareal
2.Accept order of payment and pay the requires amount. 2.1 Receive official receipt	2. Receive order of payment and issue official receipt	P 110.00-Sealing and Testing of Weighing Scale	5 minutes	Jean Rose Padela Leesa Gorme Allen Balquin Emily Tonding

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Continued… P 110.00 – Certification Fee P 55.00 – Security Seal Fee		
	Total	**P 275.00**	**25 minutes**	
CALIBRATION OF GASOLINE PUMPS				
1. Taxpayer or gasoline dealer/gasoline station operator send request letter for calibration of gasoline pumps	1. Conduct physical inspection of gasoline station on quarterly basis for monitoring and checking of gasoline pumps	P 220.00 – calibration fee P 110.00 – certification fee P 55.00 – security seal fee	2 hours (depends in the are/location of gasoline station)	Dennis Ordoñez Ruel M. Pilapil Earl Harem P. Garcia Sander Cabal Cornelio Villareal
	Total	**P 385.00**	**2 hours**	

13. RENTALS

Rentals from Bacoor Public Market, Meralco and other booth rentals inside the City Hall.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Approved Letter of Request addressed to Office of the Mayor for booth lobby rentals.	Client
2.Check payment with voucher for Bacoor Public Market and Meralco	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the approved Letter of Request addressed to Office of the Mayor for booth lobby rentals or check with voucher for payment	1.1. Assess the rental for the period as stated in the letter/voucher of the client 1.2. Verify the previous payments of the rental for Bacoor Public Market and Meralco	None	5 minutes	Ailyn Inocentes
2.Gives the corresponding amount as payment	2. Receives payment and issues Official Receipt	**As stated in the Contract of Lease**	2 minutes	Jean Rose Padela Leesa Gorme Allen Balquin Emily Tonding
	Total	**stated above**	**7 minutes**	

14. TAX CLEARANCE

Tax Clearance is being issued to certify that a property is already paid.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Photocopy of latest Real Property Tax Receipt	Last payment made by the Tax Payer
2.Tax Declaration if RPT OR is not available	City Assessor's Office
3. Government Issued ID of the declared owner of the property. (Photocopy)	Declared Owner of the property
4. Authorization letter from the declared owner and photocopy of his/her ID and his/her authorized person, if the declared owner would not be able to appear before this office.	Declared Owner of the property
5.Notarized Deed of Sale or any mode of Transfer, if the property is not yet under the name of the new owner	Notary Public
6. Death Certificate, if the declared owner is already deceased and Birth Certificate of one of the heirs (Photocopy)	Philippine Statistics Authority (PSA)
7.For companies – Secretary's Certificate	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present all required documents	1.1. Assess and verify all the documents submitted.	None	8 to 10 minutes	Roselyn A. Nervida RemiaE. Adadzeh

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Verify the payments of the Tax Payer from date of effectivity of assessment until the current year			Ma. FlorentinaD. Cargullo
2. Gives the corresponding amount as payment	Receives payment and issues Official Receipt and Tax Clearance	**Security Seal – P55.00** **Verification Fee – P22.00** **Tax Clearance – P55.00** **Security Seal - P30.00**	2 minutes	Roselyn A. Nervida Remia E. Adadzeh Ma. Florentina D. Cargullo
	Total	**P 162.00**	**12 minutes**	

15. ISSUANCE CERTIFIED XEROX COPY / CERTIFIED TRUE COPY OF DOCUMENTS Certified True Copy of documents are requested by clients for documentary requirements depending on the who requested for the same.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Various Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt	Client
2. Proof of Identification of the requesting party or Authorization Letter (if the requesting party is not the owner of the official receipt)	Client
3. Proof of Ownership of the property	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Taxpayer accomplish and submit request form, authorization letter with photocopy of gov't issued ID of taxpayer and representative	1. Accept the submitted duly accomplished request form with complete requirements and issue order of payment	None	3 minutes	Emilyn Alcaparaz Jeriz Angela Macalatan
2. Pay the Required amount and receive official receipt	2. Issue official receipt	**P 110.00 CXC/CTC of official receipt,**	2 minutes	Jean Rose Padela Leesa Gorme Allen Balquin Emily Tonding

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		P 55.00 - Security Seal P 22.00 – Verification Fee		
3.Present the official receipt and claim the CXC/CTC	3.Issue CXC/CTC of official receipt	None	3 minutes (3 days processing time for the verification of documents)	Emilyn Alcaparaz Jeriz Angela Macalatan
	Total	**P 187.00**	**8 minutes**	

16. ISSUANCE OF CHECKS

Check is being issued as payment to different Contractors/Suppliers, Bills, Transfer of Funds.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Various Contractors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Disbursement Voucher	City Accounting Office
2. Official Receipt	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Disbursement Voucher	1.1. Receives and reviews the disbursement voucher from the City Accounting Office	None	1 minute	Ria Lyn L. Colorado Lourdes C. De Vera
	1.2. Records vouchers in the logbook	None	1 minute	
	1.3. Prepares check/s to be signed by the duly authorized official.	None	2 minutes	
	1.4. Transmits check/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
	Total	**None**	**6 minutes**	

17. ISSUANCE OF ACCOUNTABLE FORM 51 AND FORM 16 (CTC INDIVIDUAL)

Office of the City Treasurer Issues Accountable Forms and Cedula to bonded Barangay Captains/Treasurers.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Barangay Captains and Treasurers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Copy of Fidelity Bond	Bureau of Treasury
2.Identification Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present copy of Fidelity Bond	1.1. Receives and verifies bond 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 will sign the CTO record book as proof of issuance 2.2. Receives payment and issues Accountable Forms 2.3. Provide client a copy of RIS	**Accountable Form-051 (AF-51)** - **P140.00 per booklet + 1% Handling Fee** **Accountable Form-016 (AF-16)** - **P65.50 + 1% Handling Fee**	1 minute	Florian M. Roxas Cristina Pajotagana
	Total	**Depends on the computation above**	**6 minutes**	

18. TAX REFUND FOR DOUBLE PAYMENT

Double payment occurs when the old and new assessment of real properties are both active and paid by the taxpayer.

Office or Division:	City Finance Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Citizen
Who may avail:	Various Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Received copy of Request Letter addressed to Mayor's Office	Client
2.Proof of duplicate transactions/overpayment (Original official receipt of initial and duplicate payment	Client
3.Government issued ID of owner (photocopy); if authorized person, government issued ID of owner and authorized person (photocopy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements to the City Treasurer's Office	1.1. Verify the submitted documentary requirements	None	5 minutes	Division Head concerned
	1.2 Preparation of attachments	None	10 minutes	Jovie Ann Lacson
	1.3. Forward the requirements to Accounting Office for preparation and processing of voucher	None	2 minutes	Jovie Ann Lacson

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Received voucher from Accounting Office for check preparation	None	1 to 2 weeks	Ria Lyn L.Colorado
	1.5. Check preparation (after the voucher is received from Accounting Office)	None	1 minute per client (Voucher received depends on when the Accounting Office will forward the voucher)	Ria Lyn L. Colorado
	1.6. Forwarding of checks to signatories for signature	None	1 to 2 weeks	Ria Lyn L. Colorado
2. Present proof of identification	2. Check issuance	None	1 minute per client	Ria Lyn L. Colorado
	Total	**None**	**2 to 4 weeks and 19 minutes**	

19. TAX REFUND FOR OVERPAYMENT

Overpayment arises when the amount paid by the taxpayer is higher than the correct assessment.

Office or Division:	City Finance Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Citizen
Who may avail:	Various Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Received copy of Request Letter addressed to Mayor's Office	Client
2.Proof of reassessment (previous and current tax declaration)	Client
3.Original official receipt	Client
4.Government issued ID of owner (photocopy); if authorized person, government issued ID of owner and authorized person (photocopy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements to the City Treasurer's Office	1.1. Verify the submitted documentary requirements	None	5 minutes	Division Head concerned
	1.2. Preparation of voucher and attachments	None	10 minutes	Jovie Ann Lacson

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Forward the requirements to Accounting Office for preparation and processing of voucher	None	2 minutes	Jovie Ann Lacson
	1.4. Received voucher from Accounting Office for check preparation	None	1 to 2 weeks	Ria Lyn L.Colorado
	1.5. Check preparation (after the voucher is received from Accounting Office)	None	1 minute per client (Voucher received depends on when the Accounting Office will forward the voucher)	Ria Lyn L. Colorado
	1.6. Forwarding of checks to signatories for signature	None	3 days	
2. Present proof of identification	2. Check issuance	None	1 minute per client	Ria Lyn L. Colorado
	Total	**None**	**1 to 2 weeks and 9 minutes**	

20. DISBURSEMENT OF SALARIES AND ALLOWANCES (CASH)

Disbursements covered by Disbursement Vouchers and/or Payrolls are usually paid either by check or in cash.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Job Order Employees, PNP, BFP and BJMP Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Identificaion Card	HRDMD
2.Daily Time Record	Employee

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Identification Card and Daily Time Record	1.1. Prepare 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	60 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz
	1.3. Sorting of Salaries	None	300 minutes	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
	Total	**None**	**1 day**	

21. DISBURSEMENT OF SALARIES AND ALLOWANCES (AUTODEBIT ACCOUNT)

Disbursements covered by Disbursement Vouchers and/or Payrolls are usually paid either by check or in cash.

Office or Division:	City Finance Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Job Order Employees, PNP, BFP and BJMP Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Identificaion Card	HRDMD
2.Daily Time Record	Employee

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Duties and Responsibilities and Daily Time Record to HRDMD	1.1. Received Authority to Debit Account from HRDMD	None	1 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz
	1.2. Authority to Debit Account for signature of the City Treasurer and City Administrator	None	2 minutes	Erwin J. Dela Cruz Nora T. Dela Cruz
	1.3. Transmit the Authority to Debit Account to designated bank for receiving	None	1 minute (excluding of travel time)	Erwin J. Dela Cruz
	Total	**None**	**4 minutes**	

LIST OF SERVICES

Office of the General Services

Internal Services	Page Number
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Procurement Procedure	17.3
Inspection and Acceptance	17.4
Tagging of Newly Acquired Property, Plant and Equipment (PPE)	17.5

OFFICE OF THE GENERAL SERVICES

(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. PROVISION OF OFFICE SUPPLIES FOR DIFFERENT OFFICES

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

Office or Division:	Office of the General Services
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All Department/Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request letter; • RIS (Requisition and Issuance Slip)	Department/Offices Office of the General Services

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present/submit request letter	1.1 Accept and verify stocks in the Inventory Supplies Schedule	None	5 minutes	Shyrine Gutierrez *Admin. Officer V* Aldrich Dacanay *Admin. Aide III*
	1.2 Prepare Requisition and Issue Slip (RIS) and let the requesting office sign RIS	None	10 minutes	Shyrine Gutierrez *Admin Officer V* Aldrich Dacanay *Admin Aide III*
2. Received and Signed RIS	2. Get supplies from the stock room and release to the requesting office	None	15 minutes	Arnel Zamora *Admin Aide III* Herbert Delos Santos *Admin Aide I* Dondie Apostol *Admin Aide*
	Total	**None**	**30 minutes**	

2. PROCUREMENT PROCEDURE

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

Office or Division:	Office of the General Services
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Different Offices/Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Purchase Request • Purchase Order	Office of the General Services Office of the General Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit BAC TWG approved Purchase Request	1.1 Assign Purchase Request number using the online system	None	10 minutes	Sainthia Arcayos *Admin. Asst.II* Aldrich Dacanay *Admin. Aide III*
	1.2 Print the Purchase Request And release to the end-user	None	5 minutes	Sainthia Arcayos *Admin.Asst. II* Aldrich Dacanay *Admin Aide III*
2. Submit the printed copy of PR to the BAC TWG for initial signature	2.1 Process c/o Bids and Awards Committee Technical Working Group		Process c/o BAC TWG	
3. Submit the signed PR	3.1 For signature of the GSO Head	None	10 minutes	Agripino Pagdanganan Jr. *GSO Head*
	3.2 Prepare and assign Purchase Order number	None	5 minutes	Shyrine Gutierrez *Admin Officer V* Sainthia Arcayos *Admin.Asst.II* Adrian Dacanay Abraham Arcayos *Admin Aide*
	Total	**None**	**30 minutes**	

3. INSPECTION AND ACCEPTANCE

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

Office or Division:	Office of the General Services
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Different Offices/Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Inspection and Acceptance Report	Office of the General Services

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Purchase Order, Delivery Receipt and Sales Invoice	1.1. Prepare and assign Inspection and Acceptance Report (IAR) number using the online system	None	15 minutes	Sainthia Arcayos *Admin.Asst.II* Shyrine Gutierrez *Admin Officer V* Abraham Arcayos Adrian Dacanay *Admin Aide*
	1.2. Inspection of goods/equipment	None	1 hour and 40 minutes	Agripino Pagdanganan Jr. *GSO I* Sean Solis *Supply Officer III*
2. Affix the signature in the “Received by” portion of the IAR	Affix the signature in the “Inspected by” portion of the IAR	None	5 minutes	Agripino Pagdanganan Jr. *GSO I* Sean Solis *Supply Officer III*
	Total	**None**	**2 hours**	

4. TAGGING OF NEWLY ACQUIRED PROPERTY, PLANT AND EQUIPMENT

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

Office or Division:	Office of the General Services
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Different Offices/Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Tagging Sticker	Office of the General Services
Property Acknowledgement Receipt (PAR)	Office of the General Services
Inventory Custodian Slip (ICS)	Office of the General Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Inspection and Acceptance Report, Purchase Order	1.1 Prepare Property Acknowledgement Receipt (PAR) and/or Inventory Custodian Slip (ICS)	None	20 minutes	Rodlen Espartero *Admin Aide III* Anthony Frank Ayos *Admin Aide III* Paulo Gacutan *Admin Aide III* Miko Ugalde Abraham Arcayos Adrian Dacanay *Admin Aide*
	1.2 Prepare Property Tagging Sticker	None	10 minutes	Rodlen Espartero *Admin Aide III* Anthony Frank Ayos *Admin Aide III* Paulo Gacutan *Admin Aide III* Vivian Saylo Abraham Arcayos Adrian Dacanay *Admin Aide*
	Total	**None**	**30 minutes**	

LIST OF SERVICES

City Cemetery Office

Internal Services	Page Number
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Provision of Lease Contract (Renewal Application)	18.4 – 18.5
Provision of Lease Contract (Columbarium New Application)	18.6 – 18.7
Provision of Cremation Services	18.8 – 18.9
Provision of Bereavement Room Facility	18.10
Provision of Chapel Facility	18.11

CITY CEMETERY OFFICE

(External Services)

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

To date, the City Cemetery Office is providing alternative services in terms of burial needs of residents specifically the use of Columbarium and the provision of Crematorium services in addition to the availability of Bereavement Room and Chapel.

1. PROVISION OF LEASE CONTRACT (NEW APPLICATION)

The City Cemetery Office provide new niches/tombs as well as open tombs for burial spaces to Bacoor Citizens in its two cemeteries located in Barangay Maliksi 2 and one located in Barangay Molino 2. The lease contract is for 5 years.

Office or Division	City Cemetery Office
Classification	Simple
Type of transaction	G2C Government to Citizen
Who may avail	City of Bacoor Residents

Checklist of Requirements	**Where to Secure**
1. Death Certificate with Registry No. 2. One Valid ID address to Bacoor 3. Transfer Permit Receipt and Certificate (If the Deceased Person Died at the other Cities/Municipalities) 4. Death Certificate with Registry No. of Old Deceased Buried at Maliksi or Molino Public Cemetery and Updated Picture of Niche for Open Tomb	Office of the City Civil Registry

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Death Certificate and Registration on Log Book for Maliksi and Molino Public Cemeteries New/Open Tomb	1.1 Evaluation of Documents and Check if Clients Logged in the Log Book for Maliksi and Molino Public Cemeteries	None	5 minutes	City Cemetery Staff
	1.2 Identification of Burial Spaces	None	5 minutes	City Cemetery Staff
2. Payment of Construction/ Maintenance Permit Fee, Burial Permit Fee, and Rental Fee for either Maliksi or Molino Public Cemeteries	2.1 Issuance of Payment Order	**Maliksi New Tomb Apartment Php 2,300.00** **Open Tomb Php 700.00/ Php. 2,300.00** Continued to Page 18.2…	5 minutes	City Finance Department City Cemetery Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Fees cont… **Molino New Tomb Single Lot Php. 15,000.00** **Apartment Type Php. 5,500.00** **Vault Type Php. 5,500.00** **Open Tomb: Php. 3,900.00**		
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
3. Review of Signed and Finished Contracts either Maliksi or Molino Public Cemeteries	3.1 Preparation and Issuance of Lease Contract	None	5 minutes	City Cemetery Staff
4. Forward Lease Contract for Notarization	4. Signing of Lease Contract to City Mayor/Admin	None	1 day	City Cemetery Staff City Administrator's Office
5. Registration on Recipient of Contract of Lease	5. Check if Clients Logged and Release of Contract to Clients	None	5 minutes	City Cemetery Staff
	Total	**See fees above, depends location and type of niche**	**1 day and 30 minutes**	

2. PROVISION OF LEASE CONTRACT (RENEWAL APPLICATION)

The City Cemetery Office provide renewal of lease contracts for burial spaces to Bacoor Citizens in its two cemeteries located in Barangay Maliksi 2 and one located in Barangay Molino 2. The lease contract is for 5 years.

Office or Division	City Cemetery Office
Classification	Simple
Type of transaction	G2C Government to Citizen
Who may avail	City of Bacoor Residents

Checklist of Requirements	**Where to Secure**
1. Death certificate with Registry No. 2. One Valid ID address to Bacoor 3. Updated Picture of Niche 4. Copy of Contract and Receipt	Office of the City Civil Registry

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Documents and Registration on Log Book for Maliksi and Molino Public Cemeteries	1.1 Evaluation of Documents and Check if Clients Logged in the Log Book for Maliksi and Molino Public Cemeteries	None	5 minutes	City Cemetery Staff
2. Payment of Rental Fee for either Maliksi or Molino Public Cemeteries	2.1 Issuance of Payment Order	**Maliksi Apartment Type: Php 2,000.00** **Molino Single Lot Php. 9,500.00/ 4,500.00** **Apartment Type Php. 5,000.00** **Vault Type Php. 5,000.00**	5 minutes	City Finance Department City Cemetery Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
3. Reviewed of Signed and Done Contract	3. Preparation and Issuance of Lease Contract	None	5 minutes	City Cemetery Staff
4. Forward Lease Contract for Notarization	4.1 Checking and Acknowledge-ment of Notarized Lease Contract	None	5 minutes	City Cemetery Staff
	4.2 Signing of Lease Contract to City Mayor/Admin	None	1 day	City Cemetery Staff City Administrator's Office
5. Registration on Recipient of Contract of Lease	5. Check if Clients Logged and Release of Contract to Clients	None	5 minutes	City Cemetery Staff
	Total	**See fees above (Page 18.4), depends location and type of niche**	**1 day and 30 minutes**	

3. PROVISION OF LEASE CONTRACT (COLUMBARIUM NEW APPLICATION)

The City Cemetery Office provide new columbarium vaults to Bacoor Citizens in Molino 2 Public Cemetery. The lease contract is for 5 years.

Office or Division	City Cemetery Office
Classification	Simple
Type of transaction	G2C Government to Citizen
Who may avail	City of Bacoor Residents

Checklist of Requirements	**Where to Secure**
1. Death certificate with Registry No. 2. One Valid ID 3. Certificate of Cremation	Office of the City Civil Registry

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Documents and Registration on Log Book	1.1 Evaluation of Documents and Check if Clients Logged in the Log Book	None	5 minutes	City Cemetery Staff
2. Payment of Rental Fee of Columbarium	2.1 Issuance of Payment Order	**Row 1** **P 2,000.00** **Row 2** **P 2,500.00** **Row 3** **P 5,000.00** **Row 4** **P 10,000.00** **Row 5** **P 10,000.00** **Row 6** **P 10,000.00** **Row 7** **P 5,000.00** **Row 8** **P 4,000.00**	5 minutes	City Finance Department City Cemetery Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
3. Reviewed of Signed and Finished Contract	3.1 Preparation and Issuance of Lease Contract	None	5 minutes	City Cemetery Staff
4. Forward Lease Contract for Notarization	4.1 Checking and Acknowledge-ment of Notarized Lease Contract	None	5 minutes	City Cemetery Staff
	4.2 Signing of Lease Contract to City Mayor/Admin	None	1 day	City Cemetery Staff City Administrator's Office
5. Registration on Recipient of Contract of Lease	5.1 Check if Clients Logged and Release of Contract to Clients	None	5 minutes	City Cemetery Staff
	Total	**See fees above (Page 18.6), Depends on row selected**	**1 day and 30 minutes**	

4. PROVISION OF CREMATION SERVICES

The City Cemetery Office facilitates the provision of cremation services in Molino 2 Public Cemetery. The cremation services available for Bacoor and Non-Bacoor residents charged based on residency.

Office or Division	City Cemetery Office
Classification	Simple
Type of transaction	G2C Government to Citizen
Who may avail	City of Bacoor Residents and Non-Residents

Checklist of Requirements	**Where to Secure**
1. Death certificate with Registry No. 2. One Valid ID 3. Transfer Permit Receipt and Certificate (If the Deceased Person Died at the other Cities/Municipalities)	Office of the City Civil Registry

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Documents and Registration in Log Book	1.1 Evaluation of Documents and Check if Clients Logged in the Log Book	None	5 minutes	City Cemetery Staff
	1.2 Scheduling of Cremation	None	5 minutes	City Cemetery Staff
2. Payment of Cremation Permit and Security Seal	2.1 Issuance of Payment Order	**Bacoor Resident Php.700.00** **Non-Resident Php. 1,000.00** **Security Seal Php. 55.00**	5 minutes	City Finance Department City Cemetery Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
3.1 Review of Signed and Finished Certificate	3.1 Issuance and Release of Cremation Certificate	None	5 minutes	City Cemetery Staff
3.2 Registration in Visitor Sign in Sheet	3.2 Check if Clients Logged in the Visitor Sign in Sheet	None	5 minutes	City Cemetery Staff
	Total	**See fees above (Page 18.8), Depending on residency**	**25 minutes**	

5. PROVISION OF BEREAVEMENT ROOM FACILITY

The City Cemetery Office facilitates the provision of bereavement room facility in Molino 2 Public Cemetery. The facility is rented on a daily basis.

Office or Division	City Cemetery Office			
Classification	Simple			
Type of transaction	G2C Government to Citizen			
Who may avail	City of Bacoor Residents and Non-Residents			
Checklist of Requirements			**Where to Secure**	
1. Death certificate with Registry No. 2. One Valid ID			Office of the City Civil Registry	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Documents and Registration in Visitor Sign in Sheet	1.1 Evaluation of Documents and Check if Clients Logged in the Visitor Sign in Sheet	None	5 minutes	City Cemetery Staff
	1.2 Scheduling of Dates	None	5 minutes	City Cemetery Staff
2. Payment of Lease Rental	2.1 Issuance of Payment Order	**Php. 3,000.00 per day**	5 minutes	City Finance Department City Cemetery Staff
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
	Total	**Depends on number of days rented**	**20 minutes**	

6. PROVISION OF CHAPEL FACILITY

The City Cemetery Office facilitates the provision of chapel facility in Molino 2 Public Cemetery. The facility is rented on a daily basis.

Office or Division	City Cemetery Office			
Classification	Simple			
Type of transaction	G2C Government to Citizen			
Who may avail	City of Bacoor Residents and Non-Residents			
Checklist of Requirements			**Where to Secure**	
1. Death certificate with Registry No. 2. One Valid ID			Office of the City Civil Registry	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Documents and Registration in Visitor Sign in Sheet	1.1 Evaluation of Documents and Check if Clients Logged in the Visitor Sign in Sheet	None	5 minutes	City Cemetery Staff
	1.2 Scheduling of Dates	None	5 minutes	City Cemetery Staff
2. Payment of Lease Rental	2.1 Issuance of Payment Order	Php. 5,000.00 per day	5 minutes	City Finance Department City Cemetery Staff
	2.2 Maintain Copy of Payment	None	5 minutes	City Cemetery Staff
	Total	**Depends on number of days rented**	**20 minutes**	

LIST OF SERVICES

Human Resources Development and Management Department

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Processing of Employee Application for Terminal Leave	19.7 – 19.8
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Prepares Authority to Travel	19.11
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Processes Application of On the Job Training / Senior High School Immersion Program	19.21 – 19.22

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. RECRUITMENT, SELECTION AND PLACEMENT - EMPLOYEE HIRING AND APPOINTMENT

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

Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, Interested Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Application Letter addressed to the City Mayor specifying the position applied for and the office where the vacancy is;	
• Scholastic Record / Academic Record duly authenticated by the authorized personnel;	School
• Original copy of the authenticated certificate of eligibility/ Report of Rating / Valid Professional License;	CSC/ PRC/ SC/ LTO
• NBI Clearance;	NBI
• Medical Certificate (CS Form No. 211, Revised 2018);	Issued by a licensed government physician
• Photocopy of Training and Seminars attended, if necessary;	
• Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized;	Downloadable at CSC website
• Certificate of Live Birth;	PSA/CCR
• Marriage Contract/Certificate;	PSA/CCR
• Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018);	From applicant's former office
• Applicants with Previous Government Service: Copy of Latest Performance Rating (Must have a Very Satisfactory Rating)	
Other supporting documents, if necessary.	

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, PESO and SP Bulletin Board and Bacoor Official Website	1. Publication and Posting of vacant positions in 3 conspicuous places in the agency -CSC Job Portal, Bacoor Official Website www.bacoor.gov.ph , HRDMD Bulletin Board and PESO Bulletin Board	None	3 days	Natividad Ludwig I. Ople City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Administrative Officer II
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 hrdmd@bacoor.gov.ph 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	None	3 days	Natividad Ludwig I. Ople City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Administrative Officer II Rona Balquin Admin Aide
	2.2. Inform shortlisted applicants through telephone call and prepare documents for Personnel Selection Board Convening	None	3 days	Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. Attends convening of Personnel Selection Board (PSB)	2.3. Convening / Deliberation of Personnel Selection Board (PSB)	None	3 days	Personnel Selection Board
	2.4 Forward result of deliberation to the City Mayor for final action / selection	None	3 days	Natividad Ludwig I. Ople City Gov't Dept. Head I
	2.5. Prepare notice to selected applicants through letter and telephone call	None	3 days	Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Administrative Officer II
	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	3 days	Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Administrative Officer II
3.Successful Applicants, assume duty at specified date	3. Transmit Appointment and necessary documents to the Civil Service Commission Field Office	None	3 days	Diane Nicole Fae A. Bay Administrative Officer II Fatima S. Dacanay Admin Asst I
Total processing time: depends on the number of published vacant position, volume of applications received and convening schedule.				

2. ISSUANCE OF PERSONNEL CERTIFICATIONS AND RECORDS

Securing personnel records such as Certificate of Employment and others for various purposes.

Office or Division:	Human Resources Development and Management Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts, either currently employed, separated, retired.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Proof of Payment / Official Receipt • Certificate of Employment PhP 110.00	City Finance Department (City Treasurer's Office)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay prescribed fees at the Finance Department upon request of Certificate of Employment	1.1. Prepare Certification as requested based on Personnel Record upon payment of prescribed fees. 1.2. Sign Certification	PhP 110.00	3 days	Melanie Joyce G. De Leon Admin Officer I Erika Mae U. Viernes Admin Officer I Ethelyn U. Jamolin Admin Assistant V Natividad Ludwig I. Ople City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I
	Total	**PhP 110.00**	**3 days**	

3. PROCESS EMPLOYEE APPLICATION FOR LEAVE OF ABSENCE

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

Office or Division:	Human Resources Development and Management Department
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Completely Signed Application for Leave of Absence Form	Human Resources Development and Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Leave of Absence. Fill up form and submit at the HRDMD duly signed by the immediate supervisor -for sick leave 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	3 days	Virginia M. Fernandez Human Resources Management Officer III Diane Nicole Fae A. Bay Administrative Officer II Rona E. Balquin Clerk Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	1.2. Approval of the Mayor	None	3 days	Office of the City Mayor
	1.3. Record and update Leave in control logbook	None	1 day	Virginia M. Fernandez HRMO III Rona E. Balquin Admin Aide
	Total	**None**	**7 days**	

4. PROCESSING OF EMPLOYEE APPLICATION FOR TERMINAL LEAVE

Unused leave credits are converted into cash. An employee is entitled to claim this as part of their final pay. Any official or employee of the government who retires, voluntarily resigns or is separated from the service through no fault of his own, and who is not otherwise covered by special law, shall be entitled to the commutation of his leave credits.

Office or Division:	Human Resources Development and Management Department
Classification:	Complex/Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*GSIS Clearance	GSIS
*Clearance from work-related, money and property accountabilities from the City Government of Bacoor	Forms from Human Resources Development and Management Department
* Notarized Statement of Assets Liabilities and Net Worth (SALN) - 2 original copies	
*Completely Signed Application for Leave of Absence Form - 2 original copies	
*Service Record	HRDMD
*ARTA ID and Employment ID (must be surrendered)	
*Municipal Trial Court (MTC) Certificate	Municipal Trial Court Bacoor Branch
*Regional Trial Court (RTC) Certificate	Regional Trial Court Bacoor Branch

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements stated above.	1.1. Compute and re-compute total leave credits earned	None	3 days	Virginia M. Fernandez Admin Officer V Rona E. Balquin Admin Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Encode summary of accumulated leave credits and attach Certified True Copy of leave cards and latest appointment paper	None	3 days	Virginia M. Fernandez Admin Officer V Natividad Ludwig I. Ople City Gov't Dept. Head I Rona E. Balquin Admin Aide
	1.3. Make voucher for terminal leave			Virginia M. Fernandez Admin Officer V Rona Balquin Admin Aide
	1.4. Endorse to Budget for Obligation Request			Virginia M. Fernandez Admin Officer V Rona E. Balquin Admin Aide
	1.5. Make Obligation Request	None	(Around 7 working days) Beyond HRDMD control	City Budget Department
	1.6. Sign Obligation Request			Department where the individual is assigned
	1.7. Sign Obligation Request			Office of the City Accounting and Internal Audit
	1.8. Sign Obligation Request and process check payment for Mayor's signature			City Finance Department
	1.9. Signs the check and request			Office of the City Mayor
	1.10. Release of check to individual requesting for terminal leave.			City Finance Department
	Total	**None**	**6 days for HRDMD process**	**13 working days whole process, beyond HRDMD Control**

5. HANDLING OF QUERIES / REQUEST FOR ASSISTANCE ON HUMAN RESOURCE MATTERS

Office or Division:	Human Resources Development and Management Department
Classification:	Simple/Complex/Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts and Clients who has Personnel Concerns

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
This will depend on the concerns presented by the client.	Human Resources Development and Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Client may directly come to HRDMD regarding their queries, complaints and othe concerns. 1.2. When physical communication is nc necessarily needed, it is advised to contact HRDMD thru email or phone calls.	1. Attends to queries complaints and other concerns on personnel matters *Recruitment, Selection and Placement *Permanent *Initial Screening and Testing *Casual Appointment *Job Order Contract *Job Order Payroll	None	3 days	HRDMD Staff Natividad Ludwig I. Ople City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I Diane Nicole Fae A. Bay Rona E. Balquin Administrative Aide Fatima S. Dacanay Admin Assistant I Risalyn S. Antonio Public Service Coordinator Erika Mae U. Viernes Admin Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	-Payroll -Loans -GSIS, Pag-ibig, DBP, BACEMCO	None	3 days	Editha C. Broas Sr. Admin Asst II Gian Francis T. Juaño Administrative Aide
	-Remittance -GSIS -Pag-ibig -Philhealth -Authority to Travel	None	3 days	Ethelyn U. Jamolin Admin Assistant V
	On the Job Training /Senior High School Immersion	None	3 days	Patricia Mae S. Gacusan, Public Service Coordinator Erika Mae U. Viernes Admin Officer II
	Strategic Perfor-mance Management System-Individual Performance Commitment and Review SPMS-IPCR Rewards and Recognition on Loyalty Awardees Certification Service Record	None	3 days	Melanie Joyce G. De Leon Admin Officer II
	Leave Application Leave Credits Terminal Leave	None	3 days	Virginia M. Fernandez Admin Officer V Rona E. Balquin Admin Aide
	-Correspondence	None	3 days/ 7 days/ 20 days	Natividad Ludwig I. Ople City Gov't Dept. Head I
	Total	**None**	3 days/ 7 days/ 20 days	**Depends on presented concerns**

6. PREPARES AUTHORITY TO TRAVEL

All government officials and employees who wishes to travel abroad must secure Authority to Travel whether on official business or vacation/leisure purposes.

Office or Division:	Human Resources Development and Management Department
Classification:	Simple / Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	City Government Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly signed and accomplished Clearance	HRDMD
• Approved Leave of Absence	HRDMD
• Letter of Invitation, for official business	Inviting Agency
• Letter of Intent, for vacation/leisure purposes	Client
• Confirmed Ticket (photocopy)	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documentary requirements	1. Upon submission of complete requirements, Prepare Authority to Travel for signature of the City Mayor	None	3 days	Ethelyn U. Jamolin Admin Assistant V
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	Office of the City Mayor Hon. Strike B. Revilla
Total		**None**	**3 days HRDMD process**	

8. ISSUES AND DISSEMINATES MEMORANDUM ORDER TO CITY EMPLOYEES

Informs employees on a certain subject matter, such as current events, for compliance, disciplinary actions and other relevant information.

Office or Division:	Human Resources Development and Management Department
Classification:	Complex
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse memo for dissemination	1.1. Prepares memo and other attachments (as needed)	None	2 days	Fatima S. Dacanay Admin Assistant I Diane Nicole Fae A. Bay Melanie Joyce G. De Leon Erika Mae U. Viernes Administrative Officer II Ethelyn U. Jamolin Administrative Assistant V Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	1.2. Forwards memo to Admin or Mayor's Office for signature	None	2 days	Receiving Secretary Admin. Atty. Aimee Torrefranca-Neri Mayor Strike B. Revilla
	1.3. Issues and disseminates memorandum to city employees	None	3 days	Fatima S. Dacanay Admin Assistant I Diane Nicole Fae A. Bay Melanie Joyce G. De Leon Erika Mae U. Viernes Administrative Officer II Ethelyn U. Jamolin Administrative Assistant V Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	Total	**None**	**7 days**	

9. ISSUANCE OF TRAVEL ORDER NUMBER

Records control number of travel order filed by city employees. Travel Order are official business filed by employees, which includes seminars, meetings and other related work functions.

Office or Division:	Human Resources Development and Management Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Completely filled up and signed Travel Order Form • Invitation or letter (as needed)	Human Resources Development and Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out travel order form and provide attach-ments as needed and endorse to admin / mayor for signature	1.1. Receive completely signed travel order form and record complete details in travel order logbook	None	Within the day	Risalyn S. Antonio Public Service Patricia Mae S. Gacusan Coordinator Fatima S. Dacanay Administrative Assistant I HRDMD Staff
	1.2. Issue travel order controlled number assigned requesting employee	None	Within the day	Risalyn S. Antonio Patricia Mae S. Gacusan Public Service Coordinator Fatima S. Dacanay Administrative Assistant I HRDMD Staff
	Total	**None**	**Within the day**	

*****Note: Travel Order must be filed prior to the intended official business.**

10. LEARNING AND DEVELOPMENT INTERVENTION

Facilitates / Conducts Trainings / Seminars

Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts
Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government, G2C Government to Citizen
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request conduct of seminar (as needed or upon the recommendations of the department head)	1.1. Set a meeting with the requesting party to know the specific details of the requested training	None	Depends on the requested seminar	Diane Nicole Fae A. Bay Administrative Officer II Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	1.2. Prepare documents and presentation needed for the seminar	None	20 days	Diane Nicole Fae A. Bay Administrative Officer II Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	1.3. Conduct of actual seminar	None	Depends on the requested seminar	HRDMD Staff Rachelle D. Alcantara City Gov't Asst. Dept. Head I Natividad Ludwig I. Ople City Gov't Dept. Head I
	Total	**None**	**Depends on the requested seminar**	

11. PERFORMANCE MANAGEMENT SYSTEM

Consolidation of Individual Performance Commitment and Review

Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts
Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Rated and signed Individual Performance Commitment and Review • Summary of Ratings	From the individuals respective department or unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Individual Performance Commitment and Review	1.1. Receive completely signed IPCR	None	Depends on the total number of IPCR submitted (Checking of grades and names from the summary given)	Melanie Joyce G. De Leon Administrative Officer II
	1.2. Encode consolidated IPCR	None	5 days (upon comple-tion of submit-ted IPCR)	Melanie Joyce G. De Leon Administrative Officer II
	1.3. Submit to Civil Service Commission the complete summary list of IPCR	None	1 day	Diane Nicole Fae A. Bay Administrative Officer II
	Total	**None**	**Approximately 1 month or as completed**	

12. PROCESS PAYROLL/BONUS AND OTHER MONETARY BENEFITS OF CITY EMPLOYEES

Agreed upon salary according to appointment is given to employees every 15th and 30th of the month for Permanent and Casual employees and every 20th and 5th of the month for Job Order Contracts. Bonus and other monetary benefits are given accordingly.

Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Check billing/ loan deductions for the current month	None	2 days	Editha C. Broas Senior Admin Asst II Gian Francis T. Juaño Administrative Aide
	2.1. Check all employees with step increment. 2.2. Update basic monthly salary on the payroll program.	None	1 day	Editha C. Broas Senior Admin Asst II
	3.1. Remove the names of separated employees on payroll proper and stop payment for loans (if there is any) 3.2. After encoding all deductions, checking of payroll register, check all offices, number of employees per office, and check all contributions deducted, verify all correct entries	None	2 days	Editha C. Broas Senior Admin Asst II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. After checking, printing of hard copy 3.4. Checking of printed payroll * Permanent * Casual 3.5. Initial and sign payroll	None	(process continued... included in 2 days)	Editha C. Broas Senior Admin Asst II Rachelle D. Alcantara City Govt Asst Dept Head Fatima S. Dacanay Administrative Assistant I Editha C. Broas Senior Admin Asst II Natividad Ludwig I. Ople City Govt Dept Head I
	4. If payroll is checked correct and verified, submit to City Budget Department for preparation of Obligation Request	None	1 day	City Budget Department Keziah L. Moscosa Clerk
	5.1. Return payroll to HRDMD for signature of department heads and city administrator 5.2. Separate payroll for (Legislative Department) Office of the Vice Mayor and Office of the Sangguniang Panlungsod for signature of the City Vice Mayor and city administrator 5.3. After signing of Obligation Request by department heads and city administrator, for signature of Budget Officer	None	1 day	Editha C. Broas Senior Admin Asst II Department Heads Atty. Aimee Torrefranca-Neri, City Administrator Hon. Rowena Bautista-Mendiola, City Vice Mayo Atty. Aimee Torrefranca-Neri, City Administrator Elvinia S. Guerrero City Govt Dept Head I Budget Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Preparation of Bank Report (Payroll Register and Database Report of Landbank) for signature of City Treasurer, City Administrator and City Accountant	None	1 day	Editha C. Broas Senior Admin Asst II
	7. 1. Submit to Bank Report to Accounting. 7.2. Prepare Voucher and CD 7.3. Prepare Authority to Debit 7.4. Once signed by City Treasurer, City Administrator and City Accountant, report is sent to bank	None	2 days	Editha C. Broas Senior Admin Asst II Treasurer's Office Erwin J. Dela Cruz Administrative Assistant II
	Total	**None**	**10 days**	

14. REWARDS AND RECOGNITION

A. PREPARES PAYROLL AND CERTIFICATE OF LOYALTY AWARDEES FOR THE CURRENT YEAR

A loyalty award is granted to all officials and employees, in the government who rendered ten years of continuous and satisfactory service in the government. A Loyalty Awardee shall be given monetary incentive of Ten Thousand Pesos (P10,000.00) for the first 10 years of continuous government service, and Five Thousand Pesos P5,000.00 for the succeeding 5 years of continuous government service.

Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Check and update summary of First Day of Continuous Service based from the service record and previous loyalty payroll	None	20 days	Melanie Joyce G. De Leon Administrative Officer II
	1.2. Encodes summary of qualified loyalty awardees	None	3 days	Melanie Joyce G. De Leon Administrative Officer II
	1.3. Prepares payroll of loyalty awardees	None	3 days	Melanie Joyce G. De Leon Administrative Officer II
	1.4. Endorse payroll to respective offices for appropriate action	None	7 days	Budget Office, Administrative / Mayor's Office Accounting Office and Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Prepare certificate of recognition and presentation on stage (for loyalty awardees)	None	3 days	Melanie Joyce G. De Leon Administrative Officer II
	Total	**None**	**36 days**	

B. COMMENDATION CERTIFICATE

Awarded to employees exemplary behavior at work, it can be a form of verbal or written from a client, to be awarded on the Flag Raising Ceremony

Office or Division:	Human Resources Development and Management Department
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	City Employees – Permanent, Co-Terminous, Casual, Job Order Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to HRDMD to commend certain employee/s; Surrenders valuable belongings/ money	1.1. Receive praise for certain individual/s or surrendered items	None	Within the day	HRDMD Staff Natividad Ludwig I. Ople City Gov't Dept. Head I
	1.2. Prepares Certificate of Commendation	None	3 days	Ethelyn U. Jamolin Administrative Assistant V
	Total	**None**	**3 days**	

7. PROCESSES APPLICATION OF ON THE JOB TRAINING / SENIOR HIGH SCHOOL IMMERSION PROGRAM

Office or Division:	Human Resources Development and Management Department
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	College / Senior High School Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Comprehensive Resume	Student applicant
• Endorsement Letter from the School	Current school of the student
• OJT / Practicum Agreement and Liability Waiver (from HRDMD) must be notarized before submission	Human Resources Development and Management Department Notary Public
• Medical Clearance and Covid Vaccination Card	Doctor and student applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit OJT / SHS Immersion Program Requirements. ****SHS must be coordinated by the teacher / school authority, not by the students.*	1.1. Attend to queries and other concerns on OJT/ SHS Immersion Program	None	3 days	Patricia Mae S. Gacusan Public Service Coordinator Erika Mae U. Viernes Admin Officer II Natividad Ludwig I. Ople, City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I
1.2. Attends Orientation for OJT / SHS Immersion Program *(Upon submission of Complete Requirements)*	1.2. Conducts Orientation for OJT / SHS Immersion Program	None	3 days	Natividad Ludwig I. Ople, City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Prepare Endorsement Letter to Respective Department for OJT / SHS Immersion Program	None	3 days	Patricia Mae S. Gacusan Public Service Coordinator Erika Mae U. Viernes Admin Officer II
	1.4. Sign Endorsement	None		Natividad Ludwig I. Ople, City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I
1.3 Proceed to respective department where they are being endorsed	1.5. Endorsement to Respective Department	None		Patricia Mae S. Gacusan, Public Service Coordinator Erika Mae U. Viernes Admin Officer II
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		Patricia Mae S. Gacusan, Public Service Coordinator Erika Mae U. Viernes Admin Officer II
	2.2. Sign Certification	None		Natividad Ludwig I. Ople City Gov't Dept. Head I Rachelle D. Alcantara City Gov't Asst. Dept. Head I
Total processing time: depends on the number of students accommodated.				

LIST OF SERVICES

Housing Urban Development and Resettlement Department

External Services	Page Number
1. Assistance to informal settler families (ISF) and Community association concerning organizational matters and community affairs.	20.3
2. Investigation/validation on land and housing related concerns especially on demolition and eviction cases involving ISF and community association.	20.4 – 20.5
3. Conduct of census tagging and household profiling, validation of ISF, collection of relocation requirements for NHA pre-qualification procedures	20.5 – 20.7
4. Conduct of social preparation, actual and post relocation activities	20.7 – 20.11
5. Implements housing project under the Pambansang Pabahay Para sa Pilipino Housing Program (4PH)	20.11 – 20.15
6. Provision of Assistance to Homeowners Association(HOA) with Pending Community Mortgage Program (CMP) and HOA with Potential for Land Acquisition Project.	20.15 – 20.18
7. Assistance to ISF and urban poor association on Meralco and Maynilad application	20.18 – 20.19
8. 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	20.19 – 20.20
Internal Services	
9. Secretariat to the Housing Urban Development and Resettlement Board, Beneficiary Selection Awards and Arbitration Committee (BSAAC) Secretariat to the Task Force for the Pambansang Pabahay Para sa Pilipino Housing Program (4PH)	20.20 – 20.21

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 settler families (ISFs) 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, riverbanks, 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 AND COMMUNITY AFFAIRS

Providing technical assistance to address issues and concerns of informal settler families (ISF) or community association on organizational matters and community affairs.

Office or Division:	Community Development and Support Services Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal settler families Community association

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Written request or appeals of informal settler families or urban poor association	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	30 minutes	Atty. Aimee Torrefranca-Neri, OIC-HUDRD Elisa Gregorio Fe Eras Fidel Dones
	1.2. Conduct or provision identified technical assistance needed (consultation, general assembly, election, and other related activities)	None	One (1) day depends upon the case	Fidel Dones Fe Eras Elizabeth Salavantes Doris Mahilac Celestina Basallote Marjorie Santianez Clarita Macawile
	1.3. Preparation of referral or indorsement needed to concerned agencies or private institution copy furnish the clients	None	One (1) day	Fe Eras Fidel Dones Doris Mahilac
	Total	**None**	**2 days and 30 minutes**	

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

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

Office or Division:	Community Development and Support Services Division
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal settler families Urban poor association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Written request or appeals of informal settler families or urban poor association. • Case documents	Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Written request from the informal settler families or urban poor association	1.1. Assessment of the request	None	One (1) day	Atty. Aimee Torrefranca-Neri, OIC-HUDRD Elisa Gregorio
	1.2. Conduct of validation or investigation to identify action needed.	None	Two (2) days	Fidel Dones Fe Eras Claudio Madarang Doris Mahilac Celestina Basallote Marjorie Santianez Clarita Macawile

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Coordination with concerned government agencies or private institution for possible land negotiation		Three (3) days	Elisa Gregorio Fe Eras Fidel Dones
	1.4. Preparation of referral or endorsement to appropriate agencies copy furnish the clients.	None	One (1) day	Fidel Dones Fe Eras Doris Mahilac
	Total	**None**	**6 days**	

3. CONDUCT CENSUS TAGGING AND HOUSEHOLD PROFILING, VALIDATION OF ISF SUBJECT FOR RELOCATION, COLLECTION AND VERIFICATION OF REQUIREMENTS FOR NHA PRE-QUALIFICATION PROCEDURE

Office or Division:	Housing and Homesite Regulation Division / Community Development and Support Services Division
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal settler families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Request for the conduct of census ● Coordination with concerned barangay, community association and the concerned government entities ● Census Tagging and Profiling Operations and Validation activities.	Requesting client (DPWH, LGU) Concerned barangay Community association Government entities

Continued… **CHECKLIST OF REQUIREMENTS**	**WHERE TO SECURE**
• Consolidation of Census Output • Collection and verification of relocation requirements • Submission to NHA for pre-qualification procedures	HUDRD HUDRD HUDRD

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter for the conduct of census to HUDRD with attachment of all the necessary references (e.g. TCT, Tax Declaration and Site Map)	1.1Assessment of the request 1.2Verification of the submitted documents and validation, if needed	None	Two (2) days	Atty. Aimee Torrefranca-Neri, OIC-HUDRD
	1.3 Coordination with concerned barangay and community associations	None	One (1) day	Claudio Madarang Anne Duller Gourgette Naluis Michelle Binobo
	1.4 Strategic Meetings for the Tasking and assignment	None	One (1) day	Elisa Gregorio
	1.5 Ocular inspection	None	One (1) day	Claudio Madarang Rosano Mercado Mary Ann Alvarez Lee Essence Bolias Ma. Theresa Castañas Clarita Domingo Ruel Eusebio Yolanda Miranda Erlinda Nobela Trina Tabirao Edwin Gerero Jocelyn Casada

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure a reliable timetable for the actual census operations and attend them as required.	2.1 Actual Census Tagging and HH Profiling	None	Two (2) months *(Dependent on the number of ISFs)*	Claudio Madarang Rosano Mercado Mary Ann Alvarez Lee Essence Bolias Ma. Theresa Castañas Clarita Domingo Ruel Eusebio Yolanda Miranda Erlinda Nobela Trina Tabirao Edwin Gerero Jocelyn Casada
	2.2 Validation and Correction of Census information	None	Two (2) months *(Dependent on the number of ISFs)*	Claudio Madarang Anne Duller Gourgette Naluis Michelle Binobo
	Total	**None**	**4 months and 5 days**	

4. CONDUCT OF SOCIAL PREPARATION, ACTUAL AND POST RELOCATION ACTIVITIES

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

Office or Division:	Housing and Homesite Regulation Division / Community Development and Support Services Division
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal settler families Urban poor association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Informal settler families included in the Census tagging masterlist • Informal settler families included in the Community Based Monitoring System masterlist • Informal settler families Qualified in the Beneficiary Selection, Awards and Arbitration Committee deliberation. • Informal settler families who undergo NHA pre-qualification • Informal settler families who completed and submitted relocation documentary requirements.	Housing Urban Development and Resettlement Department Community based Monitoring System Beneficiary Selection Awards and Arbitration Committee National Housing Authority

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to verify their names if included in the masterlist for relocation	1.1 Local Inter Agency Committee Meeting	None	One (1) day	Atty. Aimee Torrefranca-Neri, OIC-HUDRD
	1.2. Census tagging / Validation /Boundary Markings activities	None	Two (2) months *(Dependent on the number of ISF)*	Claudio Madarang Rosano Mercado Mary Ann Alvarez Lee Essence Bolias Ma. Theresa Castañas Clarita Domingo Ruel Eusebio Yolanda Miranda Erlinda Nobela Trina Tabirao Edwin Gerero Jocelyn Casada
	1.3. Masterlist preparation	None	One (1) month	Anne Duller Gourgette Naluis Michelle Binobo
	1.4. Confirmation with the CBMS masterlist	None	Five (5) days	Anne Duller Gourgette Naluis Michelle Binobo Catherine Nate

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Conduct of BSAAC deliberation	None	Three (3) days	Elisa Gregorio Fe Eras Anne Duller Doris Mahilac Lesley Dufourt
	1.6. Preparation of BSAAC minutes and Resolution for signing of members	None	One (1) day	Fe Eras Anne Duller Lesley Dufourt
	1.7. Conduct of dialogue and serving of Notices to ISF for relocation	None	One (1) Week	Elisa Gregorio Rosano Mercado Claudio Madarang Mary Ann Alvarez Lee Essence Bolias Ma. Theresa Castañas Clarita Domingo Ruel Eusebio Yolanda Miranda Erlinda Nobela Trina Tabirao
2. Client to submit requirements for prequalification	2.1. Submission of requirements by the Qualified ISF	None	One (1) month	Elisa Gregorio Fe Eras Anne Duller HUDRD Staff
3. Client submits letter of appeals	3.1. Conduct of BSAAC deliberation for the appeals	None	One (1) day *(depending on the number of applicants)*	Fe Eras Anne Duller Doris Mahilac
	3.2. Preparation of BSAAC minutes and Resolution for signing of members	None	One (1) day	Fe Eras Anne Duller Lesley Dufourt

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Submission to NHA for pre-qualification	None	One (1) week upon completion of requirements for pre-qua	Elisa Gregorio Anne Duller Ginabel Mercado Gourgette Naluis Michelle Binobo Rosano Mercado
	3.4. Preparation of masterlist of ISF for relocation	None	One (1) day	Anne Duller Gourgette Naluis Michelle Binobo
	3.5. Checking and completion of ISF folders	None	One (1) week	Fe Eras Anne Duller J Andrei Ramirez Ginabel Mercado Minerva De Guzman
4.Client submits requirements for financial assistance	4.1. Preparation and processing of financial assistance for qualified ISF	None	Two (2) weeks	Grace Luciano Elisa Gregorio
	4.2. Coordination with NHA and other concerned agencies and private institution for the relocation activities	None	Three (3) weeks	Atty. Aimee Torrefranca-Neri, OIC-HUDRD Elisa Gregorio
	4.3. Preparation of Relocation Resettlement Action Plan (RRAP)	None	One (1) week	Elisa Gregorio Grace Luciano
	4.4. Conduct of TWG for the target relocation activities	None	One (1) day	Elisa Gregorio Claudio Madarang Jr.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5. Actual relocation activities	None	One (1) day *(Depending on the number of ISF)*	HUDRD Staff
	4.6. Allocation of unit assignment	None	One (1) Week	NHA
	4.7. Post monitoring activities (livelihood program and other activities)	None	One (1) Week *(Depending on the number of ISFs and the programs)*	Elisa Gregorio Fe Eras Grace Luciano
	4.8 Release of Financial Assistance	None	One (1) day *(Depending on the submission and completion of requirements)*	Grace Luciano HUDRD Staff
	Total	**None**	**7 months, 1 week and 2 days**	

5. IMPLEMENTS HOUSING PROJECT UNDER THE PAMBANSANG PABAHAY PARA SA PILIPINO HOUSING PROGRAM (4PH) PROGRAM

Act as the key partner in achieving the 4PH program's goal of providing affordable and decent housing for Filipinos. The Bacoor LGU will oversee all aspects of project execution, including identifying appropriate locations for township development, gathering necessary documentation, conducting social preparation for prospective program beneficiaries, and facilitating communication between diverse stakeholders, including National Government Agencies (NGAs), and Private Developers/Contractors, as needed.

Office or Division:	Housing and Homesite Regulation Division
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government G2P Government to (Private) Developer/Contractor
Who may avail:	Developer/Contractor Qualified Beneficiaries

CHECKLIST OF REQUIREMENTS for DEVELOPER/CONTRACTOR	**WHERE TO SECURE**
● 4PH Taskforce requirements for Developers ● Memorandum of Agreement between Government and Developer ● Joint Venture Agreement if Public-Private Partnership	LGU through HUDRD and 4PH Taskforce
● HOA Association (if SHFC modality) ● Tripartite MOA between LGU, DHUSD and Financial Institution	DHSUD
CHECKLIST OF REQUIREMENTS for QUALIFIED BENEFICIARIES	**WHERE TO SECURE**
● Dully filled-in Client Information sheet with attached valid ID as proof of residency	HUDRD

CLIENT STEPS	**AGENCY ACTIONS**	**FEE TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
DEVELOPER / CONTRACTOR				
1. Developer's Application for partnership with the Bacoor LGU on a specific lot and project	1. Endorsement of Applicant to the 4PH Taskforce for Screening and Selection of qualified developers or contractor	None	Two (2) months *(Dependent on Developer's full compliance of required submittal)*	Atty. Aimee Torrefranca-Neri, OIC HUDRD 4PH Taskforce Elisa Gregorio Arch. Lei Macabudbud Arch. Baron Villanueva

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Application for Bidding Process as necessary	2.1 Conduct proper procurement process	None	Two (2) months *(Dependent on BAC Process and Developer's compliance)*	Atty. Aimee Torrefranca-Neri, OIC HUDRD 4PH Taskforce Grace Luciano
3. Submission of Technical Documents	3.1 Review Plans if compliant with DHSUD standards and other pertinent laws. 3.2 Return to the sender for revision as necessary. 3.3 Endorse approved plans to DHSUD	None	Three (3) months (Dependent on Developer's full compliance of required submittal)	HUDRD 4PH Taskforce OBO Elisa Gregorio Arch. Lei Macabudbud Arch. Baron Villanueva
4. Project Development as per contract/ MOA which includes but is not limited to submission of periodic accomplish-ment reports	4.1 Facilitate inter-agency and field coordination during program implementa-tion. 4.2 Generate monthly report	None	Five (5) Years (Dependent on Construction Schedule)	Elisa Gregorio Arch. Lei Macabudbud Arch. Baron Villanueva

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submission of documents necessary for the Turnover of the development	5.1 Assess the submitted documents. 5.2 Conduct site inspection. 5.3 Issuance of punchlist as necessary and set deadline of compliance. 5.4 Acceptance of Turnover	None	Five (5) months (Dependent on Developer's compliance)	Elisa Gregorio Arch. Lei Macabudbud Arch. Baron Villanueva
	Total	**None**	**6 Years** *(Dependent on Developer's compliance and Construction Schedule)*	
PROSPECTIVE BENEFICIARY				
1. Fill in the Client Information Sheet and attach valid ID as proof of residence	1. Screen applications and identify potential beneficiaries pursuant to existing rules and regulations.	None	One (1) Week	Elisa Gregorio Gloria Diaz Catherine Nate
	2. Forward the list of		Five (5) months *(Dependent on*	Elisa Gregorio

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	potential beneficiaries to respective Government Financial Institution for prequalifica-tion		*length of Financial Institute's Process and the Applicant's compliance)*	Arch, Lei Macabudbud
	3. Collect Require-ments of Approved Prequalified Applicants		Three (3) weeks *(Dependent on number and compliance of Applicants)*	Gloria Diaz Catherine Nate
	Total	**None**	**6 months**	

6. PROVISION OF ASSISTANCE TO HOMEOWNERS ASSOCIATION(HOA) WITH PENDING COMMUNITY MORTGAGE PROGRAM (CMP) AND HOA WITH POTENTIAL FOR LAND ACQUISITION PROJECT.

Provision of technical assistance to Homeowners' Association (HOA) with pending Community Mortgage Program (CMP) and to HOA with possible direct negotiation purchase or any other available mode for land acquisition.

Office or Division:	Housing and Homesite Regulation Division
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Homeowners Association/Community Association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Request Letter for Assistance ● Memorandum of Agreement between Community Association and Landowner ● List of officers with address and contact number ● List of members certified by the Secretary ● Minutes of Election certified by the Secretary	Community Association
● Sangguniang Panglungsod Accreditation Certificate	Sangguniang Panglungsod
● Transfer Certificate of Title	Register of Deeds
● Barangay Certification	Barangay concerned.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter of HOA for assistance regarding their pending CMP	1.1. Validate requesting HOA that have pending applications for the Community Mortgage Program or are interested in direct negotiation or other modes for land acquisition.	None	One (1) month *(Dependent on the viability for CMP)*	Atty. Aimee Torrefranca-Neri, OIC-HUDRD
	1.2. Conduct a needs assessment to understand the specific requirements and challenges faced by each HOA regarding land acquisition or CMP applications.	None	One (1) month *(One day / consultation with several consultations)*	Fidel Dones III Ligaya Cas Elizabeth Salavantes Arch. Lei Macabudbud
	1.3. Provide information about alternative modes for land acquisition, such as direct negotiation or other government programs.	None	Two (2) Weeks *(Dependent on the progress of negotiation)*	Atty. Aimee Torrefranca-Neri, OIC-HUDRD

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Identify preferred alternative program or modalities in lieu of CMP	2.1 Offer technical assistance to HOAs in preparing required documents and fulfilling the criteria for alternative programs or modalities.	None	Three (3) months *(Dependent on the completion of necessary requirements)*	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud
	2.2 Facilitate meetings between HOAs and relevant government agencies, NGOs, or private stakeholders involved in alternative housing programs or land acquisition initiatives.	None	Duration of the project *(1-2 hours/ meeting as necessary)*	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud
3. Submit necessary requirements to relevant agencies implementing the alternative housing programs or land acquisition initiatives.	3.1 Advocate on behalf of HOAs to relevant government agencies or entities to ensure their needs and concerns are addressed in the design and implementation of alternative housing programs or land acquisition initiatives.	None	Five (5) years *(Dependent on HOA case, the process and completion of necessary requirements)*	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud
	3.2 Regularly monitor the progress of HOAs' applications or participation in alternative housing programs and provide necessary follow-up support	None	Duration of the project *(Dependent on the process and completion of necessary requirements)*	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud Elizabeth Salavantes

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Provide feedback regarding their experience with alternative housing programs or land acquisition initiatives.	4.1 Conduct post-assessment and use the feedback to improve and refine future assistance efforts.	None	Two (2) Weeks	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud
	4.2 Maintain detailed records of all assistance provided to HOAs, including documentation of meetings, training sessions, and outcomes	None	Duration of the project *(Dependent on project duration and HOA case)*	Elisa Gregorio Ligaya Cas Fidel Dones Arch. Lei Macabudbud Elizabeth Salavantes
	Total	**None**	**5 years and 6 months**	

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

Provision of assistance to Informal Settler Families (ISFs) and/or urban poor association on their application to Meralco and Maynilad

Office or Division:	Community Development and Support Services Division
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Informal Settler Families Urban Poor Association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• ISF applicant included in the Community Based Monitoring System masterlist	Community Based Monitoring System

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of applications and complete requirements	1.1. Assessment of the application (with complete documents)	None	Thirty (30) minutes	Catherine Nate Gloria Diaz
	1.2. Verification with CBMS if needed (no proof submitted)	None	Five (5) days *(dependent upon the result of CBMS)*	Catherine Nate Gloria Diaz
	1.3. Preparation and signing of indorsement to Meralco and Maynilad (*if the applicant is an association)*	None	One (1) day	Elisa Gregorio Catherine Nate Gloria Diaz
	Total	**None**	**6 days and 30 minutes**	

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

Assisting urban poor associations in obtaining the necessary Certification required for their registration with relevant government agencies or for eligibility in government programs.

Office or Division:	Community Development and Support Services Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Urban Poor Association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Letter request ● Accredited with the Bacoor City Sangguniang Panglungsod	Association SP Bacoor City SP

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit application form to HUDRD with the attachment of all the necessary requirements	1.1 Assessment of the request	None	15 minutes	Atty. Aimee Torrefranca-Neri, OIC-HUDRD Elisa Gregorio
	1.2 Endorsement to CSWDO for socio-economic profile and issuance of certificate of indigency	None	15 minutes	Fidel Dones Gloria Diaz Catherine Nate
	1.3 Assessment upon receipt of the CSWDO findings		15 minutes	Gloria Diaz Catherine Nate
	1.4 Endorse qualified applicants to OBO for CFEI		15 minutes	Gloria Diaz Catherine Nate
	1.5 Preparation of Certification	None	15 minutes	Gloria Diaz Catherine Nate
	1.6 Issuance of Certificate		15 minutes	Fidel Dones Gloria Diaz Catherine Nate
	Total	**None**	**1 hour and 30 minutes**	

9. SECRETARIAT TO THE HOUSING URBAN DEVELOPMENT AND RESETTLEMENT BOARD, BENEFICIARY SELECTION AWARDS AND ARBITRATION COMMITTEE (BSAAC) SECRETARIAT TO THE TASK FORCE FOR THE PAMBANSANG PABAHAY PARA SA PILIPINO HOUSING PROGRAM (4PH) Support and facilitate the functions of LHB, BSAAC and 4PH Taskforce to ensure that the organizational objectives are met efficiently by handling tasks such as record-keeping, scheduling meetings, drafting documents, managing correspondence, and implementing decisions made by the governing body.

Office or Division:	Housing, Homesite Regulation Division and Community Development and Support Services Division
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	LHB, BSAAC and 4PH Taskforce

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Correspondence	LHB/BSAAC/4PH Taskforce

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initiate communi-cation with the Secretariat	1.1 Facilitate the documentation and information exchange between the HUDRB, BSAAC, 4PH Task Force and relevant stakeholders.	None	One (1) week *(depending on complexity of concern)*	Atty. Aimee Torrefranca-Neri, OIC-HUDRD Elisa Gregorio Grace Luciano Anne Duller Doris Mahilac Arch. Lei Macabudbud Arch. Baron Villanueva Lesley Dufourt
	1.2 Organize and schedule meetings, hearings, and consultations as required	None	One (1) week (depending on complexity of concern)	
	1.3 Maintain accurate records and documentation	None	Duration of the activity	
	Total	**None**	**2 Weeks**	

LIST OF SERVICES

Local Economic Development and Investment Promotions Office

External Services	Page Number
Promotion of Local Businesses Through Various Platforms	21.2
Posting of Publicity Materials on the Official Facebook Page of LEDIPO-Bacoor	21.2
Livestreaming on the Official Facebook Page of LEDIPO-Bacoor	21.3
Booth Set-Up in the Main Lobby of Bacoor Government Center to Support MSMEs	21.4
Organization of Events such As Business Summits and Trade Fairs	21.5

LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT PROMOTIONS OFFICE

(External Services)

MISSION

To create and develop high-impact and relevant policies and programs that shall make the City of Bacoor attractive to potential investors within and outside the city. To enhance existing policies and programs related to the business sector and make them more current, useful, and adaptive to the changing times. To assist the city's business and economic sector, especially the micro, small, and medium enterprises (MSMEs) and the emerging entrepreneurs, by making Bacoor's business-related transactions more accessible, transparent, and efficient.

VISION

LEDIPO-Bacoor envisions a business-friendly city south of Manila with sustainable, timely, efficient, and service-oriented programs and projects that are vital for the growth and progress of its citizens, stakeholders, and potential investors.

1. **To drive economic growth by attracting potential investors (local and foreign)**

2. **Promote ease of doing business in the City of Bacoor**

3. **Strengthening the business sector, particularly the Micro, Small, and Medium Enterprises (MSMEs) through promotions**

1. PROMOTION OF LOCAL BUSINESSES THROUGH VARIOUS PLATFORMS

Office or Division	Local Economic Development and Investment Promotions Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may avail	Registered Business Owners in the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Business Permit	Business Permit and Licensing Department

A. POSTING OF PUBLICITY MATERIALS ON THE OFFICIAL FACEBOOK PAGE OF LEDIPO-BACOOR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of company details and other pertinent details needed for the publicity materials	Preparation and editing of publicity materials	None	2 hours	Janine Faye Ty Pearl Ann Ramos *LEDIPO Staff*
2. Confirmation of the business owner regarding drafted publicity material/s	Uploading of publicity materials on the official Facebook page of LEDIPO-Bacoor	None	15 minutes	Janine Faye Ty Pearl Ann Ramos *LEDIPO Staff*
	Total	**None**	**2 hours and 15 minutes**	

B. LIVESTREAMING ON THE OFFICIAL FACEBOOK PAGE OF LEDIPO-BACOOR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S TO BE RESPONSIBLE
1. Submission of company profile and other pertinent details needed for the live streaming	Preparation of teaser for the Facebook Livestream	None	1 hour	Janine Faye Ty Marie Casibang *LEDIPO Staff*
2. Confirmation of the business owner regarding the schedule of the Facebook livestream	Preparation of spiel and other needed materials for the Facebook Livestream	None	15 minutes	Janine Faye Ty Arman Albesa Exquil Mercado *LEDIPO Staff*
3. Participation of the business owner/s through guesting in the Facebook Livestream	Actual livestreaming in the official Facebook page of LEDIPO-Bacoor	None	45 minutes	Janine Faye Ty Pearl Ann Ramos Arman Albesa *LEDIPO Staff* Kathrina Sanchez *LEDIPO Head* Exquil Mercado Jappeth Amagna Marie Casibang *LEDIPO Staff*
	Total	**None**	**2 hours**	

C. BOOTH SET-UP IN THE MAIN LOBBY OF BACOOR GOVERNMENT CENTER TO SUPPORT MSMEs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of company profile and other pertinent details needed for the booth set-up	Preparation of teaser for the booth promotions	None	1 hour	Janine Faye Ty Pearl Ann Ramos *LEDIPO Staff*
2. Confirmation of the business owner regarding the schedule of booth set-up in the lobby of Bacoor Government Center	Preparation and distribution of flyers and publicity materials for the booth promotions	None	1 hour	Janine Faye Ty Pearl Ann Ramos Marie Casibang *LEDIPO Staff*
3. Booth set-up of the business owners	Monitoring of booth set-up and sales of the merchant	None	1 day	Janine Faye Ty Pearl Ann Ramos Arman Albesa *LEDIPO Staff* Kathrina Sanchez *LEDIPO Head* Exquil Mercado Jappeth Amagna Marie Casibang *LEDIPO Staff*
	Total	**None**	**1 day and 2 hours**	

2. ORGANIZATION OF EVENTS SUCH AS BUSINESS SUMMITS, SEMINARS AND TRADE FAIRS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of company details and other pertinent details from the exhibitors needed for the event	Preparation of publicity materials needed for the event such as banners, flyers, etc.	None	4 hours	Janine Faye Ty Pearl Ann Ramos Marie Casibang *LEDIPO Staff*
2. Confirmation of attendees for the event	Confirmation of resource speakers and logistics	None	2 hours	Exquil Mercado *LEDIPO Staff* Kathrina Sanchez *LEDIPO Head*
3. Participation of attendees and exhibitors in the event	Execution of program proper in the event	None	1 day	Janine Faye Ty Pearl Ann Ramos Exquil Mercado Arman Albesa *LEDIPO Staff* Kathrina Sanchez *LEDIPO Head* Marie Casibang Jappeth Amagna *LEDIPO Staff*
	Total	**None**	**1 day and 6 hours**	

LIST OF SERVICES

Office of the City Legal Service

Internal and External Services	Page Number
Receiving of Complaint/s Against City Employees	22.2 – 22.4
Review of Legal Documents	22.5 – 22.7
Walk-in / Referral for Legal Advice	22.8 – 22.9
Drafting of Legal Opinion	22.10 - 22.11
Drafting of Legal Documents	22.12 - 22.13
Issuance of No Pending Administrative Case	22.14 – 22.15

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 administrative cases, draft or review issuances or instruments, recommend measures related to upholding the rule of law, render legal opinion, supports participative good governance. 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 supports legal service providers 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 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 orders, and others.

Office or Division:	Office of the City Legal Service
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• For the general public, verified complaint stating the facts and the issue to be resolved including supporting documents; • For City Employees, a proper endorsement of the complaint or letter, with certification from the endorsing official that he/she personally determined from the complainant or by reason of his/her official function that there is a good ground to support the complaint; Other supporting documents, if necessary.	Office of the City Legal Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a verified complaint, or duly endorsed complaint in the case of inter-office endorsements;	1. Checks if the complaint or endorsement is substantially acceptable as to form;	None	50 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S. Sablan *Public Service Coordinator* Antonio S. Lim *Legal Aide* Noime P. Dagohoy *Legal Assistant 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, recorded and scanned, and referred to the City Legal Officer	None	5 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S. Sablan *Public Service Coordinator* Antonio S. Lim *Legal Aide* Noime P. Dagohoy *Legal Assistant I*
	2.2. The City Legal Officer or the designated lawyer studies the complaint and requires the city employee concerned to submit his/her answer to the complaint. The assigned lawyer drafts his finding based on the answer and other supporting documents submitted by the concerned employee.	None	5 – 25 working days	Atty. Kim Nyca R. Lofranco *City Legal Officer* Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. The City Legal Officer makes or approves recommendations or preliminary investigation reports on the complaint; and/or transmits the same to proper venue or body to resolve the complaint.	None	5 working days	Atty. Kim Nyca R. Lofranco *City Legal Officer*
3. Receive a copy of the letter of recommendation/ resolution/ transmittal and sign on the logbook	3. Releases the recommendation or resolution to the complainant and the respondents; or transmit the complaint to the Board of Discipline for appropriate action.	None	5 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S. Sablan *Public Service Coordinator* Antonio S. Lim *Legal Aide* Noime P. Dagohoy *Legal Assistant I*
	Total	**None**	**10 to 30 working days and 1 hour**	

Note: Processing time based on Rule 4 of the 2017 Rules on Administrative Cases in the Civil Service

2. REVIEW OF LEGAL DOCUMENTS

Review of legal documents such as Contracts, Memorandum of Agreement, Deed of Donation, Deed of Absolute Sale, Deed of Usufruct, City Resolution, City Ordinance and other legal instruments to ensure its compliance and conformance to local laws.

Office or Division:	Office of the City Legal Service
Classification:	Simple/ Complex/ Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• A proper endorsement from the Office of the City Mayor or the Office of the City Administrator of the written request seeking for review of legal document with the attached supporting documents.	Office of the City Mayor City Administrator's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client presents their endorsement letter for review of legal document	1.1 Endorsement letter and supporting documents are signed, received, logged, and scanned by the staff and referred to the City Legal Officer	None	5 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S. Sablan *Public Service Coordinator* Antonio S. Lim *Legal Aide* Noime P. Dagohoy *Legal Assistant I*
	1.2 The City Legal Officer briefly scans the documents and refers them to the subordinate lawyer for research and study.	None	30 minutes	Atty. Kim Nyca R. Lofranco *City Legal Officer*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The assigned lawyer evaluates and determines whether or not additional document/s is needed.	None	1 hour	Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III*
	1.4 In case an additional document is needed, the assigned lawyer prepares an endorsement letter requesting for additional documents to commence the review of the legal instrument.	None	15 minutes	Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 The assigned lawyer reviews draft documents and prepares necessary endorsement letter to the Office of the City Mayor or the Office of the City Administrator, for approval.	None	**Depending on the legal instrument for review and availability of necessary supporting documents and pertinent information:** **Simple: 2 working days** **Complex: 6 working days** **Highly Technical: 19 working days**	Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III*
2. Receive the reviewed legal document through an endorsement letter and sign on the logbook	2. Releases, transmits, and logs the reviewed legal document through an endorsement letter to the requesting client, for consideration/ approval.	None	10 minutes	Librada M. Equipado *Public Service Coordinator* Noralyn D. Gayamo *Public Service Coordinator*
	Total	**None**	**Simple: 2 working days and 2 hours** **Complex: 6 working days and 2 hours** **Highly Technical: 19 working days and 2 hours**	

3. WALK-IN / REFERRAL FOR LEGAL ADVICE

Interview and rendering of legal advice on matters brought by any walk-in client or those referred by the City Mayor, highlighting the rights, obligations and liabilities of parties and the next legal action or remedy, if any.

Office or Division:	Office of the City Legal Service
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
This will depend on the concerns presented by the client.	Office of the City Legal Service

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Walk-in client tells the receiving staff briefly of the nature of his/her concern	1. Ask the client to sign on the legal advice monitoring sheet, and then refer him/her to an available Attorney.	None	2 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S. Sablan *Public Service Coordinator* Noime P. Dagohoy *Legal Assistant 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 the appropriate answer to the legal questions, or to give advice as to the remedies available to the client	None	**30 minutes or more depending on the complexity of the client's concern**	Atty. Kim Nyca R. Lofranco *City Legal Officer* Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III* Antonio S. Lim *Legal Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client may request for referral letter	3. Whenever necessary, a referral letter shall be issued for the Public Attorney's Office-Bacoor City, Integrated Bar of the Philippines-Cavite, the MTCC or RTC, or any office concerned.	None	5 minutes	Noime P. Dagohoy *Legal Assistant I* Antonio S. Lim *Legal Aide*
	Total	**None**	**37 minutes or more depending on the complexity of the client's concern**	

4. DRAFTING OF LEGAL OPINION

Drafting of legal opinion on matters referred by the City Mayor or the City Administrator, highlighting the rights, obligations and liabilities of parties and the next legal action or remedy, if any.

Office or Division:	Office of the City Legal Service
Classification:	Simple/ Complex/ Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• A proper endorsement from the Office of the City Mayor or the Office of the City Administrator of a written request seeking legal opinion with the attached supporting documents.	Office of the City Mayor City Administrator's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the endorsement letter and other documents	1. Endorsement letter and supporting documents are signed, received, logged, and scanned by the staff and referred to the City Legal Officer	None	5 minutes	Noime P. Dagohoy *Legal Assistant I* Antonio S. Lim *Legal Aide* Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S.Sablan *Public Service Coordinator*
	1.2 The City Legal Officer briefly scans the documents and refers it to a subordinate lawyer for research and study.	None	30 minutes	Atty. Kim Nyca R. Lofranco *City Legal Officer*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Rendered Legal Opinion subscribed by the lawyer assigned and signed by the City Legal Officer.	None	**Depending on the subject on availability of necessary supporting documents and pertinent information:** **Simple: 2 working days** **Complex: 6 working days** **Highly Technical: 19 working days**	Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III* *Lawyer*
2. Receive the Legal Opinion and sign on the logbook	2. Releases, transmits, and logs the written legal opinion to the requesting Office.	None	10 minutes	Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S.Sablan *Public Service Coordinator*
	Total	**None**	**Simple: 2 working days and 45 minutes** **Complex: 6 working days and 45 minutes** **Highly Technical: 19 working days and 45 minutes**	

5. DRAFTING OF LEGAL DOCUMENTS

Drafting legal documents such as Contracts, Memorandum of Agreement, Deed of Donation, Deed of Absolute Sale, Deeds of Usufruct, Proposed City Resolution and Proposed City Ordinances, Executive Orders, Implementing Rules and Regulations and other legal instruments and ensuring its compliance and conformance to local laws.

Office or Division:	Office of the City Legal Service
Classification:	Simple/ Complex/ Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• A proper endorsement from the Office of the City Mayor or the Office of the City Administrator of the written request for drafting of legal documents with the attached supporting documents.	Office of the City Mayor Office of the City Administrator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the endorsement letter and other documents	1. Endorsement letter and supporting documents are signed, received, logged, and scanned by the staff and referred to the City Legal Officer	None	5 minutes	Noime P. Dagohoy *Legal Assistant I* Antonio S. Lim *Legal Aide* Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S.Sablan *Public Service Coordinator*
	1.2 The City Legal Officer briefly scans the endorsement letter and refers them to subordinate lawyer for research and study.	None	30 minutes	Atty. Kim Nyca R. Lofranco *City Legal Officer*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submission of draft legal instrument subscribed by the lawyer assigned and signed by the City Legal Officer.	None	Depending on the legal instrument for drafting and availability of necessary supporting documents and pertinent information: Simple: 2 working days Complex: 6 working days Highly Technical: 19 working days	Atty. Rey Marco B. Mendoza *Attorney IV* Atty. Salve F. Valenciano *Attorney III* Atty. Nathaniel C. De Leon *Attorney III* Atty. Marius D. Sumira *Attorney III*
2. Receive the draft legal instrument through an endorsement letter and sign on the logbook	2. Releases, transmits, and logs the reviewed legal document through an endorsement letter to the requesting client, for consideration/ approval.	None	10 minutes	Antonio S. Lim *Legal Aide* Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S.Sablan *Public Service Coordinator*
	Total	**None**	**Simple: 2 working days and 45 minutes Complex: 6 working days and 2 minutes Highly Technical: 19 working days and 45 minutes**	

6. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

The issuance of a Certificate of No Pending Case serves as confirmation that the requesting government official or employee has no pending administrative case before the Local Government Unit.

Office or Division:	Office of the City Legal Service
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Photocopy of official/employee's valid I.D. with present position/item and name of office/department written on it. • Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the request letter and official/ employee's ID	1.1 Receiving, logging, and scanning of documents from the client.	None	5 minutes	Antonio S. Lim *Legal Aide* Librada Equipado Noralyn Gayamo Angelee E.Sulgan Patricia Nicole S.Sablan *Public Service Coordinator*
	1.2 Prepares Certificate of No Pending Administrative Case	None	15 minutes	Noime P. Dagohoy *Legal Assistant I* Antonio S. Lim *Legal Aide*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approval and signing of Certificate of No Pending Administrative Case	None	15 minutes	Atty. Kim Nyca R. Lofranco *City Legal Officer*
2. Receive the Certificate of No Pending Administrative Case and sign on the logbook	2. Certificate of No Pending Administrative Case forwarded to requesting party and details logged.	None	10 minutes	Librada M. Equipado *Public Service Coordinator* Noralyn D. Gayamo *Public Service Coordinator*
	Total	**None**	**45 minutes**	

LIST OF SERVICES

OFFICE OF THE CITY MAYOR - (Secretariat)

External Services	Page Number
Issuance of Oath of Office	23.2
Preparation and Issuance of	23.3
a. Certification b. Certification of Appearance c. Endorsements d. Recommendations e. Other Letters & Communications	
Receiving and Responding of Incoming Documents (Letter Request, Proposal, Complaints, etc.)	23.4 - 23.5
Internal Services	
Issuance of Authority to Travel	23.6
Receiving and Releasing of Documents for Signature of the City Mayor	23.7
Reservation of Function Halls	23.8 - 23.9
Solemnization of Marriage (Civil Wedding Ceremony)	23.10
Schedule of Appointments with the City Mayor	23.11

OFFICE OF THE CITY MAYOR
Secretariat

(Internal and External Services)

The City Mayor's Secretariat Office executes daily administrative tasks that provides varied complex and other secretarial assistance to the Mayor. The office is responsible for maintaining records, preparing correspondences and reports, coordinating meetings, keeping the Mayor's schedule on track, supporting all the Mayor's programs, providing direction for office support staff and performs other related work as assigned.

1. ISSUANCE OF OATH OF OFFICE

Members of the barangay council, teachers, city employees and other organizations need to take their oath before they can officially assume into office or commence their duty.

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Barangay Officials, Teachers, City Employees, Members of Organizations
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Community Tax Certificate • Appointment Letter	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present documentary requirements	1.1. Verify authenticity of document submitted	None	30 minutes	*MO Secretariat Staff* Louella Marie Castillo Cazhiel Abad
	1.2. Schedule the Date of Oath Taking	None	30 minutes	
	1.3. Prepare Oath of Office		1 day	Jan Robert Gawaran Jaro Balagot
2.Return on the scheduled date of Oath Taking	2. Officiate the Oath Taking Ceremony	None	1 hour	Hon. Strike Revilla *City Mayor*
Total		**None**	**1 day and 2 hours**	

2. PREPARATION AND ISSUANCE OF CERTIFICATIONS, CERTIFICATION OF APPEARANCE, ENDORSEMENTS, RECOMMENDATIONS, OTHER LETTERS AND COMMUNICATIONS

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Bacoor Residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Barangay Certification/Clearance duly signed by the Barangay Chairman and valid for six (6) months; • Personal letter stating the purpose of the request; • Other supporting documents, if necessary.	Barangay Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the documentary requirements	1. Check documents presented	None	30 minutes	Zsa Zsa I. Lontoc Cherryl Cayobit Sarah Mae Lagasca Vilma Tangalin *MO Secretariat Staff*
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. Aimee Torrefranca – Neri City Administrator Sarah Mae Lagasca Vilma Tangalin Zsa zsa I. Lontoc Cherryl Cayobit
Total		**None**	**2 days and 30 minutes**	

3. RECEIVING AND RESPONDING OF INCOMING DOCUMENTS (LETTER REQUEST, PROPOSAL, COMPLAINTS, ETC.)

The Office of the City Mayor daily receives documents and communications from various local and national agencies, organizations and individuals.

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Incoming Documents received from client personally hand-carried, e-mailed or couriered • Communication must have detailed contact information therein for feedback • Other supporting documents and attachments when stated	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send document	1.1. Check completeness of document	None	30 minutes	Joy Del Rosario Rodelio Tariao Gerlie Tating John Michael Acosta
	1.2. Stamp and receive document indicating date/time, follow-up contact number and reference number		30 minutes	Joy Del Rosario Rodelio Tariao Gerlie Tating Cherryl Bernadette Sarino
	1.3. Input document in the office database		30 minutes	Rodelio Tariao John Michael Acosta Jessa Catle
	1.4. Prepare for review		30 minutes	Rovelyn Chua Jan Robert Gawaran Devijane M. Miranda Sarah Mae Lagasca Marian Marasigan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Initial review and classify complexity of the document	None	30 minutes	Rodel San Miguel
	1.6. Final review, comment and action by the City Mayor		3 working days	Atty. Aimee Torrefranca – Neri City Administrator Hon. Strike Revilla *City Mayor*
	1.7. Input comment and action in the database		10 minutes	Emerson Rosas Jaro Balagot
	1.8. Transmit documents to concerned office/unit		1 working day	Vivencia Abellon Emerson Rosas Tessie Tamayo Mikko Torrijos
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	10 minutes	Rodelio Tariao Rovelyn I. Chua Devijane M. Miranda Jessa Catle
Total		**None**	**4 working days 3 hours 50 minutes**	

***** Processing time may vary depending on the complexity of the case or documents requested.**

4. ISSUANCE OF AUTHORITY TO TRAVEL

All government officials and employees who wish to travel abroad must secure Authority to Travel whether on official business or vacation/leisure purposes.

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Government Officials and Employees, Barangay Officials

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly signed and accomplished Clearance	HRDMD
• Approved Leave of Absence	HRDMD
• Letter of Invitation, for official business	Inviting Agency
• Letter of Intent, for vacation/leisure purposes	Client
• Confirmed Ticket (photocopy)	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documentary requirements	1. Check and verify completeness of submitted documents 2. Prepare Authority to Travel for signature of the City Mayor	None	30 minutes 1 day	Atty. Aimee Torrefranca – Neri City Administrator Sarah Mae Lagasca Vilma Tangalin Tessie Tamayo
2. Return at the Office of the Mayor and receive Authority to Travel	2.1. Inform client 2.2. Hand-over signed Authority to Travel	None	5 minutes 5 minutes	Sarah Mae Lagasca Marian Marasigan John Michael Acosta Sarah Mae Lagasca Marian Marasigan
Total		**None**	**1 day and 40 minutes**	

5. RECEIVING AND RELEASING OF DOCUMENTS FOR SIGNATURE OF THE CITY MAYOR (MEMORANDUM ORDER, OFFICE ORDER, TRANSMITTAL, EXECUTIVE ORDER, ETC…)

These are document/s from various departments and units of the local government that needs to be signed by the City Mayor.

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All Departments and Units of the Local Government
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Document/s to be signed by the City Mayor	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 1. 2. Prepare documents for signature of the City Mayor	None	30 minutes 1day	Sarah Mae Lagasca Mikko Torrijos Marian Marasigan Atty. Aimee Torrefranca – Neri City Administrator
2.Return to the Office of the City Mayor and receive signed document/s	1.Inform concerned office 2.Release signed document/s	None	10 minutes 10 minutes	Sarah Mae Lagasca Marian Marasigan Tessie Tamayo John Michael Acosta
Total		**None**	**1 day and 40 minutes**	

6. 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
d. Strike Hall Multipurpose Hall
e. MSBR 1 Conference Room (Beside E-Gov. Office)
f. MSBR 2 Conference Room (4th floor Legislative & Disaster Resilience Bldg.)
g. Bulwagan (Beside CHO)
h. Bulwagan (Parking) (Beside CHO)
i. Strike Gymnasium
j. Bacoor Coliseum (Springville, Bacoor City, Cavite)
k. JS Gymnasium (Inside the JS Ville Subd, Habay 1)
l. Arsenio Castillo Hall (Inside the Talaba Elem. School)

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Intent to use function Hall	City Finance Department

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 1.2. Once approved, pencil book the request and inform the client	None	30 minutes 1 day	Joy Del Rosario Rodelio Tariao Gerlie Tating John Michael Acosta Joshua Andrew Gawaran Josh Filio

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the prescribed fee at the City Finance Department	2.1. Prepare Order of Payment 2.2. Log payment details and confirm the use of the hall	Revilla Hall Php 2,000.00 per hour Villar and Gawaran Hall Php 1,000.00 per hour	1 hour 1 hour	Sydney Solis
Total		**Php 3,000.00**	**1 day, 2 hours and 30 minutes**	

7. SOLEMNIZATION OF MARRIAGE (CIVIL WEDDING CEREMONY)

By virtue of the Philippine Law (Family Code), the City Mayor solemnizes civil wedding within the jurisdiction. The ceremony is held either inside the Mayor's Office or within its vicinity. The City Mayor also officiates Mass Wedding.

Office or Division:		Office of the City Mayor - Secretariat Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Bacoor Residents		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Marriage License issued by the Office of the Civil Registry		Office of the City Civil Registry		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the documentary requirement	1.1 Verify authenticity of document submitted 1.2. Schedule Date of Wedding Ceremony	None	30 minutes 10 minutes	Office of the City Civil Registry Louella Marie Castillo Cazhiel Abad
2. Return and attend on the date of Wedding Ceremony	2.Solemnize wedding ceremony	None	2 hours	Hon. Strike Revilla *City Mayor*
Total		**None**	**2 hours and 40 minutes**	

8. SCHEDULING OF APPOINTMENTS WITH THE CITY MAYOR

The City Mayor accommodates numerous requests from various individuals, groups, associations, organizations and business entities for an audience as the office commits to bring people together, solve problems and craft a local government that better serves its constituents.

Office or Division:	Office of the City Mayor - Secretariat Office
Classification:	Complex
Type of Transaction:	G2G Government to Government G2B Government to Business Entity G2C Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Request for an Appointment	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request stating the intention for an appointment	1.1. Receive and have the letter reviewed by the authorized personnel	None	30 minutes	Joy Del Rosario Rodelio Tariao Gerlie Tating John Michael Acosta
	1.2. When approved, schedule/set the meeting		10 minutes	Louella Marie Castillo Kathleen Aganus
	1.3. Inform requestor and confirm details of the appointment		30 minutes	Louella Marie Castillo Kathleen Aganus Patricia Mae Dumali Alfonso Manumbas III
2. Return at the Office of the Mayor for the scheduled meeting at least 30 minutes ahead of time	1. Prepare necessary documents	None	20 minutes	Louella Marie Castillo
	2. Inform concerned personnel or department/unit to be present in the meeting		10 minutes	Katheleen Aganus Patricia Mae Dumali Alfonso Manumbas III
Total		**None**	**1 hour and 40 minutes**	

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

LIST OF SERVICES

Bacoor City Complaints Desk Unit

Internal and External Services	Page Number
Client Assistance	24.2
Report Preparation	24.3
Compliance Monitoring	24.4

BACOOR CITY COMPLAINTS DESK UNIT

(Internal and External Services)

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.

Office or Division:	Bacoor City Complaints Desk Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Citizen G2G Government to Government (Inter-Office)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request Letter • Letter of Complaint • Other requirements that will be needed		General Public		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for assistance by phone, walk-in, e-mail or social media	1.1. Receives the request from client and gather data	None	within the day	Mara A. Daluraya *Administrative Aide*
	1.2. Prepares the response letter and/or contact requester informing of endorsing the said request to the department in charge	None	within the day	Mara A. Daluraya *Administrative Aide* Slaney Sue A. Reyes *ARTA Officer*
	1.3. Prepare the endorsement letter to the concerned department regarding the request or complaints	None	within the day	Slaney Sue A. Reyes *Arta Officer*
2. The requesting party is notified of the action taken	2. Notify the requester on the response of the concerned department	None	within 3 days upon treceipt of the said complaint	Slaney Sue A. Reyes *Arta Officer*
	Total	**None**	**within 3 days**	

2. REPORT PREPARATION

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

Office or Division:	Bacoor City Complaints Desk Unit
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2G Government to Government (Inter-Office)
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Bacoor City Complaints Desk Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for reports	1.1. Receives the request from other department	None	1 day	Slaney Sue A. Reyes Arta Officer
	1.2. Prepares and consolidate the reports	None	1 day	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	1 day	Slaney Sue A. Reyes Arta Officer
Total Processing Time: 3 days for simple reports, others will depend on the requirements of the report requested				

3. COMPLIANCE MONITORING

The Office assists in monitoring on compliances on issuances of regulatory government agencies through the instruction of the City Mayor.

Office or Division:	Bacoor City Complaints Desk Unit
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2G Government to Government (Inter-Office)
Who may avail:	Department/unit heads, managers, supervisory employees of the City Government of Bacoor, including the City Mayor, Vice Mayor and the Sangguniang Panlungsod

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Department Manual • Regulatory Issuances • Other requirements that will be needed	General Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for compliances monitoring	1.1. Receives the order from the Office of the City Mayor	None	within the day	Elaine Tañedo *Clerk*
	1.2. Prepares, reviews and check the compliances on regulations	None	1-2 days	Nicole Solina Marvin I. Capili *Clerk* Slaney Sue A. Reyes *ARTA Officer*
2. The requesting party is notified of the availability of compliance report.	2. Notify and send via email the said report	None	2-3 days	Slaney Sue A. Reyes *Arta Officer*
	Total	**None**	**3 days**	

Total Processing Time: 3 days for simple reports, others will depend on the requirements of the report requested

LIST OF SERVICES

Office for the Development of Cooperatives

External Services	**Page Number**
Pre- Registration Seminar (PRS)	25.3 – 25.4
Internal Services	
Conducts of Mandatory Seminars / Trainings and Other Seminars Needed by the Cooperatives	25.5 – 25.6
Provide Management and Technical Advisory Services	25.7 – 25.9
Cooperative Development Council	25.10

OFFICE FOR THE DEVELOPMENT OF COOPERATIVES

(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 organization, promotion and development.

1. **Develop Cooperative Development Plans and Strategies in consultation with the cooperative sector.**

2. **Design training design and content base on cooperative values, principles and business model.**

3. **Identify groups, sectors or communities that can be organized into cooperatives with the objective that shall be vehicles in poverty reduction, job creation, and socio-economic development of the city.**

4. **Provide assistance to prospective cooperatives in the conduct of the required pre-registration seminar and/or pre-membership education seminar and in the preparation of required documents for registration.**

5. **Provide technical and other forms of assistance to duly registered cooperatives to enhance their viability as an economic enterprise and social organization including but not limited to training and education, business management, finance and financial management.**
6. **Assist cooperatives in establishing linkages with government agencies, cooperative unions and federations, the academe and the non-government organizations involved in the promotion and integration of the concept of cooperatives in the livelihood of the people and other community activities.**
7. **Assist cooperatives in the development and implementation of risk management plan and business continuity plan and management as a response to anticipated or unexpected man-made and natural calamities and disasters, to aid in their survival and, if necessary subsequent rehabilitation.**
8. **Serve as the secretariat of the City of Bacoor Cooperative Development Council.**

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

VISION : Responsive, efficient and effective office with responsible and technically knowledgeable human resources working harmoniously for the development of viable and socio economically sustainable cooperatives.

1. PRE – REGISTRATION SEMINAR (PRS)

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Letter request addressed to the Office for the Development of Cooperatives	From the focal person of the would-be cooperative.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Appointment to the Office for the Development of Cooperatives	1.1. Set a scheduled date for the pre-cooperative group for briefing and orientation about cooperative.	None	20 minutes	Vicenta M. Lazaro *Sr. Cooperative Dev't Specialist* Kenneth C. Pobre *Cooperative Staff*
	1.2. Prepare endorsement letter to the Regional Director of the Cooperative Development Authority, Region IV-A	None	10 minutes	Vicenta M. Lazaro *Sr. Cooperative Dev't Specialist*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Submit endorsement letter to the Regional Director of the Regional Cooperative Development Authority through email	None	10 minutes	Kenneth C. Pobre *Cooperative Staff*
	1.4. Coordinate with the would be cooperative for the schedule set by the Cooperative Development Authority	None	15 minutes	Eva S. Alimorong *Cooperative Staff* Leonor M. Miranda *Administrative Officer IV*
	Total	**None**	**55 minutes**	

2. CONDUCT OF MANDATORY TRAININGS / SEMINARS AND OTHER SEMINARS NEEDED BY THE MEMBERS OF THE COOPERATIVES

1. **Fundamentals of Cooperative**

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

2. **Cooperative Management and Governance**

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

3. **Cooperative Education and Transport Operations Seminar (CETOS)**

   - a primary and continuing educational course requirement for new and old members of transport service cooperative to provide basic orientation on how to operate and function as 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. **Risk Management and Business Continuity Plans and Management**

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

Office or Division :	Office for the Development of Cooperatives
Classification :	Complex
Type of Transaction :	G2G Government to Government
Who may avail :	Officers and members of primary cooperatives

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepare training design for the approval of the City Mayor	None	30 minutes	Vicenta M. Lazaro *Sr. Cooperative Dev't Specialist*
1.1. Accepts invitation	1.2. Creation of online Registration link	None	5 minutes	Kenneth C. Pobre Cooperative Staff
1.2. Confirms attendance	1.3.Follow ups for the confirmation of attendees through texting and phone calls	None	2 days	Kenneth C. Pobre, Eva S. Alimorong *Cooperative Staff* Leonor M. Miranda, *Admin Officer IV*
1.3. Attends seminar	1.4. Preparations of venue, documents and other materials needed	None	1 day	Leonor M. Miranda *Admin Officer IV* Esperanza Aquino *Admin Asst. III* Kenneth C. Pobre, Eva S. Alimorong *Cooperative Staff*
	1.5. Signs Certificate of Participation	None	30 minutes	Vicenta M. Lazaro Sr. Cooperative Dev't Specialist
	Total	**None**	**3 days, 1 hour and 5 minutes**	

3. PROVIDE MANAGEMENT AND TECHNICAL ADVISORY SERVICES

3.1. - Management Advisory Service

3.1.1 Assistance to Would-be Cooperatives for Registration

- Provide Assistance to cooperatives in meeting documentary requirements for registration
- **Services**
    - Guidance on compiling and submitting documents to the **Cooperative Development Authority (CDA)** for cooperative registration.
    - Support in preparing documents for submission to the **Bureau of Internal Revenue (BIR)** for obtaining a **Certificate of Tax Exemption (CTE)**

3.1.2 Assistance to Existing Cooperatives

- Support the ongoing operations of existing cooperatives.
- **Services**
    - Provide advisory on improving cooperative operations
    - Offer recommendations on efficient management and sustainable development strategies for cooperatives.

3.2- Technical Assistance

- Assist cooperatives in meeting compliance requirements and improve their reporting systems.
- **Services:**
    - **Cooperative Annual Progress Report:** Provide guidance on preparing and submitting the annual progress report, ensuring it aligns with cooperative goals and performance metrics.
    - **Annual Tax Incentive Report:** Assist in the preparation of reports related to tax incentives and ensuring compliance with tax-related regulations.

- **Annual Benefits Report:** Help cooperatives compile and submit reports regarding member benefits, ensuring accurate reporting of benefits provided to members.

Office or Division :	Office for the Development of Cooperatives			
Classification :	Simple			
Type of Transaction :	G2C Government to Citizen G2G Government to Government			
Who may avail :	Pre-cooperative groups with at least 15 members			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Appointment to the Office for the Development of Cooperatives	1.1. Set a scheduled date for the would be coop	None	15 minutes	Vicenta M. Lazaro *Sr. Cooperative Dev't Specialist* Kenneth Pobre *Cooperative Staff*
	1.2. Conduct meeting with the officers of the would be coop for the preparations of the needed documents for submissions to the CDA and the BIR	None	Half day	Vicenta M. Lazaro *Sr. Cooperative Dev't Specialist* Kenneth Pobre, *Cooperative Staff*

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) Annual Tax Incentive Report and Annual Benefits Report	2.1 Set a scheduled date for the existing cooperative 2.2 Conduct technical and management advisory assistance	None None	15 minutes half day	Eva C. San Buenaventura Cooperative Staff Vicenta M. Lazaro Sr. Coop. Dev't.Specialist Kenneth Pobre Cooperative Staff
	Total	**None**	**1 day and 30 minutes**	

4. COOPERATIVE DEVELOPMENT COUNCIL

4.1 Organization and operation of the City of Bacoor Cooperative Development Council

4.2 Serve as the secretariat of the council during general assembly Meetings.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new registered coops- Application of membership to the council	1.1 Include in the list of membership	None	30 minutes	Vicenta M. Lazaro, *Sr. Cooperative Dev't Specialist* Kenneth Pobre, *Cooperative Staff*
2. Attendance to the Council Election and General Assembly Meetings	2.1 Send invitation letter through email/ google form	None	1 day	Kenneth Pobre, *Cooperative Staff*
	2.2 Conduct election and general assembly meetings	None	half day	Vicenta M. Lazaro- *Presiding Officer as Chairperson of the Council* Kenneth Pobre, *Cooperative Staff* Leonor Miranda *Admin Officer IV*
	2.3 Prepares Minutes of the Election/General Assembly Meetings	None	1 day	Leonor Miranda *Admin Officer IV*
	Total	**None**	**2 days, 4 hours and 30 minutes**	

LIST OF SERVICES

City Livelihood and Development Department

External Services	Page Number
1. Barangay - Based Livelihood Skills Training	26.3
2. Center – Based Livelihood Skills Training	26.4
3. TESDA - Technical Skills Training/ Scholarship Program	26.5
4. DOST - Grants-In-Aid (GIA), Small Enterprise Technology Upgrading Program (SETUP) Food Safety Seminar	26.6
5. The DOST Enhanced Nutribun, Bacoor City Processing Center	26.7
6. DTI - Registration of Business Name	26.8 -26.10
7. DTI - Business Name Registration Renewal	26.11-26.12
8. DTI - Issuance of Affirmative/Negative Certification	26.13
9. DTI - Business name Reconsideration and Upgrading of Territorial Scope (PO Cavite)	26.14
10. Cancellation of Business Name and Certified True Topy (CTC) (PO Cavite)	26.15
11. DTI - Issuance of BMBE Certificate of Authority	26.16 - 26.17
12. Trade Fair	26.18 –26.19
13. Caravan	26.20

CITY LIVELIHOOD AND DEVELOPMENT DEPARTMENT

(External Services)

Resources Education Vocational Instruction Livelihood Learning Academic (R.E.V.I.L.L.A.) Center under the City Livelihood and Development Department 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 (Relocatees) 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 CARAVAN" which gives free massage, free haircut and skills demo to the communities in 47 barangays of City. 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 because livelihood programs will be beneficial to the detainees when they get a new start in life.

Mayor Strike has high hopes for Bacoor and its constituents for progress. He got recognitions for excellence 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

Bacooreños to undergo livelihood skills training serviced at their respective barangays.

Office or Division:	City Livelihood and Development Department – Negosyo Center
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Endorsement of Barangay Captains/ Homeowners Association/4P's beneficiaries/Urban/Senior Citizen/PWD's/DepEd/ALS/NGOS • 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.	Barangay Hall, NGO or Homeowners association if inside subdivision/ village Client / applicant

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. Peñaflor Emmanuel M. Sambajon *Livelihood Staff*
	1.3. Logs and validates request	None	3 minutes	Ms. Michelle L. Peñaflor Emmanuel M. Sambajon *Livelihood Staff*
	1.4. Evaluation and approval	None	3 minutes	Ms. Carmelita F. Gawaran *Executive Assistant IV/OIC-CLDD*
2. Training Implementation	2.1.Training duration	None	10 days	Trainers-in-Charge
	2.2. Graduation and distribution of certificates	None	1 day	John Selim Nathaniel S. Mercolita Emmanuel M. Sambajon *Livelihood Staff*
	Total	**None**	**12 days and 8 minutes**	

2. CENTER-BASED LIVELIHOOD SKILLS TRAINING

Bacooreños to undergo livelihood skills training.

Office or Division:	City Livelihood and Development Department – REVILLA Center
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Photo copy of Barangay Clearance • 2 pcs. 1x1 ID Picture • Trainees Profile Form • Valid ID Other supporting documents, if necessary.	Barangay Hall Previous School REVILLA Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Requirements	1.1. Logs and validates requirements	None	2 minutes	John Seli Andrhea Maye Jimenez Coleen De Guzman Lyn Rapisura *Livelihood Staff*
	1.2. Gives Trainees Profile to be filled up by participant	None	3 minutes	John Selim Andrhea Maye Jimenez Coleen De Guzman Lyn Rapisura *Livelihood Staffs*
	1.3. Informs registered Trainee of Orientation schedule	None	5 minutes	John Selim Andrhea Maye Jimenez Coleen De Guzman Lyn Rapisura *Livelihood Staffs*
2. Training implementation	2.1.Training duration	None	10 days	Trainers-in-Charge
	2.2. Graduation and distribution of certificates	None	1 day	John Selim Nathaniel S. Mercolita Emmanuel M. Sambajon *Livelihood Staffs* *Trainers*
	Total	**None**	**11 days and 10 minutes**	

3. ASSISTANCE ON TECHNICAL SKILLS TRAINING/TESDA SCHOLARSHIP PROGRAMS, COMPETENCY ASSESSMENT AND CERTIFICATION FOR WORKERS, ENDORSEMENT / REFERRAL TO PARTNER TVIS.

Individuals who needs to undergo skills training under scholarship programs and services above.

Office or Division:	City Livelihood and Development Department – Negosyo Center
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bonafide residents of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Barangay Clearance • Barangay Indigency • Voters ID/COMELEC Stub/VRR • Intent Letter addressed to Mayor Strike B. Revilla or Cong. Lani M. Revilla Thru: Ms. Carmelita Fabian-Gawaran, City Livelihood and Development Department Officer • Pictures (passport size 6pcs and 1x1 6pcs. w/collar, white background, matte finished, w/ nameplate) • Photocopy of TOR or Form 137 • Birth Certificate (Photocopy and Original for verification	Barangay Hall COMELEC BAcoor 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	5 minutes	Michelle L. Peñaflor Karen G. Rejas Lean C. Estrobillo Myrna Bedei *Livelihood Staff* *Emmanuel M. Sambajon*
2. Submit Requirements	2.1. Logs and validates requirements, gives Trainees Profile to be filled up by participant	None	2 minutes	Michelle L. Peñaflor Karen G. Rejas Lean C. Estrobillo *Livelihood Staff*
	2.2. Inform participant To wait for confirmation of orientation thru cellphone text message	None	1 minute	Michelle L. Peñaflor Karen G. Rejas Lean C. Estrobillo *Livelihood Staff*
	Total	**None**	**8 minutes**	

4. ASSISTANCE IN THE AVAILMENT OF DOST GRANTS-IN-AID (GIA), SMALL ENTERPRISE TECHNOLOGY UPGRADING PROGRAM (SETUP), FOOD SAFETY SEMINAR

Office or Division:	Department of Science and Technology - Cavite
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	SMEs residing at the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Specific form for the proposed activity. • Other supporting documents, materials, or samples if necessary. • Letter of Intent	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	Lianne Joyce A. Anselmo *Livelihood Staff*
2. Proceed to the specific office unit or person to be visited.	2. Discuss services being requested.	None	10 minutes	Lianne Joyce A. Anselmo *Livelihood Staff*
3. Accomplish the Customer Satisfaction Feedback Form (CSF) provided by the concerned staff	3. Retrieve the Customer Satisfaction Feedback Form	None	5 minutes	Lianne Joyce A. Anselmo *Livelihood Staff*
	Total	**None**	**20 minutes**	

5. THE DOST ENHANCED NUTRIBUN, BACOOR CITY PROCESSING CENTER

Office or Division:	Department of Science and Technology - Cavite
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	SMEs residing at the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Reques	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk for the availment of E-Nutribun	1. Provide visitor's logbook and endorse to the concerned person	None	3 minutes	Lianne Joyce L. Anselmo *Livelihood Staff*
2. Proceed to the discussion of the availment of E-Nutribun	2. Discuss services being requested.	None	10 minutes	Lianne Joyce L. Anselmo *Livelihood Staff*
3.Schedule Production	Schedule Production Date	None	5 minutes	Lianne Joyce L. Anselmo *Livelihood Staff*
	Production	None	3 hours/batch	Lianne Joyce L. Anselmo Production Staffs
	Deliver E-Nutribun to the client	None	1 day	Arnel Cuenca Lianne Joyce L. Anselmo
3. Accomplish the Customer Satisfaction Feedback Form (CSF) provided by the concerned staff	Collect CSF	None	1 day	Lianne Joyce L. Anselmo *Livelihood Staff*
	Total	**None**	**2 days, 3 hours and 18 minutes**	

6. REGISTRATION OF BUSINESS NAME

The issuance of Business Name Registration (BNR) Certificate is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If BNR Certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

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.

The BNR should be renewed every 5 years from the date of registration. The application for renewal of BNR may be filed one hundred eighty (180) calendar days before to its expiration up to 180 calendar days after the expiration date.

Office or Division:	Department of Trade and Industry – Negosyo Center	
Classification:	Simple	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Individuals/Sole Proprietors	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
6.1 BUSINESS NAME REGISTRATION – NEW APPLICATION		
Online end-to-end registration only through the Business Name Registration System (BNRS) – https://bnrs.dti.gov.ph)		
a. Applicant must be at least 18 years old		
b. Smartphone with internet connection		
c. Verified email address		
d. Valid ID		
d. Gcash, paymaya, landbank (for payment process)		

Continued… CHECKLIT OF REQUIREMENTS	WHERE TO SECURE
Additional requirements if filer (client) is other than the owner	
1. Authorization letter from the owner	
2. Valid ID of the authorized representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into clients log book	1. Provide logbook for clients to log	None	2 minutes	Myrna Bedei *Livelihood Staff*
2. Submit Requirements and client's information	2. Input client's information in the BNRS,	None	3 minutes	Myrna Bedei *Livelihood Staff*
3. Get verification from the email	3. input verification to the system	None	1 minute	Myrna Bedei *Livelihood Staff*
4. Choose scope of business (barangay, city, regional, national)	4. Input business scope	None	1 minute	Myrna Bedei *Livelihood Staff*
5. Provide business name and business descriptor	5.1 Encode provided business names and business descriptor	None	3 minutes	Myrna Bedei *Livelihood Staff*
	5.2 Inform client if business name is accepted or denied if denied, try another dominant name 5.3 Provide Business Process Cycle Monitoring	None	5 minutes	Myrna Bedei *Livelihood Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Provide business details (business address, residence address	6. Encode business details		3 minutes	Myrna Bedei/Client *Livelihood Staff*
7. Pay registration fee		**Registration fee based on territorial scope:** **a. Barangay: ₱200.00** **b. City/Municipality: ₱ 500.00** **c. Regional: ₱1,000** **d. National: ₱2,000.00** **Documentary Stamp Tax (DST) - ₱30.00 per registration**	2 minutes	
8. Return Business Cycle Monitoring	8.1 Collect Business Cycle Monitoring 8.2 Log reference number to the BNRS – Transaction Inquiry 8.3 Download OR and Business Name Certificate 8.4 Print BN Certificate and Official Receipt	None	5 minutes	Justine A. Roa LGU-BC Counterpart Jacqueline C. Medina Business Counselor
	Total	**Please refer to the stated fees above**	**25 minutes**	

6.2 BUSINESS NAME REGISTRATION - RENEWAL	
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
Owner 1. Old Business Name Certificate 2. Owner's TIN 3. Valid ID Representative 1. Authorization Letter/SPA 2. Valid ID (both owner and representative)	
NOTE: In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 20201	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into clients log book	1.1 Provide logbook for clients to log and collect requirements	None	3 minutes	Myrna Bedei *Livelihood Staff*
2. Check if information is update	2.1 Access BNRS portal, log reference number, renew and update information (if necessary)	None	5 minutes	Myrna Bedei *Livelihood Staff*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay registration fee through available online payment modes	3. Issue electronic official receipt generated from the BNRS Generate electronic official	**Registration fee based on territorial scope: a. Barangay: ₱200.00 b. City / Municipality: ₱ 500.00 c. Regional: ₱1,000 d. National: ₱2,000.00+ Documentary Stamp Tax (DST) of ₱30.00 per registration Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to one hundred eighty days (180) days after the expiration date**	3 minutes	Justine A. Roa LGU-BC Counterpart Jacqueline C. Medina Business Counselor
4. Claim Certificate of BNR	4. Print and issue Certificate of BNR	None	4 minutes	Justine A. Roa LGU-BC Counterpart Jacqueline C. Medina Business Counselor
	Total	**Please refer to the stated fees above**	**15 minutes**	

NOTE: An applicant who is a Senior Citizen (with proof of age) or a Person with Disability (with proof of disability) may file his/her application with the BN processors who can provide assistance in encoding and processing upon the client's request.

II. BUSINESS NAME REGISTRATION – ISSUANCE OF AFFIRMATIVE/NEGATIVE CERTIFICATION				
Online end-to-end application only through the Business Name Registration System (BNRS) – https://bnrs.dti.gov.ph				
NOTE: *A signed application form is no longer required since the accomplished online application is equivalent to the duly accomplished physical form except for Senior Citizens (SCs) and Persons with Disability (PWDs) who cannot file and process their application by themselves. SC and/or PWD shall submit duly accomplished other bn-related application form and present one (1) valid government-issued ID.*				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log into clients logbook	1. Provide logbook for clients to log and collect requirements	None	3 minutes	Myrna Bedei Livelihood Staff
2. Provide expired Certificate	2. Check the BN Certificate	None	1 minute	Myrna Bedei Livelihood Staff
3. Provide business name, owner's name, business address and gmail	3.1 Encode to BNRS website – request certification 3.2 Inform the client that the BN is already expired and no longer exist 3.3 Process negative certificate	None	5 minutes	Justine A. Roa LGU-BC Counterpart Jacqueline C. Medina Business Counselor
4. Payment	4. Process payment and print certificate	80.00	3 minutes	Justine A. Roa LGU-BC Counterpart Jacqueline C. Medina Business Counselor
	Total		**12 minutes**	
NOTE: An applicant who is a Senior Citizen (with proof of age) or a Person with Disability (with proof of disability) may file his/her application with the BN Processors who can provide assistance in encoding and processing upon the client's request.				

III. BUSINESS NAME RECONSIDEARTION - you can request reconsideration with the DTI (Department of Trade and Industry) within 10 working days from the denial notice, presenting a letter explaining the reason for reconsideration and other required documents.	
CHECKLIST OF REQUIREMENT	***WHERE TO SECURE***
1. letter requesting reconsideration address to PD Lilibeth Chavez 2. duly accomplished DTI-prescribed application form. 3. Requirements for new application 4. Supporting documents. • Valid Mayor's permit • BIR (COR) Certificate Of Registration • Back account or cheque • Pag-ibig employer registration • Owner's ID • Expired business name certificate	client

IV. UPGRADING OF TERRITORIAL SCOPE (PO Cavite)	
CHECKLIST OF REQUIREMENT	***WHERE TO SECURE***
1. Other BN-Related application form	Client
2. Original business name certificate (if available)	
3. New application form (New scope, signed by owner)	
Additional requirements if filer (client) is other than the owner	***WHERE TO SECURE***
1. Authorization letter (Signed by the owner only)	Client
2. Valid ID of representative (Original)	

IV. CANCELLATION OF BUSINESS NAME (PO Cavite)	
CHECKLIST OF REQUIREMENT	***WHERE TO SECURE***
1. Affidavit of cancellation with no financial obligation (notarized, signed by owner)	Client
2. Original business name certificate (if available)	
3. Valid Gov't issued ID owner (original)	
4. Other BN-Related application form (originally signed by owner)	
Additional requirements if filer (client) is other than the owner	***WHERE TO SECURE***
1. Authorization letter (Signed by the owner only)	Client
2. Valid ID of representative (Original)	

V. CERTIFIED TRUE COPY (CTC) (PO Cavite)	
CHECKLIST OF REQUIREMENT	***WHERE TO SECURE***
1. Original DTI BN certificate	Client
2. Valid Gov't issued ID (Original)	
3. Other BN-Related application form (originally signed by owner only)	
Additional requirements if filer (client) is other than the owner	***WHERE TO SECURE***
1. Letter of owner allowing to certify the BN	Client
2. Authorization letter from the owner	
3. Valid Gov't issued ID (Original)	

7. ISSUANCE OF BMBE CERTIFICATE OF AUTHORITY

The issuance of BMBE Certificate of Authority (CA) is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the BMBE CA is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). The processing and issuance of BMBE CA is in compliance with RA 9178 as amended by RA 10644, its implementing rules and regulations, and future amendments. The BMBE CA shall be effective for a period of two (2) years commencing from the date of issuance, and may be renewed for the same period of two (2) years and every two (2) years thereafter, subject to the applicant's continued compliance with the eligibility requirements as prescribed by law and its IRR.

Office or Division:	DTI Regional and Provincial Offices – through the Negosyo Centers
Classification:	Simple
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Barangay micro business enterprises (BMBEs) that have an asset size of not more than Three Million Pesos (PhP 3,000,000.00) including those arising from loans but excluding land on which the plant and equipment are located and engaged in the production, processing or manufacturing of products or commodities, including agro-processing, trading, and services but excluding practice of profession (e.g. Accountant, Lawyer, Doctor, among others.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly filled-out application form (BMBE Form), signed by the owner (for sole proprietorship) or authorized representative (for partnerships, corporations, and cooperatives) of the entity applying for registration (1 copy)	- DTI Regional and Provincial Offices – Business/SME Development Division - Negosyo Centers - Online thru: https://www.dti.gov.ph/sdm_downloads/bmbe -registration-application-form/ or https://dtiwebfiles.s3-apsoutheast1.amazonaws.com/Downloadable+ Files/BMBE+Registration+Application+Form/ BMBE+Form+01_BMBE+Application+form.pdf
2. Certificate of Registration for new registration or renewal application(1 photocopy)	DTI Business Name Registration – for Sole Proprietorship Securities and Exchange Commission (SEC) - for partnership, corporation, or association Cooperative Development Authority (CDA) – for cooperative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out BMBE application form and other documentary requirements	1.1 Upon receipt of application, check the completeness of documentary requirements	None	1 hour	Jacqueline C. Medina *Business Counselor*
	1.2 Evaluate and verify the application to determine the eligibility and qualification as a BMBE based on declared information in the application form and submitted supporting	None	4 hours	Jacqueline C. Medina *Business Counselor*
	1.3.1 Process the application: 1.3.1 Encode the information on the BMBE CA template and confirm the information with the client	None	25 minutes	Jacqueline C. Medina *Business Counselor*
	1.3.2 Print the BMBE CA	None	5 minutes	Jacqueline C. Medina *Business Counselor*
	1.3.3 Approve and countersign the BMBE CA	None	2 hours	Jacqueline C. Medina *Business Counselor*
2.Claim BMBE Certificate of Authority	2.1 Issue the BMBE Certificate of Authority	None	30 minutes	Jacqueline C. Medina *Business Counselor*
	Total	**None**	**8 hours**	

NOTE: Alternatively, qualified microenterprises or existing BMBEs may register or renew their BMBE Certificate of Authority online via the Barangay Micro Business Enterprise Online Registration System or BMBE-ONLINE (https://bmbe.dti.gov.ph/) which will take around 30 minutes subject to internet connection speed to fill out the electronic BMBE form.

8. TRADE FAIR

Also known as TRADE exhibition organized by the LGU so that the companies, MSME's, person deprived by liberty and TESDA Graduates can showcases and demonstrate their latest product and services, meet with industries partners and customers, studies activities of competitors, and examine recent trends and opportunities.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out registration form and comply the following requirements	1.1 Upon receiving the application form, check the completeness of documentary requirements	None	20 minutes	Justine A. Roa LGU-BC Counterpart
	1.2 Evaluate and verify the application and the requirements.	None	1 hour	Justine A. Roa LGU-BC Counterpart
	1.3 Process the application: 1.3.1 Encode the information in the Google sheet for compilation of data.	None	20 minutes	Justine A. Roa LGU-BC Counterpart
	1.3.2 Submit their application to the in charge and assess their approval to join the trade fair	None	20 minutes	Justine A. Roa LGU-BC Counterpart
	1.3.3 Make and distribute the letter of invite and program.	None	1 hour	Justine A. Roa LGU-BC Counterpart

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.4 Create the certificate.	None	20 minutes	Emmanuel M. Sambajon Livelihood Staff
	1.3.5 Design the tarpaulin layout	None	20 minutes	Emmanuel M. Sambajon Livelihood Staff
	1.3.6 Once approved, assist them in ingress.	None	1 hours	Justine A. Roa LGU-BC Counterpart
2. During trade fair, we conduct everyday attendance and sales report. And if there's a matter that should be attended to.	2.1 Issue their id's. Give them their daily sales report form.	None	1 hour	Justine A. Roa LGU-BC Counterpart
3. Egress. Assist them in pulling out their product and equipment of the LGU used in the trade fair.	3.1 Pulls out the materials used in the trade fair.	None	3 hours	JUSTINE A. ROA LGU-BC Counterpart
	Total	**None**	**8 hours and 40 minutes**	

9. CARAVAN

The **Caravan** is a government-led initiative that offers **free massage, haircut, and manicure services** to the public. This program aims to enhance **personal care, hygiene, and overall well-being**, particularly for underserved sectors, by making essential grooming and wellness services accessible through organized outreach activities.

Office or Division	City Livelihood and Development Department – REVILLA Center
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen
Who may avail	This program is available to **barangays, institutions, and organizations** within the city that request wellness and grooming services for their constituents.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request	Requestee
2. Transmittal	Mayor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a formal letter of request to the Mayor's Office.	Receive and review the request. Create a transmittal document for endorsement to the implementing department.	None	1 day	Mayor's Office Staff
2. Endorse the request to the implementing department.	The Mayor's Office transmits the approved request to the department handling the service.	None	1-3 working days	Mayor's Office Staff
3. Schedule the Community Service Caravan and inform the requestor.	Set the schedule for the caravan and notify the requesting party.	None	3-5 working days	Livelihood Staff Geraldine Segundo
4. Conduct the requested services at the designated location	Deploy service providers and perform free massage, haircut, and manicure services base on request	None	1 day	Livelihood Staff (Geraldine Segundo, Maria Teresa Lacdao, Lorna Tan, REVILLA Center trainees (as part of their on-the-job training
	Total	**None**	**10 Working days**	

LIST OF SERVICES

Local Youth Development Office

External Services	Page Number
Technical Assistance to Local Youth Development Council and Sangguniang Kabataan	
• Review of the Draft Local Youth Development Plan	27.4 - 27.5
• Review of the Sangguniang Kabataan Proposed Budget	27.5 - 27.6
• Request for Assistance, Collaboration, or Partnership for Youth Development Programs	27.7 - 27.8
Register Youth and Youth-Serving Organization / Youth Organization Registration Program (YORP)	27.9-27.12

LOCAL YOUTH DEVELOPMENT OFFICE
(External Services)

MANDATE

Local Youth Development Office (LYDO) is created by the virtue of the Republic Act No. 10742, otherwise known as the "Sangguniang Kabataan Reform Act of 2015", as amended by the Republic Act No. 11768, and its corresponding Internal Rules and Regulations (IRR).

The Republic Act No. 10742, under Chapter IV *The Local Youth Development Office,* Section 25 *Creation* states that *"There shall be in every province, city, and municipality a Youth Development Office which shall be headed by a youth development office with a rank of at least division chief. Such may be put under the Office of the Local Chief Executive (LCE), the Office of the Planning and Development, the Office of the Social Welfare or in any other office deemed appropriate by the local government unit."*

The Implementing Rules and Regulations of Republic Act No. 10742, under Rule IV *The Local Youth Development Office,* Section 26 *Creation,* item (d) *Functions of the Local Youth Development Office* states that *"the youth development office should have the following functions:*

(1) In accordance with Section 24 (d) of these rules, register and verify youth and youth-serving organizations (Subject to the revitalized Youth Organizations' Registration Program (YORP) guidelines);

(2) Provide technical assistance to the Local Youth Development Council (LYDC) of the concerned Local Government Unit (LGU) in the formulation of the Local Youth Development Plan (LYDP);

(3) Facilitate the election of the LYDC representatives;

(4) Serve as secretariat to the LYDC;

(5) Conduct the mandatory and continuing training of SK officials and LYDC members, in accordance with the programs jointly designed and implemented by the Commission and the DILG. The local youth development officer and/or his or her staff shall apply for accreditation from the Commission in order for them to conduct the mandatory and continuing training programs of SK officials and LYDC members. In the absence of a Youth Development Office in the province, city or municipality, the designated existing personnel by the LCE shall apply for accreditation with the Commission in order for said official to conduct the mandatory and continuing training programs of SK officials and LYDC members;

(6) Provide technical, logistical and other support in the conduct of the mandatory and continuing training programs, and to such other programs of the Commission and DILG;
(7) Coordinate with the Commission, with regard to the youth programs within their jurisdiction; and

(8) Perform such other functions as may be prescribed by law, ordinance, or as the LCE, the DILG or the Commission may require."

The Revised Implementing Rules and Regulations (IRR) of Republic Act No. 10742, as amended by Republic Act No. 11768, under Rule IV *The Local Youth Development Office,* Section 28 *Funding* states that "*The LGU may appropriate not less than one percent (1%) of its annual budget for the Local Youth Development Office, which shall be used for the implementation of the LYDP, convening the meetings of the concerned Pederasyon ng mga SK and LYDC, as well as its operations and effective functioning."*

The Local Youth Development Office (LYDO) of the City of Bacoor, pursuant to the mandates prescribed by pertinent laws, is committed and determined to advocate holistic and inclusive youth development and empowerment, effective and responsive youth governance, and resilient and sustainable growth for the benefit of Kabataang Bacooreños.

VISION

City of Bacoor: A model first-class city with an adaptive, inclusive, and responsive Local Youth Development Office (LYDO) that envisions empowered, enlightened, and excellent Kabataang Bacooreños, embodying the values of Solidarity, Bravery, and Resilience, effectively prioritizes the aspirations, needs, growth, and needs of the youth citizenry.

MISSION

Actively bringing together the Kabataang Bacooreños and relevant stakeholders in a proactive and purposeful setting, that enables

1. **Amplification of effective and engaging youth participation in local governance;**
2. **Embodiment of the values of service, balance, and resilience among youth citizens and youth leaders;**
3. **Promotion of consultative, inclusive, participative and responsive youth development and empowerment;**
4. **Recognition of the invaluable contributions and potentials of Kabataang Bacooreños in the development of the city; and**
5. **Reinforcement of accountability, responsibility, sustainability, and transparency in youth-based, youth-initiated, youth-led programs, projects, and activities.**

VALUES

Service-Oriented Youth Development and Empowerment
Balanced Youth Engagement and Governance
Resilient Youth Citizenry and Leadership

1. TECHNICAL ASSISTANCE TO LOCAL YOUTH DEVELOPMENT COUNCIL AND SANGGUNIANG KABATAAN

As mandated by the Republic Act. No. 10742, otherwise known as the "Sangguniang Kabataan Reform Act of 2015" and Department of Interior and Local Government Memorandum Circular No. 2019-151, Series of 2019.

Technical assistance is provided to LYDC Members, SK Officials, and Youth Organizations, particularly those registered in the Youth Organization Registration Program (YORP), as well as other partner agencies, to enable them to develop and acquire new skills and competencies that will be useful in their future endeavors, or any other assistance that may help the requesting client build their capacity in youth development.

REVIEW OF THE DRAFT LOCAL YOUTH DEVELOPMENT PLAN (LYDP)

Office or Division:	Office of the Mayor – Local Youth Development Office
Classification:	Complex
Type of Transaction:	G2C – Government to Government
Who may avail:	Local Youth Development Council

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Duly approved and signed of the following documents: 1. Local Youth Development Plan (LYDP) 2. Resolution/s			Sangguniang Kabataan Federation and Local Youth Development Council	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the draft copy of the Local Youth Development Plan and Resolution/s to the LYDO	1.1 Receive the documents. 1.2 Assess the draft LYDP to ensure that it is aligned and anchored to the Philippine Youth Development Plan's ten (10) centers of participation and City Government's youth-related proposed PPAs 1.3 Provide review comments and feedback	None	2 days	Local Youth Development Office Head

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive a notification from LYDO for review comments and feedback *If necessary, revise the items and resubmit for final review and endorsement*	2.1 Check the revised documents 2.2 The LYDO Head will countersign the documents and send an endorsement letter to the City Mayor for review and signature approval 2.3 Submit the endorsement of LYDP to the Office of the City Mayor	None	5 days	Local Youth Development Office Head
	Total	**None**	**7 working days**	

REVIEW OF THE SANGGUNIANG KABATAAN PROPOSED BUDGET

Office or Division:	Office of the Mayor – Local Youth Development Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Sangguniang Kabataan Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly approved and signed of the following documents: 1. Comprehensive Barangay Youth Development Plan (CBYDP) 2. Annual Barangay Youth Investment Program (ABYIP) 3. SK Annual Budget 4. Resolution/s 5. Plantilla of Personnel 6. Contract Agreement 7. Letter of Notification 8. Transmittal Letter	Templates are available for download here: SK Budget Documents - Google Drive Respective SK of every Barangay in the City of Bacoor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete set of SK budget documents to the LYDO	1.1 Receive the documents. 1.2 Assess the documents, particularly the CBYDP and ABYIP, to ensure that they are aligned and anchored to the City's LYDP 1.3 Provide review comments and feedback	None	3 days	Local Youth Development Office Head and Staff
2. Receive a notification from LYDO for review comments and feedback *If necessary, revise the items and resubmit for final review and endorsement*	2.1 Check the revised documents 2.2 The LYDO Head will countersign the transmittal to indicate approval for endorsement to the City Budget Office	None	3 days	Local Youth Development Office Head and Staff
3. Receive the signed SK Budget Documents. Sign the logbook	3. Provide a logbook. Release the signed SK Budget documents	None	1 day	Local Youth Development Office Head and Staff
	Total	**None**	**7 working days**	

REQUEST FOR ASSISTANCE, COLLABORATION, OR PARTNERSHIP FOR YOUTH DEVELOPMENT PROGRAMS (ORIENTATION, SEMINARS, TRAININGS, WORKSHOP, ETC.)

Office or Division:	Office of the Mayor – Local Youth Development Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	LYDC Members, SK Officials, Partner Agencies and Youth Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter addressed to the City Mayor through the Local Youth Development Office	From the requesting party
2. Project Proposal, Activity/Training Design, and Program of Activities	

CLIENT STEPS	**OFFICE ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit or email the letter of request, project proposal, or activity/training design to LYDO.	1.1 Formal request letter must be received by the LYDO at least one (1) month before the actual date of event, either through e-mail or hard copy of letter. 1.2 Response acknowledgement of receipt if the letter of request is sent by e-mail; and/or, check and receive the hard copy of the documents if submitted to the office.	None	7 days	Local Youth Development Office Head and Staff

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assess and evaluate the scope of the request for assistance to ensure that it is aligned with the City's objectives for youth development and empowerment PPAs 1.4 The LYDO head will submit the endorsement and discuss the request with the City Mayor for approval 1.5 Once approved, the LYDO shall inform the concerned entity of the request			
2. Provide the documentation and/or materials required or requested by the LYDO based on the programs	2.1 Receive the documents, review them, and prepare the necessary assistance for the requesting entity	None	10 days	Local Youth Development Office Head and Staff
	2.2 Conduct the activity/program; Provide assistance	None	3 days	Local Youth Development Office Head and Staff
	Total	**None**	**20 working days**	

2. REGISTER YOUTH AND YOUTH-SERVING ORGANIZATION / YOUTH ORGANIZATION REGISTRATION PROGRAM (YORP)

Pursuant to Republic Act No. 10742, otherwise known as the "Sangguniang Kabataan Reform Act of 2015", one of the functions of the Local Youth Development Office is to facilitate the National Youth Commission's program in the registration of youth and youth-serving organizations to ensure access and participation in NYC-initiated programs nationwide.

All City of Bacoor based youth and youth-serving organizations may register locally through the Local Youth Development Office (LYDO) and be assisted for the National Youth Commission's Youth Organization Registration Program (YORP).

Office or Division:	Office of the Mayor – Local Youth Development Office
Classification:	Highly - Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Youth Organizations and Youth-Serving Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out Registration Form (original and scanned copy / soft copy) 2. Filled-out Directory of Officers and Advisers Form (original and scanned copy / soft copy) 3. Filled-out List of Members in Good Standing Form (original and scanned copy / soft copy) 4. Constitution and By Laws (original and scanned copy / soft copy) 5. Certification/Endorsement from appropriate authority (original and scanned copy / soft copy)	Local Youth Development Office (LYDO) - 2nd Floor, Bacoor Government Center
a. for Community-Based Organizations (any of the following) • Certification of Existence of Office • Barangay Certification of President's residency • Resolution of endorsement	Barangay / Sangguniang Kabataan

continued… **CHECKLIST OF REQUIREMENTS**	**WHERE TO SECURE**
b. for School-Based Organizations • Certificate of Registration or Recognition	School Authority Supervising Student Affairs
c. for Faith-based organizations • Certificate of Registration or Recognition	Head/Pastor of Congregation or Parish Priest
d. for Chapters of Multi-Level Organizations Certificate of Registration or Recognition	President of Governing Body
e. for Consortium organizations Certification of Member Organizations	Secretariat / Board of Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures checklist of requirements Submit or email the application and required documents to LYDC	1.1 Provides client with a checklist of requirements with instructions 1.2 Received and file all documentary requirements	None	1 day	Local Youth Development Office Staff
2. Undergo assessment and validation	2.1 Verify the completeness of the requirements and validate the submitted applications 2.2 Call and interview randomly selected members/officers to ascertain the existence of the organization 2.3 Mark the application form as "REGISTERED" with the date of registration approval	None	2 days	Local Youth Development Office Head and Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Endorse the youth organization's Certificate of Registration to the Office of the City Mayor for signature			
3. Claim Certificate of Registration	Award the Certificate of Registration	None	1 day	Local Youth Development Office Head and Staff
Register to the NYC's Youth Organization Registration Program (YORP) through LYDO	6.1 Uploads application and supporting documentation to the KABAYANI website http:/www.yorpnyc.org.ph	None	15 days	Local Youth Development Office Head and Staff
	6.2 Process approval of registration, issuance of Certificate of Registration			National Youth Commission
Receive the NYC YORP Certificate of Registration	Issue the Certificate of Registration with Unique Registration Number (URN) from NYC YORP	None	1 day	Local Youth Development Office Head and Staff
	Total	**None**	**20 working days**	

LIST OF SERVICES

Office of the Senior Citizens Affairs

External Services	Page Number
Issuance of Senior Citizen ID and Purchase Booklet	28.2 – 28.4
Issuance of OSCA Certifications	28.5 – 28.7
Facilitation of PhilHealth Application	28.7 – 28.8
Facilitation of Provincial Burial Assistance	28.9 – 28.10
National Commission of Senior Citizens (NCSC) Online Registration	28.11 – 28.12
Provincial Nonagenarian Cash Gift Facilitation	28.12 – 28.13
DSWD Region IV-A Centenarian Cash Gift Facilitation	28.14 – 28.16
DSWD Social Pension Program Facilitation	28.17 – 28.18
RA No. 11982 Cash Gift Facilitation	28.19 – 28.22

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; and for availing free movies in SM Bacoor and SM Molino Cinema every Mondays.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bona fide Filipino Citizens and Dual Citizens with Dual Citizen status documents with at least 6 months of residency in the City of Bacoor, Cavite.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Fully accomplished Application form	OSCA Information Desk
● Original and readable photocopy of any of the following:	
1. PSA Birth Certificate	PSA Office
2. Baptismal Certificate	Parish Church Office
3. SSS/GSIS UMID Card	SSS/GSIS Office
4. TIN ID	BIR
5. Philhealth ID	Philhealth Office
6. Driver's License	LTO
7. Voter's ID	COMELEC
8. Philippine Passport (not expired)	DFA
9. PRC (not expired)	PRC Office
10. Postal ID (not expired)	Philpost Office
● 1X1 ID picture (latest)	Any photo/printing shop
● Barangay Certificate for OSCA ID application	Office of the Barangay

A. Dual Citizenship documents (for Filipino naturalized to another country)	
A.1. Petition for Reacquisition of Philippine Citizenship	DFA/Philippine Embassy
A.2. Identification Certificate	DFA/Philippine Embassy
A.3. Order of Approval	DFA/Philippine Embassy
A.4. Oath of Allegiance	DFA/Philippine Embassy
B. For Senior Citizen transferring to Bacoor	
B.1. Certificate of Cancellation from former City/Municipality OSCA Office	Former City / Municipality OSCA Office
C. In case without Certificate of Cancellation from former OSCA Office	
C.1. 3 pcs Photocopy of OSCA ID issued by former City/Municipality, Original copy must be surrender	Former City/Municipality OSCA Office
C.2. Certificate of Transfer to Bacoor	OSCA Bacoor Office
C.3. Order of Payment	City Finance Department
C.4. Postal Receipt	PhilPost Office
D. If application is made thru a representative	Any photo/printing shop
D.1. Printed clear photo of client holding newspaper showing the date of the newspaper and representative holding the authorization letter	COMELEC, SSS/ GSIS, TIN ID
D.2. Photocopy of representative valid ID	OSCA Bacoor Information Desk
E. For Lost OSCA ID	Notary Public Office
E.1. Fully accomplished application form	Any photo/printing shop
E.2. Notarized Affidavit of Loss	
E.3. 1 pc latest 1x1 ID picture	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
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	3 minutes	OSCA Information Desk Personnel
2. Submit fully accomplished application form with complete requirements for screening	2. Ensure documents presented are complete and valid	None	3 minutes	OSCA Information Desk Personnel
3. Verification of submitted application form	3. Ensure accuracy and consistency of clients written data to OSCA master list/database	None	3 minutes	OSCA Verification Personnel
4. Proceed to SBR office (Main building lower ground) for ID processing	4. Data input and ID capturing	None	Depends on MIS processing time	MIS Processing Personnel
5. Wait for the release of processed OSCA ID/ Purchased booklet	5. Recording of processed OSCA ID and Purchase Booklet in the released ID /Purchase booklet log sheet	None	3 minutes	OSCA Personnel assigned at SBR Office
6. Receive processed OSCA ID and Purchase Booklet	6. Release processed ID and Purchase Booklet signed by the receiving senior citizens as received	None	3 minutes	OSCA Personnel assigned at SBR Office
	Total	**None**	**15 minutes**	

2. ISSUANCE OF OSCA CERTIFICATIONS

Issuance of OSCA Certifications for such purpose as requirements of senior citizens' application to Philippine Statistics Authority (PSA) for Delayed Registration of Birth, for Cancellation of Bacoor OSCA ID, for Transferring of OSCA ID issued by another City/Municipality to Bacoor, for No Record from OSCA Bacoor, and for other Legal Purposes.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Bona fide Senior Citizen residents in the City of Bacoor, Cavite and Senior Citizens from another City/Municipality for cases such as transferring to the City of Bacoor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Proof of Payment / Official Receipt for Certificate of OSCA Record P110.00	City Finance Department
● List of requirements for the requested certification purpose:	
For Delayed Registration of Birth	
● Original/Photocopy of Bacoor OSCA ID	OSCA Bacoor
● Original/Photocopy of PSA Negative Record of Birth	PSA Office
For Cancellation of Bacoor OSCA ID	
● Original Bacoor OSCA ID and Purchase Booklet (to surrender)	OSCA Bacoor
● Barangay Certificate stating that the Senior Citizen is no longer a resident of the Barangay and will transfer to another City/Municipality	Office of the Barangay Captain

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Transfer to OSCA Bacoor from another City/Municipality ● Original/3 Photocopies of OSCA ID issued by former OSCA (must surrender original OSCA ID to Bacoor) ● Official Receipt from Bacoor PhilPost	Former City/Municipality OSCA Bacoor PhilPost Office
For No Record/Non-Issuance of Bacoor OSCA ID ● Original/Photocopy of valid Government issued ID	COMELEC, SSS/GSIS, LTO. Etc.
For any Legal Purpose ● Original/Photocopy of OSCA Bacoor ID	OSCA Bacoor
Note: Must submit the following if application was made thru a representative: ● Printed photo of client holding newspaper and representative holding authorization letter ● Valid ID of the representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSI-BLE
1. Present original and photocopy of the requirements for the purpose of requested certification	1. Check and ensure the accuracy and completeness of the requirements presented	None	3 minutes	OSCA Information Desk/Verification Personnel
2. Secure and fill out Certification Slip Request and proceed to City Treasury Office for payment	2. Issuance of Order of Payment/Official Receipt	Php 110.00	Depends on City Finance Department processing time	City Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the release of requested certification	3.1. Type the required data on the requested certification	None	3 minutes	OSCA Processing Personnel
	3.2. Record required data on the certification log sheet	None	3 minutes	OSCA Processing Personnel
	3.3. Check and sign certification	None	3 minutes	OSCA Head
4. Receive the requested certification	4. Release requested certification signed by the receiving client as received	None	3 minutes	OSCA Releasing Personnel
	Total	**Php 110.00**	**15 minutes**	

3. FACILITATION OF PHILHEALTH APPLICATION

Lifetime Free Membership for Senior Citizens under RA 10645

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Bona fide and registered Senior Citizens in the City of Bacoor, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Fully accomplished Philhealth Membership Registration Form (PMRF)	OSCA Bacoor Information Desk
● Original/Photocopy of Bacoor OSCA ID	OSCA Bacoor Information Desk
● Latest 1x1 ID picture	Any available photo printing shop

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out PhilHealth Membership Registration Form (PMRF)	1. Assist senior citizen in filling out PMRF (as needed) by the assigned OSCA personnel	None	3 minutes	OSCA 2nd Floor Personnel
2. Submit duly filled out PMRF with attached proper requirements	2.1 Check PMRF and requirements submitted by the senior applicant are correct and valid	None	2 minutes	OSCA 2nd Floor Personnel
	2. 2 Record data at PhilHealth clients Log sheet	None	2 minutes	OSCA 2nd Floor Personnel
3. Proceed to 2nd floor Main Square Mall PhilHealth office for submission of PMRF and for securing of PhilHealth ID and MDR	3. Issue PhilHealth ID and MDR	None	Depends on PhilHealth processing time	PhilHealth assigned personnel at Main Square Mall
	Total	**None**	**7 minutes**	

4. FACILITATION OF PROVINCIAL BURIAL ASSISTANCE

PhP 2,000.00 Burial Assistance from the Provincial Social Welfare and Development Office, Trece Martires City, Cavite, an additional Government assistance under RA 9994 or the Expanded Senior Citizens Act.

Office or Division	**Office of the Senior Citizens Affairs**
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Bona fide and Registered Senior Citizens in the City of Bacoor, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the Deceased Senior Citizen	
• Bacoor OSCA ID (Original/Photocopy)	OSCA Bacoor
• Death Certificate (Original/Certified True Copy)	City Civil Registrar
For Claimants	
• Barangay Clearance with original signature of Barangay Captain	Office of the Barangay
• Valid ID (Original/Photocopy)	COMELEC, TIN, GSIS/SSS
• Barangay Indigency	Office of the Barangay
• Personal letter address to the Provincial Governor	Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present initial requirements for screening	1. Ensure documents presented are valid and completely screened	None	3 minutes	OSCA 2nd Floor Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Surrender OSCA ID of deceased senior citizen by claimant applying for burial assistance	2.1. Receive surrendered OSCA ID for proper safekeeping	None	2 minutes	OSCA 2nd Floor Personnel
	2.2 Record data at Burial Assistance client's log sheet	None	2 minutes	OSCA 2nd Floor Personnel
3. Proceed to the Provincial Social Welfare and Development Office (PSWDO) Trece Martires City, Cavite to submit validated requirements and wait for the schedule of burial assistance released by PSWDO	3. Receive requirements for burial assistance and schedule for pay out of burial assistance	None	Depends on PSWDO processing time	PSWDO Personnel
	Total	**None**	**7 minutes**	

5. NATIONAL COMMISSION OF SENIOR CITIZENS ONLINE REGISTRATION

The NCSC under RA 11350, National Commission of Senior Citizens, Act, launched its online registration to build a reliable database of all Filipino Senior Citizens in the Philippines. This is a data build-up campaign associated with the interest of the NCSC to come up with an actual count of all the senior citizens of the country as basis for all its plans, programs, projects, activities, and events that will help improve the lives of older Filipino persons.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Bona fide and registered Senior Citizens in the City of Bacoor, Cavite

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Original/Photocopy of Bacoor OSCA ID ● Fully accomplished NCSC Data form ● Latest 2x2 ID picture	OSCA Bacoor OSCA Information Desk Any available photo printing shop

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to OSCA 2nd floor office for online registration to NCSC Database	3. Register online client data in NCSC database based on submitted accomplished data form	None	10 minutes	OSCA 2nd Floor Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for verification of online registration	4.1 Print acknowledgement of online registration such as clients Reference Registration Number (RRN)	None	2 minutes	OSCA 2nd Floor Personnel
	4.2 Encode client data on OSCA list of online registered senior citizens	None	1 day	OSCA 2nd Floor Personnel
	Total	**None**	**1 day and 12 minutes**	

6. PROVINCIAL NONAGENARIAN CASH GIFT FACILITATION

Facilitation of the application of senior citizens aged 90 to 99 years old to receive the Php 5,000.00 cash gift from the Provincial Government of Cavite as part of the Nonagenarian benefits, a Provincial Ordinance No. 343-2022.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Highly Technical
Type of Transaction:	G2C Government to Government
Who may avail:	Senior Citizen residents in the City of Bacoor, Cavite for at least 5 years, aged 90 to 99 years old.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• OSCA Bacoor ID (Original/Photocopy) • Original and photocopy of any of the following documents: Birth Certificate Baptismal Certificate Marriage Contract • Barangay Certificate (FOR NONAGENARIAN CASH BENEFIT PURPOSE)	OSCA Bacoor PSA Parish Church PSA Office of the Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for screening	1. Ensure documents presented are valid and completely screened	None	5 minutes	OSCA Front Desk Personnel
2. Secure acknowledgement receipt of documents submitted with contact no. of the focal person for follow-up	2.1 Issue acknowledgement receipt with contact no. of the focal person for follow-up	None	5 minutes	OSCA Focal Person for Nonagenarian
	2.2 Encode data based on submitted documents	None	5 minutes	OSCA Focal Person for Nonagenarian
	2.3 Prepare and print transmittal of submitted documents within a scope of 1 week	None	5 working days	OSCA Focal Person for Nonagenarian
	2.4 Review and sign transmittal by OSCA Head and CSWD Head	None	1 day	OSCA Head and CSWD Head
	2.5 Submit transmittal and documents to Provincial Social Welfare and Development Office (PSWDO) Trece Martires, Cavite	None	5 working days	OSCA Focal Person for Nonagenarian
	Total	**None**	**11 working days and 15 minutes**	

*** Note: Depends on the available slots provided by the Provincial Social Welfare and Development Office per processed batch.**

7. DSWD REGION IV-A CENTENARIAN CASH GIFT FACILITATION

Facilitation of the application of senior citizens aged 100 years old and above to receive the Php 100,000.00 from DSWD Region IV-A, Php 50,000.00 from the Provincial Government of Cavite, and Php 20,000.00 from the City Government of Bacoor as part of The Republic Act 10868 otherwise known as the Centenarians Act of 2016.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Highly Technical
Type of Transaction:	G2C Government to Government
Who may avail:	Senior Citizen residents in the City of Bacoor, aged 100 years old and above.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 3 copies of OSCA Bacoor ID (photocopy)	OSCA Bacoor
• Original and photocopy of any of the following documents: - Live Birth Certificate (Centenarian) or Live Birth Certificate of Eldest Child - Baptismal Certificate - Philhealth MDR	PSA Parish Church Philhealth
• 3 copies of Barangay Indigency of Centenarian and representative	Office of the Barangay
• 3 copies of Barangay Certification as proof that he/she is 100 years old or above	Office of the Barangay
• 3 copies of the authorized representative valid ID (photocopy)	Authorized Representative
• 3 copies of printed full body picture of the Centenarian	Any photo/printing shop

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for screening	1. Ensure documents presented are valid and completely screened	None	5 minutes	OSCA Front Desk Personnel/Focal person for Centenarian
2. Secure acknowledgement receipt of documents submitted with contact no. of the focal person for follow-up	2.1 Issue acknowledgement receipt with contact no. of the focal person for follow-up	None	5 minutes	OSCA Focal Person for Centenarian
	2.2 Encode data based on submitted documents	None	5 minutes	OSCA Focal Person for Centenarian
	2.3 Prepare and print transmittal of submitted documents within a scope of 1 week	None	5 working days	OSCA Focal Person for Centenarian
	2.4 Review and sign transmittal by OSCA Head	None	5 minutes	OSCA Head
	2.5 Submit transmittal and documents to the Office of the Mayor for signature	None	1 day	OSCA Focal Person for Centenarian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Submit transmittal and documents to City Social Welfare and Development (CSWD) office for signature	None	1day	OSCA Focal Person for Centenarian
	2.7 Submit transmittal and documents to the Provincial Social Welfare and Development Office (PSWDO) Trece Martires, Cavite for evaluation	None	5 working days	OSCA Focal Person for Centenarian
	2.8 Submit transmittal and documents to DSWD Region IV-A, Alabang	None	5 working days	OSCA Focal Person for Centenarian
	Total	**None**	**17 days and 20 minutes**	

Note: Submitted immediately to the Office of Social Welfare and Development, Provincial Social Welfare and Development Office and Region IV-A once pertinent documents / requirements were complied and signed by designated signatories.

8. DSWD SOCIAL PENSION PROGRAM FACILITATION

Facilitation of the application of indigent senior citizens for social pension, an additional government assistance under RA 9994 or the Expanded Senior Citizens Act.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Highly Technical
Type of Transaction:	G2C Government to Government
Who may avail:	Indigent Senior Citizen residents in the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Fully accomplished Social Pension Intake Form	OSCA Bacoor Front/Information Desk
• Original/Photocopy of Bacoor OSCA ID	OSCA Bacoor
• Latest 1x1 ID picture	Any photo/printing shop

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished Social Pension Intake form and complete requirements for screening	1. Ensure documents presented are valid and completely screened	None	5 minutes	OSCA Front Desk Personnel/Focal person for Social Pension
2. Secure acknowledgement receipt of documents submitted with contact no. of the focal person for follow-up	2.1 Issue acknowledge-ment receipt with contact number of the focal person for follow-up	None	5 minutes	OSCA Focal Person for Social Pension

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Encode data based on submitted documents	None	1 day	OSCA Focal Person for Social Pension
	2.3 Prepare and print transmittal of submitted documents within a scope of 1 week	None	5 working days	OSCA Focal Person for Social Pension
	2.4 Review and sign transmittal by OSCA Head	None	5 minutes	OSCA Head
	2.5 Submit transmittal letter and documents to CSWD office for assessment and validation	None	5 working days	OSCA Focal Person for Social Pension
	Total	**None**	**11 days and 15 minutes**	

*** Note: Submitted immediately to the Office of Social Welfare and Development and Department of Social Welfare and Development Region IV-A once pertinent documents/requirements were complied and signed by designated signatories.**

9. Republic Act No. 11982 Cash Gift Facilitation

Facilitation of the Republic Act No. 11982 otherwise known as the Expanded Centenarians Act - granting milestone cash gift of Php 10,000 to Filipino senior citizens upon reaching the age 80, 85, 90, 95 and 100 years old.

Office or Division:	Office of the Senior Citizens Affairs
Classification:	Highly Technical
Type of Transaction:	G2C Government to Government
Who may avail:	80, 85, 90, 95 and 100 years old Senior Citizen residents in the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Fully accomplished Application Form	OSCA Bacoor Front/Information Desk
• Original/Photocopy any one (1) of the primary requirement	
○ Certificate of Live Birth (PSA copy)	PSA
○ National ID	PhilSys
• Latest 2x2 ID picture	Any photo/printing shop
• Applicants Full-body (head to feet) picture printed in A4 size bond/photo paper	Any photo/printing shop
Any two (2) of the following secondary requirements original/photocopy in the absence of the primary requirement:	
• Philippine Passport	DFA
• Certificate of Late Registration (PSA copy)	PSA
• OSCA ID	OSCA Bacoor
• Any valid government issued ID (Driver`s License, UMID, Postal ID or COMELEC Voter's ID)	Any Government office issuing valid ID
• Eldest child Certificate of Live Birth (original PSA copy)	PSA
• Certificate of Marriage (PSA copy)	PSA
• Original Certificate of Baptism	Parish Church office
• Joint Affidavit of 2 (two) Disinterested Persons with personal knowledge of the applicant	Notary Public

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For senior citizen applicant living abroad, he/she must submit any of the following:	
• Citizen Retention and Reacquisition Certificate and Identification Certificate	Philippine Embassy
• Order of Approval	Philippine Embassy
• Oath of Allegiance	Philippine Embassy
• Certificate of Attestation from the Philippine Embassy, Philippine Consul General or DFA	Philippine Embassy
For senior citizens who reached the milestone age of 80,85,90,95 and 100 years old but died before submission of application within RA No. 11982 implementation, nearest relative must submit the following requirements:	
• Application form	OSCA Bacoor
• 1 (one) primary requirement or 2 (two) secondary requirement	Any Government office issuing valid ID
• Original Death Certificate	Civil Registry Office
• Photocopy of nearest relative valid ID	Any Gov. office issuing valid ID
• Photocopy of Proof of Relationship (Marriage or Live Birth Certificate)	PSA
• Warranty and Release from Liability form and SPA	OSCA Bacoor
For application done thru a representative, the representative must submit the following:	
• Photocopy of Valid ID	
• Notarized SPA	Notary Public
• Any valid document to establish Proof of Relationship to the applicant	PSA
Printed picture of the applicant holding recent calendar or newspaper with the representative holding the copy of SPA	Any photo/printing shop

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for screening	1. Ensure documents presented are valid and complete	None	2 minutes	OSCA Front Desk Personnel
2. Secure and fill out application form (fully accomplished form must be notarized)	2. Assist clients in filling out application form (as required)	None	4 minutes	OSCA Focal Person for RA No.11982
3. Submit complete requirements with notarized application form for interview or validation	3. Gather clients information needed for documentation requirements	None	6 minutes	OSCA Focal Person for RA No.11982
4. Secure acknowledgement receipt of documents submitted with contact no. of the focal person for follow-up	4.1 Issue acknowledgement receipt of all submitted documents	None	2 minutes	OSCA Focal Person for RA No.11982
	4.2 Encode data based on submitted documents	None	1 day	OSCA Focal Person for RA No.11982
	4.3 Prepare and print transmittal of submitted documents within the scope of NCSC deadline for submission	None	5 working days	OSCA Encoder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Review and sign endorsement letter by OSCA Head	None	10 minutes	OSCA Head
	2.5 Submit endorsement letter and documents to CSWD office for assessment and for signature of the department head	None	1 day	OSCA Focal Person for RA No.11982
	2.5 Submit endorsement letter to the office of the Mayor for signature	None	1 day	OSCA Focal Person for RA No.11982
	2.5 Submit signed endorsement letter and documents to NCSC Regional office	None	1 day	OSCA Focal Person for RA No.11982
	Total	**None**	**9 days and 24 minutes**	

*** Note: Submitted immediately to National Commission of Senior Citizens once pertinent documents/requirements were complied and signed by designated signatories.**

LIST OF SERVICES

Persons with Disability Affairs Office

External Services	Page Number
Application for PWD ID	29.2 – 29.3

PERSONS WITH DISABILITY AFFAIRS OFFICE
(External Services)

The PDAO aims to promote services to all types of PWDs 0-59 years of age and are members of the City Government of Bacoor. The program focuses on areas of disability prevention, rehabilitation and equalization of opportunities. Moreover, it is intended to enhance PWDs capacity to attain a more meaningful, productive and satisfying way of life and ultimately become self-reliant, productive and contributing members of society.

1. APPLICATION FOR PWD ID

All citizens in the City of Bacoor with disability are open for application and must meet all the requirements needed for the assessment.

Office or Division:	Persons With Disability Affairs Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Citizens in the City of Bacoor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	PDAO Office
Certificate of Disability specify the TYPE OF DISABILITY as per DOH-NCDA AO2013-0005-B	Attending Physician (Specialist)
Barangay Clearance	Designated Barangay
1pc 2x2 ID Picture	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding PWD ID Application/Registration	1.1 Check documents if complete 1.2 Log in client in PWD Log Book	None	2 minutes	Ronaldo Reyes
2. Verification and Validation	2.1 Review documents if current sickness is qualified 2.2 Advise the client if the medical condition is not qualified	None	5 minutes	Noemi Tediong

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill up application form	3. Assist PWD or his/her caregiver in filling out form (when needed)	None	3 minutes	Ronaldo Reyes
4.1. Submit the application form with the requirements	4.1. Endorse the client to the E-Governance Department for the printing of the PWD ID and e-signature of the City Mayor	None	5 minutes	E-Governance Department Staff
	4.2. Record and Release PWD ID and Booklet	None	5 minutes	Noemi Tediong
	4.3. Record PWD data in designated barangay	None	5 minutes	Gina Abuan
4.2. Receive PWD ID	4.4. Encode approved application and released ID to the PRPWD data system	None	5 minutes	Melody Tubice
	Total	**None**	**30 minutes**	

LIST OF SERVICES

Sports Development Unit

External Services	Page Number
Provision of City Referees Services	30.2
Provision of Unity Band Services	30.3
Issuances of Trophies, Medals and Sports Equipment	30.4
Conduct of Sports Programs in Barangays	30.5
Accommodation of Sports Events	30.6 – 30.7

Internal and External Services

Use of STRIKE Fitness Center	30.8
Use of STRIKE Gymnasium (Public and Private)	30.9

SPORTS DEVELOPMENT 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.

1. PROVISION OF CITY REFEREES SERVICES

The city government provides free referee services to the local community.

Office or Division	Sports Development Unit
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor	Client
2. Barangay clearance of client	Barangay of client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request letter to the Office of the Mayor		None	1 day	Front Desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Norgelyn Lor Jefferson Gomez
	1.2. Scheduling of city referees assignment	None	5 minutes	Noel Sabino
	1.3 Approval of referees assignment	None	3 minutes	Sidney Solis
	Total	**None**	**1 day and 13 minutes**	

2. PROVISION OF UNITY BAND SERVICES

The city government provide free Unity Band services to the local community in various social events like baptism, wedding, funeral march, events launching and the like.

Office or Division	Sports Development Unit
Classification	Simple
Type of transaction	Government to Citizen
Who may avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client	Client Barangay of client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request letter to the Office of the Mayor		None	1 day	Front Desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Norgelyn Lor Jefferson Gomez
	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
	Total	**None**	**1 day and 15 minutes**	

3. ISSUANCES OF TROPHIES, MEDALS AND SPORTS EQUIPMENT

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 by the city government.

Office or Division	Sports Development Unit
Classification	Simple
Type of transaction	Government to Citizen
Who may avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor	Client
2. Barangay clearance of client	Barangay of client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request letter to the Office of the Mayor		None	1 day	Front Desk Mayor's Office
	1.1. Receipt of approved request letter	None	3 minutes	Norgelyn Lor Jefferson Gomez
	1.2. Issuances of items requested	None	3 minutes	Jefferson Gomez
	1.3. Approval of items requested	None	3 minutes	Sidney Solis
	Total	**None**	**1 day and 9 minutes**	

4. CONDUCT OF SPORTS PROGRAMS IN BARANGAYS

At times, the Sports Office implements its sports programs, basketball and volleyball, at most in 47 barangays of the city government.

Office or Division	Sports Development Unit
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	City Residents (Barangays)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Direct the Barangay Officials to organize and execute a sports event.	None	1 day	Sidney Solis
	1.1. Identify a suitable venue.	None	5 minutes	Sidney Solis
	1.2. Create a schedule for the barangay sports event.	None	3 minutes	Sidney Solis Norgelyn Lor
	1.3. Execution of the sports event.	None	As Scheduled	Noel Sabino
	Total	**None**	**1 day and 8 minutes**	

5. FACILITATION OF RENTAL OF STRIKE GYMNASIUM FOR SPORTS EVENTS

The Sports Office usually accepts the private sector's use of gym facilities. Fees are collected to cover maintenance costs, electricity, and water.

Office or Division	Sports Development Unit
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor	Client
2. Barangay clearance of client	Barangay of client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request letter to the Office of the Mayor		None	1 day	Front desk Mayor's Office
	1.1. Receipt of approved request letter	None	5 minutes	Jefferson Gomez
	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
	Total	**None**	**1 day and 15 minutes**	

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	Php10,000.00 for Sports event, 4 hour usage with aircon Php 5,000.00 for sports events, 4 hours , no aircon Php 16,000.00 for social events, 4 hours with aircon Php 8,000.00 for social events without aircon	15 minutes	City Finance Department
	Total	**Php 5,000,00 to 16,000.00 depending on type of events and use or non-use of aircon**	**1 day and 30 minutes**	

6. USE OF STRIKE FITNESS CENTER

STRIKE Fitness Center can be used as per schedule by sports enthusiasts. There is a schedule of usage of the fitness facility. The schedule of Fitness Center is from Monday to Friday 8am to 8pm, and Saturday 8am-5pm. City employees can avail of free usage whereas private individuals pay Php 50 per day of usage.

Office or Division	Sports Development Unit
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor 2. Barangay clearance of client	Client Barangay of Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1. Registration in use of Fitness Center	1. Assist client upon registration	None	3 minutes	Jonathan Cabahit Domingo Brillantes Dovelyn Sabado
2. Use of Fitness Center	2. Assist client in using the fitness center equipment	City employees and SBR free Private individuals pay Php 50 per day	1-2 hours approximately	Jonathan Cabahit Domingo Brillantes Dovelyn Sabado
	Total	**Php 50 per day for private individual**	**2 hours and 3 minutes**	

7. USE OF STRIKE GYMNASIUM

The STRIKE Gymnasium can be used as scheduled for various social events.

Office or Division	Sports Development Unit
Classification	Simple
Type of Transaction	Government to Citizen
Who May Avail	City Residents (Barangays)

Checklist of Requirements	**Where to Secure**
1. Request letter from client addressed to the Office of the Mayor. 2. Barangay clearance of client.	Client Barangay

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of approved request on the use of Strike Gymnasium	1. Receive approved request on use of Gymnasium	None	3 minutes	Norgelyn Lor
2. Use of Strike Gymnasium	2. Assistance on the use of Strike Gymnasium	None	As scheduled	Sidney Solis
	Total	**None**	**As scheduled**	

LIST OF SERVICES

Office of the City Building Official

External Services	Page Number
Issuance of Building Permit (New / Addition / Renovation)	31.2 – 31.12
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Request for the Approved Permit/Certificate (Certified True Copy, Digital Copy, Certification of Building Official, Tarpaulin Replacement, (subject for re-evaluation) Drawing/Design for Revision and Verification/Correction	31.128 – 31.136
Filing of Complaint, Inspection & other Construction Related Request (Complaint for Illegal Construction & Violation of the National Building Code)	31.135 – 31.145

OFFICE OF THE CITY BUILDING OFFICIAL

(External Services)

The Office of the City 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. Issuance of 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.

Office or Division:	Office of the City Building Official
Classification:	Complex / Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Certified true copy of Transfer Certificate of Title (1 original)	Registry of Deeds - Window D
If TCT is not yet in the name of applicant	
• Deed of Absolute Sale (1 photocopy)	Client/Applicant
• Contract to Sell (1 photocopy)	Client/Applicant
• Deed of Assignment/Donation or any equivalent (1 photocopy)	Client/Applicant
If the applicant is a lessee or TCT is in the name of a corporation	
• Lease Contract (1 photocopy)	Client/Applicant
• Corporate Secretary's Certificate (1 photocopy)	Client/Applicant
If the applicant is not the registered owner or with co-owner of the land	
• Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant
• Extrajudicial Settlement (1 photocopy)	Client/Applicant
If the applicant has a Representative • Authorization Letter (1 original)	Client/Applicant being represented
• Special Power of Attorney (1 photocopy)	Client/Applicant being represented
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation)
• Homeowner's Association Consent (1 original)	HOA - Administrator Office

• Power Line Operator (PLO) Certification (1 original, 1 colored copy) • National Agencies Clearances (1 colored copy) • Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall/Fence (1 original)	MERALCO DPWH, DepEd, CAAP, ERB, DENR, DOH, DOLE OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Application Forms • Unified Application Form for Building Permit (4 original) • Architectural Permit Form (5 original) • Civil/Structural Permit Form (5 original) • Sanitary/Plumbing Permit Form (5 original) • Application for Electrical Permit Form (5 original) • Mechanical Permit Form (5 original) • Sign Permit Form (5 original) • Electronics Permit Form (5 original) • Locational Clearance Application Form (1 original) • Fire Safety Evaluation Clearance Application Form (1 original) • Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Design Plan • Relocation Survey Report and Certification (1 original, 3 photocopy) • Lot Plan with Vicinity Map (4 original blueprint) • Building Plan (4 original blueprint)	Client/Applicant's Geodetic Engineer Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect
Design Specification and Document • Project Specification (2 original) • Bill of Material (3 original) • Structural Design Analysis and Computation (1 original) • Geotech Report/Soil Boring Test Report (1 original) • Seismic Analysis (1 original)	Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect Client/Applicant's Civil Engineer Client/Applicant's Engineer Client/Applicant's Civil Engineer
• PRC ID & PTR of Engineer's & Architect (2 photocopy)	Client/Applicant's Engineer/Architect
• PCAB Contractor's License (2 colored photocopy)	Client/Applicant's Electrical Contractor

• Construction Safety and Health Program (1 original, 1 colored copy)		CALABARZON.DOLE.gov.ph		
Supplementary Requirements • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope & long folder (1 pc)		Client/Applicant Client/Applicant Client/Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	Complex: within 1 day Highly Technical: within 5 days *(Depends on the scope of work/project)*	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet	None		Plan Evaluators (Backroom) *Architectural* *Structural* *Sanitary/Plumbing* *Electrical* *Mechanical* *Electronics*
	1.3 Schedule the on-site inspection (next working day after evaluation)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	Complex: within 2 days Highly Technical: within 5 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Fire Safety Evaluation Clearance Fee Barangay Clearance Fee	*Depends on co-located departments respective citizen charter (simultaneous)*	Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None	(Process continued included in Complex: within 2 days Highly Technical: within 5 days)	Frontline Personnel
2. Pay the required fees and receive the Zoning Locational Clearance, Fire Safety Evaluation Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and issue clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	Complex: within 2 days Highly Technical: within 5 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None	(Process continued included in Complex: within 2 days Highly Technical: within 5 days	Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**Complex: within 7 days OBO process Highly Technical: within 17 to 20 days OBO process**	**Depends on the scope of work/project**

TABLE OF FEES	
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00
Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m^2 – 50.00m^2	3.40
Above 50.00m^2 – 100m^2	4.80
Above 100.00m^2 – 150m^2	6.00
Above 150m^2	7.20
Commercial	
Up to 500 m^2	₱ 23.00
Above 600 – 700 m^2	22.00
Above 500 – 600 m^2	20.50
Above 700 – 800 m^2	19.50
Above 800 – 900 m^2	18.00
Above 900 – 1,000 m^2	17.00
Above 1,000 – 1,500 m^2	16.00
Above 1,500 – 2,000 m^2	15.00
Above 2,000 – 3,000 m^2	14.00
Above 3,000 m^2	12.00
Institutional	
Up to 500 m^2	₱ 12.00
Above 500 – 600 m^2	11.00
Above 600 – 700 m^2	10.20
Above 700 – 800 m^2	9.60
Above 800 – 900 m^2	9.00
Above 900 – 1,000 m^2	8.40
Above 1,000 – 1, 500 m^2	7.20
Above 1,500 – 2,000 m^2	6.60
Above 2,000 – 3,000 m^2	6.00
Above 3,000 m^2	5.00
Construction of Building Within Cemeteries & Memorial Parks	
1. Tombs	₱ 5.00/m^2
2. Semi-Enclosed Mausoleums	5.00/m^2
3. Enclosed Mausoleums	12.00/m^2
4. Columbarium	18.00/m^2
Construction of Water & Waste Water Treatment Tanks	
Construction of Water & Waste Water Treatment Tanks	₱ 7.00/m2
Construction of Reinforced Concrete or Steel Tanks for Commercial and Industrial Use	
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
FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40
LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to $20m^2$	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 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
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00

Each bar or soda fountain sink		4.00
Each laundry sink		4.00
Each laboratory sink		4.00
Each fixed-type sterilizer		2.00
Each water meter		₱ 2.00
12 – 25 mm Ø		8.00
Above 25 mm Ø		10.00
Construction of Septic Tank		
Up to 5.00 m3 of digestion chamber		₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3		7.00
Swimming Pools		
Per cubic meter or fraction thereof		
1. Residential		₱ 3.00
2. Commercial		36.00
3. Social/Recreational		24.00
4. Swimming Pool Shower Rooms /Locker Rooms		
a. Per unit or fraction thereof		60.00
b. Residential		6.00
c. Commercial		18.00
d. Industrial		12.00
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less		₱ 200.00
Over 5 kVA – 50 kVA		200.00 + 20.00/kVA
Over 50 kVA – 300 kVA		1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA		3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA		9,600.00 + 2.50/kVA
Over 6,000 kVA		20,850.00 +1.50/kVA
Miscellaneous Fees		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
MECHANICAL PERMIT FEE		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
Elevator		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
SIGN PERMIT FEE		
Type Of Sign Display	**Business Sign**	**Advertising**
Neon	₱ 36.00	₱ 52.00

Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
ELECTRONICS FEES		
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 Electronics 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 Electronics and/or Communications Transmissions Reception		1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection of Towers		
	Self-Supporting	**Trilon (Guyed)**
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
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m^2
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
REPAIR FEE		
Repair Fees		₱ 5.00/m^2
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational and Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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

STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

2. Issuance of Extension/Renovation Permit (Residential 20m^2 floor area or less)

A permit is necessary to proceed with the extension for residential or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and regulations.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Certified true copy of Transfer Certificate of Title (1 original) **If TCT is not yet in the name of applicant** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy) **If the applicant is not the registered owner or with co-owner of the land** • Land Owner's Affidavit of Consent (1 photocopy) • Extrajudicial Settlement (1 photocopy)	Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
If the applicant has a Representative • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy	Client/Applicant being represented Client/Applicant being represented
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original) • Power Line Operator (PLO) Certification (1 original, 1 colored copy) • Homeowner's Association Consent (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation) MERALCO HOA - Administrator Office

• Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall/Fence (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Application Forms • Unified Application Form for Building Permit (4 original) • Architectural Permit Form (5 original) • Civil/Structural Permit Form (5 original) • Sanitary/Plumbing Permit Form (5 original) • Application for Electrical Permit Form (5 original) • Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Design Plan • Lot Plan with Vicinity Map (4 original blueprint) • Building Plan (4 original blueprint)	Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect
Design Specification and Document • Project Specification (2 original) • Bill of Material (3 original)	Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's and Architect (2 photocopy)	Client/Applicant's Engineer/Architect
Supplementary Requirements • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope & long folder (1 pc)	Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate the design and plans and documents. Review the compliance according with the National Building Code of the Philippines and other relevant codes printout the evaluation sheet 1.3 Schedule the on-site inspection (next working day after evaluation)	None None	(Process continued included in within 1 day)	Plan Evaluators Architectural Structural Sanitary/Plumbing Electrical Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment) If NOT OK with deficiency found (check/tag for correction of deficiency and /or resubmission)	None	within 2 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess fees and issue the order of payment (OBO)	None	(Process continued included in within 2 days)	Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted and issue the order of payment	Barangay Clearance Fee	*Depends on co-located departments respective citizen charter*	Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel
2. Pay the required fees and receive the Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None	(Process continued included in within 2 days)	Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00
Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m^2 – 50.00m^2	3.40
Above 50.00m^2 – 100m^2	4.80
Above 100.00m^2 – 150m^2	6.00
Above 150m^2	7.20
FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40
LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to 20m^2	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation and Excavation Fee	
Inspection and Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 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
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00
Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00
Each water meter	₱ 2.00
12 – 25 mm Ø	8.00
Above 25 mm Ø	10.00
Construction of Septic Tank	
Up to 5.00 m3 of digestion chamber	₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3	7.00
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 +1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
REPAIR FEE	
Repair Fees	₱ 5.00/m^2

FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

3. Issuance of Renovation Permit (Commercial Interior Fit-Out)

A permit is necessary to proceed with the commercial renovation of interior space to meet the requirement the tenant after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and Regulations.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Lease Contract (1 photocopy) **If the location of construction is not inside the Mall** (ex. SM City Bacoor) • Certified True Copy of Transfer Certificate of Title (1 original) • Tax Declaration of Real Property for Land and Building (1 photocopy) • Tax Clearance of Real Property for Land and Building (1 photocopy) • Special Power of Attorney (1photocopy)	Client/Applicant Lessor City Assessor's Department - Window # A, B, C City Finance Department - Window # 1, 2, 3 Lessor/Representative of Lessor
If the applicant has a Representative • Corporate Secretary's Certificate (1 photocopy) • Authorization Letter (1 original)	Client/Applicant Client/Applicant being represented
• Barangay Clearance (1 original) • Affidavit of Undertaking (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Application Forms • Unified Application Form for Building Permit (4 original) • Architectural Permit Form (5 original) • Sanitary/Plumbing Permit Form (5 original) • Application for Electrical Permit Form (5 original) • Mechanical Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) /

• Sign Permit Form (5 original) • Electronics Permit Form (5 copies) • Locational Clearance Application Form (1 copy) • Fire Safety Evaluation Certificate Application Form (1 copy) • Contractor's Tax Application Form (1 copy)	OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Building Plan (4 original blueprint)	Client/Applicant's Engineer/Architect
Design Specification and Document • Project Specification (2 original) • Bill of Material (3 original) •	Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's and Architect (2 photocopy)	Client/Applicant's Engineer/Architect
• PCAB Contractor's License (2 colored photocopy)	Client/Applicant's Electrical Contractor
• Construction Safety and Health Program (1 original, 1 colored copy)	CALABARZON.DOLE.gov.ph
Supplementary Requirements • Sketch/Key Plan (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope & long folder (1 pc)	Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet 1.3 Schedule the on-site inspection (next working day after evaluation)	None None	(Process continued included in within 1 day)	Plan Evaluators Architectural Sanitary/Plumbing Electrical Mechanical Electronics Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess fees and issue the order of payment (OBO)	None	(Process continued included in within 2 days)	Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Fire Safety Evaluation Clearance Fee Barangay Clearance Fee	*Depends on co-located departments respective citizen charter simultaneous*	Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees and receive the Zoning Locational Clearance, Fire Safety Evaluation Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None		Record Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Sign and approve the permit	None	(Process continued included in within 2 days)	City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Scan & archive the approved permit	None		Record Clerk (Backroom)
	3.3 Scan & archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated above**	**within 7 days OBO process**	

TABLE OF FEES	
BUILDING PERMIT FEE	
Commercial	
Up to 500 m^2	₱ 23.00
Above 600 – 700 m^2	22.00
Above 500 – 600 m^2	20.50
Above 700 – 800 m^2	19.50
Above 800 – 900 m^2	18.00
Above 900 – 1,000 m^2	17.00
Above 1,000 – 1,500 m^2	16.00
Above 1,500 – 2,000 m^2	15.00
Above 2,000 – 3,000 m^2	14.00
Above 3,000 m^2	12.00
Institutional	
Up to 500 m^2	₱ 12.00
Above 500 – 600 m^2	11.00
Above 600 – 700 m^2	10.20

Above 700 – 800 m^2	9.60
Above 800 – 900 m^2	9.00
Above 900 – 1,000 m^2	8.40
Above 1,000 – 1, 500 m^2	7.20
Above 1,500 – 2,000 m^2	6.60
Above 2,000 – 3,000 m^2	6.00
Above 3,000 m^2	5.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 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
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00
Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00
Each water meter	₱ 2.00
12 – 25 mm Ø	8.00
Above 25 mm Ø	10.00
Construction of Septic Tank	
Up to 5.00 m3 of digestion chamber	₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3	7.00

ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 +1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00

MECHANICAL PERMIT FEE	
ACU (window type)	₱ 60.00/unit
ACU (package type)	90.00/ton
Sprinkler	4.00/head
Gas meter	100.00/unit

SIGN PERMIT FEE		
Type Of Sign Display	**Business Sign**	**Advertising**
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00

ELECTRONICS FEES	
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 Electronics 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 Electronics and/or Communications Transmissions Reception	1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages	50.00/unit

DEMOLITION PERMIT FEE	
Demolition Permit	₱ 3.00/m^2
*Structures of up to 10.00 m. height	800.00
*Every meter in excess of 10.00 m.	50.00

REPAIR FEE		
Repair Fees		₱ 5.00/m^2
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

4. Issuance of Building Permit (Commercial PTTI's)

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

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Antenna / Cabinet	
• Application for Electrical Permit Form (5 original) • Electronics Permit Form (5 original) • Contractor's Tax Application Form (1 original) • Electrical & Electronics Plan (4 original blueprint) • Bill of Material (2 original) • PRC ID and PTR of Engineer's (2 photocopy)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) Client/Applicant's Engineer's Client/Applicant's Engineer's Client/Applicant's Engineer's
Cell site / Tower	
• Unified Application Form for Building Permit (4 original) • Civil/Structural Permit Form (5 original) • Application for Electrical Permit Form (5 original) • Electronics Permit Form (5 original) • Locational Clearance Application Form (1 original) • Fire Safety Evaluation Certificate Application Form (1 copy) • Contractor's Tax Application Form (1 original) • Relocation Survey Report and Certification (1 original, 3 photocopy) • Lot Plan with Vicinity Map (4 original blueprint) • Building Plan (4 original blueprint) • Project Specification (2 original) • Bill of Material (3 original) • Structural Design Analysis and Computation (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) Client/Applicant's Geodetic Engineer 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

• Geotech Report/Soil Boring Test Report (1 original) • Seismic Analysis (1 original) • Joint Certification (1 copy) • PRC ID and PTR of Engineer's and Architect (2 photocopy) • PCAB Contractor's License (2 colored photocopy)	Client/Applicant's Engineer Client/Applicant's Civil Engineer Client/Applicant's Engineer/Architect Client/Applicant's Electrical Contractor
Property Documents • Certified true copy of Transfer Certificate of Title (1 original) **If TCT is not yet in the name of applicant** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy) **If the applicant is a lessee or TCT is in the name of a corporation** • Lease Contract (1 photocopy) • Corporate Secretary's Certificate (1 photocopy)	 Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
If the applicant has a Representative • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy)	 Client/Applicant being represented Client/Applicant being represented
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original) • Homeowner's Association Consent (1 original) • Power Line Operator (PLO) Certification (1 original, 1 colored copy) • Height Clearance Permit (1 colored copy) • Affidavit of Undertaking PTTI (1 original)	 OBO - Liga ng mga Barangay (Included in the backroom operation) HOA - Administrator Office MERALCO CAAP OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Sketch of site/location (1 original)	Client/Applicant
• Picture of site/location (1 colored original)	Client/Applicant
• Expanding yellow plastic envelope and long folder (1 pc)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Review the compliance with the National Building Code of the Philippines and other relevant codes printout the evaluation sheet	None		Plan Evaluators Architectural Structural Electrical Electronics
	1.3 Schedule the on-site inspection (next working day after evaluation)	None		Frontline Personnel
	1.4 Inspection of project site and after prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (checked/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Fire Safety Evaluation Clearance Fee Barangay Clearance Fee	*Depends on co-located departments respective citizen charter simultaneous*	Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None	(Process continued included in within 2 days)	Frontline Personnel
2. Pay the required fees and receive the Zoning Locational Clearance, Fire Safety Evaluation Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None	(Process continued included in within 2 days)	Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
BUILDING PERMIT FEE	
Commercial	
Up to 500 m^2	₱ 23.00
Above 600 – 700 m^2	22.00
Above 500 – 600 m^2	20.50
Above 700 – 800 m^2	19.50
Above 800 – 900 m^2	18.00
Above 900 – 1,000 m^2	17.00
Above 1,000 – 1,500 m^2	16.00
Above 1,500 – 2,000 m^2	15.00
Above 2,000 – 3,000 m^2	14.00
Above 3,000 m^2	12.00
LINE AND GRADE	
Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to 20m^2	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP & EP	50.00
Excavation per cubic meter	3.00
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 +1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
ELECTRONICS FEES	
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 Electronics 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 Electronics and/or Communications Transmissions Reception		1,000.00/location
H. Electronics or Electronicsally Controlled Indoor and Outdoor Signages		50.00/unit
Construction/Erection of Towers		
	Self-Supporting	**Trilon (Guyed)**
1. Residential	₱ 150.00	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00	240.00
*Every fraction in excess of 10 m.	120.00	20.00
3. Institutional	1,800.00	120.00
*Every fraction in excess of 10 m.	120.00	20.00
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

5. Issuance of Fence Permit

A permit is required before the installation of a fence in a construction area within the jurisdiction of City of Bacoor.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Certified true copy of Transfer Certificate of Title (1 original)	Registry of Deeds - Window D
If TCT is not yet in the name of applicant	
• Deed of Absolute Sale (1 photocopy)	Client/Applicant
• Contract to Sell (1 photocopy)	Client/Applicant
• Deed of Assignment/Donation or any equivalent (1 photocopy)	Client/Applicant
If the applicant is a lessee or TCT is in the name of a corporation	
• Lease Contract (1 photocopy)	Client/Applicant
• Corporate Secretary's Certificate (1 photocopy)	Client/Applicant
If the applicant is not the registered owner or with co-owner of the land	
• Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant
• Extrajudicial Settlement (1 photocopy)	Client/Applicant
If the applicant has a Representative	
• Authorization Letter (1 original)	Client/Applicant being represented
• Special Power of Attorney (1 photocopy)	Client/Applicant being represented
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land & Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation)
• Homeowner's Association Consent (1 original)	HOA - Administrator Office

• National Agencies Clearances (1 original, 1 photocopy) • Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall/Fence (1 original)	DPWH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Application Forms • Fencing Permit Form (5 original) • Locational Clearance Application Form (1 original) • Contractor's Tax Application Form (1 original)	 OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Design Plan • Relocation Survey Report and Certification (1 original, 3 photocopy) • Lot Plan with Vicinity Map (4 original blueprint) • Fencing Plan (4 original blueprint)	 Client/Applicant's Geodetic Engineer Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect
Design Specification and Document • Project Specification (2 original) • Bill of Material (3 original)	 Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's and Architect (2 photocopy)	Client/Applicant's Engineer/Architect
• Construction Safety and Health Program (1 original, 1 colored copy)	CALABARZON.DOLE.gov.ph
Supplementary Requirements • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope & long folder (1 pc)	 Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet 1.3 Schedule the on-site inspection (next working day after evaluation)	None None	(Process continued included in within 1 day)	Plan Evaluators Architectural Structural Frontline Personnel
	1.4 Inspection of project site and after prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess fees and issue the order of payment (OBO)	None	(Process continued included in within 2 days)	Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Barangay Clearance Fee	*Depends on co-located departments respective citizen charter (simultaneous)*	Zoning and Land Development Department Personnel In-Charge Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel
2. Pay the required fees and receive the Zoning Locational Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None		Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES		
FENCING PERMIT FEE		
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
LINE AND GRADE		
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
Construction Of Pavement		
Construction of pavement up to $20m^2$		₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like		3.00
STRUCTURAL AND EXCAVATION PERMIT FEE		
Ground Preparation & Excavation Fee		
Inspection and Verification Fee		₱ 200.00
Issuance of GP and EP		50.00
Excavation per cubic meter		3.00
FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00

SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

6. Issuance of Sign Permit (Business Sign and Billboard/Signboard)

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

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business Sign	
• Sign Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Signage Plan (4 original blueprint)	Client/Applicant's Engineer/Architect
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Bill of Material (3 original)	Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's (1 photocopy)	Client/Applicant's Engineer/Architect
Billboard/Signboard	
Application Forms	
• Unified Application Form for Building Permit (4 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Architectural Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Civil/Structural Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Application for Electrical Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Electronics Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Sign Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Locational Clearance Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Fire Safety Evaluation Certificate Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Lot Plan with Vicinity Map for Free-Standing/Pylon (4 original blueprint)	Client/Applicant's Geodetic Engineer
• Signage Plan (4 original blueprint)	Client/Applicant's Engineer/Architect
• Bill of Material (3 original)	Client/Applicant's Engineer/Architect

• Certificate of Structural Stability of Steel Framing and its Anchorages for Wall-Mounted (1 original) • Structural Design Analysis and Computation for Free-Standing/Pylon (1 original) • Seismic Analysis for Free-Standing/Pylon (1 original) • PRC ID and PTR of Engineer's and Architect (2 photocopy)	Client/Applicant's Civil Engineer Client/Applicant's Civil Engineer Client/Applicant's Civil Engineer Client/Applicant's Engineer/Architect
Property Documents • Certified true copy of Transfer Certificate of Title (1 original) **If TCT is not yet in the name of applicant** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy) **If the applicant is a lessee or TCT is in the name of a corporation** • Lease Contract (1 photocopy) • Corporate Secretary's Certificate (1 photocopy)	Registry of Deeds - Window D Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
If the applicant has a Representative • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy)	Client/Applicant being represented Client/Applicant being represented
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original) • Power Line Operator (PLO) Certification (1 original, 1 colored copy) • National Agencies Clearances (1 original, 1 photocopy) • Affidavit of Undertaking (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation) MERALCO DPWH OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Supplementary Requirements • Approved Building Permit Plans (1 copy) • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope and long folder (1 pc)	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 the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet	None		Plan Evaluators Architectural Structural Electrical Electronics
	1.3 Schedule the on-site inspection (next working day after evaluation)	None		Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Fire Safety Evaluation Clearance Fee Barangay Clearance Fee	*Depends on co-located departments respective citizen charter (simultaneous)*	Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None	(Process continued included in within 2 days)	Frontline Personnel
2. Pay the required fees and receive the Zoning Locational Clearance, Fire Safety Evaluation Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None	(Process continued included in within 2 days)	Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES		
SIGN PERMIT FEE		
Type Of Sign Display	**Business Sign**	**Advertising**
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
SIGN/SIGNBOARD STRUCTURE BUILDING PERMIT FEE		
Structure		
1. First 10.00m in height		₱ 2,400.00
2. Additional: Every meter or fraction thereof		120.00/m
Excavation		
1. Per cu.m of excavation for foundation		4.00/cu.m
Sign Permit Fee		
A. Erection/Anchorage of display area (single face) up to 4.00 sq.meters signboard area		₱ 120.00/m^2
Additional*:* Every sq. meter or fraction thereof in excess of 4.00sq. meters		24.00/m^2
B. Installation, per sq. meter or fraction thereof of display area		36.00/m^2
Note: Excluding Electrical & Other Accessory Fee/s		
FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00

SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

7. Issuance of Mechanical Permit

A mechanical permit is required when any mechanical system/equipment is installed within the jurisdiction of City of Bacoor.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) • Corporate Secretary's Certificate (1 photocopy) • Barangay Clearance (1 original)	 Client/Applicant being represented Client/Applicant being represented Client/Applicant being represented OBO - Liga ng mga Barangay (Included in the backroom operation)
• Mechanical Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Mechanical Plan (4 original blueprint)	Client/Applicant's Mechanical Engineer
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Bill of Material (2 original)	Client/Applicant's Mechanical Engineer
• PRC ID & PTR of Engineer (1 photocopy)	Client/Applicant's Mechanical Engineer
Supplementary Requirements • Sketch/Key Plan of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope and long folder (1 pc)	 Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the Philippine Mechanical Engineering Code and printout the evaluation sheet 1.3 Schedule the on-site inspection (next working day after evaluation)	None None		Plan Evaluators Mechanical Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess fees and issue the order of payment (OBO)	None	*Depends on co-located departments respective citizen charter*	Frontline Personnel
	1.7 Check by the co-located departments (OSCP) the document requirements submitted and issue the order of payment	Barangay Clearance Fee		Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Pay the required fees and receive the Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11) Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on mechanical plans and application forms	None		Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel Record Clerk (Backroom)
	3.2 Encode the approved permit in GIS	None	(Process continued included in within 1 day)	
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES		
MECHANICAL PERMIT FEE		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
Elevator		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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

STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

8. Issuance of Electrical Permit (Upgrading / Solar Net Metering)

An electrical permit is secured first before the installation of electrical connection of a certain building/structure within the City of Bacoor.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) • Corporate Secretary's Certificate (1 photocopy) • Barangay Clearance (1 original)	Client/Applicant being represented Client/Applicant being represented Client/Applicant being represented OBO - Liga ng mga Barangay (Included in the backroom operation)
• Application for Electrical Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Electrical Plan (4 original blueprint)	Client/Applicant's Engineer
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Bill of Material (2 original)	Client/Applicant's Engineer
• PRC ID and PTR of Engineer (1 photocopy)	Client/Applicant's Engineer
• PCAB Contractor's License (2 colored photocopies)	Client/Applicant's Electrical Contractor
Supplementary Requirements • Sketch/Key Plan of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope and long folder (1 pc)	Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the Philippine Electrical Code of the Philippines and printout the evaluation sheet	None		Plan Evaluators Electrical
	1.3 Schedule the on-site inspection (next working day after evaluation)	None		Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Check by the co-located departments (OSCP) the document requirements submitted and issue the order of payment	Barangay Clearance Fee	*Depends on co-located departments respective citizen charter*	Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees and receive the Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See Table of Fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on electrical plans and application forms	None		Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Encode the approved permit in GIS	None	(Process continued included in within 1 day)	Record Clerk (Backroom)
	3.3 Scan & archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES		
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less		₱ 200.00
Over 5 kVA – 50 kVA		200.00 + 20.00/kVA
Over 50 kVA – 300 kVA		1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA		3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA		9,600.00 + 2.50/kVA
Over 6,000 kVA		20,850.00 +1.50/kVA
Miscellaneous Fees		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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

STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

9. Issuance of Electronics Permit

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

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) • Corporate Secretary's Certificate (1 photocopy) • Barangay Clearance (1 original)	Client/Applicant being represented Client/Applicant being represented Client/Applicant being represented OBO - Liga ng mga Barangay (Included in the backroom operation)
• Electronics Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Electronics Plan (4 original blueprint)	Client/Applicant's Electronics Engineer
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Bill of Material (2 original)	Client/Applicant's Electronics Engineer
• PRC ID and PTR of Engineer (1 photocopy)	Client/Applicant's Electronics Engineer
Supplementary Requirements • Sketch/Key Plan of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope and long folder (1 pc)	Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the Philippine Electronics Code and printout the evaluation sheet	None		Plan Evaluators Electronics
	1.3 Schedule the on-site inspection (next working day after evaluation)	None		Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Check by the co-located departments (OSCP) the document requirements submitted and issue the order of payment	Barangay Clearance Fee	*Depends on co-located departments respective citizen charter*	Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees and receive the Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on electronics plans and application forms	None		Record Clerk (Backroom)
	2.4 Sign and approve the permit	None		City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Encode the approved permit in GIS	None	(Process continued included in within 1 day)	Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES		
ELECTRONICS FEES		
A. Central Office Switching Equipment		₱ 2.40/port
B. Broadcast Station for Radio & TV		1,000.00/location
C. Automated Teller Machine, Ticketing, Vending & Other Types of Electronics 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 Electronics and/or Communications Transmissions Reception		1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection of Towers		
	Self-Supporting	**Trilon (Guyed)**
1. Residential	₱ 150.00	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00	240.00
*Every fraction in excess of 10 m.	120.00	20.00
3. Institutional	1,800.00	120.00
*Every fraction in excess of 10 m.	120.00	20.00
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00

Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1.000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

10. Issuance of Demolition Permit

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

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents	
• Certified true copy of Transfer Certificate of Title (1 original)	Registry of Deeds - Window D
If TCT is not yet in the name of applicant	
• Deed of Absolute Sale (1 photocopy)	Client/Applicant
• Contract to Sell (1 photocopy)	Client/Applicant
• Deed of Assignment/Donation or any equivalent (1 photocopy)	Client/Applicant
If the applicant is a lessee or TCT is in the name of a corporation	
• Lease Contract (1 photocopy)	Client/Applicant
• Corporate Secretary's Certificate (1 photocopy)	Client/Applicant
If the applicant is not the registered owner or with co-owner of the land	
• Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant
• Extrajudicial Settlement (1 photocopy)	Client/Applicant
If the applicant has a Representative	
• Authorization Letter (1 original)	Client/Applicant being represented
• Special Power of Attorney (1 photocopy)	Client/Applicant being represented
• Tax Declaration of Real Property for Land (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances	
• Barangay Clearance (1 original)	OBO - Liga ng mga Barangay (Included in the backroom operation)
• Homeowner's Association Consent (1 original)	HOA - Administrator Office
• Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall/Fence (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)

• Demolition Permit Form (5 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Floor Plan and Elevations (4 original blueprint)	Client/Applicant's Engineer/Architect
• Contractor's Tax Application Form (1 original)	OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Bill of Material (2 original)	Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's/Architect (1 photocopy)	Client/Applicant's Engineer/Architect
Supplementary Requirements • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope and long folder (1 pc)	 Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet	None		Plan Evaluators Architectural Civil/Structural

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Schedule the on-site inspection (next working day after evaluation)	None	(Process continued included in within 1 day)	Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 2 days	City Building Official (Backroom)
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Check by the co-located departments (OSCP) the document requirements submitted and issue the order of payment	Barangay Clearance Fee	*Depends on co-located departments respective citizen charter*	Liga ng mga Barangay Personnel In-Charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)	None	(Process continued included in within 2 days)	Frontline Personnel
2. Pay the required fees and receive the Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 2 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans and application forms	None		Record Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Sign and approve the permit	None	(Process continued included in within 2 days)	City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan & archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated above**	**within 7 days OBO process**	

TABLE OF FEES		
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m^2
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00

Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

11. Issuance of Excavation and Ground Preparation Permit (Commercial - Highly Technical Application)

A permit is secured prior to the actual ground preparation and excavation after the building line is established.

Office or Division:	Office of the City Building Official
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Documents • Certified true copy of Transfer Certificate of Title (1 original)	Registry of Deeds - Window D
If TCT is not yet in the name of applicant • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Deed of Assignment/Donation or any equivalent (1 photocopy)	 Client/Applicant Client/Applicant Client/Applicant
If the applicant is a lessee or TCT is in the name of a corporation • Lease Contract (1 photocopy) • Corporate Secretary's Certificate (1 photocopy)	 Client/Applicant Client/Applicant
If the applicant is not the registered owner or with co-owner of the land • Land Owner's Affidavit of Consent (1 photocopy) • Extrajudicial Settlement (1 photocopy)	 Client/Applicant Client/Applicant
If the applicant has a Representative • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy	 Client/Applicant being represented Client/Applicant being represented
• Tax Declaration of Real Property for Land (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land (1 photocopy)	City Finance Department - Window # 1, 2, 3
Local and National Agency Clearances • Barangay Clearance (1 original) • Power Line Operator (PLO) Certification (1 original, 1 colored copy)	 OBO - Liga ng mga Barangay (Included in the backroom operation) MERALCO

• National Agencies Clearances (1 original, 1 photocopy) • Affidavit of Undertaking with Additional Terms and Conditions Regarding Proposed Firewall/Fence (1 original)	DPWH, DepEd, CAAP, ERB, DENR, DOH, DOLE OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Application Forms • Excavation and Ground Preparation Permit Form (5 original) • Locational Clearance Application Form (1 original) • Fire Safety Evaluation Certificate Application Form (1 original) • Contractor's Tax Application Form (1 original)	 OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 2 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
Design Plan • Relocation Survey Report and Certification (1 original, 3 photocopy) • Lot Plan with Vicinity Map (4 original blueprint) • Site Development Plan and Foundation Plan (4 original blueprint)	 Client/Applicant's Geodetic Engineer Client/Applicant's Geodetic Engineer Client/Applicant's Engineer/Architect
• Bill of Material (3 original)	Client/Applicant's Engineer/Architect
• PRC ID & PTR of Engineer's & Architect (2 photocopy)	Client/Applicant's Engineer/Architect
• Construction Safety and Health Program (1 original, 1 colored copy)	CALABARZON.DOLE.gov.ph
Supplementary Requirements • Sketch of site/location (1 original) • Picture of site/location (1 colored original) • Expanding yellow plastic envelope & long folder (1 pc)	 Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of document requirements submitted. If complete, the document requirements are received, encoded and printout the follow-up slip for the client	None	within 5 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate the design and plans and documents. Reviews the compliance according with the National Building Code of the Philippines and other relevant codes and printout the evaluation sheet 1.3 Schedule the on-site inspection (next working day after evaluation)	None None	(Process continued included in within 5 days)	Plan Evaluators Architectural Civil/Structural Frontline Personnel
	1.4 Inspection of project site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review and sign the evaluation sheet with inspection findings/report. If findings are OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for correction of deficiency and/or resubmission)	None	within 5 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess fees and issue the order of payment (OBO)	None		Frontline Personnel
	1.7 Review by the co-located departments (OSCP) the building plans and documents submitted. If deemed approve issue the order of payment or if disapprove issue a notice of disapproval	Locational Clearance Fee Fire Safety Evaluation Clearance Fee Barangay Clearance Fee None	*Depends on co-located departments respective citizen charter (simultaneous)*	Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge
	1.8 Release the order of payments or the evaluation sheet with inspection findings/report (clarify and explain to the client to comply the findings and for resubmission return to Client Step 1)			Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees and receive the Zoning Locational Clearance, Fire Safety Evaluation Clearance, Barangay Clearance and Contractor's Tax Certification	2.1 Receive payment, issue official receipts and clearance/ certificate	See table of fees	*Depends on co-located departments respective citizen charter (simultaneous)*	City Finance Department (Personnel In-Charge Window # 6) (OBO Cashier - Window # 10) Zoning and Land Development Department Personnel In-Charge Bureau of Fire Protection Personnel In-Charge Liga ng mga Barangay Personnel In-Charge (OBO - Window # 11)
	2.2 Receive and check the official receipts, Clearances/ Certificates are complete (with original and photocopy)	None	within 5 days	Frontline Personnel
	2.3 Post the official receipts, issue and printout permit number on BPAS. Sort, stamp and record the permit number on building plans, application forms and tarpaulin	None		Record Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Sign and approve the permit	None	(Process continued included in within 5 days)	City Building Official (Backroom)
	2.5 Review and sign/notation of the approved permit	None	*Depends on the number of permits processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Encode the approved permit in GIS	None		Record Clerk (Backroom)
	3.3 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 17 to 20 days OBO process**	

TABLE OF FEES		
STRUCTURAL AND EXCAVATION PERMIT FEE		
Ground Preparation and Excavation Fee		
Inspection and Verification Fee		₱ 200.00
Issuance of GP and EP		50.00
Excavation per cubic meter		3.00
FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational & Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00

Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00
ADMINISTRATIVE FINES		
Light Violations		₱ 5,000.00
Less Grave Violations		8,000.00
Grave Violations		10,000.00
SURCHARGES		
Excavation for foundation		10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)		25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade		50% of the BP fees
Construction of superstructure above 2.00 meters		100% of the BP fees
SECURITY SEAL		
Security Seal Fee		₱ 55.00

12. Issuance of Certificate of Occupancy/Use

A certificate is issued before the actual use or occupancy of a building to determine that the building was completed in accordance with the approved plans. Accompanying a COO is the Certificate of Final Electrical Inspection.

Office or Division:	Office of the City Building Official
Classification:	Complex / Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Sketch or key plan of site/location (1 original)	Client/Applicant
Pictures of the site • Completed structure/building/house (1 colored original) • On-going construction of the three (3) chamber septic tank (1 colored original) • Machineries installed with proper label (1 colored original)	Building/House/Structure of the Client/Applicant Building/House/Structure of the Client/Applicant Building/House/Structure of the Client/Applicant
• Tax Declaration of Real Property for Land (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land (1 photocopy)	City Finance Department - Window # 1, 2, 3
• National Agencies Clearances (1 original, 1 photocopy)	DPWH, DENR, CAAP
• Authorization Letter (1 photocopy)	Client/Applicant being represented
• Approved Yellow Card from MERALCO (1 original)	MERALCO
• Expanding green plastic envelope color green & long folder (1 pc)	Client/Applicant
Application Forms • Unified Application Form for Certificate of Occupancy (3 copies) • Certificate of Completion Form (3 copies) • Fire Safety Inspection Certificate Application Form FSIC (1 copy)	OBO - Window # 5 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 5 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 5 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Fire Safety Checklist and its corresponding FSEC Owner's Copy (1 photocopy)	Client/Applicant
• PRC ID and PTR of Engineer's and Architect (2 photocopy)	Client/Applicant's Engineer/Architect

• Approved Building Permit and Ancillary Permit Forms (1 photocopy)	Client/Applicant
• Approved Building Plans (1 complete set)	Client/Applicant
Supplementary Requirements • Certificate of Structural Stability (3 original) • Mechanical Certificate (3 original) **If there are changes or revisions on actual construction of approved plans** • As-built Floor Plan and Site Development Plan (2 original) • As-built Electrical Plan (2 original) **If with as-built electrical & for main circuit breaker is 200amp and above** • Short Circuit and Voltage Drop Calculation (2 original) • Certificate of Final Electrical Inspection/Completion (3 original) • PCAB Contractor's License (2 colored photocopy)	Client/Applicant's Civil Engineer Client/Applicant's Mechanical Engineer Client/Applicant's Engineer/Architect Client/Applicant's Electrical Engineer 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 the accomplished application forms together with the complete document requirements and Fire Safety Inspection Clearance (FSIC)	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Site inspection and prepares the inspection report and recommendation and printout the progress sheet	None	Complex: within 1 day Highly Technical: within 5 days *(Depends on the scope of work/project)*	Site Inspector District 1 District 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review and sign the progress sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for to follow the recommendation and/or re-inspection)	None	Complex: within 2 days Highly Technical: within 5 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel
	1.5 Release the order of payment or the progress sheet with inspection report and recommendation (explain to the client to comply the recommenda-tion and/or subject for re-inspection)	None		Frontline Personnel
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS	None	within 2 days	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Sign and approve the certificate	None	(Process continued included in within 2 days)	City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate and endorse to City Assessor's Department for Tax Declaration of Building/ Structure	None	*Depends on the number of certificates processed and their citizen charter*	Office of the City Mayor City Mayor City Administrator's Office City Administrator
3. Claim and sign the certificate for acknowledgement	3.1 Release the approved certificate 3.2 Scan and archive the approved certificate	None None	within 1 day	Frontline Personnel Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**Complex: within 7 days OBO process** **Highly Technical: within 14 to 20 days OBO process**	**Depends on the scope of work/project**

TABLE OF FEES	
CERTIFICATE OF OCCUPANCY OR USE	
Residential	
Costing up to ₱ 150,000	₱ 100.00
More than ₱ 150,000 – ₱ 400,000	200
More than ₱ 400,000 – ₱ 850,000	400
More than ₱ 850,000 – ₱ 1,200,000	800
Every million or portion thereof in excess of ₱ 1,200,000	800
Commercial	
Costing up to ₱ 150,000	₱ 200.00
More than ₱ 150,000 – ₱ 400,000	400

More than ₱ 400,000 – ₱ 850,000	800
More than ₱ 850,000 – ₱ 1,200,000	1,000.00
Every million or in portion in excess of ₱ 1,200,000	1,000.00
Institutional	
Costing up to ₱ 150,000	₱ 150.00
More than ₱ 150,000 – ₱ 400,000	250.00
More than ₱ 400,000 – ₱ 850,000	600.00
More than ₱ 850,000 – ₱ 1,200,000	900.00
Every million or portion thereof in excess of ₱ 1,200,000	900.00
Miscellaneous Fees	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m^2
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

13. Issuance of Change of Use or Occupancy

A Change of Use is a change to the occupancy type (use or intended use) of a building, and therefore an Occupancy Permit is required, even if no construction or alterations are anticipated.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Application for Change of Use or Occupancy (2 copies)	OBO - Window # 5 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Certification Form (2 copies)	OBO - Window # 5 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• PRC ID & PTR of Engineer's and Architect (2 photocopies)	Client/Applicant's Engineer/Architect
If with revisions or changes on actual construction of approved plans • As-built Floor Plan and Site Development Plan (2 original) • As-built Electrical Plan (2 original) **If with as-built electrical & for main circuit breaker is 200amp and above** • Short Circuit and Voltage Drop Calculation (2 original) • Certificate of Final Electrical Inspection/Completion (3 original) • PCAB Contractor's License (2 colored photocopy)	 Client/Applicant's Engineer/Architect Client/Applicant's Electrical Engineer Client/Applicant's Electrical Engineer Client/Applicant's Electrical Engineer Client/Applicant's Electrical Engineer
• Tax Declaration of Real Property for Land and Building (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
• Picture of the site completed Structure/building/house picture (1 colored copy each side)	Client/Applicant
• Authorization Letter (1 photocopy)	Client/Applicant being represented
• Sketch or Key Plan	Client/Applicant
• Expanding green plastic envelope color green & long folder (1 pc)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements and Fire Safety Inspection Clearance (FSIC)	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Site inspection and prepares the inspection report and recommendation and printout the progress sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the progress sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for to follow the recommenda-tion and/or re-inspection)	None	within 2 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Release the order of payment or the progress sheet with inspection report and recommenda-tion (explain to the client to comply the recommenda-tion and/or subject for re-inspection)	None	(Process continued included in within 2 days)	Frontline Personnel
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter* within 2 days	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS	None		Frontline Personnel
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate and endorse to City Assessor's Department for Tax Declaration of Building/ Structure	None	*Depends on the number of certificates processed and their citizen charter*	Office of the City Mayor City Mayor City Administrator's Office City Administrator
3. Claim the certificate	3.1 Release the approved certificate	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Scan and archive the approved certificate	None	(Process continued included in within 1 day)	Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
CERTIFICATE OF OCCUPANCY OR USE	
Residential	
Costing up to ₱ 150,000	₱ 100.00
More than ₱ 150,000 – ₱ 400,000	200
More than ₱ 400,000 – ₱ 850,000	400
More than ₱ 850,000 – ₱ 1,200,000	800
Every million or portion thereof in excess of ₱ 1,200,000	800
Commercial	
Costing up to ₱ 150,000	₱ 200.00
More than ₱ 150,000 – ₱ 400,000	400
More than ₱ 400,000 – ₱ 850,000	800
More than ₱ 850,000 – ₱ 1,200,000	1,000.00
Every million or in portion in excess of ₱ 1,200,000	1,000.00
Institutional	
Costing up to ₱ 150,000	₱ 150.00
More than ₱ 150,000 – ₱ 400,000	250.00
More than ₱ 400,000 – ₱ 850,000	600.00
More than ₱ 850,000 – ₱ 1,200,000	900.00
Every million or portion thereof in excess of ₱ 1,200,000	900.00
Miscellaneous Fees	
Inspection	₱ 600.00
Succeeding inspection	600.00
Change in Occupancy	5.00/m^2
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

14. Issuance of Certificate of Final Electrical Inspection (New Building with COO within 1 year of Issuance)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Information Sheet and Inspection Report Form for CFEI application (1 original)	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Approved Electrical Plan or As-Built Electrical Plan (1 original blueprint)	Client/Applicant
• PRC ID's and PTR of Electrical Engineer (1 photocopy)	Client/Applicant's Electrical Engineer
• Approved Yellow Card from MERALCO (1 original)	MERALCO
• Government issued ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Picture of the building – full view colored (1 original)	Building/House of Client/Applicant
• Tax Declaration of Real Property for Land and Building (1 photocopy) **If the building is not yet declared** • Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)	City Assessor's Department - Window # A, B, C City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
• Certificate of Occupancy (1 photocopy)	Client/Applicant
Proof of ownership • Transfer Certificate of Title (1 photocopy) • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Lease Contract (1 photocopy) • Land Owner's Affidavit of Consent (1 photocopy)	 Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of site and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 2 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or for re-inspection)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	None	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS (advised client of transmittal date to MERALCO)	None	within 2 days	Frontline Personnel Record Clerk (Backroom)
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
	2.5 Prepare the CFEI Transmittal to MERALCO and send via electronic mail (email)	None	within 1 day	Record Clerk (Backroom)
	2.6 Scan and archive the approved certificate	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

15. Issuance of Certificate of Final Electrical Inspection (Old Building New Connection/ Reconnection/ Burnout/ Relocation of Meter)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Old buildings with main circuit breaker 200 amperes and ABOVE	
Proof of ownership • Transfer Certificate of Title (1 photocopy) **If the applicant is not the registered owner of the land** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Lease Contract (1 photocopy) • Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
• Tax Declaration of Real Property for Land and Building (1 photocopy) **If the building is not yet declared** • Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)	City Assessor's Department - Window # A, B, C City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Application Forms • Information Sheet and Inspection Report Form for CFEI application (1 original) • Certificate of Final Electrical Inspection/Completion Form (5 original)	 OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Approved Application for Electrical Permit Form (1 photocopy)	Client/Applicant's Electrical Engineer
• Approved Electrical Plan (1 complete set)	Client/Applicant's Electrical Engineer
• PRC ID's and PTR of Electrical Engineer (1 photocopy)	Client/Applicant's Electrical Engineer
• Approved Yellow Card (1 original)	MERALCO

• Government issued ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Picture of the building – full view colored (1 original)	Building/House of Client/Applicant
Old buildings with main circuit breaker 200 amperes and BELOW	
Proof of ownership • Transfer Certificate of Title (1 photocopy) **If the applicant is not the registered owner of the land** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Lease Contract (1 photocopy) • Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
• Tax Declaration of Real Property for Land and Building (1 photocopy) **If the building is not yet declared** • Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)	City Assessor's Department - Window # A, B, C City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Application Forms • Information Sheet & Inspection Report Form for CFEI application (1 original) • Electrical Permit Form (5 original) • Certification Form (5 original)	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• PRC ID's and PTR of Electrical Engineer (1 photocopy)	Client/Applicant's Electrical Engineer
• Approved Yellow Card from MERALCO (1 original)	MERALCO
• Government issued ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Picture of the building – full view colored (1 original)	Building/House of Client/Applicant
Supplementary Documents (maybe required depending on the result of the inspection) • Building Permit / Extension Permit / Renovation Permit (1 photocopy) • Certificate of Occupancy (1 photocopy) • Schedule of Loads (1 photocopy) • Correction of violations (if any)	Client/Applicant Client/Applicant Client/Applicant Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of site and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 2 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or for re-inspection)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS (advised client of transmittal date to MERALCO)	None	within 2 days	Frontline Personnel Record Clerk (Backroom)
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
	2.5 Prepare the CFEI Transmittal to MERALCO and send via electronic mail (email)	None	Within 1 day	Record Clerk (Backroom)
	2.6 Scan and archive the approved certificate	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

16. Issuance of Certificate of Final Electrical Inspection (Solar Net Metering)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of ownership • Transfer Certificate of Title (1 photocopy) **If the applicant is not the registered owner of the land** • Deed of Absolute Sale (1 photocopy) • Contract to Sell (1 photocopy) • Lease Contract (1 photocopy) • Land Owner's Affidavit of Consent (1 photocopy)	Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant
• Tax Declaration of Real Property for Land and Building (1 photocopy) **If the building is not yet declared** • Acknowledgement Receipt for Appraisal and Assessment (1 photocopy)	City Assessor's Department - Window # A, B, C City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Land and Building (1 photocopy)	City Finance Department - Window # 1, 2, 3
Application Forms • Information Sheet and Inspection Report Form for CFEI application (1 original) • Certification Form (5 original)	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Approved Application for Electrical Permit (1 photocopy)	Client/Applicant
• Approved Electrical Plan (1 original blueprint)	Client/Applicant
• Approved Yellow Card (1 original)	MERALCO
• Government issued ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Picture of the building – full view colored (1 copy)	Building/House of Client/Applicant

Supplementary Documents (maybe required depending on the result of the inspection) • Building Permit / Extension Permit / Renovation Permit (1 photocopy) • Certificate of Occupancy (1 photocopy) • Schedule of Loads (1 photocopy) • Correction of violations (if any)		Client/Applicant Client/Applicant Client/Applicant Client/Applicant		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of site and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 2 days	City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Assess fees and issue the order of payment	None	(Process continued included in within 2 days)	Frontline Personnel
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or subject for re-inspection)	None		Frontline Personnel
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS (advised client of transmittal date to MERALCO)	None	within 2 days	Frontline Personnel Record Clerk (Backroom)
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
	2.5 Prepare the CFEI Transmittal to MERALCO and send via email	None	Within 1 day	Record Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Scan and archive the approved certificate	None	(Process continued included in within 1 day)	Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

17. Issuance of Certificate of Final Electrical Inspection (Temporary Service Connection)

A permit is needed when installing electrical power in any building/structure within the jurisdiction of Bacoor City.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
On-going construction with Building Permit	
Application Forms • Information Sheet and Inspection Report Form for CFEI application (1 original) • Permit for Temporary Service Connection Form (5 original)	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• PRC ID's and PTR of Electrical Engineer (1 photocopy)	Client/Applicant's Electrical Engineer
• Approved Building Plans (1 original blueprint)	Client/Applicant
• Approved Yellow Card (1 original)	MERALCO
• Government ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Meter Base	MERALCO
• Picture of the building – full view colored (1 copy)	Building/House of Client/Applicant
Informal Settler Families	
Application Forms • Information Sheet and Inspection Report Form for CFEI application (1 original) • Permit for Temporary Service Connection Form (5 original) • Sinumpaang Salaysay Form (1 original)	OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 8 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) Urban Poor Affairs Office - Window # 1
• PRC ID and PTR of PEE, REE, RME (1 photocopy)	Client/Applicant's Electrical Engineer
• Endorsement Letter	Urban Poor Affairs Office – Window # 1
• Approved Yellow Card from MERALCO (1 original)	MERALCO
• Government issued ID of applicant (1 photocopy)	SSS, GSIS, PRC, Driver's License, etc.
• Picture of the building – full view colored (1 copy)	Building/House of Client/Applicant

Supplementary Documents (maybe required depending on the result of the inspection) • Revised Plans (1 original) • Correction of violations (if any)			Client/Applicant's Electrical Engineer Client/Applicant	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of site and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 2 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or subject for re-inspection)	None	(Process continued included in within 2 days)	Frontline Personnel
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS (advised client of transmittal date to MERALCO)	None	within 2 days	Frontline Personnel Record Clerk (Backroom)
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
	2.5 Prepare the CFEI Transmittal to MERALCO and send via email	None	Within 1 day	Record Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Scan and archive the approved certificate	None	(Process continued included in within 1 day)	Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
ELECTRICAL PERMIT FEE	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00 + 20.00/kVA
Over 50 kVA – 300 kVA	1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA	3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA	9,600.00 + 2.50/kVA
Over 6,000 kVA	20,850.00 + 1.50/kVA
Miscellaneous Fees	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEE	
Total Electrical Permit Fees x 110%	₱ 5,000.00
(ex. P 230.00 x 110% = P 253.0066)	8,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

18. Issuance of Certificate of Operation (Mechanical Permit to Operate)

A certificate is issued and required annually thereafter the installation, removal or alteration of machinery within the jurisdiction of City of Bacoor.

Office or Division:	Office of the City Building Official
Classification:	Complex/Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Information Sheet and Inspection Report for Certificate of Operation Form (1 original)	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Mechanical Certificate (2 original)	Client/Applicant's Mechanical Engineer
• PRC ID's and PTR of Mechanical Engineer (1 photocopy)	Client/Applicant's Mechanical Engineer
• Pictures of machineries installed with proper label (1 colored original)	Building of Client/Applicant
• Approved Mechanical Permit Form (1 photocopy)	Client/Applicant
• Approved Mechanical Plan (1 complete set) **If there are Changes or Revisions on actual construction** • As Built Plan (2 original copies)	Client/Applicant Client/Applicant's Mechanical Engineer
• Certificate of Occupancy & Progress Sheet - for New Application (1 photocopy)	Client/Applicant
• Previous Certificate of Operation - for Renewal (1 photocopy)	Client/Applicant
• Tax Declaration of Real Property for Machinery (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Machinery (1 photocopy)	City Finance Department - Window # 1, 2, 3
• Sketch of site/location (1 original)	Client/Applicant
• Expanding pink plastic envelope and long folder (1 pc)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of Machinery and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	Complex: within 2 days Highly Technical: within 7 days (Depends on the scope of work/project)	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or for re-inspection)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the certificate on BPAS	None	Complex: within 2 days Highly Technical: within 7 days	Frontline Personnel
	2.3 Sign and approve the certificate	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the certificate for acknowledgement	3.1 Release the approved certificate	None	within 1 day	Frontline Personnel
	3.2 Scan and archive the approved certificate	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**Complex: within 7 days** **Highly Technical: within 17 to 20 days** **OBO process**	

TABLE OF FEES	
ANNUAL MECHANICAL INSPECTION FEES	
Refrigeration and Ice Pant, per ton	
a. Up to 100 tons capacity	₱ 25.00

b. Above 100 tons up to 150 tons	20.00
c. Above 150 tons up to 300 tons	15.00
d. Above 300 tons up to 500 tons	10.00
e. Every ton or fraction thereof above 500 tons	5.00
Air Conditioning Systems	
Window type air conditioners, per unit	₱ 40.00
Packaged or centralized air conditioning systems	
a. First 100 tons, per ton	₱ 25.00
b. Above 100 tons up to 150 tons per ton	20.00
c. Every ton or fraction thereof above 500 tons	8.00
Mechanical Ventilation, per unit, per kW	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
Escalators and Moving Walks, Funiculars and the like	
a. Escalator and Moving Walks, per unit	₱ 120.00
b. Funicular, per kW or fraction thereof	50.00
c. Per linear meter or fraction thereof of travel	10.00
d. Cable Car, per kW or fraction thereof	25.00
e. Per linear meter of travel	2.00
Elevator, per unit	
a. Passenger elevators	₱ 500.00
b. Freight elevators	400.00
c. Motor driven dumbwaiter	50.00
d. Construction elevators for materials	400.00
e. Car elevators	500.00
f. Every landing above first five (5) landings for all the above elevators	50.00
Boilers, per unit	
a. Up to 7.5kW	₱ 400.00
b. 7.5kW up to 22kW	550.00
c. 22kW up to 37kW	600.00
d. 37kW up to 52kW	650.00
e. 52kW up to 67kW	800.00
f. 67kW up to 74kW	900.00
g. Every kW or fraction thereof above 74kW	4.00
Pressurized Water Heaters, per unit	
Pressurized Water Heaters, per unit	₱ 120.00
Automatic Fire Extinguishers, per sprinkler head	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00
Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00

Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW	
a. Per kW, up to 50kW	₱ 15.00
b. Above 50kW to 100kW	10.00
c. Every kW or fraction thereof above 100kW	2.40
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit	
a. Up to 1/2 kW	₱ 8.00
b. Above 1/2kW up to 1kW	23.00
c. Above 1kW up to 3kW	39.00
d. Above 3kW up to 5kW	55.00
e. Above 5kW up to 10kW	80.00
f. Every kW above 10kW or fraction thereof	4.00
Pressure Vessels, per cu. Meter or fraction thereof	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
Weighing Scale Structure, per ton or fraction thereof	
Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
Testing/Calibration of pressure gauge, per unit	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	₱ 30.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

19. Issuance of Sign Permit Renewal (Annual Billboard/Signboard)

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

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Information Sheet & Inspection Report for Sign Permit Renewal Form (1 original)	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Sign Permit Form (5 original)	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Certificate of Structural Stability of Steel Framing & its Anchorages (2 original)	Client/Applicant's Civil Engineer
• PRC ID's & PTR of Civil Engineer & Architect (1 photocopy)	Client/Applicant's Civil Engineer
• Approved Signage Plan or As-Built Plan (1 copy)	Client/Applicant
• Certificate of Use & previous Approved Sign Permit Form (1 photocopy)	Client/Applicant
• Insurance Coverage and Policy (1 photocopy)	Client/Applicant
• Tax Declaration of Real Property for Billboard/Signboard and Land (1 photocopy)	City Assessor's Department - Window # A, B, C
• Tax Clearance of Real Property for Billboard/Signboard and Land (1 photocopy)	City Finance Department - Window # 1, 2, 3
• Sketch of site/location (1 original)	Client/Applicant
• Picture of Billboard/Signboard (1 original)	Client/Applicant
• Expanding violet plastic envelope and long folder (1 pc)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of Billboard/Signboard and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the evaluation sheet. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 2 days	City Building Official (Backroom)
	1.4 Assess fees and issue the order of payment	None		Frontline Personnel
	1.5 Release the order of payment or the evaluation sheet with inspection findings/report (explain to the client to comply and/or for re-inspection)	None		Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	See table of fees	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post official receipt, issue and printout the permit on BPAS	None	within 2 days	Frontline Personnel
	2.3 Sign and approve the permit	None		City Building Official (Backroom)
	2.4 Review and sign/notation of the approved permit	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
3. Claim and sign the permit for acknowledgement	3.1 Release the approved permit	None	within 1 day	Frontline Personnel
	3.2 Scan and archive the approved permit	None		Record Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days OBO process**	

TABLE OF FEES	
CERTIFICATE OF USE	
50% of Building Permit Fee, excluding Excavation	
Annual Inspection Fee (Structure)	
100% of Building Permit Fee, excluding Excavation	
Annual Inspection Fee (Structure)	
Annual Inspection Fee	₱ 7,500.00
Signboard Inventory Fee	
One-time Signboard Inventory Fee	₱ 2,500.00

Annual Renewal Fee	
Per sq. meter of display area	₱ 38.00/m^2
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SECURITY SEAL	
Security Seal Fee	₱ 55.00

20. Issuance of Certificate of Annual Inspection

A certification is issued to business establishment certifying that the building/structure is architecturally presentable, structurally safe, the electrical/Electronics/mechanical/ plumbing/sanitary installations are in order.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Annual Inspection Report and Recommendation Form (1 original)	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Certification Form (5 original)	OBO - Window # 3 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Approved Building Plan (1 complete copy) **If there are Changes or Revisions on actual construction** • As-Built Floor Plan (1 original blueprint) • As-Built Site Development Plan (1 original blueprint) • As-Built Electrical Plan (1 original blueprint)	Client/Applicant Client/Applicant's Engineer Client/Applicant's Engineer Client/Applicant's Engineer
• Certificate of Occupancy (1 photocopy)	Client/Applicant
• Mayor's Permit and Business License with Official Receipt (1 photocopy)	Client/Applicant
• Picture of business establishment (1 original)	Business establishment of Client/Applicant
For Lessor • Transfer Certificate of Title (1 photocopy) • Tax Declaration of Real Property Land and Building (1 photocopy) • Tax Clearance of Real Property Land and Building (1 photocopy)	 Registry of Deeds - Window D City Assessor's Department - Window # A, B, C City Finance Department - Window # 1, 2, 3
For Lessee • Contract of Lease (1 photocopy)	 Client/Applicant
• Expanding blue plastic envelope (1 pc)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel
	1.2 Inspection of Business Establishment and prepares the inspection findings/report and printout the evaluation sheet	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the inspection findings/report. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance)	None	within 3 days	City Building Official (Backroom)
	1.4 Assess fees, issue the order of payment and printout the certificate	None		Frontline Personnel
	1.5 Sign and approve the certificate	None		City Building Official (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and sign/notation of the approved certificate	None	*Depends on the number of certificates processed and their citizen charter*	City Administrator's Office City Administrator
2. Pay the required fees	2.1 Receive payment and issue official receipt	Security Seal Fee - ₱ 55.00	*Depends on co-located departments respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive and check official receipt and post security seal	None	within 1 day	Frontline Personnel
3. Claim the Certificate	3.1 Release the approved certificate	None	within 1 day	Frontline Personnel
	3.2 Scan and archive the approved certificate	None		Record Clerk (Backroom)
	TOTAL	**₱ 55.00**	**within 7 days OBO process**	

21. Processing of Building Assessment (Business Permit)

A building assessment is necessary for the application of Business Permit subject to verification by the evaluation section and for renewal of business permit annually.

Office or Division:	Office of the City Building Official
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Business	
Application Forms • New Business Inspection Summary Form (1 original) • Annual Inspection Assessment (1 original) • Business Permit Form (1 original)	OBO - Window # 7 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) OBO - Window # 7 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) BPLD - Window # 3
For newly Construction/Renovation business establishment • Picture of business establishment (1 original) • Certificate of Occupancy (1 photocopy) • Approved Building Plan or As-Built Plan	Business Establishment Client/Applicant Client/Applicant Client/Applicant
Renewal	
Application Forms • Notice of Annual Inspection of Building/Establishment (1 original) • Business Permit Form (1 original)	OBO - Window # 7 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) BPLD - Window # 3
• Certificate of Annual Inspection (1 photocopy)	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished application forms together with the complete document requirements	1.1 Check for completeness of documents submitted. If complete, receive, encode the schedule of on-site inspection and printout the follow-up slip for the client	None	within 1 day	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Inspection of Business Establishment and prepares the inspection findings/report and printout the evaluation report	None	within 1 day	Site Inspector District 1 District 2
	1.3 Review and sign the inspection findings/report. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag for client compliance) 1.4 Assess the amount of fees	None See table of fees	within 1 day	City Building Official (Backroom) Frontline Personnel
2. Claim the assessed business permit form or receive the evaluation report	2 Release the assessed business permit form or the evaluation report (explain to the client to comply the comments on the evaluation report and/or re-inspection)	None		Frontline Personnel
	TOTAL	**Depends on the fees stated below**	**within 3 days OBO process**	

TABLE OF FEES	
BUILDING	
Divisions B-1/D-1,2,3/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4 and I-1, Commercial, Industrial, Institutional buildings and appendages:	
Appendages of up to 3.00 cu.m/unit	₱ 150.00
Floor area to 100.00 sq.m	120.00
Above 100 sq.m up to 200sq.m	240.00
Above 200 sq.m up to 350sq.m	480.00
Above 350 sq.m up to 500sq.m	720.00
Above 500 sq.m up to 750sq.m	960.00
Above 750 sq.m up to 1000sq.m	1,200.00
Every 1000 sq.m or its portion in excess of 1000 sq.m	1,200.00
Divisions C-1,2, Amusement Houses, Gymnasia and the like:	
First class cinematographs or theaters	₱ 1,200.00
Second class cinematographs or theaters	720.00
Third class cinematographs	520.00
Grandstand/Bleachers, Gymnasia and the like	720.00
PLUMBING	
Annual Plumbing Inspection Fees	
Each plumbing unit	₱ 60.00
SIGNAGE	
Annual Renewal Fees	
Per sq.m of display surface or fraction thereof	
1. Neon Signs (business sign)	₱ 124.00
Neon Signs (advertising sign)	200.00
2. Illuminated Signs (business sign)	72.00
Illuminated Signs (advertising sign)	150.00
3. Others (business sign)	40.00
Others (advertising sign)	110.00
4. Painted-on (business signs)	30.00
Painted-on (advertising signs)	100.00
ELECTRICAL	
Electrical Fees (The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures)	
Total Connected Load	
5 kVA or less	₱ 200.00
Over 5 kVA – 50 kVA	200.00
Over 50 kVA – 300 kVA	1,100.00
Over 300 kVA – 1,500 kVA	3,600.00
Over 1,500 kVA – 6,000 kVA	9,600.00
Over 6,000 kVA	20,850.00
Total Transformer/Uninterrupted Power Supply (UPS) Generator Capacity (kVA)	
5kVA or less	₱ 40.00
Over 5 kVA to 50 kVA	40.00
Over 50 kVA to 300 kVA	220.00

Over 300 kVA to 1500 kVA	720.00
Over 1500 kVA to 6000 kVA	1,920.00
Over 6000 kVA	4,170.00
Pole/Attachment Location Plan Permit	
Power Supply Pole Location	₱ 30.00
Guying Attachment	30.00
Miscellaneous Fees (Electric meter for union separation, alteration, reconnection or relocation	
Residential	₱ 30.00
Commercial / Industrial	96.00
Institutional	42.00
MECHANICAL	
Annual Mechanical Inspection Fees	
Refrigeration and Ice Pant, per ton	
a. Up to 100 tons capacity	₱ 25.00
b. Above 100 tons up to 150 tons	20.00
c. Above 150 tons up to 300 tons	15.00
d. Above 300 tons up to 500 tons	10.00
e. Every ton or fraction thereof above 500 tons	5.00
Air Conditioning Systems	
Window type air conditioners, per unit	₱ 40.00
Packaged or centralized air conditioning systems	
a. First 100 tons, per ton	₱ 25.00
b. Above 100 tons up to 150 tons per ton	20.00
c. Every ton or fraction thereof above 500 tons	8.00
Mechanical Ventilation, per unit, per kW	
a. Up to 1kW	₱ 10.00
b. Above 1kW to 7.5kW	50.00
c. Every kW above 7.5kW	20.00
Escalators and Moving Walks, Funiculars and the like	
a. Escalator and Moving Walks, per unit	₱ 120.00
b. Funicular, per kW or fraction thereof	50.00
c. Per linear meter or fraction thereof of travel	10.00
d. Cable Car, per kW or fraction thereof	25.00
e. Per linear meter of travel	2.00
Elevator, per unit	
a. Passenger elevators	₱ 500.00
b. Freight elevators	400.00
c. Motor driven dumbwaiter	50.00
d. Construction elevators for materials	400.00
e. Car elevators	500.00
f. Every landing above first five (5) landings for all the above elevators	50.00
Boilers, per unit	
a. Up to 7.5kW	₱ 400.00

b. 7.5kW up to 22kW	550.00
c. 22kW up to 37kW	600.00
d. 37kW up to 52kW	650.00
e. 52kW up to 67kW	800.00
f. 67kW up to 74kW	900.00
g. Every kW or fraction thereof above 74kW	4.00
Pressurized Water Heaters, per unit	
Pressurized Water Heaters, per unit	₱ 120.00
Automatic Fire Extinguishers, per sprinkler head	
Automatic Fire Extinguishers, per sprinkler head	₱ 2.00
Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW	
a. Up to 5kW	₱ 55.00
b. Above 5kW to 10kW	90.00
c. Every kW or fraction thereof above 10kW	2.00
Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW	
a. Per kW, up to 50kW	₱ 15.00
b. Above 50kW to 100kW	10.00
b. Every kW or fraction thereof above 100kW	2.40
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	
Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	₱ 10.00
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	
Power piping for gas/steam/etc., per linear meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher	₱ 2.00
Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like	
a. Per unit, up to 10kW	₱ 100.00
b. Every kW above 10kW	3.00
Other machineries and/or equipment for commercial/industrial/institutional use not elsewhere specified, per unit	
a. Up to 1/2 kW	₱ 8.00
b. Above 1/2kW up to 1kW	23.00
c. Above 1kW up to 3kW	39.00
d. Above 3kW up to 5kW	55.00
e. Above 5kW up to 10kW	80.00
f. Every kW above 10kW or fraction thereof	4.00
Pressure Vessels, per cu. Meter or fraction thereof	
Pressure Vessels, per cu. Meter or fraction thereof	₱ 40.00
Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	

Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	₱ 2.40
Weighing Scale Structure, per ton or fraction thereof	
Weighing Scale Structure, per ton or fraction thereof	₱ 30.00
Testing/Calibration of pressure gauge, per unit	
a. Each gas meter, tested, proved and sealed, per gas meter	₱ 24.00
	30.00
Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	₱ 30.00
ELECTRONICS	
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 Electronics 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 Electronics and/or Communications Transmissions Reception	1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages	50.00/unit

Construction/Erection of Towers

	Self-Supporting	**Trilon (Guyed)**
1. Residential	₱ 150.00	₱ 150.00
2. Commercial & Industrial up to 10 m. height	2,400.00	240.00
*Every fraction in excess of 10 m.	120.00	20.00
3. Institutional	1,800.00	120.00
*Every fraction in excess of 10 m.	120.00	20.00

ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00

22. Request for the Approved Permit/Certificate (Certified True Copy, Digital Copy, Certification of Building Official, Tarpaulin Replacement, (subject for re-evaluation) Drawing/Design for Revision and Verification/Correction

A request is granted to applicant for a certified true copy, digital copy, certification of Building Official, tarpaulin replacement, drawing/plan for revision and verification/correction of their approved permit/certificate.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2C Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request Letter (1 original) • Request Form (1 copy)	Client/Requester OBO - Window # 11 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)
• Government Issued IDs of Requester and Representative (1 copy each)	Client/Requester
• Flash Drive (Brand New and Sealed)	Client/Requester
• Affidavit of Loss (1 original)	Client/Requester
• Approved (Building Plans, Building Permit & Ancillary Permit Forms, Certificate) (original copies and photocopy if needed)	Client/Requester
• Revised Plan (3 sets)	Client/Requester
• Supporting Documents (to prove the correct information)	Client/Requester
If transacting thru a representative • Special Power of Attorney (for individual)	Client/Requester

• Corporate Secretary's Certificate (for Corporation)		Client/Requester		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out and submit accomplished request form, and/or Flash Drive, Request Letter	1.1 Interview, receive request and check for complete-ness of documents submitted and verify records. If complete, receive request (tag for evaluation/ inspection or review by City Building Official) and printout the follow-up slip for the client	None	within 1 day	Records Clerk (Backroom)
	1.2 If tag for evaluation of design and plans and documents. Review the compliance according with the National Building Code of the Philippines and other relevant codes and sign the request form	None		Records Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 If tag for inspection. Schedule the on-site inspection (next working day after evaluation)	None	(Process continued included in within 1 day)	Records Clerk (Backroom)
	1.4 Inspection of site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	1.5 Review request and sign the request form with evaluation and inspection report. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag with deficiency and/or request denied) 1.6 Assess fees and issue the order of payment	None None	within 2 days	City Building Official Records Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	See Table of Fees	*Depends on their respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post the official receipts and prepare the requested documents	None	within 2 days	Records Clerk (Backroom)
	2.3 Sign the requested documents	None		City Building Official
3. Claim the requested documents and sign for acknowledgement	3.1 Release the requested documents	None	within 1 day	Records Clerk (Backroom)
	3.2 Scan and archive of request form and certificate	None		Records Clerk (Backroom)
TOTAL		**Depends on the fees stated below**	**within 7 days**	

TABLE OF FEES	
CERTIFIED TRUE COPY AND OTHER CERTIFICATION FEES	
Certified True Copy (per page)	₱ 100.00
Other Certifications (per page)	100.00
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00
Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m^2 – 50.00m^2	3.40
Above 50.00m^2 – 100m^2	4.80

Above 100.00m^2 – 150m^2	6.00
Above 150m^2	7.20
Commercial	
Up to 500 m^2	₱ 23.00
Above 600 – 700 m^2	22.00
Above 500 – 600 m^2	20.50
Above 700 – 800 m^2	19.50
Above 800 – 900 m^2	18.00
Above 900 – 1,000 m^2	17.00
Above 1,000 – 1,500 m^2	16.00
Above 1,500 – 2,000 m^2	15.00
Above 2,000 – 3,000 m^2	14.00
Above 3,000 m^2	12.00
Institutional	
Up to 500 m^2	₱ 12.00
Above 500 – 600 m^2	11.00
Above 600 – 700 m^2	10.20
Above 700 – 800 m^2	9.60
Above 800 – 900 m^2	9.00
Above 900 – 1,000 m^2	8.40
Above 1,000 – 1, 500 m^2	7.20
Above 1,500 – 2,000 m^2	6.60
Above 2,000 – 3,000 m^2	6.00
Above 3,000 m^2	5.00
Construction of Building Within Cemeteries and Memorial Parks	
1. Tombs	₱ 5.00/m^2
2. Semi-Enclosed Mausoleums	5.00/m^2
3. Enclosed Mausoleums	12.00/m^2
4. Columbarium	18.00/m^2
Construction of Water & Waste Water Treatment Tanks	
Construction of Water & Waste Water Treatment Tanks	₱ 7.00/m2
Construction of Reinforced Concrete or Steel Tanks for Commercial and Industrial Use	
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
FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40
LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40

Construction Of Pavement	
Construction of pavement up to $20m^2$	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation and Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 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
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00
Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00
Each water meter	₱ 2.00
12 – 25 mm Ø	8.00
Above 25 mm Ø	10.00

Construction of Septic Tank		
Up to 5.00 m3 of digestion chamber		₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3		7.00
Swimming Pools		
Per cubic meter or fraction thereof		
1. Residential		₱ 3.00
2. Commercial		36.00
3. Social/Recreational		24.00
4. Swimming Pool Shower Rooms /Locker Rooms		
a. Per unit or fraction thereof		60.00
b. Residential		6.00
c. Commercial		18.00
d. Industrial		12.00
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less		₱ 200.00
Over 5 kVA – 50 kVA		200.00 + 20.00/kVA
Over 50 kVA – 300 kVA		1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA		3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA		9,600.00 + 2.50/kVA
Over 6,000 kVA		20,850.00 +1.50/kVA
Miscellaneous Fees		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
MECHANICAL PERMIT FEE		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
Elevator		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
SIGN PERMIT FEE		
Type Of Sign Display	**Business Sign**	**Advertising**
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00
ELECTRONICS FEES		
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 Electronics 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 Electronics and/or Communications Transmissions Reception		1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection of Towers		
	Self-Supporting	**Trilon (Guyed)**
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
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m^2
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
REPAIR FEE		
Repair Fees		₱ 5.00/m^2
FILING & PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational and Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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
STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)		
A. For Building Permits		₱ 300.00
B. For Extension Permits		100.00

ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

23. Filing of Complaint, Inspection & other Construction Related Request (Complaint for Illegal Construction & Violation of the National Building Code)

A report and recommendation are issued to applicant requesting for inspection of building/structure and facilitate the other construction related request.

Office or Division:	Office of the City Building Official
Classification:	Complex
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Complaint Form and/or Complaint Letter (1 original)	OBO - Window # 11 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) Client/Complainant (Complaint Letter)
• Request Form and Request Letter (1 original each)	OBO - Window # 11 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page) Client/Complainant (Complaint Letter)
• Government Issued ID's (2) of Complainant/Requester and Representative (1 photocopy each)	Client/Complainant/Requester
If transacting with OBO thru a representative • Authorization Letter (1 original) • Special Power of Attorney (1 photocopy) • Corporate Secretary's Certificate for Corporation (1 photocopy)	 Client/Complainant/Requester Client/Complainant/Requester Client/Complainant/Requester
• Property Documents (1 photocopy) • Design Plan and Documents (2 original) • Affidavit of Undertaking (1 original)	Client/Applicant's Engineer/Architect Client/Applicant's Engineer/Architect OBO - Window # 11 / Bacoor.gov.ph (website) / OBO-City of Bacoor (Facebook Page)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished Complaint/ Request form, and/or Complaint/Request Letter	1.1 Interview, receive the complaint/request, check for completeness of documents submitted and verify records. If complete, receive complaint/request (tag for evaluation/ inspection or review by City Building Official) and printout the follow-up slip for the client	None	within 1 day	Records Clerk (Backroom)
	1.2 If tag for evaluation of design and plans and documents. Review the compliance according with the National Building Code of the Philippines and other relevant codes and sign the complaint/ request form	None		Records Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 If tag for inspection. Schedule the on-site inspection (next working day after evaluation)	None	(Process continued included in within 1 day)	Records Clerk (Backroom)
	1.4 Inspection of site and after inspection prepares the inspection findings/report	None	within 1 day	Site Inspector District 1 District 2
	3.2 Review complaint/ request and sign evaluation with inspection finding/report/recommendation. If OK (check/tag for assessment of fees) If NOT OK with deficiency found (check/tag with deficiency and/or request denied) 1.5 Assess fees and issue the order of payment	None None	within 2 days	City Building Official Records Clerk (Backroom)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1 Receive payment and issue official receipt	See Table of Fees	*Depends on their respective citizen charter*	City Finance Department (OBO Cashier - Window # 10)
	2.2 Receive, check and post the official receipts and prepare the requested documents	None	within 2 days	Records Clerk (Backroom)
	2.3 Sign the requested documents	None		City Building Official
3. Claim the inspection report and recommendation /requested documents and sign for acknowledgement	3.1 Release the inspection report and the recommendation of Building Official/ requested documents	None	within 1 day	Records Clerk (Backroom)
	3.2 Scan and archive the documents	None		Records Clerk (Backroom)
	TOTAL	**Depends on the fees stated below**	**within 7 days**	

TABLE OF FEES	
COMPLAINT FILING FEES	
Complaint Filing Fee	₱ 1,000.00
BUILDING PERMIT FEE	
Residential	
Original complete construction up to 20 sq. meters	₱ 2.00

Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
Above 20.00m^2 – 50.00m^2	3.40
Above 50.00m^2 – 100m^2	4.80
Above 100.00m^2 – 150m^2	6.00
Above 150m^2	7.20
Commercial	
Up to 500 m^2	₱ 23.00
Above 600 – 700 m^2	22.00
Above 500 – 600 m^2	20.50
Above 700 – 800 m^2	19.50
Above 800 – 900 m^2	18.00
Above 900 – 1,000 m^2	17.00
Above 1,000 – 1,500 m^2	16.00
Above 1,500 – 2,000 m^2	15.00
Above 2,000 – 3,000 m^2	14.00
Above 3,000 m^2	12.00
Institutional	
Up to 500 m^2	₱ 12.00
Above 500 – 600 m^2	11.00
Above 600 – 700 m^2	10.20
Above 700 – 800 m^2	9.60
Above 800 – 900 m^2	9.00
Above 900 – 1,000 m^2	8.40
Above 1,000 – 1, 500 m^2	7.20
Above 1,500 – 2,000 m^2	6.60
Above 2,000 – 3,000 m^2	6.00
Above 3,000 m^2	5.00
Construction of Building Within Cemeteries & Memorial Parks	
1. Tombs	₱ 5.00/m^2
2. Semi-Enclosed Mausoleums	5.00/m^2
3. Enclosed Mausoleums	12.00/m^2
4. Columbarium	18.00/m^2
Construction of Water & Waste Water Treatment Tanks	
Construction of Water & Waste Water Treatment Tanks	₱ 7.00/m2
Construction of Reinforced Concrete or Steel Tanks for Commercial and Industrial Use	
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
FENCING PERMIT FEE	
A. Made of masonry, metal & concrete up to 1.80 in height	₱ 3.00
- in excess of 1.80 in height	4.00
B. Made of indigenous materials, barbed, chicken or hog wires per linear meter	2.40

LINE AND GRADE	
C. Establishment of line & grade, all sides fronting or abutting streets, esteros, rivers, creeks, first 10m	24.00
- Every meter or fraction thereof in excess to 10m	2.40
Construction Of Pavement	
Construction of pavement up to $20m^2$	₱ 24.00
*In excess of 20% or fraction intended for commercial/industrial/institutional use such as parking, gasoline station, skating rinks, pelota, tennis and basketball courts and the like	3.00
STRUCTURAL AND EXCAVATION PERMIT FEE	
Ground Preparation & Excavation Fee	
Inspection & Verification Fee	₱ 200.00
Issuance of GP and EP	50.00
Excavation per cubic meter	3.00
PLUMBING PERMIT FEE	
Installation Fee includes 1 water closet 2 floor drains 1 lavatory 1 sink 3 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
Special Plumbing Fixtures	
Each slop sink	₱ 7.00
Each urinal	4.00
Each bath tub	7.00
Each grease trap	7.00
Each garage trap	7.00
Each bidet	4.00
Each dental cuspidor	4.00
Each gas-fired water heater	4.00
Each drinking fountain	2.00
Each bar or soda fountain sink	4.00
Each laundry sink	4.00
Each laboratory sink	4.00
Each fixed-type sterilizer	2.00

Each water meter		₱ 2.00
12 – 25 mm Ø		8.00
Above 25 mm Ø		10.00
Construction of Septic Tank		
Up to 5.00 m3 of digestion chamber		₱ 24.00
Every cu. Meter of fraction thereof in excess of 5.00 m3		7.00
Swimming Pools		
Per cubic meter or fraction thereof		
1. Residential		₱ 3.00
2. Commercial		36.00
3. Social/Recreational		24.00
4. Swimming Pool Shower Rooms /Locker Rooms		
a. Per unit or fraction thereof		60.00
b. Residential		6.00
c. Commercial		18.00
d. Industrial		12.00
ELECTRICAL PERMIT FEE		
Total Connected Load		
5 kVA or less		₱ 200.00
Over 5 kVA – 50 kVA		200.00 + 20.00/kVA
Over 50 kVA – 300 kVA		1,100.00 + 10.00/kVA
Over 300 kVA – 1,500 kVA		3,600.00 + 5/kVA
Over 1,500 kVA – 6,000 kVA		9,600.00 + 2.50/kVA
Over 6,000 kVA		20,850.00 +1.50/kVA
Miscellaneous Fees		
Residential		₱ 30.00
Commercial / Industrial		96.00
Institutional		42.00
MECHANICAL PERMIT FEE		
ACU (window type)		₱ 60.00/unit
ACU (package type)		90.00/ton
Sprinkler		4.00/head
Gas meter		100.00/unit
Elevator		
Dumbwaiter		₱ 600.00/unit
Construction Elevator		2,000.00/unit
Passenger/Freight		5,000.00/unit
Car Elevator		5,000.00/unit
SIGN PERMIT FEE		
Type Of Sign Display	**Business Sign**	**Advertising**
Neon	₱ 36.00	₱ 52.00
Illuminate	24.00	36.00
Others	15.00	24.00
Painted on	9.60	18.00

ELECTRONICS FEES		
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 Electronics 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 Electronics and/or Communications Transmissions Reception		1,000.00/location
H. Electronics or Electronicsally Controlled Indoor & Outdoor Signages		50.00/unit
Construction/Erection of Towers		
	Self-Supporting	**Trilon (Guyed)**
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
DEMOLITION PERMIT FEE		
Demolition Permit		₱ 3.00/m^2
*Structures of up to 10.00 m. height		800.00
*Every meter in excess of 10.00 m.		50.00
REPAIR FEE		
Repair Fees		₱ 5.00/m^2
FILING AND PROCESSING FEES		
	Filing Fee	**Processing Fee**
Residential, Educational, Recreational and Institutional Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 200.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	400.00
Costing more than ₱ 1,000,000.00	200.00	600.00
Business, Merchantile, Industrial, Assembly Buildings		
Costing less than ₱ 250,000.00	₱ 200.00	₱ 600.00
Costing ₱ 250,000.00- ₱ 1,000,000.00	200.00	800.00
Costing more than ₱ 1,000,000.00	200.00	1,000.00
Accessories		
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

STANDARD BUILDING PERMIT SIGNBOARD FEE (TARPAULIN FEE)	
A. For Building Permits	₱ 300.00
B. For Extension Permits	100.00
ADMINISTRATIVE FINES	
Light Violations	₱ 5,000.00
Less Grave Violations	8,000.00
Grave Violations	10,000.00
SURCHARGES	
Excavation for foundation	10% of the BP fees
Construction of foundation (including pile driving and laying of reinforcing bars)	25% of the BP fees
Construction of superstructure up to 2.00 meters above established grade	50% of the BP fees
Construction of superstructure above 2.00 meters	100% of the BP fees
SECURITY SEAL	
Security Seal Fee	₱ 55.00

LIST OF SERVICES

Office of the City Vice Mayor

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OFFICE OF THE CITY VICE MAYOR
(Internal and External Services)

I. MANDATE:

The mandate of the City Vice Mayor pursuant to Section 11 of Republic Act No. 10160 (the "Charter of the City of Bacoor, Cavite") are as follows:

a. The City Vice Mayor shall be the Presiding Officer of the Sangguniang Panlungsod;

b. Signs all warrants drawn on the City Treasury for all expenditures appropriated for the operation of the OVM and the Sangguniang Panlungsod;

c. Subject to civil service law, rules & regulations, appoint all officials and employees of the OVM and the Sangguniang Panlungsod, except those whose manner of appointment is specifically provided in R.A No. 7160 (the "Local Government Code of 1991");

d. 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;

e. 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

f. Exercise such other powers and perform such other duties & functions as may be prescribed by law or ordinance.

II. VISION:

Deliver excellent public service to every Bacooreño.

III. MISSION:

Quality service at all times. Effective governance in accordance with law.

EXTERNAL SERVICES

Assistance to Individuals with their Inquiries, Requests and Complaints addressed to the Office of the Vice Mayor.

1. RECEIVING VARIOUS COMMUNICATIONS/LETTERS

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may Avail:	Constituents / Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Personal Letter addressed to the Vice Mayor (original and photocopy) • Communication/Letter sent through E-mail, Social Media or Text Message	• Requesting Person/ Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the communication/letter to the Office of the Vice Mayor	**1.1.a. Communication /Letter -** Receive and read the letter, check all the attachments and return the receiving copy to the client stamped with "OVM Received" indicating date and time it was received signed by the receiving personnel	None	10-30 minutes	Ground Floor: - Celmar Sabino - Wanda Gloria Dangan
	1.1.b. Letter received through E-Mail – Print and read the letter that was sent through e-mail and check for the necessary information regarding the letter	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena

	1.1.c. Letter received through Social Media or Text Message – Print and read the Letter that was sent through social media or text message, obtain the necessary information regarding the letter, and inform the sender to forward a copy of the letter to the Office of the Vice Mayor or e-mail to *vmwenabmendiola@ gmail.com*	None	1-5 minutes	James Nelseht Espiritu / Shayne Marie Javier
	1.2 Scan, evaluate, encode, attach route slip, and submit the communication/letter for the final review, approval, and signing of the Vice Mayor	None	30-45 minutes	Raymond Orcena/Charity Joy Rallos
	1.3 The Vice Mayor makes the necessary referral/endorsement	None	1 working day	Vice Mayor / Executive Assistant/s
	1.4 Forward the communication/ letter to the office/s or department/s concern	None	5-10 minutes	Raymond Orcena / Gina San Miguel
	Total	**None**	**1 day, 1 hour and 50 minutes**	

2. ACTION ON COMPLAINTS / INQUIRIES

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may Avail:	Constituents / Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Personal Letter Addressed to the Vice Mayor (original and photocopy) • Letter sent through E-mail, Social Media, or Text Message	• Requesting Person / Organization

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit letter of complaint/ inquiry	**1.1.a. Personal Letter of Complaint/Inquiry -** Receive and read the letter, check all the attachments and return the receiving copy to the client stamped with "OVM Received" indicating date and time it was received signed by the receiving personnel	None	10-30 minutes	Ground Floor: - Celmar Sabino - Wanda Gloria Dangan
	1.1.b. Complaint /Inquiry received through E-mail - Print and read the letter that was sent through e-mail and check for the necessary information regarding the letter	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena

	1.1.c. Complaint / Inquiry received through Social Media or Text Message – Print and read the Letter that was sent through social media or text message, obtain the necessary information regarding the letter, and inform the sender to forward a copy of the letter to the Office of the Vice Mayor or e-mail to *vmwenabmendiola@gmail.com*	None	1-5 minutes	James Nelseht Espiritu / Shayne Marie Javier
	1.2 Scan, evaluate, encode, and attach route slip for the Vice Mayor's endorsement/referral		30-45 minutes	Raymond Orcena/Charity Joy Rallos
	1.3 The Vice Mayor makes the necessary referral/endorsement of the Complaint/ Inquiry to proper authority/ies.		1 working day	Vice Mayor / Executive Assistant/s
	1.4 Forward the complaint/inquiry to the proper authority/ies		5-10 minutes	Raymond Orcena / Gina San Miguel
	Total	**None**	**1 day, 1hour and 50 minutes**	

3. ATTENDS OFFICIAL FUNCTIONS OUTSIDE OF BACOOR GOVERNMENT CENTER

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may Avail:	Constituents / Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Personal Letter Addressed to the Vice Mayor (at least 2 original copies) • Invitation sent through E-mail, Social Media, or Text message	Requesting Person / Organization

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit letter of invitation / notice	**1.1.a. Personal Letter of Invitation/Notice -** Receive and read the Letter of Invitation, obtain the necessary information regarding the event, and return the receiving copy to the client stamped with "OVM Received" indicating date and time it was received signed by the receiving personnel	None	10-30 minutes	Ground Floor: - Celmar Sabino - Wanda Gloria Dangan
	1.1.b. Invitation received through E-Mail – Print and read the Letter of Invitation that was sent through e-mail and check for the necessary information regarding the event	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena

	1.1.c. Invitation received through Social Media or Text Message – Print and read the Letter of Invitation that was sent through social media or text message, obtain the necessary information regarding the event, and inform the sender to forward a copy of the invitation to the Office of the Vice Mayor or e-mail to vmwenabmendiola@gmail.com	None	1-5 minutes	James Nelseht Espiritu / Shayne Marie Javier
	1.2 Scan, evaluate, encode, attach route slip and endorse to the person/s concerned	None	30-45 minutes	Raymond Orcena / Charity Joy Rallos
	1.3 Consolidation and regular updating of schedule	None	30-45 minutes	Shayne Marie Javier / Kisses Calinisan
	Total	**None**	**2 hours and 25 minutes**	

INTERNAL SERVICES

1. APPROVAL OF ORDER OF BUSINESS OF THE SANGGUNIANG PANLUNGSOD

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may Avail:	Sangguniang Panlungsod

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Draft Order of Business • Supporting documents of each item in Draft Order of Business	• Sangguniang Panlungsod Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.SP Secretariat emails draft Order of Business to the Vice Mayor for review	1.1 The Vice Mayor opens email and reviews draft Order of Business.	None	24 hours	City Vice Mayor Rowena Bautista-Mendiola
	1.2 The Vice Mayor Approves the Order of Business	None	10 minutes	City Vice Mayor Rowena Bautista-Mendiola

	1.2 Preparation of Committee Referral List	None	1 hour	Jenifer Legaspi
	1.3 The Vice Mayor approves the Committee Referral List	None	10 minutes	City Vice Mayor Rowena Bautista-Mendiola
	1.4 The OVM Staff emails to the SP Secretariat the approved Order of Business and Committee Referral List	None	10 minutes	Jenifer Legaspi
	Total	**None**	**1 day, 1 hour and 30 minutes**	

2. VICE MAYOR PRESIDES OVER SESSIONS OF THE SANGGUNIANG PANLUNGSOD

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may Avail:	Sangguniang Panlungsod

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Order of Business for Session	• Sangguniang Panlungsod Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Vice Mayor refers all items for First Reading to appropriate committees	1.1 The Sangguniang Panlungsod Secretariat takes note of name of committees where First Reading items were referred to	None	1 hour	Rufithar Sarreal / Cristina Malawig
	1.2 The Sangguniang Panlungsod records action taken in journal/minutes	None	1-2 hours	Rufithar Sarreal /Jenita Pring / Cristina Malawig
2. Vice Mayor inquires on status of Unfinished Business in the Order of Business	2.1 Sangguniang Panlungsod Members move for either: a. Deferment (due to requirement for public hearings, review by Mayor and by Sangguniang Panlungsod) of action on Unfinished Business	None	1-2 hours	Sangguniang Panlungsod Members

	b. Disapproval of Unfinished Business c. Approval of Unfinished Business d. Archiving of Unfinished Business			
3. Vice Mayor allows exercise of Privilege Hour/Ques-tion Hour by Sangguniang Panlungsod Members if any	3.1 Vice Mayor allows Sangguniang Panlungsod members to deliver privilege speech	None	1 hour per Sangguniang Panlungsod Member	Sangguniang Panlungsod Member/ Sangguniang Panlungsod Secretary
	3.2 Vice Mayor allows Sangguniang Panlungsod members to interpellate privilege speaker	None	5 minutes per Sangguniang Panlungsod Member	Sangguniang Panlungsod Member/ Sangguniang Panlungsod Secretary
	Total	**None**	**6 hours and 5 minutes**	

3. ISSUANCE OF AUTHORITY TO TRAVEL OF CITY OFFICIALS / EMPLOYEES (WHEN THE VICE MAYOR IS THE ACTING MAYOR)

Office or Division:	Office of the City Vice Mayor
Classification:	Simple/Complex
Type of Transaction:	G2G- Government to Government
Who may Avail:	Employees under the Office of the City Mayor (when the Vice Mayor is the Acting Mayor)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Leave Form (original) • Clearance Form (original)	• Human Resources Development and Management Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit duly furnished leave / clearance form	1.1 Receive and check the form submitted and prepare Authority to Travel for signature of the Vice Mayor (Acting Mayor)	None	20-30 minutes	Raymond Orcena / Gina San Miguel / Jenifer Legaspi

	1.2 The Vice Mayor (Acting Mayor) approves /disapproves the Authority to Travel as the Acting City Mayor	None	1-7 working days	Vice Mayor / Executive Assistant/s
	1.3 Release to requesting individual/employee	None	5-10 minutes	Raymond Orcena / Gina San Miguel
	Total	**None**	**7 days and 40 minutes**	

4. ADDRESSES ISSUES / REQUESTS OF VARIOUS UNITS / DEPARTMENTS

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may Avail:	Various Units / Departments of the City Government

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request Letter Addressed to the Vice Mayor (original and photocopy) • Request Letter sent through E-mail, Social Media, or Text Message	• Requesting Unit / Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit letter of request	**1.1.a. Request Letter -** Receive and read the letter, check all the attachments and return the receiving copy to the client stamped with "OVM Received" indicating date and time it was received signed by the receiving personnel	None	10-30 minutes	Ground Floor: - Celmar Sabino - Wanda Gloria Dangan
	1.1.b. Request Letter received through E-mail - Print and read the letter that was sent through e-mail and check for the necessary information regarding the letter	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena James Nelseht

	1.1.c. Letter received through Social Media or Text Message – Print and read the Letter that was sent through social media or text message, obtain the necessary information regarding the letter, and inform the sender to forward a copy of the letter to the Office of the Vice Mayor or e-mail to vmwenabmendiola@ gmail.com	None	1-5 minutes	Espiritu / Shayne Marie Javier
	1.2 Scan, evaluate, encode, attach route slip and submit the Letter of Request for the final review, approval, and referral of the Vice Mayor	None	30-45 minutes	Raymond Orcena / Charity Joy Rallos
	1.3 The Vice Mayor makes the necessary action / referral / endorsement		1 working day	Vice Mayor / Executive Assistant/s
	1.4 Release the Approval/Disapproval of the request		5-10 minutes	Raymond Orcena / Gina San Miguel
	Total	**None**	**1 day, 1 hour and 50 minutes**	

5. ATTENDS OFFICIAL INVITATIONS FROM UNITS / DEPARTMENTS

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may Avail:	Various Units / Departments of the City Government

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Personal Letter Addressed to the Vice Mayor (original and photocopy) • Invitation sent through E-mail, Social Media, or Text message	• Requesting Unit / Department

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit letter of invitation / notice	**1.1.a. Personal Letter of Invitation/Notice -** Receive and read the Letter of Invitation, obtain the necessary information regarding the event, and return the receiving copy to the client stamped with "OVM Received" indicating date and time it was received signed by the receiving personnel	None	20-30 minutes	Ground Floor: - Celmar Sabino - Wanda Gloria Dangan
	1.1.b. Invitation received through E-Mail – Print and read the Letter of Invitation that was sent through e-mail and check for the necessary information regarding the event	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena

	1.1.c. Invitation received through Social Media or Text Message – Print and read the Letter of Invitation that was sent through social media or text message, obtain the necessary information regarding the event, and inform the sender to forward a copy of the invitation to the Office of the Vice Mayor or e-mail to vmwenabmendiola@gmail.com	None	1-5 minutes	James Nelseht Espiritu / Shayne Marie Javier
	1.2 Scan, evaluate, encode, attach route slip and endorse to the person/s concerned		30-45 minutes	Raymod Orcena / Charity Joy Rallos
	1.3 Consolidation and regular updating of schedule		30-45 minutes	Shayne Marie Javier / Kisses Calinisan
	Total	**None**	**2 hours and 25 minutes**	

6. SIGNS ALL WARRANTS DRAWN ON THE CITY FINANCE DEPARTMENT FOR ALL EXPENDITURES APPROPRIATED FOR THE OPERATION OF THE OFFICE OF THE VICE MAYOR AND THE SANGGUNIANG PANLUNGSOD

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may Avail:	Various Units / Departments of the City Government

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Expenditure related documents for the Office of the Vice Mayor and Sangguniang Palungsod	• Requesting Unit / Department

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit document for approval of the Vice Mayor	1.1 Evaluate, encode, attach route slip, and submit the expenditure related documents for the final review, approval and signing of the Vice Mayor	None	30-45 minutes	Raymod Orcena / Charity Joy Rallos
	1.2 The Vice Mayor approves/disapproves the expenditure related document	None	1 working day	Vice Mayor / Executive Assistant/s
	1.3 Submit/forward expenditure related documents to appropriate offices/departments	None	5-10 minutes	Raymond Orcena / Gina San Miguel
	Total	**None**	**1 day and 55 minutes**	

7. PERSONNEL RELATED TRANSACTIONS

Accommodating personnel related transactions including issuance of Applicants for Leave of Absence, Clearances, Authority to Travel, Travel Order, Acceptance of Registration Letters of Employees

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may Avail:	SP/OVM Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Filled-up request form with attachments, if any • Letter of request with the receiving copy returned to the client/requesting party • Other supporting documents, if necessary	• SP/OVM Employees

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit document such as Leave Form, Clearances, Authority to Travel, Travel Order and Resignation Letter	1.1. Receive, scan, encode and attach route slip on the documents and return the receiving copy to the requesting personnel	None	30-45 minutes	Raymond Orcena / Charity Joy Rallos

	1.2 The Vice Mayor approves/disapproves the request 1.3 Forward the documents to HRDMD and release a copy of the document to the requesting personnel	None None	1 working day 5-10 minutes	Vice Mayor / Executive Assistant/s Raymond Orcena / Gina San Miguel
	Total	**None**	**1 day and 55 minutes**	

8. APPOINTMENT OF SP/OVM EMPLOYEES, AND APPROVAL OF JOB ORDER CONTRACTS

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government
Who may Avail:	Job Applicants, SP/OVM Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Application Letter / Letter of Endorsement addressed to the Vice Mayor • Filled-up Personal Data Sheet with supporting documents, if necessary	• From the client / requesting party

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1.Submit a copy of the Application Letter/Letter Endorsement with the Receiving Section of the OVM or through email *(vmwenabmendiola@gmail.com)*	**1.1.a. Personal Letter of Application/Letter of Endorsement –** Accept and Record the Application Letter / Letter of Endorsement received and return the receiving copy to the requesting client stamped with ÖVM Received" indicating date and time it was received signed by the receiving personnel	None	30-45 minutes	Raymond Orcena / Charity Joy Rallos

	1.1.b. Application Letter received through E-Mail – Print and read the email, check for the supporting documents needed if any	None	5-20 minutes	Charity Joy Rallos / Raymond Orcena
	1.2 Scan, attach route slip, and forward the documents to the Vice Mayor	None	10-20 minutes	Charity Joy Rallos / Raymond Orcena
	1.3 The Vice Mayor approves/disapproves or make the necessary referral for the Application Letter/ Letter of Endorsement received	None	1 working day	Vice Mayor / Executive Assistant/s
	1.4 Forward the approved Letter of Application / Endorsement Letter to the concerned authority/ies	None	30-45 minutes	Raymond Orcena / Gina San Miguel
	1.5 Inform the Applicant for the status of his / her application (through text message)	None	5-10 minutes	Jenifer Legaspi
	Total	**None**	**1 day, 2 hours and 20 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Send us questions/comments/follow-up at the Office of the Vice Mayor, Bacoor Government Center, Bayanan, Bacoor Blvd., Bacoor City, Cavite Tel. no. (046) 417-0727 and (046) 519-7300
How feedbacks are processed	Feedbacks requiring response/action are forwarded to the staff concerned. Response/action of the office is then relayed to the requesting person/party. Vice Mayor/Sangguniang Panlungsod Secretary monitors the manner in which feedbacks are handled by the staff.
How to file a complaint	Send or submit to the Office of the City Vice Mayor written complaint/s addressed to the Vice Mayor. The complainant can also call tel.no. (046) 417-0727 and (046) 519-7300 to report complaints/issues concerns. The complainant can also be sent via email to the Sangguniang Panlungsod Website (www.bacoorcitysp.com) which is monitored daily by Sangguniang Panlungsod personnel assigned to perform the said task.
How complaints are processed	1. The complaint is assessed by the Supervising Admin. Officer to determine if the complaint should be handled by the OVM or by the SP. 2. If the complaint is within the exclusive jurisdiction of the Vice Mayor, the complaint shall be investigated by the SP Secretary. The recommendation of the SP Secretary shall be submitted to the Vice Mayor for her approval and shall be released once approved by the Vice Mayor. 3. If the complaint is within the exclusive jurisdiction of the Sangguniang Panlungsod (such as complaints against elected barangay officials, etc.), it shall be referred to the SP Secretariat for inclusion in the Order of Business of the City Council. The SP Secretariart shall send a written notice to the complainant on the action taken by the SP.

LIST OF SERVICES

Public Employment Service Office

OFW Help Desk Office

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Job Fairs	33.10 – 33.13
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Special Recruitment Activity (SRA)	33.20 – 33.25
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External Services (OFW Help Desk Office)

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OFW Dependent Scholarship Program	33.35 – 33.36
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Skills for Employment Scholarship Program	33.39 – 33.40

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. COMPANY ACCREDITATION

A Company Accreditation for Public Employment Service Office (PESO) is a process of recognizing and certifying a company or organization as a partner of the PESO in providing employment services to the public.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Highly Technical
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business owners, company employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. LOCAL COMPANIES	
• Letter of Intent for Accreditation with PESO Bacoor Addressed to the City Mayor	• From Company/Employer
• Company Profile	• From Company/Employer
• Company LOGO	• From Company/Employer
• List of Solicited Job Vacancies via link	• From Company/Employer
• Photocopy of current Business Permit/ License	• From Company/Employer
• Photocopy of BIR Registration	• From BPLD
• Photocopy of SEC/DTI/CDA/DOLE Certification	• From BIR
• Registration to PhilJobNet.gov.ph	• From SEC/DTI/CDA/DOLE
• Additional Requirement for Manpower Agencies/Services/Cooperatives and other Placement Agencies	• From PhilJobNet website • From DOLE
• Certification of No Pending Case	• From DOLE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
II. OVERSEAS COMPANIES • Letter of Intent for Accreditation with PESO Bacoor Addressed to the City Mayor • Company Profile • Company LOGO • Job Orders with Embassy Stamp • Certificate of License/ Updated Business Permit • Certificate of Accreditation • BIR Registration • SEC/DTI/CDA/DOLE Certification • Registration to PhilJobNet.gov.ph • Additional Requirement for Manpower Agencies/Services/Cooperatives and other Placement Agencies • Certification of No Pending Case	• From Company/Employer • From Company/Employer • From Company/Employer • From DMW • From BPLD • From Foreign Placement Agency (FPA) • From BIR • From SEC/DTI/CDA/DOLE • From PhilJobNet website • From DOLE/DMW • From DOLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PESO office in person or send an email to inquire about the Company Accreditation Certification	1. Respond to employer inquiries promptly, whether received in person or via email	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. Walk-in Inquiry: Visit the PESO office and log your visit in the logbook 1.b. Email or Social Media Inquiry: Send an inquiry via email or social media	1.a. Walk-in Inquiry: Greet the employer and assist them with logging their visit 1.b. Email or Social Media Inquiry: Promptly acknowledge receipt of the inquiry			Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
2. Obtain the checklist of requirements from PESO staff and ensure you understand all necessary documents and information needed for accreditation	2. Provide employers with a detailed checklist of requirements necessary for accreditation	None	3 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
3. Listen to the explanation provided by PESO staff regarding the benefits of obtaining accreditation	3. Explain the benefits of Company Accreditation clearly and comprehensively to employers	None	10 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Send the compiled documents via email or through the designated online link provided by PESO staff	4. Assess all submitted documents for completeness and accuracy once received from the employer	None	5 business days per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
5. If notified of any discrepancies or additional requirements, promptly address and rectify these issues	5. If any discrepancies are found during the assessment, inform the employer immediately and provide guidance on how to resolve them	None	5 business days per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
6. Upon successful assessment of your submission, receive the Certificate of Company Accreditation from PESO	6. If all requirements are met satisfactorily, issue the Certificate of Company Accreditation to the employer	None	7 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Ron Gerland V. Ferrer *(Labor Employment Officer I)* Kenric B. Tejuco *(Admin Aide)*
	Total	**None**	**10 days and 30 minutes**	

2. JOB REFERRAL AND PLACEMENT

All PESO clientele looking for work undergo job referral and placement activities for possible job placement to further enhance their economic status in the community provided that they meet all the qualifications set by partner companies of the PESO. Job Vacancies are posted on the PESO Bulletin and Facebook Account.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2B Government to Business Entity
Who may avail:	Job seekers, students, out of school youth, migratory workers, persons with disabilities, returning overseas Filipino workers and displaced workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 2 Updated resumes of applicant	• Resume is to be provided by the interested applicant
• Filled out National Skills Registration Program form (NSRP) which is provided by the BLE and the PESO Office for free. (1 piece per applicant)	• NSRP Form is provided for free by the PESO Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse job vacancies either online or by visiting the PESO bulletin board	1. Provide support and information about available job vacancies to applicants	None	None	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)* Roxann A. San Pedro *(Admin Aide)* *[for PWD applicants]*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approach the PESO staff to express interest in a selected job	2. Assist applicants in selecting their preferred occupations based on their qualifications and interests	None	None	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)* Roxann A. San Pedro *(Admin Aide) [for PWD applicants]*
3. Fill out the Registration Form provided by the PESO staff	3. Provide the Registration Form for applicants to complete	None	3 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
4. Fill out the National Skills Registration Program (NSRP) form issued by the PESO staff	4. Issue the NSRP form after registration is completed	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit two copies of your updated resume to the PESO staff once the NSRP form is complete	5.1. Search for accredited companies that match the applicant's qualifications and preferences based on their filled out resume and NSRP form	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
	5.2. Contact employers to confirm job availability 5.2.a. If a job is unavailable, keep a copy of the applicant's resume for future opportunities 5.2.b. If a job is available, notify the applicant promptly 5.2.c. Invite applicants to participate in upcoming local recruitment activities or job fairs if applicable	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.3. Receive a “Referral to the Company” slip from the PESO staff.	5.3. Issue a "Referral to the Company" slip if a job offer is confirmed.	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
6. Prepare for the interview by following guidance on appropriate attire, timing, and location provided by PESO staff.	6. Provide detailed information on what to wear, when, and where to attend the interview.	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
7. Go to the company for the scheduled interview		None	None	The Applicant
	Total	**None**	**43 minutes**	

3. JOB FAIRS

An employment strategy to fast-track the meeting of jobseekers and the employers in one venue wherein jobseekers can select vacancies suited for their qualifications and employers could interview and hire on the spot qualified.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity
Who may avail:	**I. Jobseekers who are:** a. Unemployed b. Skilled and unskilled workers c. Newly graduates d. Graduates who have no work e. Displaced Workers f. Employees seeking for advancement
Who may avail:	**II. Employers and Agencies** Accredited companies, licensed private recruitment agencies, licensed overseas employment agencies, who will be joining the job fair for purposes of recruitment that are accredited by PESO with complete legal documents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. For Jobseekers • 2 pcs. Resume/Biodata/Curriculum Vitae • 2 pcs. Picture 2x2 • Copy of Certificate of Employment • Copy of Diploma/Transcript of Records • Authenticated Birth Certificate	From applicant From applicant From previous company of applicant From school/college/university From PSA
II. Employers and Agencies • For private recruitment agencies must be accredited. • For overseas employment agencies must have a valid DMW License, Provincial Recruitment Authority and available job orders. • Certificate of No Pending Case	From PESO From DMW From DOLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Jobseekers 1. Proceed to the Registration Area and fill out the National Skills Registration Program (NSRP) form	1. Provide the National Skills Registration Program (NSRP) form to the jobseekers in the registration area	None	4 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi *(PESO-OFW Help Desk Staff)*
2. Submit the completed NSRP form along with one updated resume	2. Receive the completed NSRP form along with the resume	None	2 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi *(PESO-OFW Help Desk Staff)*
3. Follow the program flow and instructions provided by PESO during the job fair	3. Implement the program flow and provide instructions during the job fair	None	1 day	Dr. Abraham D. de Castro *(PESO Department Head I)* PESO-OFW-HD TEAM
4. Explore opportunities by visiting various employers present at the job fair		None	None	The Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. If interested in a company, carefully listen during the interviews, and adhere to any instructions or requirements specified by the employers.		None	Depends on the employer's assessment of the applicant	The Employer The Applicant
6. Await feedback from the employer regarding your application status.		None	Depends on the employer's assessment of the applicant	The Employer The Applicant
	Total	**None**	1 day and 6 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II. Employers and agencies 1. Send a request to PESO to participate in the upcoming job fair, either via email or in person	1. Acknowledge the participation request of the employer, either via email or in person	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
2. Receive the list of requirements necessary for participation in the job fair	2. Send a list of requirements to the employer necessary for participation in the job fair	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
4. (Job Fair Day) Receive a Job Fair Monitoring Form from the PESO staff to record the status of applicants. Conduct interviews with job applicants throughout the duration of the job fair	4. (Job Fair Day) Provide a Job Fair Monitoring Form to record the status of applicants, indicating whether they are hired or not	None	1 day	The Employer The PESO staff
5. After the job fair, submit a status report to PESO detailing the placement of applicants	5. Collect the status report to detailing the placement of applicants	None	5 business days per client	Cheryl A. Gaspar *(Admin Aide II)* Roxann A. San Pedro *(Admin Aide)*
	Total	**None**	**11 days, and 10 minutes**	

4. LOCAL RECRUITMENT ACTIVITY (LRA)

An all year round activity done at the PESO-Bacoor office wherein local employment opportunities are brought closer to jobseekers which minimizes them the costs of transportation to areas where the companies are located.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Highly Technical
Type of Transaction: **Type of Transaction:**	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity
Who may avail:	**I. Jobseekers who are:** a. Unemployed b. Skilled and unskilled workers c. Newly graduates d. Graduates who have no work e. Displaced Workers f. Employees seeking advancement **II. Employers and Agencies** Licensed private recruitment agencies, who will be joining the job fair for purposes of recruitment that are accredited by PESO with complete legal documents.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Jobseekers	
• 2 pcs. Resume/Biodata/Curriculum Vitae	From applicant
• Copy of Certificate of Employment	From applicant
• Copy of Diploma/Transcript of Records	From previous company of applicant From school/college/university
• Authenticated Birth Certificate	From PSA

Continued… CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Employers and Agencies
 	
• Company LOGO
• Letter of Intent (LOI)
• Company Profile
• Business Permit
• Bureau of Internal Revenue (BIR)
• Softcopy of SEC/CDA/DTI/DOLE registration
• Softcopy of proof of register on PhilJobNet
• Additional Requirements for Manpower Agencies/Services/Cooperatives and other Placement Agencies:
  ○ Private Requirement and Placement Agency (PRPA)
  ○ D.O. — 174 (Except Construction)
  ○ PCAB Registration (Construction)
• Certificate of No Pending Case
	From Employer
	From Employer
	From Employer
	From BPLD
	From BIR
	From DOLE
	
	From DOLE
	From DOLE
	
	From DOLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. For Jobseekers 1. Inquire with PESO personnel about companies conducting Local Recruitment Activities.	1. Provide information about companies conducting Local Recruitment Activities	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the Registration Form provided by the PESO staff	2. Provide the Registration Form for applicants to complete	None	3 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
3. Prepare two (2) updated resumes and obtain a National Skills Registration Program (NSRP) Form from PESO staff	3. Provide the applicant with a National Skills Registration Program (NSRP) Form	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
4. Submit the completed NSRP Form and one (1) updated resume to PESO staff	4. Receive the completed NSRP Form and one (1) updated resume from the applicant	None	1 minute per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Follow PESO staff's directions to the employer's interview location	5. Direct the applicant to the employer's interview location	None	None	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
6. Participate in the interview with the employer		None	Depends on the employer's interview	The Employer The Applicant
7. Await updates from the employer regarding application status. 7.a. If hired on the spot: • Receive a "Thank You" letter from PESO staff • Complete the "Thank You" message on the letter • Submit the completed letter to PESO staff • Participate in a photo opportunity with the PESO photographer	7. Awaits updates from the employer regarding application status 7.a. If hired on the spot: • Provide a "Thank You" letter to applicants hired on the spot • Photograph applicant hired on the spot with the PESO photographer	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo (PESO Associate) Kenric B. Tejuco *(Admin Aide)*
8. The interview process is complete		None	None	The Applicant
	Total	**None**	**29 minutes**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II. Employers and agencies 1. Submit a Letter of Intent to conduct a Local Recruitment Activity (LRA) via email, social media, or in person	1. Provide available dates for the LRA, allowing the employer to choose a convenient schedule	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
2. Select a convenient schedule from the available dates provided by PESO staff	2. Send a Local Recruitment Activity Online Registration Form to confirm the request to conduct the LRA	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
3. Upon schedule selection, confirm the request to conduct the LRA by filling out the Local Recruitment Activity Online Registration Form that will be sent by the PESO staff.		None	5 business days per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. (LRA Day) Log into the PESO's Employer/Company Logbook upon arrival	4. (LRA Day) Assist the employer to log on Employer/Company Logbook upon arrival	None	5 minutes	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
5. Conduct interviews with applicants provided by the PESO staff	5. Provide applicants for the employer to interview	None	Depends on the employer's interview	The Employer The Applicant
6. If the applicant is: a.) Hired On The Spot, redirect them to the PESO staff to receive a "Thank You" letter and participate in a photo opportunity with the PESO photographer b.) For Further Interview, provide details regarding the next steps in the hiring process	6. If the applicant is Hired On The Spot, provide a "Thank You" letter and participate in a photo opportunity with the PESO photographer	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo (PESO Associate) Kenric B. Tejuco *(Admin Aide)*
7. After the LRA, submit a status report to PESO detailing the placement of applicants	7. Collect the status report to detailing the placement of applicants	None	5 business days	Cheryl A. Gaspar *(Admin Aide II)* Roxann A. San Pedro *(Admin Aide)*
	Total	**None**	**10 days and 54 minutes**	

5. SPECIAL RECRUITMENT ACTIVITY (SRA)

A permission granted by the Philippine Overseas Employment Administration (POEA) to a licensed recruitment agency to conduct recruitment activities outside of their registered business address, essentially allowing them to recruit workers in a specific location other than their usual office, which is crucial for targeted recruitment drives or when there's a high demand for workers in a particular region or industry.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity
Who may avail:	**I. Jobseekers who are:** a. Unemployed b. Skilled and unskilled workers c. Newly graduates d. Graduates who have no work e. Displaced Workers f. Employees seeking advancement **II. Employers and Agencies** Licensed overseas employment agencies, who will be joining the job fair for purposes of recruitment that are accredited by PESO with complete legal documents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Jobseekers	
• 2 pcs. Resume/Biodata/Curriculum Vitae	From applicant
• Copy of Certificate of Employment	From applicant
• Copy of Diploma/Transcript of Records	From previous company of applicant From school/college/university
• Authenticated Birth Certificate	From PSA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employers and Agencies • Company LOGO • Letter of Intent (LOI) • Company Profile • Business Permit • Bureau of Internal Revenue (BIR) • Softcopy of SEC/CDA/DTI/DOLE registration • Softcopy of proof of register on PhilJobNet • Job Orders • Certificate of No Objection (NOC)	From Employer From Employer From Employer From BPLD From BIR From DOLE From DOLE From DMW From DMW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. For Jobseekers 1. Inquire with PESO personnel about companies conducting Special Recruitment Activity	1. Provide information about companies conducting Special Recruitment Activities	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
2. Fill out the Registration Form provided by the PESO staff	2. Provide the Registration Form for applicants to complete	None	3 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepare two (2) updated resumes and obtain a National Skills Registration Program (NSRP) Form from PESO staff	3. Provide the applicant with a National Skills Registration Program (NSRP) Form	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
4. Submit the completed NSRP Form and one (1) updated resume to PESO staff.	4. Receive the completed NSRP Form and one (1) updated resume from the applicant.	None	1 minute per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
5. Follow PESO staff's directions to the employer's interview location.	5. Direct the applicant to the employer's interview location.	None	None	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
6. Participate in the interview with the employer		None	Depends on the employer's interview	The Employer The Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Await updates from the employer regarding application status 7.a. If hired on the spot: • Receive a "Thank You" letter from PESO staff. • Complete the "Thank You" message on the letter. • Submit the completed letter to PESO staff. • Participate in a photo opportunity with the PESO photographer	7. Awaits updates from the employer regarding application status 7.a. If hired on the spot: • Provide a "Thank You" letter to applicants hired on the spot • Photograph applicant hired on the spot with the PESO photographer	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo (PESO Associate) Kenric B. Tejuco *(Admin Aide)*
8. The interview process is complete		None	None	The Applicant
	Total	**None**	**29 minutes**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II. Employers and agencies 1. Submit a Letter of Intent to conduct a Special Recruitment Activity (SRA) via email, social media, or in person	1. Provide available dates for the SRA, allowing the employer to choose a convenient schedule	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
2. Select a convenient schedule from the available dates provided by PESO staff	2. Send a Special Recruitment Activity Online Registration Form to confirm the request to conduct the SRA	None	5 minutes per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
3.1. Upon schedule selection, confirm the request to conduct the SRA by filling out the Special Recruitment Activity Online Registration Form that will be sent by the PESO staff 3.2. Obtain a No Objection Certificate if documents are approved; if not, provide any missing information for re-evaluation	3.1. Send the Special Recruitment Authority Online Registration Form to confirm the SRA request 3.2. Issue Certificates of No Objection upon approval of submitted documents; communicate any deficiencies if applicable	None	5 business days per client	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. (SRA Day) Log into the PESO's Employer/Company Logbook upon arrival	4. (SRA Day) Assist the employer to log on Employer/ Company Logbook upon arrival	None	5 minutes	Dr. Abraham D. de Castro *(PESO Department Head I)* Cheryl A. Gaspar *(Admin Aide II)* Ron Gerland V. Ferrer *(Labor Employment Officer I)*
5. Conduct interviews with applicants provided by the PESO staff	5. Provide applicants for the employer to interview	None	Depends on the employer's interview	The Employer The Applicant
6. If the applicant is: a.) Hired On The Spot, redirect them to the PESO staff to receive a "Thank You" letter and participate in a photo opportunity with the PESO photographer b.) For Further Interview, provide details regarding the next steps in the hiring process	6. If the applicant is Hired On The Spot, provide a "Thank You" letter and participate in a photo opportunity with the PESO photographer	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo (PESO Associate) Kenric B. Tejuco *(Admin Aide)*
7. After the SRA, submit a status report to PESO detailing the placement of applicants	7. Collect the status report to detailing the placement of applicants	None	5 business days	Cheryl A. Gaspar *(Admin Aide II)* Roxann A. San Pedro *(Admin Aide)*
	Total	**None**	**10 days 54 minutes**	

5. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENT (SPES)

The Special Program for Employment of Students is mandated under Republic Act No. 9547 otherwise known as "An Act To Help Poor But Deserving Students Pursue Their Education By Encouraging Their Employment During Summer and/or Christmas Vacations, Through Incentives Granted to Employers, Allowing Them to Pay Only Sixty Per Centum of Their Salaries or Wages and The Forty Per Centum Through Education Vouchers To Be Paid By the Government, Prohibiting and Penalizing The Filing of Fraudulent and Fictitious Claims.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Complex / Highly Technical
Type of Transaction:	G2G Government to Government G2C Government to Citizen G2B Government to Business Entity
Who may avail:	**1. Student Applicants** • **Age:** Must be at least 15 years old but not more than 30 years old at the time of application. • **Residency:** Residing within Bacoor • **Enrollment Status:** Currently enrolled in a public or private educational institution • **Academic Performance:** Must have no failing grades and should have earned at least a passing general weighted average in the most recent academic year or term • **Character:** Should possess good moral character • **Previous Participation:** Preferably applying for SPES for the first time; however, former beneficiaries must have positive feedback from their deployment office • **Skills:** Capable of performing clerical tasks (e.g., encoding, sorting, filing) and proficient in basic computer operations • **Health:** Must be fit for work • **Economic Status:** The combined annual income of parents or household must not exceed the regional poverty threshold for a family of six, set at P197,868 annually or P16,489 per month

Who may avail: (continuation)	**2. Out-of-School Youth (OSY) Applicants** • **Age:** Must be at least 15 years old but not more than 30 years old at the time of application. • **Residency:** Residing within Bacoor • **Character:** Certificate of Good Moral Character from City Social Welfare and Development Office (CSWD) or Barangay • **Previous Participation:** Preferably applying for SPES for the first time. • **Skills:** Capable of performing clerical tasks (e.g., encoding, sorting, filing) and proficient in basic computer operations. • **Health:** Must be fit for work. • **Economic Status:** The combined annual income of parents or household must not exceed the regional poverty threshold for a family of six, set at P197,868 annually or P16,489 per month

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

I. For Jobseekers
Instructions: Prepare four (4) sets of the following documents:
 	
1. Application Form
• Duly Accomplished SPES Form 2
 	
2. Proof of Age
• PSA Authenticated Birth Certificate
• Alternatively, any document showing the date of birth
 	
3. Academic Records
• Certification by the School Registrar
  ○ Last Enrollment
  ○ Average Passing Grade
  ○ Or, submit the class card
  ○ Or, Form 138
	From PESO
	
	From Philippine Statistics Authority(PSA)
	From Any Government-Issued ID
	
	From School Registrar

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Proof of Income • Copy of the Latest Income Tax Return (ITR) of Parents • If parents are exempt from tax payment, provide a BIR Certification • Alternatively, a Certificate of Indigency issued by the Barangay	From Parents (ITR) From Bureau of Internal Revenue (BIR) From Barangay
5. Certificate of Indigency • Barangay Certificate of Indigency	From Barangay
6. For Out-of-School Youth (OSY) • Certificate of Good Moral Character issued by CSWD or Barangay. • Original copy of Certification as OSY issued by DSWD/CSWD or the authorized Barangay Official where the OSY resides; If applicant is a minor (16-17 years old), the certificate shall include both applicant's name and the names of his/her parents or legal guardians	From City Social Welfare and Development Office (CSWD) or Barangay
7. Resume • Resume along with a recent picture of the applicant taken within the last six (6) months	From Applicant
8. ID Pictures • 4 pieces of Passport Size ID Picture.	From Applicant
9. Parental Consent (If Applicable) • If the applicant is 17 years old and below, include an Affidavit of Parent's Consent to Work.	From Applicant From Parents
II. For Employers Signed Pledge of Commitment	From Employers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Jobseekers 1. Visit the nearest PESO to learn about the Special Program for Employment of Students (SPES).	1. Provide information and assistance to students inquiring about SPES.	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
2. Fill out the Applicant Registration Form and gather required documents, including two updated resumes.	2. Ask students to complete the Applicant's Registration Form and gather necessary documentation.	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*
3. Complete the National Skills Registration Program (NSRP) form provided by PESO staff.	3. Hand over the NSRP form to students for completion.	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head I)* Julieta D. Macarayo *(PESO Associate)* Cheryl A. Gaspar *(Admin Aide II)*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Hand in the completed NSRP form along with the two updated resumes to PESO staff.	4. Interview students to assess their qualifications for available positions.	None	5 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)*
5. Attend the interview scheduled by the PESO staff.	5. Provide students with a list of requirements they need to accomplish post-interview.	None	10 minutes per applicant	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)*
6.1. Accomplish all requirements provided by PESO staff after the interview. 6.2. Submit all original documents to PESO for review.	6. Review all original documents submitted by students for completeness and accuracy.	None	5 business days per applicant	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)* *The Applicant*
7. Fill out the SPES Application Form, Oath of Undertaking, and Employment Contract once requirements are approved	7. Provide approved students with the SPES Application Form, Oath of Undertaking, and Employment Contract after document review	None	10 business days per applicant	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)* *The Applicant*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. After completing all forms, wait for deployment as a SPES beneficiary	8. Coordinate deployment of students as SPES beneficiaries once all forms are completed and approved	None	7 days	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)*
	Total	**None**	**17 days and 35 minutes**	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
II. Employers 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	5 business days	Dr. Abraham D. de Castro *(PESO Department Head 1)* Ms. Josefina Dayrit *(Admin Aide II)* The HR Manager The Employer
	Total	**None**	**5 days**	

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

OWWA Reintegration Program

6. 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.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Repatriated Returning Overseas Filipino Workers who wish to stay for good in the country and venture permanently into business.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Proof of OWWA membership	OWWA, OFW and OFW HD Staff
• Proof of repatriation	OWWA and OFW
• Passport or travel documents.	OFW
• Written Declaration	OFW
• 1pc. 2x2 picture	OFW
• Sketch of business site/ home address	OFW
• Photocopy of two (2) government issued IDs	OFW
• Barangay Clearance	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. 1.2 PESO – OFW Staff checks the membership of the OFW in the OWWA database. 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. 1.4 PESO-OFW HD staff informs the OFW of schedule for seminar regarding loan preparation and training for business paper preparation.	None None None None	5 minutes 5 minutes 3 minutes 2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi
	Total	**None**	**15 minutes**	

OWWA WELFARE ASSISTANCE AND SOCIAL ASSISTANCE PROGRAM

7. MEDICAL AND DISABILITY ASSISTANCE

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Returning Overseas Filipino Workers who are active members wish to avail of medical assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished application form	OFW HD Staff
• Proof of OWWA membership	OWWA – OFW
• Passport/ Seaman's book	DFA
• Medical certificate with PTR number	OFW / Hospital
• Supporting documents (record of operation, clinical abstract, discharge summary)	Hospital
• Photocopy of two (2) government issued ID's	Valid ID of OFW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/her documents to PESO – OFW Help Staff for assessment	1.1. PESO – OFW HD Staff assess the documents of the OFW	None	5 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala 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
	Total	**None**	**10 minutes**	

OWWA EDUCATION AND TRAINING PROGRAM

8. 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

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	• OFW's who are still abroad whose qualified beneficiaries are in the Philippines. • Returning Overseas Filipino Workers who wish to avail of educational assistance to qualified dependents. • Legal dependent of an active OWWA member. • Single, not more than 21 years of age. • Be a Filipino citizen • Must be a grade 12 graduate. • Must not be a recipient of other scholarship grant.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Proof of latest OWWA membership • Accomplished application form • 3. 2pcs. Passport size picture • Certified true copy of form 137 or form 138 in Grade 12	OWWA, OFW – OFW HD Staff OFW HD Staff OFW School, Colleges, University of beneficiary

Continued.. CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PSA birth certificate of applicant • PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling. • Original medical Certificate • Original Certificate good moral character from the school • Parents Certification • Copy of OFWs employment contract. • Course curriculum (College)	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 *PESO-OFW Help Desk Staff*
	. **Total**	**None**	**10 minutes**	

9. 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.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	• Legal dependent of an active OWWA member. • Single, not more than 21 years of age. • Be a Filipino citizen • Grade 12 graduating student. • With a GWA of 80% and belongs to top 20% of grade 11/ graduating class • Must belong to the top 400 passers of the DOST qualifying examination • Must not be a recipient of other scholarship grant.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Proof of latest OWWA membership	OWWA, OFW and OFW HD Staff
• Accomplished application form	OFW
• 2pcs. Passport size picture	OFW
• Certified true copy of form 137 or form 138 in Grade 10 and Grade 11.	School, College, University of OFW Beneficiary
• Certificate of enrolment/ registration form as Grade 12.	School, College, University of OFW Beneficiary
• 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	School, College, University of OFW Beneficiary
• PSA birth certificate of applicant	PSA – OFW

Continued.. CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PSA issued CENOMAR and Birth certificate of single OFW if applicant is his/her sibling. • Original Medical Certificate • Original Certificate good moral character from the school • Applicants Certification • Parents Certification on application for Immigration/ Dual citizenship of applicant	PSA – OFW Hospital School, College, University of OFW Beneficiary OFW OFW

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 privilege	None	2 minutes	Dr. Abraham de Castro Ms. Victoria Jimenez Ms. Liza Bilon Ms. Rose Samala Ms. Anne Legazpi *PESO-OFW Help Desk Staff*
	Total	**None**	**10 minutes**	

10. 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.

Office or Division:	OFW Help Desk as supervised and managed by the Public Employment Service Office (PESO) of LGU Bacoor
Classification:	Simple
Type of Transaction:	G2G Government to Government G2C Government to Citizen
Who may avail:	Active OWWA member or beneficiary/dependent (Spouse and children below 21 years of married OFWs, while single brother or sister 21 years old and below for unmarried OFWs) 1. At least Elementary Graduate 2. Filipino Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished application form	OFW – OFW HD Staff
• 2x2 pictures (2 copies)	Beneficiary of OFW
• Form 137/ high school report card/ transcript of record	School, College, University of OFW Beneficiary
• 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.	OFW Beneficiary of OFW PSA
• Proof of OWWA membership	OFW – OFW HD Staff
• Certificate of no marriage for child of OFW 18 years old and below	PSA
Other SESP Requirements	
• Copy of TESDA certificate program registration	TESDA
• Copy of BIR certificate of registration	BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OFW presents his/h 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 *PESO-OFW Help Desk Staff*
	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 *PESO-OFW Help Desk Staff*
	Total	**None**	**10 minutes**	

Note: *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****.*



LIST OF SERVICES

Office of the Population Development

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OFFICE OF THE POPULATION DEVELOPMENT
(External Services)

The Office of Population Development is committed to ensuring the continuous delivery of high-quality professional development programs on Population, such as Responsible Parenthood and Family Planning and Development (RPFPD), Adolescent Health and Development (AHD), and Population and Development Integration (POPDEV). These programs aim to enhance the competence and strengthen the capabilities of local government units and our partners as we work together towards building 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

OFFICE OF THE POPULATION DEVELOPMENT

Roles and Functions of Office of the Population Development in the Philippine Population and Development Program (PPDP):

1. Conduct of demand generation or Social and Behavior Change Communication (SBCC) activities for Responsible Parenthood and Family Planning and Development (RPFPD) and Adolescent Health and Development (AHD) at the community level within the city.

2. Implementation and continual enhancement of Pre-Marriage Orientation at the city level.

3. Establishing and maintaining an extensive city-wide database that encompasses Population and Development (POPDEV), Responsible Parenthood and Family Planning and Development (RPFPD), and Adolescent Health and Development (AHD) information systems to serve as a pivotal resource for program management and enhance service delivery.

4. Conducting monitoring and evaluation of RPFPD, AHD, and POPDEV policies, plans, and strategies within the city, alongside the provision of AHD, RPFPD, and POPDEV information and services at both citywide and community levels.

5. Identification and provision of capacity development interventions for program implementers and services providers from the barangays within the city.

6. Forecasting and procurement of Family Planning (FP) supplies at the city level to augment national supply.

7. Logistics management of FP supplies at the city level.

8. Integration of regional/provincial RPFPD, AHD and POPDEV strategies in city development plans initiatives, services, investment programs and strategies based on local POPDEV context.

9. Implementation of national Adolescent Health and Development (AHD) strategies (including preventive and social protection interventions) within the context of the city and integration in the regular city development initiatives and investment program.

10. Development of the capacities of city Adolescent Health and Development (AHD) implementers and partners including those in the barangays.

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 orientation and counseling on responsible parenthood and family planning for the issuance of their marriage license from the Office of the City Civil Registry after ten (10) days publication period.

Office or Division	Office of the Population Development			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Would-be-couples applying for marriage license			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Official Receipt (O.R) payment for PMOC Fee			City Finance Department	
2. One (1) Xerox copy of any valid government issued ID for would-be-couples			GSIS, SSS, Post Office, DFA, BIR, PSA, PAG-IBIG, Barangay	
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Apply for Marriage License at Office of the City Civil Registry			15 minutes	Office of the City Civil Registry
1.2 Pay the PMOC fee at the Cashier		Php255.00	3 minutes	City Finance Department
1.3 Proceed to Office of the Population Development and register (fill out the Pre-Marriage Orientation Sheet and Registration Form)	1. Interview and assist applicants in the registration and set their schedule date and time (every Thursday) for Pre-Marriage Orientation and Counseling	None	15 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Undergo Pre-Marriage Orientation and Counseling on the schedule date specified on their follow up slip	2.1 Conduct and facilitate Pre-Marriage Orientation	None	4 hours	Emilie D. De CastroCity Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Crisphina M. Castillo Social Welfare Officer IV Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Phil Depatillo Pastor (BCTO) Cesar Roxas Pastor (BCTO)
	2.2 Conduct Pre-Marriage Counseling on schedule date and time.	None	3 hours	Crisphina M. Castillo Social Welfare Officer IV

CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the processing of PMOC Certificate	3.1 Prepare Certificate of Compliance for would-be-couples	None	5 minutes / certificate	Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV
	3.2 Prepare and sign Certificate of Marriage Counselling (would-be-couples ages 18 years old to 25 years old)	None	10 minutes	Office of the Social Welfare and Development
	3.3 Sign Certificate of Compliance	None	30 minutes / signatory	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Crisphina M. Castillo Social Welfare Officer IV (OSWD) Clari Belle Medrano Population Program Officer I
	3.4 Issue Certificate of Compliance for Would-be-couples attended	None	15 minutes	Rowena R. Santiago Population Program Officer II Clari Belle Medrano Population Program Officer I Charito R. Ganzon Administrative Aide Harold D. Medina Administrative Aide IV Leonardo B. Jaylo Administrative Aide III

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicants will proceed to OCCR to submit their PMOC Certificate of Compliance	4. Release Marriage License (for complete requirements and after 10 days publication)	None	15 minutes	Office of the City Civil Registry
Total		**Php255.00**	**8 hours and 48 minutes**	

Note: Attendance for each Pre-Marriage Orientation and Counseling (PMOC) session is limited to 15 to 20 would-be-couples, with sessions scheduled for every Thursday.

2. RESPONSIBLE PARENTHOOD AND FAMILY PLANNING AND DEVELOPMENT (RPFPD)

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.

Office or Division	Office of the Population Development
Classification	Simple
Type of Transaction	G2C - Govenrment to Citizen / G2G - Government to Govenrment
Who may avail	Couples of child bearing age who wants to practice birth spacing and limiting through Family Planning

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter address to Local Chief Executive thru Office of the Population Development. 2. Request Letter from OPD 3. Venue (will fit 50-100 participants) 4. Venue (will fit 30-50 participants) 5. Provide Number of Participants (30-100)	Requesting Barangay, NGOs etc.; Office of the Population Development

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE COLLECTED**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter Address to Local Chief Executive	1. Acknowledge Receipt and Coordinate with the requesting Barangays, Partner Agencies, NGO's etc.	None	10 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate the request by liaising with the Office of the Population Development for specific arrangements	2. Facilitate the coordination process to establish and finalize specific arrangements for the request	None	1 day	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV
3. Gather the participants in the assigned venue and register (fill out information and attendance sheet)	3. Assist in the registration of attendees	None	30 minutes	Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide I

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Undergo training/work shop on the RPFPD Program	4. Conduct and facilitate the lecture	None	2 hours	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV
5. Receive Certificate of Attendance/ Participation	5. Issue Certificate of Attendance/ Participation	None	15 minutes	Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide
Total		**None**	**1 day, 2 hours and 55 minutes**	

Note: The duration of trainings or modules for Responsible Parenthood and Family Planning and Development Programs may be extended as deemed necessary to accommodate the specific modules needed by the participants.

3. ADOLESCENT HEALTH AND DEVELOPMENT (AHD)

To promote overall well-being and reduce youth reproductive health issues, including premarital sex, teenage pregnancies, abortion, STIs/HIV/AIDS, as well as other problems like gambling, alcohol, and drug abuse.

Office or Division	Office of the Population Development
Classification	Simple
Type of Transaction	G2C - Govenrment to Citizen / G2G - Government to Govenrment
Who may avail	Youth between the ages 13 to 19 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter address to Local Chief Executive thru Office of the Population Development. 2. Request Letter from OPD 3. Venue (will fit 50-100 participants) 4. Provide Identified Number of Participants (50-100)	Requesting School, Barangay, NGO etc.; Office of the Population Development

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE COLLECTED**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter	1. Acknowledge receipt of the formal request letter submitted by the requesting schools, barangays, and other sectors of the community.	None	10 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Worker II Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate the request by liaising with the Office of the Population Development for specific arrangements	2. Facilitate the coordination process to establish and finalize specific arrangements for the request	None	1 day	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide
3. Gather the youths in the assigned venue and register (fill out information and attendance sheet)	3. Assist in the registration of attendees	None	30 minutes	Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Engage in Training/Workshop Sessions for the AHD Program.	4. Conduct and facilitate the lecture	None	2 hours	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV
5. Receive Certificate of Attendance/ Participation	5. Issue Certificate of Attendance/ Participations	None	15 minutes	Harold D. Medina Administrative Aide IV Leonardo B. Jaylo Administrative Aide III Charito R. Ganzon Administrative Aide I
Total		**None**	**1 day, 2 hours and 55 minutes**	

Note: The duration of trainings or modules for Adolescent Health and Development Programs may be extended as deemed necessary to accommodate the specific modules needed by the participants.

4. POPULATION AND DEVELOPMENT INTEGRATION (POPDEV)

Population and Development Integration strategies strive to support government policies and programs that promote effective population management and well-structured families. These efforts aim to achieve population outcomes that bolster sustainable socio-economic and human development.

Office or Division	Office of the Population Development
Classification	Simple/Complex
Type of Transaction	G2G - Government to Government
Who may avail	Barangay Officials

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter address to Local Chief Executive thru Office of the Population Development.	Requesting Barangay

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Barangay will submit request letter and seek assistance to conduct Population and development Integration program	1. Acknowledge receipt of the formal request letter submitted by the requesting barangay	None	5 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide

CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
2. Barangay shall engage in communication and coordination with their officially designated Barangay Population Worker (BPW) or any assigned personnel in the event that a BPW is unavailable.	2. Technical Assistance will be extended and coordinated with the designated Barangay Population Worker (BPW) or alternative personnel when a BPW is unavailable.	None	1 day	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV
3. Undergo training/workshop on Population and Development Integration	3. Conduct and facilitate the Training	None	2 days	Commission on Population and Development - CALABARZON Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Certificate of Attendance / Participation	4. Issue Certificate of Attendance / Participation	None	15 minutes	Harold D. Medina Administrative Aide IV Charito R. Ganzon Administrative Aide I
Total		**None**	**3 days and 20 minutes**	

Note: The duration of trainings or modules for Population and Development Integration may be extended as deemed necessary to accommodate the specific modules needed by the participants.

A. PROVISION OF THE POPULATION DATA

The Provision of Population data is one of the services provided by the OPD to ensure accurate and up-to-date information regarding the population of our city. This service aims to facilitate access to population-related data for various purposes, including research, planning, policy-making, and decision-making.

Office or Division	Office of the Population Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen / G2G - Government to Government
Who may avail	Local Government Institutions and organizations, Civil Society Organizations, Researchers, Students and public in general.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter address to Local Chief Executive thru Office of the Population Development	To be furnished by the requesting clients

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE COLLECTED**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request address to LCE specifying the necessary demographic data and information	1. Receive and archived the letter from the requesting client or institution	None	10 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate with the Office of the Population Development to arrange specific details	2. Process the request and furnish the required population data and information	None	15 minutes	Emilie D. De Castro City Gov't Dept. Head I Rowena R. Santiago Population Program Officer II Clari Belle S. Medrano Population Program Officer I Wilson S. Mallari Administrative Aide IV Angelica M. Lambating Administrative Aide IV Charito R. Ganzon Administrative Aide
Total		**None**	**25 minutes**	

Note: The Office of the Population Development provides population data based on the available information. The data may be limited to what is currently available. Use responsibly and comply with laws.

LIST OF SERVICES

Office of the Sangguniang Panlungsod	**Page Number**
Mandate, Vision, Mission	35.1
Service Pledge	35.1 - 35.2
Internal and External Services	
Issuance of Certified True Copies of Various Documents (Committee Reports, Ordinances, Resolutions, Notices of Hearings, Minutes, Journals and other documents submitted to the SP Administrative Section)	35.3 - 35.4
Downloading Official Records on SP Bacoor Website	35.5
Inclusion of Various Matters in the Weekly Order of Business of The Sangguniang Panlungsod and its Action Thereto	35.6 - 35.10
Feedback and Complaints Mechanism	35.11

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:

KILALANIN NA PINAKAMAHUSAY NA SANGGUNIANG PANLUNGSOD SA BUONG PILIPINAS.

III. Mission:

SANGGUNIAN AT KATUWANG NG BAWAT BACOOREÑO TUNGO SA PROGRESO.

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-refute, 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 certified true copies of official records duly signed by the Members of the Council for various purposes (such as Committee Reports, ordinances, resolutions, notices of hearings, minutes, journals).

Office or	Office of the Sangguniang Panlungsod
Classificati	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Filled-up request form • Letter of requesting client or agency. • Filled-up Payment Order Form, if necessary.	Sangguniang Panlungsod of Bacoor From client/agency's documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits letter of request for Certified True Copies of official SP records to the SP Records Section (4 Floor, BLDR Bldg.)	1.1 Records Officer looks for document requested and informs Client of its availability.	None	2-20 minutes	Rufithar Sarreal Ariel Montevirgen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Records Officer issues a Payment Order Form to the Client indicating the amount to be paid.	None	1-2 minutes	Rufithar Sarreal Ariel Montevirgen
	1.3 Client pays fees for documents, if necessary, at Treasurer's Office (Ground Floor, Bacoor City Hall)	P 110.00 (for the first ten pages, plus P1.00 for every succeeding page) Government Employees/ Agencies exempted from paying fees	Depends on the number of clients at the Treasurer's Office	City Finance Department
	1.4. Records Officer prepares document requested upon presentation by Client of the official receipt issued by Treasury Dept; Records Officer signs certified true copy of document.	None	2-4 minutes	Rufithar Sarreal Ariel Montevirgen
2.Client receives the requested certified true copy of	2. Records Officer releases the Certified True Copy to the requesting client.	None	3 minutes	Rufithar Sarreal Ariel Montevirgen
	Total	**PhP110.00**	**29 minutes**	**SP Process**

2. DOWNLOADING OFFICIAL RECORDS USING THE SP BACOOR WEBSITE

Downloading copies of the various records of the Sangguniang Panlungsod that are posted on www.bacoorcitysp.com.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of	G2G Government to Government / G2C Government to Citizen
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Internet connection Device (laptop, smartphone, tablet, or computer) with internet connection and ample digital storage space	Official Website of the Sangguniang Panlungsod (www.bacoorcitysp.com)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client visits SP Bacoor website and clicks "Legislative Tracker" tab (for copies of ordinances/ resolutions), or the "Committee Report", "Hearing Schedule" tab (for Committee Reports and Attendance Records) on home page	1. Ensures that the SP website is properly running and updated every working day	None	45 seconds to 3 minutes depending on internet speed (Actual download speed encountered by client)	Wally Gonzales
	Total	**None**	**45 seconds to 3 minutes maximum**	

3. INCLUSION OF VARIOUS MATTERS IN THE WEEKLY ORDER OF BUSINESS OF THE SANGGUNIANG PANLUNGSOD AND ITS ACTION/S THERETO.

Client requests for action of the Members of the Sanggunian for various purposes.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Barangay and City Officials, People's Organizations, National Agencies and Ordinary Taxpayers,

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of requesting client or agency. • Other supporting documents, if necessary for inclusion in the agenda or next order of business	Sangguniang Panlungsod of Bacoor From client/agency's documents

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for inclusion of various matters in the weekly	1.1 Staff receives and reviews the document/ letter of request for inclusion in the Order of Business	None	5 minutes)	Sherrilyn Cardenas Lyn Ainza .
	1.2 The SP Secretariat prepares and scans attachments	None	5 to 8 minutes	Sherrilyn Cardenas Lyn Ainza
	1.3 The SP Secretariat drafts Order of Business to include the documents supporting the request	None	6 hours on a working day	Ariel Montevirgen Wally Gonzales Cristina Malawig

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review and proofread the correctness of the prepared Order of Business	None	15 minutes	Atty. Khalid A. Atega Jr. SP Secretary Cristina Malawig
	1.5 The SP Secretariat emails Draft Order of Business to the Vice Mayor for review and approval	None	5 minutes	Ariel Montevirgen Wally Gonzales Maricris Leynes
	1.6 The Vice Mayor opens email and reviews draft Order of Business	None	24 hours	City Vice Mayor Rowena Bautista-Mendiola
	1.7 The Vice Mayor Approves the Order of Business	None	10 minutes	City Vice Mayor Rowena Bautista-Mendiola
	1.8 The OVM Staff emails to the SP Secretariat the approved Order of Business and Committee Referral List	None	10 minutes	Jenifer Legaspi
2. Digital Signing, Attaching of Supporting Documents to Order of Business and Printing	2.1 Digital signing of Vice Mayor in the Order of Business	None	5 minutes	Ariel Montevirgen Wally Gonzales Maricris Leynes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Attaching of scanned supporting documents to the Order of Business	None	1 hour	Ariel Montevirgen Wally Gonzales Maricris Leynes
	2.3 Printing of Order of Business	None	3 to 5 minutes	Maricris Leynes Ariel Montevirgen Wally Gonzales
	2.4 Conversion of Order of Business to PDF	None	1 minute per page	Ariel Montervirgen Wally Gonzales
3.Sending approved Order of Business thru e-mails	3.1 Sending Order of Business thru e-mails to the Vice Mayor, Members of the Council and their staff.	None	15 minutes	Maricris Leynes Ariel Montervirgen Wally Gonzales
4. Vice Mayor presides over sessions of SP Refers all items for First Reading to appropriate	4.1 All matters shall be taken up on First Reading and shall be referred to the proper committee/s.	None	1 hour	Vice Mayor / Acting Presiding Officer of Sangguniang Panlungsod
	4.2 The SP Secretariat takes note of name of committee where First Reading items were referred to.	None	1 hour	Rufithar Sarreal Cristina Malawig
	4.3 The SP Secretariat records action taken in Journal/ Minutes	None	1 to 2 hours	Rufithar Sarreal Jenita Pring Cristina Malawig

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4 Matters referred to the proper committee shall be subjected to committee hearings	None	45 working days for resolution and ordinances for applications/ request for licenses, permits, clearance and authorizations to be approved by SP	Chairperson of the Standing Committee Legislative Staff Jenita Pring
5. Vice Mayor inquires on status of Unfinished Business in the Order of Business	5.1 Sangguniang Panlungsod members move for either: a. Deferment (due to requirement for public hearings, review by Mayor and by Sangguniang Panlungsod) of action on Unfinished Business b. Disapproval of Unfinished Business c. Approval of Unfinished Business d. Archiving of Unfinished Business	None	1 to 2 hours	Sangguniang Panlungsod Members
6. Vice Mayor allows exercise of Privilege Hour/Question Hour by Sangguniang Members if any	6.1 Vice Mayor allows Sangguniang Panlungsod Members to deliver speech	None	1 hour per Sangguniang Panlungsod Member	Sangguniang Panlungsod Member SP Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Vice Mayor allows Sangguniang Panlungsod members to interpellate privilege speaker	None	5 minutes per Sangguniang Panlungsod Member	Sangguniang Panlungsod Member SP Secretary
7. Issuance of Resolution/ Enacted Ordinance	7.1 Sangguniang Panlungsod shall issue a resolution/ or enacted an ordinance on the decision made on the subject.	None	10 working days	SP Secretariat Atty. Khalid Atega Jr. SP Secretary
	7.2 Resolution/ Ordinance transmitted 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	5 working days	Hon. Strike B. Revilla City Mayor Executive Assistant of City Mayor
8. Client/Office/ agencies concerned receives resolution/ ordinance or a letter regarding the matter	8. Upon receipt from the Office of the Mayor, the SP Secretariat does the following: a. sends the copies of resolution/ Ordinance to the Client/offices/agencies concerned/SP Panlalawigan b. posts in the Website c. posts in Bulletin Board d. sends to the publisher for publication (in case of Ordinance)	None	2 working days	Sherrilyn Cardenas Lyn Ainza Wally Gonzales Raymond Felizardo Cristina Malawig
	Total	**None**	**63 days, 20 hours and 19 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send us questions/comments/follow-up at the Office of the Vice Mayor, and Office of the Sangguniang Panlungsod at the 6th and 4th Floor of Bacoor Legislative and Disaster Resilience Building, Bayanan, Bacoor Blvd., Bacoor City, Cavite Tel. no. (046) 417-0727, (046) 519-7300
How feedbacks are processed	Feedbacks requiring response/action are forwarded to the staff concerned. Response/action of the office is then relayed to the requesting person/party. Vice Mayor/SP Secretary monitors the manner in which feedbacks are handled by the staff.
How to file a complaint	Send or submit to the Office of the Vice Mayor written complaint/s addressed to the Vice Mayor. The complaint can also call tel. no. (046) 417-0727, (046) 519-7300 to report complaints/issues/concerns. The complainant can also be sent via email to the SP Website (www.bacoorcitysp.com) which is monitored daily by SP personnel assigned to perform the said task.
How complaints are processed	1. The complaint is assessed by the Supervising Admin. Officer to determine if the complaint should be handled by the OVM or by the SP. 2. If the complaint is within the exclusive jurisdiction of the Vice Mayor, the complaint shall be investigated by the SP Secretary. The recommendation of the SP Secretary shall be submitted to the Vice Mayor for her approval and shall be released once approved by the Vice Mayor. 3. 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 for inclusion in the Order of Business of the City Council. The SP Secretariat shall send a written notice to the complainant or the action taken by the SP.

LIST OF SERVICES

OFFICE OF THE SOCIAL WELFARE AND DEVELOPMENT

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OFFICE OF THE SOCIAL WELFARE AND DEVELOPMENT

(External Services)

I. MANDATE:

The Office of the Social Welfare and Development is the lead agency mandated to uplift the living conditions 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 Assistance – provision of emergency needs to families affected by calamities and those presently in crisis situations.

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 relationships, motivate and enable communities to partake in developmental processes."

IV. SERVICE PLEDGE:

1. Provision and delivery of social welfare programs and services for the identified clientele group.
2. Lead in advocating the rights and uplifting the welfare of the children.
3. Promotion of family solidarity.
4. Empower families and communities through provision of opportunities for socio-economic advancement.

1. AIDS TO INDIVIDUAL IN CRISIS SITUATION

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

Office or Division	Office of the Social Welfare and Development - 6 MSBR UNITS AND MSBR- Special Assistance Unit
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may avail:	All residents of Bacoor who are presently in a crisis situation and cannot cope up with their current needs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Burial /Financial Assistance: • Funeral Contract (with signature) – 1 Copy • Death Certificate with Registry No. • Personal Letter Addressed to Mayor – 1 copy • Must be registered voter of Bacoor • Valid ID of the authorized person – 1 photo copy • Valid ID of deceased (with address in Bacoor) (Note: If the client has no valid ID, he or she should secure barangay clearance)	• Funeral Parlor providing the service
B. Medical/Financial Assistance: • Clinical Abstract/ Medical Certificate with signature and license # of the attending physician, issued within 3 months– 1 copy • Hospital bill / laboratory request/prescription, with signature and license # of the attending physician– 1 copy • Must be registered voter of Bacoor	• Public/private physician • Hospital where the client is confined, public or private physician

Continued.. **CHECKLIST OF REQUIREMENTS**	**WHERE TO SECURE**
• Valid ID of authorized person and client(patient) – 1 photocopy • Personal Letter Addressed to Mayor - 1 copy • If the client has no valid ID, he or she should secure barangay clearance. • Barangay Indigency (optional)	• SSS, GSIS, LTO, Post Office, Barangay, PNP Pag-ibig, BIR
C. Balik Probinsya/Financial Assistance • Assessment /Social Case Study Report - 1 copy • Confirmation letter from the receiving LGU • Valid ID – 1 photo copy	• To be prepared by Social Worker • To be facilitated by Social Worker
D. Social Case Study Report (to be submitted to other GO's and NGO's)	
D.1. Hospitalization Assistance: • Clinical Abstract/ Medical Certificate with signature and license # of the attending physician, issued within 3 months– 1 copy (as reference) • Hospital bill / laboratory request/prescription, with signature and license # of the attending physician– 1 copy • Promissory Note – 1 copy (if the patient is already discharged) • Valid ID of the authorized person and client (patient) – 1 photo copy - if the client has no valid ID, he or she should secure barangay clearance.	• Public/private physician • Hospital where patient is confined • SSS, GSIS, LTO, Post Office, Barangay, PNP, Pag-ibig, BIR,

Continued.. **CHECKLIST OF REQUIREMENTS**	**WHERE TO SECURE**
D.2. Burial Assistance: • Funeral Contract (with signature) – 1 Copy • Death Certificate with Registry No. • Valid ID of the authorized person and the beneficiary (deceased) – 1 photo copy (Barangay Clearance if the deceased has no valid id).	• Funeral parlor providing the service • SSS, GSIS, LTO, Post Office, Barangay, Pag-ibig, BIR,
D.3. Financial Assistance (Medicines/Maintenance) • Medical Certificate, 1 copy • Updated Prescription, 1 photocopy	• Public/private physician • Public/private physician
E. Certificate of Indigency • Certificate of No Property – 1 copy • Barangay Indigency • Valid ID	• Assessor's Office • Barangay • SSS, GSIS, LTO, Post Office, Barangay, Pag-ibig, BIR,
G. Certificate of Financially Incapable (Philhealth) • Valid ID • Medical Records • Social Case Study Report	• Public/private physician • Office of the Social Welfare and Development
H. Certificate for SSS (for burial benefit claim) • Endorsement Letter from SSS / Checklist of Requirements	• SSS
I. Certificate for Meralco/Maynilad (Lifeline Rate Discount) • Meralco/Maynilad Bill • Certificate of no property • Valid ID	• Maynilad/Meralco • Assessor's Office • SSS, GSIS, LTO, Post Office, Barangay, Pag-ibig, BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client walk-in and submit documents at the Mayor's Socialized Benefits for Residents / MSBR-Special Assistance Unit	1.1. Receive, conduct intake interview/assess , validate documents 1.2 Encoding client's information in the system	None	25 minutes Note: 1-2 days for clients needing further assessment	6 Mayor's Socialized Benefits for Residents Unit and MSBR-Special Assistance Unit Staff/Social Worker MSBR-Main SWA / Social Worker
	1.3 Assessment and Approval	None	Within the day	MSBR Social Worker Ricca O. Calapit Social Welfare Officer IV Emiliana DR. Ugalde CSWD Officer Mayor Strike B. Revilla City Mayor
2.Client receives notification /receives the assistance	2.1. Inform client and release of assistance	None	Immediate release of financial assistance Within the day Once a week / as schedule 1-2 hours	Ricca O. Calapit Social Welfare Officer IV MSBR Main staff Liquidation staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Guarantee Letters and burial assistance are sent directly thru email to the hospital, laboratory clinics or funeral parlor	None	Within the day	Ricca O. Calapit-Social Welfare Officer IV
	2.3. Certification for SSS/Philhealth/ Meralco/Maynilad release to client. Note: Home visitation may be require for clients needing further assessment	None	Within the day 1-2 days	Mayor's Socialized Benefits for Residents Unit Staff MSBR Special Assistance Unit Staff Emiliana DR. Ugalde SWD Officer
	Total	**None**	**8 hours to 2 days**	

2. CHILD DEVELOPMENT SERVICE

Provision of Early Childhood Care and Development activities which focus on the seven (7) domains of child development and in preparation for their formal entry to education.

Office or Division	Office of the Social Welfare and Development – Child Development Unit
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen
Who may avail:	3-4.11 years old pre-school children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Online Pre-Registration ● Accomplished CDC Intake Form - ● Birth Certificate –PSA/Certified thru Copy of Live Birth- 1 copy ● Immunization Records/pertinent health records – 1 photo copy ● 2 pcs. 1x1 ID picture	● bacoorchildevelopmentcenter@gmail.com ● Child Development Center where the child resides ● PSA / LCR ● Health Center, private or public physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child's parent pre-register thru online or walk-in	1.1 CDW assesses the submitted information.	None	Within the day	Child Development Worker assigned in each center
2.Parent accomplished the CDC Intake form and submit requirements	2. 1.Provide parents with the CDC Intake form	None	30 minutes	Child Development Worker assigned in each center
3. Parents attend face to face parent's orientation meeting	2.1. Conduct face to face orientation meeting with parents regarding the service and its policies/guidelines	None	3 hours	ECCD Focal Persons and Team Leaders Child Development Worker assigned in each center Nutrition staff Social Worker
4.1. Child attends face to face sessions	4.1. Provide CDC structured learning activities	None	2 hours a day, Monday to Thursday for 10 months	Child Development Worker assigned in each center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. Child participates in the CDC Supplementary Feeding	4.2.Provides hot meals for Supplementary Feeding	None	20 minutes/day for 120 days	Cristina O. Elalto Nutrition Officer 4 Nutrition Staff Child Development Workers
4.3. Child undergoes monthly height and weight monitoring	4.3. Conduct weight and height monitoring	None	5 minutes/ child /month	ECCD Coordinators Child Development Worker Nutrition Staff
5.Child undergoes ECCD Assessment twice in 10 months	5. Conduct ECCD Assessment twice in 10 months	None	Within the day/child/ 1st & 2nd assessment	Child Development Worker
6. Child completes the 10-month session	6. Termination of service/ recognition ceremony	None	3 hours – one time only	Office of the Mayor Emiliana D. Ugalde CSWD ECCD Focal Person CDW Coordinators/ Team Leaders Child Development Workers Social Workers
	Total	**None**	**10 months / completion of full Child Development Service**	

CHILD DEVELOPMENT SERVICE IS COVERED BY RA 8980, RA 6972

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

Office or Division	Office of the Social Welfare and Development (OSWD)
Classification	Complex
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Individuals/Families affected/victims of natural and man-made disasters.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Certification from BFP (if fire victims) ● Certificate of Eligibility, Certification that families/individuals are affected by the calamity ● Barangay Certification	● Bureau of Fire Protection (Bacoor) ● OSWD – City of Bacoor ● Barangay

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Enlist in the list of affected families from the barangay	1. Receives reports of affected families from the barangay	None	10 minutes	Mayor's Socialized Benefits for Residents (MSBR) staff that covers the affected barangay
2.Client undergoes intake interview	2.1. Conduct intake interview	None	25 minutes per client	Mayor's Socialized Benefits for Residents (MSBR)staff covering the barangay *With support from other OSWD units based on the # of victims and Alert Level

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Provide hot meals and other non-food items	None	Immediately (2 hours after the incident)	Mayor's Socialized Benefits for Residents (MSBR) staff covering the barangay. Nutrition Unit Staff Community Kitchen Staff
	2.3. Ocular survey/Validation / Issuance of FACED (Family Assistance Card in Emergencies and Disasters)	None	1-2 days depends on the number of affected families	Mayor's Socialized Benefits for Residents (MSBR) staff covering the barangay With support from other OSWD Units based on the # of victims and Alert Level
3. Client receives the assistance	3. Provision of relief assistance and other support assistance (emergency shelter/financial assistance)	None	1 day Immediately upon approval of request	Mayor's Socialized Benefits for Residents (MSBR) staff /social worker covering the barangay Ms. Emiliana D. Ugalde – CSWD Officer City Mayor With support from other CSWD Units based on the # of victims and Alert Level
	Total	**None**	**3 days, 2 hours and 30 minutes**	

B. With Evacuation Centers

Office or Division	Office of the Social Welfare and Development (OSWD)
Classification	Highly Technical/ Multi-Stage Processing
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Individuals/Families affected/victims of natural and man-made disasters

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Certification from BFP (if fire victims) ● Certificate of Eligibility, Certification that families/individuals are affected by the calamity ● Barangay Certification	Bureau of Fire Protection (Bacoor) OSWD – City of Bacoor Barangay

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1. Affected individuals/families stay in the evacuation center	1. Setting up of Evacuation Centers, provision of hot meals and other support services	None	2 hours	Emiliana D. Ugalde, CSWDO Social workers assigned in MSBR Unit covering the concerned barangay *With support from other OSWD based on the # of victims and Alert Level
	1.1 Affected families/individuals are provided with all their needs for the entire duration of stay in the evacuation center.	None	1 -2 weeks	Cristina Elalto Nutrition Officer 4, Nutrition Unit Staffs, Social Worker assigned as Camp Manager SWA *With support from other OSWD based on the # of victims and Alert Level

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Conduct Intake Interview	None	25 minutes per client	Social Workers MSBR staff *With support from other OSWD based on the # of victims and Alert Level
	1.3. Prepare/Submit Initial Disaster Report for other GO's and NGO's	None	2 hours	Social Worker-in charge Reports Unit Staff Emiliana D. Ugalde CSWD Officer
	1.4 Validation in the area/site / Issuance of FACED (Family Assistance Card in Emergencies and Disasters)	None	1 day or more depending on the number of affected families	Social Workers, MSBR staff *With support from other OSWD based on the # of victims and Alert Level
	1.5. Master listing /Sanitation of files/data	None	1-2 days after validation but depends on the number of affected families	Records Management Unit staff Ross Aniel Rubion Planning Officer 2 Social Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
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 City Mayor
2.1. Carry out the agreed rehabilitation plan	2.1. Implementation of rehabilitation plans	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 City Mayor
	2.2. Termination (preparation of termination report)	none	3 hours	Social Worker Emiliana D. Ugalde SWD Officer
	Total	**None**	**2 weeks, 4 days, 9 hours and 20 minutes**	

***** 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, foundling, child-at-risk, 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, CHILD AT RISK, TRAFFICKING CASES

Office or Division	Office of the Social Welfare and Development – Girls' Home
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Female children below 18 years old who are Child in Conflict with the Law, abused, abandoned, child at risk, foundling, neglected, trafficked

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Referral letter, 1 copy ● Police or barangay blotter, 1 copy ● Medical certificate, 1 copy ● Birth Certificate/ Baptismal Certificate/Health Record/School Record, 1 copy ● Social Case Study Report, 1 copy	● Office of the referring party ● PNP, Barangay ● Hospital, Health Center ● PSA, Local Civil Registrar, Church, school ● Social Worker in Special Case Unit/MSBR Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is turned over to Special Case Unit/Mayor's Socialized Benefits for Residents (MSBR) Unit/ Reach out operation team	1.Conduct intake interview, assessment and recommendation	None	1 hour	Special Case Unit Social Worker Mayor's Socialized Benefits for Residents (MSBR) Unit Social Workers Reach out Operation Team
2. Child undergoes medical or medico-legal	2. Assist the minor for medical or medical-legal examination in Health Center, NBI Manila, Hospital	None	1 day	Mayor's Socialized for Benefits for Residents (MSBR) Unit Staff/ Special Case Unit Staff/Reach out Operation Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Turn-over to Girl's Home (female only)	3.Provide temporary shelter/residential services and other support services	None	24 hours a day 6 months, (stay depends on the case)	Rosana S. Fuentes Center Head SWO 2 Social Welfare Aide Psychologist Livelihood Trainor Houseparents Administrative Staff Food Custodian
4.Child files complaint, if needed	4.Assist the child/minor to file complaint, if needed	None	1 day	Rosana S. Fuentes Center Head SWO 2
5. Attends pre-discharge conference	5. Conduct pre-discharge conference thru zoom/face to face	None	2 hours	Emiliana D. Ugalde SWD Officer Rosana S. Fuentes Center Head SWO 2 Social Welfare Aide Houseparent MSBR Unit Social Worker/Special Case Social Worker Psychologist Child/Minor Parent/Guardian
6. Minor reintegrates /turn-over to custodian or to other agency.	6. Discharge Conference and turn over the minor to family/ or to other institution	None	2 hours	Emiliana D. Ugalde SWD Officer Rosana S. Fuentes Center Head SWO 2 MSBR Social Worker/Special Case Unit Barangay Council For the Protection of Children (BCPC) Focal Person Guardian/Parent Child

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client is turned over to the center by PNP/ barangay	1.Conduct intake interview and prepared/submit approved discernment report	None	1 day (within 7 days upon admission)	Rosana S. Fuentes Center Head SWO 2 Social Welfare Aide
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	Rosana S. Fuentes Center Head SWO 2 SWA Psychologist Livelihood Trainor Houseparents Admin Staff Food Custodian
3. Attends the pre-discharge conference	3. Conduct Pre-discharge conference	None	2 hours	Emiliana D. Ugalde SWD Officer Rosana S. Fuentes Center Head SWO 2 SWA Admin Staff Psychologist Livelihood Trainor MSBR Unit Social Worker/Special Case Unit Social Worker Houseparent
4. Minor reintegrates with family/ or transferred to other agency	4. Release/ Turn-over the minor to parents/ guardian/Marillac Hills	None	half day	Emiliana D. Ugalde SWD Officer Rosana S. Fuentes Center Head SWO 2 SWA MSBR Unit Social Worker/Special Case Unit Social Worker

*****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.

Office or Division	Office of the Social Welfare and Development – Halfway House
Classification	Highly Technical / Multi-Stage Processing
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Male children below 15-17 years old who are Child in Conflict with the Law, Child at Risk

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Referral letter -1 copy ● Police or barangay blotter – 1 copy ● Medical certificate – 1 copy ● Birth Certificate, baptismal/ health record, dental aging or school record (that will prove client's age) -1 copy	● Office of the referring party ● PNP, Barangay ● Hospital, Health Center ● CHO ● PSA, Local Civil Registrar, school

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Client is turned over to the center (by PNP, Reach Out Operation Team)	1. Conduct intake interview and prepare /submit approved discernment	None	1 day (within 7 days upon admission)	Christian Joshua Guillermo Center Head SWO 3 Social Welfare Aide Reach Out Operation Team
2.Stays in the shelter and avails of the shelter program and services	2. Provides residential care and other support services	None	stays depends on the case	Christian Joshua Guillermo Center Head SWO 3 Admin Staff House Parents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.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 MSBR Social Worker Houseparent Psychologist Child
4.Minor reintegrates with family/transfer to other agency	5. Release/turn over the minor to parents/guardian/ NTSB/Community	None	½ day	Christian Joshua Guillermo Center Head SWO 3 Emiliana D. Ugalde MSBR

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 11861 or the Expanded Solo Parent Welfare Act, an Act which provides extra benefits to solo parents.

Office or Division	Office of the Social Welfare and Development
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may avail:	A parent who is left alone with the responsibility of parenthood to his/ her minor dependents or whose age is 22 years old or above but could not fully take care of themselves due to mental incapacity.

CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY	WHERE TO SECURE
Code 1- For solo Parent left alone as a result of rape:	
● Birth Certificate of the child/ren	Local Civil Registrar /PSA
● Complaint Affidavit	PNP
● Medical Record on the incidence of Rape	
● Notarized Sworn Affidavit of the Solo Parent that he or she has the parental care and support of the children (for the renewal of SP ID and booklet ,only the sworn affidavit shall be submitted every year)	Notary Public
● Affidavit of Barangay Official attesting that the SP is a resident of the barangay and that the child/ren is / are under the parental care and support of the solo parent.	Barangay Hall
● Proof of Income / Certificate of employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare Department
Code 2-For solo parent left alone due to death of spouse:	
● Birth Certificate of Child/ren	Local Civil Registrar or PSA
● Marriage Certificate	
● Death Certificate	
● Notarized Sworn Affidavit of the SP (for the renewal of SPIC and booklet , only the sworn affidavit shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of Income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare Department

Cont… **CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY**	**WHERE TO SECURE**
<u>Code 3-For solo parent left alone on an account of detention or criminal conviction of spouse/partner:</u>	
● Birth Certificate of the Child/ren	Local Civil Registrar/PSA
● Marriage Certificate, if married	
● Certificate of Detention of a Certification that a Spouse is serving sentence or at least 3 months issued by the law enforcement agency having custody of the detained spouse or committed order by the court	City Jail / BJMP (or where the client is detained)
● Notarized Sworn Affidavit of the SP, (for the renewal of SPIC and Booklet, requirement bullet #3 and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income/ Certificate of employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare Department
<u>Code 4-For solo parent left alone due to on an account of physical or mental incapacity of the spouse/partner:</u>	
● Birth Certificate of the Child/ren	Local Civil Registrar/PSA
● Marriage Certificate, if married	
● Medical Record or Certificate issued not more than 3 months or PWD ID	Private / Public Physician , PDAO
● Notarized Sworn Affidavit of the SP, (for the renewal of SPIC and Booklet, requirement bullet #3 and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of Income/ Certificate of employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare Department

Cont… **CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY**	**WHERE TO SECURE**
<u>Code 5-For solo parent left alone due to on an account of legal or de facto separation</u>	
● Birth Certificate of Child/ren	Local Civil Registrar /PSA
● Marriage Certificate	
● Judicial Decree of Legal Separation of spouses or in case of de facto an affidavit of two (2) disinterested person attesting to the fact of separation of the spouses	Regional Trial Court/ Municipal Trial Court
● Notarized Sworn Affidavit of the SP, (for the renewal of SPIC and Booklet, requirement bullet #3 and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development
<u>Code 6-For solo parent left alone due to on an account of declaration of nullity or annulment of marriage or divorce:</u>	
● Birth Certificate of the Child/ren	Local Civil Registrar/PSA
● Marriage Certificate annotated with the fact of declaration of nullity of marriage or annulment of marriage or judicial of foreign divorce	
● Notarized Sworn affidavit of the SP (for renewal of SPIC and booklet, only the Sworn affidavit shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of Income/ Certificate of Employment (if employed)	
● Certificate of Attendance	Office of the Social Welfare and Development

Cont… **CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY**	**WHERE TO SECURE**
Code 7-For solo parent left alone due to on an account of abandonment by the Spouse/partner:	
● Birth Certificate of the Child/ren	Local Civil Registrar/PSA
● Marriage Certificate or Affidavit of the applicant SP	
● Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse	
● Police or barangay record of the fact of abandonment	PNP / Barangay Hall
● Notarized Sworn affidavit of the SP (for renewal of SPIC and booklet, only the Sworn affidavit shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development
Code 8/9 - For solo parent left alone due to spouse or family member of an OFW:	
● Birth Certificate of the Child/ren	Local Civil Registrar/ PSA
● Marriage Certificate , if the applicant is the spouse of the OFW or birth certificate or other competent proof or relationship between the applicant and the OFW , if the applicant is the family member of the OFW	
● POEA-Sec or its equivalent document	POEA
● Photocopy of passport or stamp showing continuous 12 months of overseas work	
● Proof of income of the OFW;s spouse or family member	

Cont… **CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY**	**WHERE TO SECURE**
● Notarized sworn affidavit that the SP is not cohabiting or co-parent (for the renewal of SPIC and booklet ,requirements bullet #3,4,5 and 6 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income / Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development
Code 10- For solo parent left alone as unmarried mother / father:	
● Birth certificate of the child/ren	Local Civil Registrar/PSA
● Certificate of No Marriage (CENOMAR)	
● Notarized Sworn Affidavit of the SP (for the renewal of SPIC and Booklet ,requirements bullet #2,3 ,and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of Income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development
Code 11- For solo parent left alone as legal guardian, foster parent, adoptive parent:	
● Birth Certificate of the Child/ren	Local Civil Registrar/ PSA
● Proof of guardianship, proof of adoption and proof of foster care	Regional Trial Court / Municipal Trial Court
● Notarized Sworn Affidavit of the SP (for the renewal of SPIC and Booklet ,requirements bullets #3 ,and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development

Cont… **CHECKLIST OF REQUIREMENTS BASED ON SOLO PARENT'S CATEGORY**	**WHERE TO SECURE**
Code 12- For solo parent left alone as relative within the fourth (4th) civil degree:	
● Birth Certificate of the Child/ren	Local Civil Registrar/PSA
● Death Certificate , Certificate of incapacity or judicial declaration of absence or presumptive death of the parents or legal guardian	PDAO, Private / Public Physician
● Proof of relationship of the relative to the parent or legal guardian	Regional Trial Court/ Municipal trial Court
● Notarized Sworn Affidavit of the SP (for the renewal of SPIC and Booklet ,requirements bullets #3 ,and 4 shall be submitted every year)	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development
Code 13- For solo parent left alone as pregnant :	
● Medical Record of her pregnancy	Private / Public Physician
● Sworn affidavit that the SP is not cohabiting with a partner or co-parent who is providing support to the pregnant woman	Notary Public
● Barangay Affidavit	Barangay Hall
● Proof of Income/ Certificate of Employment (for employed)	
● Certificate of Attendance	Office of the Social Welfare and Development

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Solo Parent ID application Form	1. Receive application form and checks the completion of filled-up information	none	10 minutes	MSBR Unit staffs covering the barangay where the client lives MSBR-BGC (inquiry only) Maritess Advincula
2. Assessment / Validation and Home Visitation	2. Conducts Validation/ Home Visitation Note: For clients needing further assessment	none	1-3 days	MSBR Unit staffs covering the barangay where the client lives
3. Solo Parent attends Orientation	3. Conducts Orientation	none	1 hour	MSBR Unit staffs covering the barangay where the client lives
4. Submit complete documents/ receive solo parents ID	4. Check completeness of documents for submission to MIS for photo capturing and printing of ID/ Releasing of ID	none	1 hour	Maritess Advincula Emiliana DR. Ugalde, RSW
	Total	**None**	**3 days, 2 hours and 10 minutes**	

7. PRE-MARRIAGE ORIENTATION AND COUNSELING

The Pre Marriage Orientation and Counseling (PMOC) program is a flagship program of the government designed to 1) provide Would -be couples necessary information they will need in performing their roles well as husband and wife 2) Prepare them the challenge of married life and their responsibilities as spouses, family members and future parents; and 3. to give them a better understanding of what marriage is so that they can firm up their decision to get married based on sufficient knowledge and clear expectations. It is conducted by the PMOC Team composed of the City Population Office (leading office), City Health Office, Office of Social welfare and Development with special participation of the City Transformation Office.

A. PRE- MARRIAGE ORIENTATION

Provision of orientation and counseling to couples before getting married. Orientation and counseling 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. It is conducted by:

Office or Division	Office of the Social Welfare and Development
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	All couples planning to get married

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Application for Marriage License ● Payment of Marriage License Fee	Office of the City Civil Registry City Treasurer's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Couple attends the orientation - - has already applied for marriage license and paid necessary fees	1. Provide Pre-marriage orientation – jointly with Office of the Population Development, Office of the City Health Services and Office of the Social Welfare and Development (maximum of 15 couples)	None	4 hours	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 3 Faith D. Fajutagana SW0-3
	Total	**None**	**4 hours**	

B. PRE-MARRIAGE COUNSELING

The Counseling session is a deeper level from the orientation which aims to provide assistance and guidance to contracting parties towards an informed decision about their forthcoming married life. This Counseling session is required by law (Family Code of the Philippines 1987) and is important to prepare would be married couple/s for married life and its challenges

Office or Division	Office of the Social Welfare and Development
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail	Couples planning to get married who are 25 years old and below or those who found out to have many differences based on their Marriage Expectation Inventory (MEIF).

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Application for Marriage License ● Payment of Marriage License Fee ● Marriage Expectation Inventory Form (MEIF)	Office of the City Civil Registry City Treasurer's Office Office of the Population Development

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Couple attends the orientation has already applied for marriage license and paid necessary fees has attended the joint Pre-Marriage Orientation and answered already the Marriage Inventory (MEIF)	1. Conduct pre-marriage counseling maximum of 6 would be couples	None	3 hours	Crisphina M. Castillo SWO 4 Christian Joshua Guillermo SWO 3 Faith D. Fajutagana SWO-3
	1.2. Prepares/signs the PMC Certificate	None	5 minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 3 Faith D. Fajutagana SWO-3
2.Couple accepts the PMC Certificate	2. Release the PMC Certificate	None	5minutes	Crisphina M. Castillo/SWO 4 Christian Joshua Guillermo SWO 3 Faith D. Fajutagana SWO-3
	Total	**None**	**3 hours and 10 minutes**	

8. SPECIAL OPERATION FOR CHILDREN - SAGIP BATANG LANSANGAN, SPECIAL BADJAO OPERATION AND CURFEW OPERATION

A. SAGIP BATANG LANSANGAN, SPECIAL BADJAO OPERATION

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

Office or Division	Office of the Social Welfare and Development (Residential Child-Care Unit)
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Children in street situation, child laborers, Bajaos

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Concerned citizen or barangay reports cases of children in street situation	1. Coordinate and conduct Reach Out Operation with the team (OSWD, Barangay, PNP, BPSU, BDRRMO)	None	24 hours	Emiliana D. Ugalde SWDO Faith Fajutagana SWO-III Reach-out Team Staff
2. Children in the street are reached out	2. Intake interview and counseling to reached out children and their parents with Barangay Council for the Protection of Children (BCPC)	None	1 hour	Reach Out Team
	2.1. Assist the reached out children for medical check up	None	1 hour	Reach-out Team Staff
	2.2 Turn-over the reached out children to Shelter for Boys or Girls' Home or Strike Halfway House for further intervention	None	30 minutes	Reach-out Team staff Shelter for Boys', Girls' Home, Halfway House, Social Worker/Staff
	Total	**None**	**2 hours and 40 minutes**	

Total processing time: 2 hours and 40 minutes; but please take note the said operation is continuously conducted on a 24- hour basis.

B. CURFEW OPERATION

This project aims to ensure the safety of the children, prevent juvenile crime and to protect them from any form of abuse and facilitate their turn-over to their families or placement in other appropriate institutions.

Office or Division	Office of the Social Welfare and Development (Residential Child-Care Unit)
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Children or minors who is in the street without any elder companion between 10:00 PM to 4:00 AM

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Minor Birth Certificate, Baptismal, School ID, Parents Valid ID Note: in the absence of the above-mentioned requirement, social worker may require any other proof that will identify the child's relationship to the receiving parent or guardian	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Curfew Operation Referral from Barangays /Curfew Team	1.1 Intake interview to the minor	None	25 minutes	Curfew Team Staff
	1.2 Counseling to the minor and parent	None	1 hour	Social Worker Curfew Team Leader
	1.3 Turn-over the minor to Shelter for Boys/ Girls' Home or Strike Halfway House for further intervention	None	Within the day	Curfew Team Shelter for Boys/Girls Home or Halfway House Staff
2. Termination	2. Turn-over to family/other agencies /termination	None	Within the day	Shelter for Boys', Girls' Home, Halfway House, Social Worker/Staff
	Total	**None**	**1 day**	

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.

Office or Division	Office of the Social Welfare and Development– SLP Unit
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Family Heads, women, youth, PWD's, 4P's beneficiaries, SDG Member and other groups referred by SLP

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Initial Assessment Report ● Barangay Clearance ● Valid ID with Address in Bacoor	● OSWD ● Barangay Hall where he/she lives

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Client inquiries at Mayor's Socialized Benefits for Residents (MSBR) Unit.	1. Conducts Intake Interview, initial assessment and refer case to SLP Unit	None	20 minutes per client	Mayor's Socialized Benefits for Residents (MSBR) Unit Social Worker SLP Staff
	1.2.Refer to SLP Unit for final assessment/ validation	None	1 hour	Mayor's Socialized Benefits for Residents (MSBR) Unit Social Worker Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend social preparation activities	2. Conduct social preparation activities a. Capacity Building b. Basic Micro Entrepreneurship c. Basic Business Management	None	5 days	Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head SLP Unit Staff
3. Participate in the organization and preparation of group project	3. Organize the participants into SLP groups	None	2 days	Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head SLP Unit Staff
	3.1. Prepare, Review and Submit of Group Project Proposal	None	5 days	Emiliana DR. Ugalde, RSW SWDO Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head SLP Unit Staff
	3.2 Approval of Project Proposal	None	1 day	Emiliana DR. Ugalde, RSW SWDO City Mayor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client receives the assistance	4. Release the assistance	None	2 hours	Emiliana DR. Ugalde, RSW SWDO Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head SLP Unit Staff
5. Client implements the project and attends follow –up meetings, pay rollback for 1 year	5. Monitoring of the project implementation, conduct meetings and rollback collection	None	24 months	Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head SLP Unit Staff
6. Client graduates from the program	6. Evaluates/ Terminates the program or referral to other services, if necessary.	None	After 24 months	Emiliana DR. Ugalde, RSW SWDO Carlos Cataga SLP Unit Head Catherine Uy, SLP Assistant Unit Head
	Total	**None**	**24 months, 13 days, 3 hours and 10 minutes**	

***** 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.

Office or Division	Office of the Social Welfare and Development – Shelter for Boys
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Abused, abandoned, neglected, street children, foundling male children below 15 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Referral letter, 1 copy ● Police or barangay blotter, 1 copy ● Medical certificate, 1 copy ● Birth Certificate, 1 copy (if applicable)	Office of the referring party PNP, Barangay Hospital, Health Center PSA, Local Civil Registrar

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client is turned over to Special Case Unit/Mayor's Socialized Benefits for Residents (MSBR) Unit/ Reach out operation team	1.Conduct intake interview, assessment and recommendation	None	1 hour	Kathleen Muyot – SWO 2 Chinque Clemente-SWO 2 Mayor's Socialized Benefits for Residents (MSBR) Unit Social Workers Reach out Operation Team
2. Child undergoes medical or medico-legal	2. Assist the minor for medical or medical-legal examination in Health Center, NBI Manila	None	1 hour to 1 day	Mayor's Socialized for Benefits for Residents (MSBR) Unit Staff/ Special Case Unit Staff/Reach out Operation Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Turn-over to Home for Boys (male only)	3. Provide temporary residential care and other support services	None	6 months (stays depends on the case	Mayor's Socialized Benefits for Residents(MSBR) Unit staff/ Special Case Unit Social Worker Niño D. Castillo Center Head SWO 1 SWA Psychologist Livelihood Trainor Houseparents Admin Staff Cook
4..Child files complaint, if needed	4.Assist the child/minor to file complaint	None	24 hours	Niño D. Castillo Center Head SWO 1
5. Attends pre-discharge conference	5. Conduct pre-discharge conference thru zoom/face to face	None	2 hours	Emiliana D. Ugalde SWD Officer Niño D. Castillo Center Head SWO 1 SWA Houseparent MSBR Unit Social Worker/Special Case Social Worker Psychologist
6. Minor reintegrates with family/ or transferred to other agency	4. Release/ Turn-over the minor to parents/ guardian/	None	4 hours	Emiliana D. Ugalde SWD Officer Niño D. Castillo Center Head SWO 1 SWA MSBR Unit Social Worker/Special Case Unit Social Worker

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 counseling to child and his family, assistance in filing the case, referral to other agencies for the other support services.

Office or Division	Office of the Social Welfare and Development - Special Cases on Children
Classification	Highly Technical / Multi-Stage Processing
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Children with behavioral problem, child custody, abused cases, abandoned/neglected, foundling, other concerns on children

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Basic Requirements ● Referral/endorsement letter ● Blotter/report from the barangay/PNP -1 copy ● Birth Certificate/Baptismal Certificate/ School Record, if needed, 1 copy ● Marriage Contract (child custody, child support) ● Medical Certificate/medico legal, if needed **Note: Other requirements may be requested based on the assessment of the case but not limited to the above.**	● Referring agency ● Barangay where the client resides/WCPD -PNP ● Local Civil Registrar, church school, ● Government hospital, physician

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCES -SING TIME**	**PERSON RESPONSIBLE**
1.Case refer to or walk-in at Special Case Unit or in Mayor's Socialize Benefits for Residents	1. Conduct Intake interview and assessment	None	1 hour	Special Case Social worker Mayor's Socialized Benefits for Bacoor Residents Social Workers
	1.1 Provides appropriate assistance/interv ention based on immediate needs identified	None	1 to 3 days	Special Case Unit Social Workers/ Mayor's Socialized Benefits for Bacoor Residents Social Workers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
2. Formulation and Participation in the Intervention Plan	2.Prepare and Implement the Intervention Plan and Case Conference	None	one week to six months	Emiliana DR. Ugalde SWDO Special Case Unit Social Workers/ Mayor's Socialized Benefits for Bacoor Residents Social Workers Halfway House, Girls Home, Home for Boys
3. Participation for the Termination of the Case	3. Termination of the Case	None	3 hour	Emiliana DR. Ugalde SWDO Special Case Unit Social Workers/ Mayor's Socialized Benefits for Bacoor Residents Social Workers Halfway House, Girls Home, Home for Boys

Total Processing: 1 to 3 days; but please take note that there are some cases that need further intervention from one (1) week up to six (6) months.

B. SPECIAL SOCIAL SERVICES FOR ELDERLY AND PWD'S

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

Office or Division	Office of the Social Welfare and Development – Strike Home Care for the Elders
Classification	Complex / Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Foundling, abandoned senior citizens/PWD's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Referral letter ● blotter/report from the barangay/ NGO's1 copy ● Medical Certificate, 1 copy	● GO and NGO's ● Barangay where the client resides ● Public/private physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Case/client Refer to Special Case Unit or in Mayor's Socialized Benefits for Residents (MSBR)	1.Conduct intake interview and assessment	None	30 minutes	Strike Home Care for the Elders staff Social Worker
.	1.2 Provide appropriate Intervention based on the immediate needs identified	None	1 to 3 days	Strike Home Care for the Elders staff Social Worker
	1.3. Prepares/ submit assessment report/recommendation for approval and Conduct Case Conference	None	1 to 3 days	Emiliana DR. Ugalde OSWD Officer Strike Home Care For the Social Worker
2. Participation to the Treatment Plan/ Termination of the Case	2.Implementation of Plan /Termination of the case	None	3 hour	Emiliana DR. Ugalde SWDO Strike Home Care For the Social Worker

Total Processing: 1 to 3 days; but please take note that there are some cases that need further intervention from one (1) week up to six (6) months.

B.1.KALINGA SA MATANDA AND PERSONS WITH DISABILITY

Provision of yearly cash assistance to Elderly and PWD to augment on their daily/medical needs.

Office or Division	Office of the Social Welfare and Development-Special Program
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Senior Citizens and Persons With Disability who are resident of the City of Bacoor and with Bacoor ID

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Senior Citizen ● Persons with Disability ID	● OSCA ● PDAO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Coordination meeting with OSCA/Senior Presidents/PWD Presidents	1.The SWDO/ staff conducts meeting with the OSCA/Senior Presidents/PWD Presidents for updating the masterlist	None	3 hours	Emiliana DR. Ugalde, RSW-SWDO MSBR 1-6 Social Workers OSCA/Senior Presidents/PWD Presidents
2.Submits the updated masterlist for processing	2. Receives the updated masterlist	None	5 minutes	MSBR 1-6 Social Workers Ross Aniel Rubion and IT Staffs
3. Processing and Approval	3.1. The Records Management Unit consolidates the list and the Special Program unit prepares and process the documents	None	1 day	MSBR 1-6 Staff Ross Aniel Rubion and Records Management staffs Jackelyn Rosales

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2.The SWDO approves the validated masterlist	None	1 day	Emiliana DR. Ugalde, RSW SWDO
4. Distribution of financial assistance	4. Release of the assistance/Pay-out	None	2 hours/venue	MSBR staffs Emiliana DR. Ugalde, RSW SWDO City Mayor

Total Processing: 2 days, 5 hours and 5 minutes but please take note that distribution of assistance to 47 barangays takes 2 months

B.2.PROVISION OF CASH ASSISTANCE TO CENTENARIAN

Provision of cash assistance to qualified residents who have reached 100 years old.

Office or Division	Office of the Social Welfare and Development – Special Program
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Senior Citizens who are resident of the City of Bacoor and with Bacoor ID

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Birth or Baptismal Certificate of the Centenarian ● Senior Citizen ID or any other gov't issued ID with birthdate ● Barangay Clearance ● Barangay Indigency ● Barangay Certification (certifying the age of the centenarian) If authorized representative please provide also the additional requirements: ● Barangay Clearance of the Authorized Representative ● Barangay Indigency of the Authorized Representative ● Photocopy of valid ID of the Representative	● PSA/OCR ● OSCA/GO's

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for processing and approval	1.1. Receive and process the assistance	none	Within the day	Admin Staff MSBR 1-6 Social Workers
	1.2 .The SWDO approves and recommends for funding	none	Within the day	Emiliana DR. Ugalde, RSW SWDO City Mayor
2. Receive the assistance	1. Release of the assistance	None	Within the day as per schedule	MSBR 1-6 Social Workers Emiliana DR. Ugalde, RSW SWDO City Mayor
	Total	**None**	**1 day**	

C. SPECIAL SOCIAL SERVICES FOR WOMEN IN ESPECIALLY DIFFICULT CIRCUMSTANCES

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

Office or Division	Office of the Social Welfare and Development - Mayor's Socialized Benefits for Residents (MSBR) Unit
Classification	Complex / Multi-Stage
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Disadvantaged women who are residents of Bacoor, VAW Victims, Trafficked victims, Victim of Exploitation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Referral/endorsement ● Blotter ● Sinumpaang salaysay if already file	● Referring agency ● Barangay ● WCPD-PNP

● Birth Certificate (as necessary) – certified true copy ● Medical Certificate, if needed – 1 copy			● Local Civil Registrar ● Public /private physician	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Referral /Walk-in	1. Intake interview/assess ment	none	1 hour	Mayor's Socialized Benefits for Residents(MSBR) Unit Staff
	1.1. Provide appropriate Intervention based on the immediate needs.	none	1- 3 days or more depending the appropriate intervention	Mayor's Socialized Benefits for Residents(MSBR) Unit Staff
	1.2. Prepare/ submit assessment report/case management plan.	None	1- 3 days	Emiliana DR. Ugalde OSWD Officer Mayor's Socialized Benefits for Residents(MSBR) Unit Staff
2.Participa-tion to the Intervention Plan	2.Implementation of Plan	None	3 hours or more depending on the plan	Emiliana DR. Ugalde OSWD Officer Mayor's Socialized Benefits for Residents(MSBR) Unit Staff
3. Termination of the Case	Termination of the case	None	3 hours	Emiliana DR. Ugalde SWDO Mayor's Socialized Benefits for Residents(MSBR) Unit Staff

***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 Disasters, Demolition, Civil Case, and preparation/submission of documents, reports.

Office or Division	Office of the Social Welfare and Development – MSBR 1-6 Unit
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Individuals referred by Court, HUDRD, PCUP and individuals/families affected by disasters

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Referral/endorsement – 1 copy	*Court, HUDRD, PCUP

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCES-SING TIME**	**PERSON RESPONSIBLE**
1. In person inquiry/referred by other agency	1.1 Conduct intake interview and initial assessment	None	25 minutes	MSBR Staff
	1.2 Area validation and preparation of reports	None	1 day or more depending on the list of affected families	MSBR Staff
	1.3 Recommend and indorse the qualified beneficiaries	None	Within the day	MSBR staff Bermely Balase Emiliana DR. Ugalde, RSW-SWDO
2. Prepare needed requirements/ avail the assistance	2. Submit reports to concerned agencies for approval	None	1 hour	MSBR staff Bermely Balase Emiliana DR. Ugalde, RSW-SWDO

***** 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 the 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 children giving priority to 6-59 months old. It also provides practical opportunities for developing good food habits among these children and their parents through Nutrition Education Program and other related-activities.

A. AVAILMENT OF DIETARY PROGRAM

Office or Division	Office of the Social Welfare and Development - Nutrition Unit
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	6 months to 6 years old undernourished children

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Masterlist of Children with Nutritional status	* Barangay OPT Result

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Children participate in the OPT	1.1. Conduct of weight and height validation	None	4 minutes per child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Staff SWA
	1.2. Consolidation and Masterlisting of the identified children who are undernourished	None	3 minutes per child	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. Social Preparation Activities (Coordination Meeting and Referral to CHO)	None	Within the day	Emiliana D. Ugalde SWD Officer Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 SWD 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 SWD Officer Cristina Elalto Nutrition Officer 4 Nutrition staff
Total		**None**	**120 days (duration of implementation)**	

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

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

Office or Division	Office of the Social Welfare and Development - Nutrition Unit
Classification	Highly Technical / Multi-Stage Processing
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	3 to 6 years old wasted and severely children

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Masterlist of Children with Nutritional status of children (wasted and severely wasted)	* Barangay OPT Result

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Children in their home wait for the for the OPT team	1. Conduct of weight and height validation	None	4 minutes per child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
	1.2. Consolidation of validated data and Identification of Moderately Acute (MAM) and Severely Acute Malnutrition (SAM) cases	None	6 minutes per child	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
2. SAM/MAM Children will undergo Taste Testing	2.Taste test of children identified as SAM and MAM cases	None	10 minutes	Cristina O. Elalto/Nutrition Officer 4 Nutrition Unit Staff
3. Children and parents go to the Barangay Health Stations for the medical check-up and deworming	3. Refer for pre-medical check-up to Rural Health Unit	None	10 minutes	Cristina O. Elalto/ Nutrition Officer 4 Emiliana D. Ugalde
4. Parents undergo nutrition counseling	4. Nutrition Counselling to parents on the use of RUTF/RUSF (dosage and frequency)	None	30 minutes to 1 hour per parent	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Staff
	4.1 Releasing of RUTF/RUSF to mothers of SAM/MAM child with photo documentation	None	5 minutes	Nutrition Staff
Total		**None**	**90 days (duration of implementation)**	

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

C. BARANGAY NUTRITION COUNCIL TECHNICAL ASSISTANCE

Office or Division	Office of the Social Welfare and Development - Nutrition Unit
Classification	Simple
Type of Transaction	G2G Government to Government
Who may avail:	Barangay Councils of the City of Bacoor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Request letter to CSWDO	* Barangay OPT Result

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Barangay Nutrition Council provides communication letter addressed to OSWD-Bacoor thru email or in person	1.1. Receives /Forward letter request to Nutrition Unit with approval or instruction of the SWDO for Technical Assistance	None	10 minutes	Emiliana D. Ugalde SWD Officer Admin Unit Staff: Andrelyn Calara Mary Grace Vargas
2. Barangay Nutrition Council receives confirmation of their request	2. Conduct BNC Technical Assistance	None	2-3 hours	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Technical Staff
	Total	**None**	**3 hours and 10 minutes**	

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

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

Office or Division	Office of the Social Welfare and Development - Nutrition Unit
Classification	Simple
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Barangay Nutrition Council

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● Request letter to CSWDO	* Barangay OPT Result

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Barangay Nutrition Council provides communication letter addressed to OSWD	1.1. Receives/ Forward letter request to Nutrition Unit with approval or instruction of the OSWD for the provision of IEC materials	None	5 minutes	Emiliana D. Ugalde SWD Officer Admin Unit Staff: Andrelyn Calara 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	2-3 hours	Cristina O. Elalto Nutrition Officer 4 Nutrition Unit Technical staff
	Total	**None**	**3 hours and 5 minutes**	

***** 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.

Office or Division	Office of the Social Welfare and Development-Scholarship Unit
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Public and Private Junior, Senior High School and College Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
● MOA with schools ● Recommendation from the school ● Certificate of Enrollment ● Valid School ID of student ● Resident of the City of Bacoor	● Office of the City Mayor ● School where the student is enrolled

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Stakeholders attend Coordination Meeting	1.Facilitates meeting	None	3 hours	Emiliana DR. Ugalde, RSW-SWDO Stakeholders (public and private) Scholarship Staff
	1.1 Receives recommended masterlist via soft and hard copy	None	5 minutes	Admin Scholarship Staffs Stakeholders (public and private)
2. Client visits the nearest MSBR for intake interview and assessment	2.Conduct intake interview, assessment and checking of documents	None	20 minutes per student	MSBR staff / Social Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1.Encoding, Consolidation and Finalization of masterlist	none	1 day per school	Cristina Bombita, Scholarship Unit Head Scholarship staff Records Management Staff
3. Submits requirements for Approval	3. Approve the application	none	1 day	Emiliana DR. Ugalde,RSW City Mayor
4. The beneficiary receives the assistance	4. Release of financial assistance	none	Annually (Junior High school, senior high and college)	Scholarship Unit staff MSBR Staff Emiliana DR. Ugalde, RSW City Mayor

Total processing time is within a year.
***** SCHOLARSHIP PROGRAM IS QUALIFIED FOR MULTI-STAGE PROCESS**

14. STRIKE HOME CARE FOR THE ELDERS

Residential/center-based social protection services to senior citizens/elderly which provides 24/7 home care for 60 years old and above who are abandoned and foundling. It provides homelife services and support services to restore their dignity as human beings.

Office or Division	Office of the Social Welfare and Development – Strike Home Care for the Elders
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen G2G Government to Government
Who may avail:	Abandoned and foundling senior citizens found in Bacoor City, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
● Referral letter, 1 copy ● Police or barangay blotter, 1 copy ● Medical certificate, 1 copy ● Laboratory Result, 1 copy ● Social Case Study Report, 1 copy	● Office of the referring party ● PNP, Barangay ● Hospital, Health Center ● Social Worker in Special Case Unit/MSBR Unit Social Worker/Focal Person for Reach out Operation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is turned over to Special Case Unit/Mayor's Socialized Benefits for Residents (MSBR) Unit/ Reach out operation team	1.Conduct intake interview, assessment and recommendation	None	1 hour	Kathleen Muyot – SWO 1 Mayor's Socialized Benefits for Residents (MSBR) Unit Social Workers Reach out Operation Team
2. Senior Citizen undergoes medical examination	2. Assist the senior citizen for medical examination in Health Center/hospital	None	2 hour	Mayor's Socialized for Benefits for Residents (MSBR) Unit Staff/ Special Case Unit Staff/Reach out Operation Staff
3. Turn-over to Strike Home care for the Elderly	3. Receive turn-over of the senior citizen / Conduct intake interview	None	2 hours	Ms. Crisphina Ms. Castillo/SWO-IV Strike Home Care for the Elderly Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Client avails of the residential care services while at the center	4.Provide temporary shelter/ residential services and other support services	none	6 months or more (stay depends on the case)	Ms. Crisphina Ms. Castillo/SWO-IV Social Welfare Aide Houseparents/ Caregiver Administrative Staff Psychologist Cook
5. Attends pre-discharge conference	5. Conduct pre-discharge conference thru zoom/face to face	none	2 hours	Emiliana D. Ugalde SWD Officer Ms. Crisphina Ms. Castillo/SWO-IV SWA Houseparent/ Caregiver MSBR Unit Social Worker/Special Case Social Worker Psychologist Client Relative
6. Client reintegrated /turn-over to custodian or to other agency.	6. Discharge Conference and Turn over the senior citizen to family/ or to other institution	none	2 hours	Emiliana D. Ugalde SWD Officer Christian Joshua Guillermo Center Head SWO 3 MSBR Social Worker/Special Case Unit Barangay Focal Person for Senior Citizen Relative/family Client

Strike Home Care for Elderly is covered under RA 7876, RA 7432, RA 9257

Total Processing time: 24 hours home care provided to senior citizen/elderly; stay of senior citizen/elderly in the home care is not definite, depends on the case

15. ADOPTION

The Office of the Social Welfare and Development Office provides assistance in processing adoption and alternative child care cases;

Domestic Adoption- pursuant to Republic Act 11642 or the "Domestic Administrative Adoption and Alternative Child Care Act", and in connection to:

A. **Simulated Birth Rectification**- pursuant to Republic Act 11222 or "Simulated Birth Rectification Act" (SIBRA Law)
B. **Case Management of Foundling** – pursuant to Republic Act 11767 (Foundling Recognition and Protection Act (RA 11767)

Domestic adoption is categorized into seven (7) case categories depending on the nature of adoption being applied for by the petitioner/s, circumstances of the case and the assessment of the RACCO (Regional Alternative Child Care Office)/LGU social worker.

Adoption Case Category	Description
Regular	This is applicable for applicants of regular adoption who are independently placed under the care of Prospective Adoptive Parent/s (PAP/s).
Step Parent	This is applicable for petitioners who wish to adopt the legitimate or marital child/ren of their legal spouse.
Relative	This is applicable for petitioners who wish to adopt a relative whose relationship falls within the fourth degree of consanguinity or affinity.
Joint Relative	This is applicable for petitioners who wish to adopt the illegitimate or non-marital children of their legal spouse. The birth parent and the now legal spouse shall file a joint relative adoption.
One's Own Non-Marital Child	This is applicable for petitioners who wish to adopt their own biological child/ren to elevate the status of their legitimacy.
Adult	This is applicable for petitioners who wish to adopt a person whom they have consistently considered and treated as their own child for at least three (3) years before the age of majority.

Office or Division	Office of the Social Welfare and Development
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen
Who may avail:	All residents of Bacoor who intend to/ are recommended to process/undergo Domestic Administrative Adoption

GENERAL CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Petition for Adoption	c/o Petitioner *(with template from RACCO)*
Home Study Report and Child Study Report or Social Case Study Report (whichever is applicable, prepared within six (6) months based on the date of report	c/o CSWDO Adoption Social Worker *(with template from RACCO)*
Philippine Statistics Authority (PSA) copies of birth record of the PAP/s and the child/ren	PSA, LCR, Business Establishments processing the same (malls, etc.)
PSA copies of Marriage Certificate and/or Certificate of No Marriage (CENOMAR), in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate, if foreign applicant; Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of marriage, declaration of nullity of marriage or legal separation for Filipino applicant	PSA, LCR, Business Establishments processing the same (malls, etc.) Foreign country of origin Regional Trial Court
National Bureau of Investigation (NBI), Police Clearance or Court Clearances. If foreign national, clearance from police authorities where he or she has lived for more than twelve (12) months anytime in the past fifteen (15) years	NBI, PNP, Regional Trial Court Foreign country of origin
PSA copies of the Death Certificate of the child's biological parents, if applicable	PSA, LCR, Business Establishments processing the same (malls, etc.)
Original copy of the CDCLAA, if applicable	CSWDO/ RACCO

Contd…GENERAL CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Result of the recent medical evaluation of the child and the PAP/s prepared within six (6) months prior to petition for domestic administrative adoption	Public/ Private Physician (*with template from RACCO)*
Psychological evaluation prepared within two (2) years based on the date of report	Licensed Psychologist (*with template from RACCO)*
Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report	Licensed Psychologist (*with template from RACCO)*
Child care plans with a list of at least three (3) temporary custodians of the child in order of preference in case of death, absence or incapacity of the PAP/s	c/o Petitioner
Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. Contact details of the persons must be indicated in the letter	c/o Petitioner
Recent close-up and whole-body pictures (5R) of the child and the PAP/s taken within the last six (6) months	c/o Petitioner
Documents showing the financial capacity of the PAP/s	
Written consent from the following: (□) Adoptee, if ten (10) years of age or over	c/o Petitioner
(□) Biological parents of the child, if known, or the legal guardian, or the proper government instrumentality which has legal custody of the child, except in the case of a Filipino of legal age, if, prior to the adoption, said person has been consistently considered and treated as their own child by the adopters for at least three (3) years	c/o Petitioner

Contd…GENERAL CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(□) Marital and adopted children, ten (10) years of age or over, of the adopters, if any. (□) Non-marital children, ten (10) years of age or over, of the adopter if living with said adopter or over whom the adopter exercises parental authority and the latter's spouse, if any (□) The spouse, if any, of the adoptee	c/o Petitioner
PSA copy of death certificate of the child's biological parents, if applicable	PSA, LCR, Business Establishments
PSA copy of death certificate of either petitioner, if applicable	PSA, LCR, Partner Business Establishments processing the same (malls, etc.)
Barangay certification and affidavit of two disinterested persons to prove that the adoptee has been treated and considered as the child of the petitioners for at least three (3) years before the age of majority	Barangay Hall
Attendance at Pre-Adoption training or in applicable cases, undertaking to complete pre-adoption training prior to the issuance of Adoption Order	c/o Petitioner *(Certificate of Attendance to be issued by RACCO)*
Certificate of Approval as adoptive applicants	RACCO IV-A
Certificate of Matching, if applicable	RACCO IV-A
Pre-Adoption Placement Authority (PAPA)	RACCO IV-A
Verification and certification against non-forum shopping	c/o Petitioner (*with template from RACCO)*
Other documentary requirements, as needed	c/o Petitioner
NOTE: **The PAPs shall refer to the list of requirements provided by NACC-RACCO IV-A. Requirement varies depending on the category of adoption being applied for. Additional requirements may be asked as deemed necessary based on the assessment of LGU/ RACCO Adoption Social Workers**	

CLIENT STEPS	AGENCIES ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/ AGENCY
1.Prospective Adoptive Parent/s (PAPs) walk-in at the SWDO-BGC Main Office for inquiry/ initial assistance.	1. Adoption social worker conducts intake interview and initial assessment, and refers him/her to attend "Pre-Adoption and Alternative Child Care Online Forum" conducted by RACCO, as first step in processing adoption.	None	30 minutes	Ms. Jesani Rose Casuno, RSW SWO-III
2.1. PAP/s attends "Pre-Adoption and Foster Care Online Forum"		None	3 hours	RACCO IV-A
2.2 Prospective Adoptive Parent/s (PAPs) walk-in at the SWDO-BGC Main Office for a scheduled intake interview, assessment, and orientation/ assistance on adoption requirements after attendance to Pre-Adoption and Alternative Child Care Online Forum".	2. Adoption social worker conducts intake interview, assessment and orientation/ assistance on adoption requirements	None	1 hour	Ms. Jesani Rose Casuno, RSW SWO-III
4.PAP/s submits requirements in person or thru an authorized representative	Adoption Social Worker checks/ reviews/ the accuracy and completeness of the requirements submitted and assists him/ her further in case of inaccuracy or non-completion.	None	30 minutes	Ms. Jesani Rose Casuno, RSW SWO-III

CLIENT STEPS	AGENCIES ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/ AGENCY
5. PAPs and/ Adoptee's availability to participate in the interview *Note: Step 4 will only commence once the* PAPs *have submitted complete requirements*	Adoption social worker conducts home visitation/ validation, and interview with the PAPs and Adoptee, and collateral interviews in the community	None	3 hours (1 hour for PAPs, 1 hour for the Adoptee, 1 hour collateral interviews in the barangay/community). Can be conducted on two or three different dates.	Ms. Jesani Rose Casuno, RSW SWO-III
6. **A. In case of Abandoned Child under Regular Adoption** **B. In case of Surrendered/ Independently Placed Child under Regular Adoption** **C. In case of Relative Adoption**	Adoption social worker coordinates tri-media publication and assists the Special Case Social Worker who acted on the case to prepare circumstances of foundling. Adoption social worker to request/ facilitate the following: -Parenting Capability Assessment Report (PCAR) -Signing of Deed of Voluntary Commitment (DVC) -Certificate of Authority for a Notarial Act (CANA) -Prepare Social Case Study Report for the	Fees to be paid to tri-media c/o CSWDO Fees to be paid for the registered mail (PhilPost)	Three (3) consecutive "Panawagan" or announcement in three (3) different dates 3 months	Ms. Jesani Rose Casuno, RSW SWO-III and 1 Special Case Social Worker Tri-media publication; radio, TV network and newspaper. City/ Municipal Social Welfare Office where the birth parent resides. In case the birth parent resides within Bacoor, PCAR will be prepared by the Special Case Social Worker while the series of psychosocial counseling and interventions

	issuance of CDCLAA (Certificate Declaring the Child Legally Available for Adoption)			prior to DVC signing and actual signing of DVC, as well as request for CANA will be facilitated by the adoption social worker.
	-Facilitate complete posting of Notice of Petition endorsed by RACCO in at least 3 conspicuous places of the area where the child/adoptee was found/ reside, and in the official social media account of the agency for at least 5 consecutive days	None	Within 5 days	Ms. Jesani Rose Casuno, RSW SWO-III, Mr. Ross Aniel Rubion and concerned MSBR Social Worker
	-Facilitate issuance of Certificate of Posting for the issuance of CDCLAA (Certificate Declaring the Child Legally Available for Adoption	None	After 5 days from the date of posting	Ms. Jesani Rose Casuno, RSW SWO-III
CLIENT STEPS	**AGENCIES ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON/ AGENCY**
D. In case of Petition for Domestic Administrative Adoption (DAA) with application for Rectification of Simulated Birth Record (RA11222)	Adoption Social Worker checks/ reviews the accuracy and completeness of the submitted documents and assists him/her in case of inaccuracy and non-completion.	None	30 minutes	Ms. Jesani Rose Casuno, RSW SWO-III

CLIENT STEPS	AGENCIES ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/ AGENCY
PAPs to pay Socialized Fee	Adoption Social Worker to issue Order of Payment Upon completion of documents, the Adoption Social worker prepares and submits and Endorsement Letter and adoption requirements to RACCO	**Php 1,000** None	15 minutes Within 3 days upon submission of complete documents	Ms. Jesani Rose Casuno, RSW SWO-III and City Treasury Office The RACCO prepares the Social Case Study Report
PAPs to provide other needed additional information/ supplemental document, as needed	Adoption Social Worker to prepare Comprehensive Social Case Study Report: Home Study Report and/ Child Study Report, whichever applies	None	1 month	Ms. Jesani Rose Casuno, RSW SWO-III
PAPs to claim the Social Case Study Report (SCSR) and the complete documents at CSWD Office and submit to RACCO	Adoption Social Worker to release to the PAPs the Social Case Study Report to the PAPs, duly signed and sealed in an envelop	None	Upon signing/ approval of SCSR	Ms. Jesani Rose Casuno, RSW SWO-III PAPs to submit the SCSR and complete documents to RACCO IV-A

Total Processing Time: 3 months, but please take note that most of the time, not definite, depends on the case and completion of requirements of PAPs

LIST OF SERVICES

Bacoor City Culture, History, Arts and Tourism Office

External Services	**Page Number**
Provision of Tourism and Historical Data	37.2
Delivery of Tour Guiding Services	37.3 – 37.4
Utilization of Local Parks and Cultural Properties	37.5 – 37.6
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Leasing of Marching Band Instrument and Equipment	37.7
Distribution of Tourism and Cultural Materials	37.8
Assistance on Department of Tourism Accreditation	37.9
Issuance of Public Event Permit	37.10 – 37.112
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Management of Special Events and Activities	37.13

BACOOR CITY CULTURE, HISTORY, ARTS and TOURISM OFFICE

(External and Internal Services)

The Tourism and Cultural Affairs Department provides the public with access to local tourism and historical data, tour guiding services, and assistance on Department of Tourism Accreditation applications. It is also mandated to implement and organize programs, projects, activities, and events related to tourism-building as well as maintain local government-owned recreational parks and cultural properties. Furthermore, the office manages a database of community marching bands which stores all the information on locally registered musicians and artists. It also manages the Tourism Information and Historical Research Center, supplying visitors with information on the city's attractions, lodgings, maps, and other matters relevant to tourism and culture. The office also promotes heritage 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 situation, public records, and other related documents.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; • Request Form for Tourism and Historical Data Other supporting documents, if necessary.	Client Tourism and Cultural Affairs Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1.1 Receive letter	None	5 minutes	Amelyn M. Namion Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Amelyn M. Namion Administrative Aide
	1.3 Provide request form	None	2 minutes	Amelyn M. Namion Administrative Aide
2. Fill out request form	2.1 Receive request form	None	2 minutes	Amelyn M. Namion Administrative Aide
	2.2 Process request	None	Depends on the nature and volume of requests received	Gabriel Mark B. Martinez Tourism Operations Officer I Jose Napoleon L. Cuenca Jr. Senior Admin. Asst. II
	Total	**None**	**Approximately 3 days**	

2. DELIVERY OF TOUR GUIDING SERVICES

Bacoor Tourism circuits consist of two or more tourism attraction sites located closely enough that they can be grouped together for a visit, development, and/or marketing purposes depending on the needs and objectives of visitors.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Complex
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; • Request Form for Tour Guiding Services Other supporting documents, if necessary.	Client Tourism and Cultural Affairs Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit written request	1.1 Receive letter	None	5 minutes	Ronald B. Ocampo Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Ronald B. Ocampo Administrative Aide
	1.3 Provide request form	None	2 minutes	Ronald B. Ocampo Administrative Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out request form	2.1 Receive request form	None	2 minutes	Ronald B. Ocampo Administrative Aide
	2.2 Process request by coordinating with chosen tourism sites	None	3 days	Karen Joy F. Torres Administrative Assistant II
	2.3 Inform the client regarding the status of request	None	10 minutes	Ronaldo J. Angeles Administrative Aide
3. Wait for the request to materialize	3. Provide tour guiding services	None	Depends on the nature and volume of requests received	Ronald B. Ocampo Lowell Eustacio Administrative Aide
	Total	**None**	**Approximately 4 days**	

3. UTILIZATION OF LOCAL PARKS AND CULTURAL PROPERTIES

Local government-managed recreational parks and cultural properties may be utilized by the public as long as it is coordinated with the office. According to Republic Act No. 10066, "cultural property" shall refer to all products of human creativity by which a people and a nation reveal their identity, including churches, mosques and other places of religious worship, schools and natural history specimens and sites, whether public or privately-owned, movable or immovable, and tangible or intangible.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; • Lease of Venue Form • Proof of Payment / Official Receipt (for Bacoor Eco-Park only) Other supporting documents, if necessary.	Client Bacoor Eco-Park Admin Office Bacoor Eco-Park Admin Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit written request	1.1 Receive letter	None	5 minutes	Jesus I. Trinidad Jr. Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Joseph Gonzales Ma. Teresa R. Nartea Public Service Coordinator
	1.3 Provide request form	None	2 minutes	Luisito F. Quilaneta Public Service Coordinator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out request form	2.1 Receive request form	None	2 minutes	Robert V. Ferma Public Service Coordinator
	2.2 Pay processing fees	Varies (please see below)	10 minutes	Robert V. Ferma Public Service Coordinator
	2.3 Issue official receipt	None	5 minutes	Robert V. Ferma Public Service Coordinator
3. Wait for the request to materialize	3. Lend local parks and cultural properties' facilities	None	Depends on the request	Ivy June Montilla Public Service Coordinator Mharvin Aivan C. Dela Cruz Public Service Coordinator
	Total	**Please see list of fees below**	**Approximately 1 day**	

LIST OF FEES

BACOOR ECO-PARK		**Service Fees**
Stalls	Monthly rental	P 2,000.00
	Monthly water supply	P 1,000.00
	Monthly power supply	P 23.00 per kwh
Basketball Court	Hourly rental without electricity	P 100.00
	Hourly rental with electricity	P 200.00
Gazebo	Rental for four hours	P 3,500.00
	Excess of every hour	P 250.00

4. LEASING OF MARCHING BAND INSTRUMENT AND EQUIPMENT

The City of Bacoor launched a culture and arts program in 2017 to educate young members of the community of their strong musical heritage. To flourish and sharpen their innate skills in creativity and artistry, both aspiring and established musicians may seek assistance from homegrown marching bands and utilize local government-procured instruments and equipment free of charge.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; • Request Form Other supporting documents, if necessary.	Client Tourism and Cultural Affairs Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1.1 Receive letter	None	5 minutes	Bernard Dominic A. Martin Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Bernard Dominic A. Martin Administrative Aide
	1.3 Provide request form	None	5 minutes	Bernard Dominic A. Martin Administrative Aide
2. Fill out request form	2.1 Receive request form	None	10 minutes	Edward Ely M. Ignacio Administrative Aide
3. Wait for the approval of request	3.1 Release instrument and/or equipment	None	Depends on the nature and volume of requests received	Edward Ely M. Ignacio Administrative Aide
	Total	**None**	**Approximately 1 day**	

5. DISTRIBUTION OF TOURISM AND CULTURAL MATERIALS

Individuals may request tourism and cultural materials such as brochures, flyers, magazines, books, newspapers, leaflets, journals, and other consumable items free of charge.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; • Request Form Other supporting documents, if necessary.	Client Tourism and Cultural Affairs Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit written request	1.1 Receive letter	None	5 minutes	Gerriel Guinto Public Service Coordinator
	1.2 Conduct short interview regarding the request	None	15 minutes	Gerriel Guinto Public Service Coordinator
	1.3 Provide request form	None	10 minutes	Gerriel Guinto Public Service Coordinator
2. Fill out request form	2.1 Receive request form	None	10 minutes	Cyrus B. Acosta Park Attendant II
3. Wait for the approval of request	3.1 Release tourism and cultural material	None	20 minutes	Cyrus B. Acosta Park Attendant II
	Total	**None**	**1 hour**	

6. ASSISTANCE ON DEPARTMENT OF TOURISM ACCREDITATION

Department of Tourism (DOT) Accreditation is a Certification issued 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.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; Other supporting documents, if necessary.	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit written request	1.1 Receive letter	None	5 minutes	Virgie B. Ramos Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Virgie B. Ramos Administrative Aide
	1.3 Provide the client with DOT accreditation requirements	None	Depends on the nature and volume of requests received	Virgie B. Ramos Administrative Aide
	1.4 Inform the client to submit the requirements through DOT accreditation portal	None	5 minutes	Virgie B. Ramos Administrative Aide
	Total	**None**	**Approximately 3 days**	

7. ISSUANCE OF PUBLIC EVENT PERMIT ***

Public Event Permit is a written authorization to be issued by this office authorizing the holding of a public event pursuant to the provisions of City Ordinance No. 263-2023. Public events are concerts, motorcades, parades, rallies, races, and other activities participated in by fifty (50) or more natural persons or fifteen (15) or more motor vehicles held anywhere in the City of Bacoor. The said term shall also encompass extra-curricular activities of schools / learning institutions, religious processions. and funeral processions to be held on public roads and other public places regardless of the number of participants in the said activities.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Highly Technical
Type of Transaction:	G2C Government to Client G2B Government to Business G2G Government to Government
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Written request addressed to the City Mayor specifying the intent to acquire service;	Client
• Public Event Registry Form	Tourism and Cultural Affairs Department
• Traffic Management Plan	Client
• Emergency Evacuation Plan	Client
• Surety Bond (for concerts and movie premiers)	Reputable Bonding Company
Other supporting documents, if necessary.	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit written request	1.1 Receive letter	None	5 minutes	Surelan Jay A. Coquilla Clerk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Conduct short interview regarding the request	None	10 minutes	Surelan Jay A. Coquilla Clerk
	1.3 Provide Public Event Registry form	None	2 minutes	Surelan Jay A. Coquilla Administrative Aide
2. Fill out Public Event Registry form	2.1 Receive Public Event Registry form	None	5 minutes	Surelan Jay A. Coquilla Administrative Aide
	2.2 Review Public Event details	None	30 minutes	Surelan Jay A. Coquilla Administrative Aide Edwin B. Guinto Tourism and Cultural Affairs Officer
	2.3 Endorse and route permit request to relevant parties	None	Depends on the nature and volume of requests received	Surelan Jay A. Coquilla Administrative Aide
	2.4 Set a meeting with the organizer and involved government offices	None	1 day	Surelan Jay A. Coquilla Administrative Aide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Coordinate with the involved government offices	3.1 Finalize details of the event with the organizer and involved government offices	None	1 day	Surelan Jay A. Coquilla Administrative Aide
	3.2 Create public advisory on social media regarding the event	None	30 minutes	Jhoanna Marie B. Labonete Administrative Aide
4. Receive Public Event Permit	4. Issue Public Event Permit	None	10 minutes	Surelan Jay A. Coquilla Administrative Aide
	Total	**None**	**Approximately 10 days**	

According to City Ordinance No. 263-2023, in the case of concerts or movie premiers, the organizers of the said event/s shall submit a surety bond issued by a reputable bonding company in the amount of P100,000.00 which amount shall be used to compensate any person who may be injured/damaged in the course of holding the event or immediately after its holding which are attributable to the fault or negligence of the organizer/s or their employees/agents. The said bond shall be returned to the organizer/s not later than thirty (30) days after the holding of the public event.

8. 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.

Office or Division:	Bacoor City Culture, History, Arts, and Tourism Office
Classification:	Highly Technical
Type of Transaction:	G2G Government to Government
Who may avail:	Interested Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Written request addressed to the City Mayor or the City Tourism and Cultural Affairs Officer specifying the intent to acquire service; Other supporting documents, if necessary.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1.1 Receive letter	None	5 minutes	Lamberto M. Galvez Administrative Aide
	1.2 Conduct short interview regarding the request	None	10 minutes	Lamberto M. Galvez Administrative Aide
	1.3 Provide request form	None	5 minutes	Lamberto M. Galvez Administrative Aide
2. Fill out request form	2.1 Receive request form	None	2 minutes	Lamberto M. Galvez Administrative Aide
	2.2 Process request by coordinating with relevant parties	None	Depends on the request	Melvin A. Miranda Administrative Aide
3. Facilitate event/activity	3.1 Co-manage activity with the other party	None	Depends on the request	Lamberto M. Galvez Administrative Aide Edwin B. Guinto Tourism and Cultural Affairs Officer
	Total	**None**	**15 - 20 days**	

LIST OF SERVICES

Office of Veterinary Services

External Services	Page Number
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2. Redeeming Impounded Dog / Cat	38.3 – 38.4
3. Redeeming Impounded Livestock	38.5 – 38.6
4. Adoption of Impounded Dog / Cat	38.6 – 38.7
5. Deworming	38.8
6. Immunization (5-in-1 vaccines)	38.9
7. Sterilization for Dogs and Cats	38.10 – 38.11
8. Euthanasia Service	38.11 – 38.12
9. Veterinary Health Certificate (VHC) for Travel of Dogs and Cats	38.13 – 38.14
10. Veterinary Health Certificate (VHC) for Travel of Game Fowl and other Avian Species	38.14 – 38.15
11. Meat Inspection	38.16 – 38.18
12. Feedback and Complaints Mechanism	38.18

OFFICE OF VETERINARY SERVICES

(External Services)

The Office of Veterinary Services is tasked to deliver veterinary public health services and animal health services. Our mandate is to Implement Animal Welfare Laws/Ordinances. The Office of Veterinary Services is an organization dedicated to support and protect the welfare of animals; be a frontliner for public health concerns that will ensure a conducive environment for Bacooreños to live in. To deliver quality veterinary services for a healthy animal population providing a safe haven for Bacooreños. The Office of Veterinary Services aims to prevent the spread of zoonotic diseases such as Rabies, educate pet owners on Animal Welfare Laws & Ordinances, 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 47 barangays of the city. We also accept walk-in clients in the Office/Clinic every Fridays from 9 AM – 12 PM.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Valid ID showing Bacoor address • Dog/cat should be 3 months old. In cases where owners wish their pet be vaccinated below3 months, revaccination will be at 4 months of age, then vaccinated every year thereafter. • The dog/cat should be in good physical condition.	National Government Agencies like SSS, LTO, PRC, etc.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client brings their dog/cat to barangay vaccination site. Wearing of face mask is optional.	1.1. Record client and pet information	None	10 minutes	Rosario De Gula
	1.2. Veterinarian physically examines dog/cat.	None	Depends on cooperation of animal	Dr. Ella Mae Gandia Patricia Isabel Llave
	1.3. Dog/cat is vaccinated.	None	Depends on cooperation of animal	Dr. Ella Mae Gandia Patricia Isabel Llave Ernesto Mendoza Jr.
	1.4. Issue Rabies Vaccination Card	None	5 minutes	Dr. Ella Mae Gandia Rosario De Gula Patricia Isabel Llave
	Total	**None**	**Approximately 1 hour**	

2. REDEEMING IMPOUNDED DOG / CAT

Pet owners may redeem their impounded dog/cat.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Proof of Ownership • Barangay Clearance	- Client - Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of dog/cat in the City pound	1. Attends to client's inquiries	None	Depends on the client	Rosario De Gula
2. Secure release form 2.a. Secure sterilization form (if applicable)	2. Issue release/ impounding form to client	None	2 minutes	Rosario De Gula
3. Submit filled up forms	3. Receive filled-up forms	None	2 minutes	Rosario De Gula
4. Pay corresponding fees: a. Impounding fee b. Sterilization fee (if applicable) c. Owner's penalty	4. Issue payment forms a. Impounding fee b. Sterilization fee: castration/ spay	**Impounding Fee P200.00/day** **Sterilization Fee Castration: Dog – P1,500.00 Cat – P1,000.00 Spay: Dog – P1,000.00 Cat – P500.00** **Owner's penalty – P2500.00**	15 minutes 15 minutes	Rosario De Gula Rosario De Gula

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 surgeon	Dr. Ella Mae Gandia
6. Present dog to Veterinarian for rabies vaccination	6.1. Veterinarian will administer Rabies Vaccine 6.2. Issue rabies vaccination certificate	None	Depends on cooperation of animal 2 minutes	Dr. Ella Mae Gandia Patricia Isabel Llave Dr. Ella Mae Gandia Rosario De Gula Patricia Isabel Llave
7. Present dog to Veterinarian on date of surgery (when applicable)	7.1. Issue Sterilization Certificate (when applicable) 7.2. Issue Release form	None	5 minutes	Dr. Ella Mae Gandia
	Total	**Fees may vary depending on the services given to client's pet (stated above)**	**Approximately 46 minutes (surgery not included)**	

3. REDEEMING IMPOUNDED LIVESTOCK

Impounded livestock may be redeemed at the City Pound

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Proof of Ownership • Barangay Clearance	- Barangay

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally check the identity of livestock in the City Pound	1. Attend to client's inquiries	None	Depends on client	Ernesto Mendoza, Jr.
2. Present required documents 2.a. Present Barangay clearance 2.b Proof of ownership	2. Receive required documents 2.1 Issue Payment Form	None	15 minutes	Rosario De Gula
3. Pay Impounding fee at Cashier (City Finance Office)	3. Receives payment	**Impounding Fee P200.00 per head per day Owner's penalty P2500.00**	15 minutes	Cashier (City Finance Office)
4. Present Official receipts to Veterinarian	4.1. Receive required documents 4.2. Issue Release form	None	5 minutes	Dr. Ella Mae Gandia Rosario De Gula

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit copy of above documents and Release form to following offices: a. Office of Veterinary Services b. Barangay concerned/ HOA concerned	5. Receive documents Upon receipt of Release form and other documents, impounded livestock may be released to owner	None	20 minutes	a. Office of Veterinary Services - Dr. Ella Mae Gandia/ Ernesto Mendoza, Jr. b. Barangay/ HOA official concerned (when applicable)
	Total	**Fees may vary depending on the services, see list of fees above**	**1 hour and 30 minutes**	

4. ADOPTION OF IMPOUNDED DOG/CAT

Impounded dogs/cats not claimed within 3 days will be put up for adoption for 10 days

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Valid ID (Person to adopt should be of legal age. In case person is a minor, a written consent from parent/guardian is needed.)	National Government Agencies like SSS, LTO, PRC, etc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose dog/cat to be adopted.	1. Assist clients on their inquiries	None	Depends on client	Rosario De Gula/ Ernesto Mendoza Jr.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure, fill up, and submit the following forms: a. Adoption Form b. Registration Form c. Sterilization Form (if applicable)	2. Issue needed forms to client 2.1. Receive filled-up forms 2.2. Schedule date of surgery (when applicable)	None	5 minutes	Rosario De Gula
3. Pay required fees 3.1. Receive acknowledged receipt 3.2. Receive official receipt	3. Issue Payment form 3.1. Issue Acknowledgement receipt 3.2. Release official receipt 3.3 Issue the ff. certificates: a. Certificate of Adoption b. Rabies Vaccination Certificate	**Adoption Fee – P300.00** **Sterilization Fee: Castration: Dog – P1,500.00 Cat – P1,000.00** **Spay: Dog – P1,000.00 Cat – P500.00**	2 minutes	Dr. Ella Mae Gandia Dr. Ella Mae Gandia
	Total	**List of Fees stated above**	**40 minutes to 1 hour (with sterilization procedure)**	

5. DEWORMING

Dogs and cats are dewormed against intestinal worms.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Puppies: 2 weeks old and above/ adult dogs • Kittens: 1 month old and above/ adult cats	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in Consultation Logbook	1. Interview client for client information and Pet information	None	5 minutes	Rosario De Gula/ Ernesto Mendoza Jr.
2. Pay Deworming fee	2.1. Issue Payment Form 2.2. Receive Payment	**Deworming Fee: P150.00 per 10 kilogram Body Weight**	5 minutes	Rosario De Gula
3. Present dog/cat for deworming 3.2. Receive official receipt	3.1. Administer Dewormer 3.2. Release official receipt	**Fees stated above**	Depends on cooperation of animal 10 minutes	Dr. Ella Mae Gandia Patricia Isabel Llave Rosario De Gula
	Total	**Corresponding fees stated above**	**40 minutes**	

6. 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).

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Puppies: 6 weeks old and above • Adult dogs	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in Consultation Log Book	1.1. Interview client for client information and pet information 1.2. Receive Immunization form	None	5 minutes	Rosario De Gula/ Ernesto Mendoza Jr.
2.1. Receive payment form 2.2 Pay Immunization fee	2.1 Issue Payment Form 2.2 Receive Payment	**Vaccination Fee: P500.00 per (5 in 1 vaccine)**	5 minutes	Rosario De Gula
3. Present dog/cat for vaccination	3.1. Administer vaccine 3.2. Issue Vaccination Certificate 3.3. Release Official receipts	**Fees stated above**	Depends on cooperation of animal 10 minutes 2 minutes	Dr. Ella Mae Gandia
	Total	**P 500.00**	**Approximately 45 minutes**	

7. STERILIZATION OF DOGS AND CATS

(City Ordinance No.19 Series of 2012 Section 9 and 10)

As part of the dog and cat population control program, the Office of Veterinary Services offers Castration and Spaying services to pet owners for a minimal fee.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• **CASTRATION** - Dog: 6 months old - Cat: 6 months old • **SPAYING** - Dog: 6 months old - Cat: 6 months old (Dogs/cats should be in good health. Older dogs and cats may be sterilized depending on the discretion of the Veterinary surgeon. The age listed above is the recommended age to perform surgery.)	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up Sterilization Consent form	1. Attends to client's inquiries	None	2 minutes	Rosario De Gula
2. Submit filled up Sterilization Consent form	2. Receive Sterilization Consent form 2.1. Issue Payment Form	None	2 minutes	Rosario De Gula

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Sterilization fee	3.1. Receive Payment 3.2. Issue Acknowledgement Receipt 3.3. Schedule date of surgery	**Sterilization Fee:** **Castration:** **Dog – 1,500.00** **Cat – 1,000.00** **Spaying:** **Dog – 1,000.00** **Cat – 500.00**	15 minutes	Rosario De Gula 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 surgeon	Dr. Ella Mae Gandia
5. Receive Official Receipts	5. Release Official receipts	None	2 minutes	Dr. Ella Mae Gandia
	Total	**Depends on the services given, fees are stated above**	**Approximately 1 hour and 40 minutes (includes surgery)**	

8. EUTHANASIA SERVICE (City Ordinance No.19 Series 2012 Section 9 and 11)

Pet owners may have their pets euthanized at the Office of Veterinary Services. 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.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• By appointment Call or Text 0966 827 0252	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in Consultation Logbook	1. Interview client for client information and pet information	None	2 minutes	Rosario De Gula
2. Receive Payment Form	2. Issue Payment Form	None	2 minutes	Rosario De Gula
3. Pay Euthanasia fee	3. Receive Payment 3.1. Perform Euthanasia procedure 3.2 Issue Euthanasia Certificate 3.3 Release Carcass to Owner	**Euthanasia Fee: PHP 1,000.00**	15 minutes Duration will depend on the effect of the euthanizing agent on the condition of the animal (around 10 minutes per animal) 20 minutes	Rosario De Gula Dr. Ella Mae Gandia Patricia Isabel Llave Dr. Ella Mae Gandia Patricia Isabel Llave Rosario De Gula Ernesto Mendoza Jr.
4. Receive Official Receipt	4. Give Official Receipt		15 minutes 1 minute	Ernesto Mendoza Jr. Rosario De Gula
	Total	**P 1,000.00**	**Approximately 1 hour and 5 minutes per animal**	

10. VETERINARY HEALTH CERTIFICATES (VHC) FOR TRAVEL OF DOGS AND CATS. Pet owners may be issued a Veterinary Health Certificate for Rabies for Travel purposes.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Dogs should be 4 months old and above. • Cats should be 4 months old and above. • Pets should be vaccinated against rabies. • Pets should be in good health.	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure, fill up, and submit Information sheet	1. Attends to client's inquiries 1.1 Receive Information sheet	None None	5 minutes	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 a licensed vet)	None	5 minutes	Dr. Ella Mae Gandia Patricia Isabel Llave
2.2 If Vaccination certificate is not available	2.2. Record client and pet information 2.3. Veterinarian administers Rabies vaccine	None	10 minutes	Dr. Ella Mae Gandia Patricia Isabel Llave
	2.4. Issuance of Rabies Vaccination Certificate 2.5. Issuance of Veterinary Health Certificate will be 14 days after vaccination	None	Depends on animal	Dr. Ella Mae Gandia Patricia Isabel Llave

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: baiquarantineph@gmail.com 09183963807 09154794649	3. Online Application c/o National Veterinary Quarantine Services Division	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
	Total	**None**	**Approximately 40 minutes**	

10. VETERINARY HEALTH CERTIFICATES FOR 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.

Office or Division:	Office of Veterinary Services
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Bacoor City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Newcastle Disease Vaccine • Chicken 2 weeks of age or older • Other Requirements as stated in D.A. Administrative Order No.5 “Guidelines on the local transport/shipment of animals, Animal Products and by-products”	• Selected poultry supplies store • Copy of DA Administrative Order No.5 is available on the internet

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 1.2 Receive Information sheet	None	5 minutes	Rosario De Gula

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present bird for vaccination.	2. Veterinarian will vaccinate bird.		Depends on number of birds to be vaccinated	Rosario De Gula
3. Pick-up Veterinary Health Certificate after 14 days	3. Issue Veterinary Health Certificate after 14 days (Note: It takes 14 days for the anti-bodies to be produced by the bird.	None	5 minutes	Dr. Ella Mae Gandia Dr. Ella Mae Gandia Patricia Isabel Llave Rosario De Gula
4. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: baiquarantineph@gmail.com 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
	Total	**None**	**Approximately 10 minutes with 14 days waiting time. (VHC will be issued on the 15th day after vaccination.)**	

11. MEAT INSPECTION SERVICES

To protect human and animal health against direct and indirect hazards.

Office or Division:	Office of Veterinary Services
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Meat Dealers and Suppliers, Meat Stall Holders, and Meat Handlers (Including Vendors)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. POST-ABATTOIR INSPECTION **Bacoor Public Market** 1. Meat Inspection Certificate (MIC) 2. Certificate of Meat Inspection (COMI) (for frozen meat, chicken and meat by-products)	1. Point of Origin (Slaughterhouse) 2. From Cold Storage of Imported (Boxed) Meat

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Meat Dealer or representative presents Meat Inspection Certificate (MIC) or COMI for checking and verification	1. Meat Inspector check and verify the Meat Inspection Certificate (MIC) or COMI	None	10 minutes	James San Gabriel Danilo Satsatin Jr.
2.1. Meat dealer or representative will secure Post Abattoir Fee Form 2.2. Meat Dealer or representative will pay fee at the City Finance Office	2.1. Meat Inspector will issue Post Abattoir Fee Form 2.2. Cashier at City Finance Office will issue Official Receipt (OR)	**Php 20.00 per carcass**	20 minutes	James San Gabriel Danilo Satsatin Jr. Cashier at City Finance Office
	Total	**See above**	**30 minutes**	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
B. Inspection of Meat Establishment and Meat Markets 1. Meat Inspection Certificate (MIC) 2. Certificate of Meat Inspection (COMI) 3. Updated Business Permit	1.Point of Origin (Slaughterhouse) 2.From Cold Storage of imported meat 3.BPLD, Ground Floor, Bacoor City Hall, Barangay Bayanan, Bacoor Boulevard, City of Bacoor, Cavite

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Meat Inspection Certificate (MIC) or COMI	1. Meat Inspector check and verify the Meat Inspection Certificate (MIC) or COMI	None	5 minutes	James San Gabriel Danilo Satsatin Jr.
2. Present Business Permit	2. Meat Inspector will check and verify Business Permit and inspect facilities	None	10 minutes	James San Gabriel Danilo Satsatin Jr.
	Total	**None**	**15 minutes**	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. ANTE MORTEM INSPECTION 1. Veterinary Health Certificate (VHC) 2. Shipping Permit (SP)	1.Veterinarian from Farm of Point of Origin 2. National Veterinary Quarantine Services Office from Point of Origin

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Veterinary Health Certificate (VHC) and Shipping Permit (SP)	1.1. Meat Inspector will check and verify Veterinary Health Certificate(VHC) and Shipping Permit (SP) 1.2. Proceed with Ante-Mortem inspection	None	10 minutes	James San Gabriel Danilo Satsatin, Jr.
	Total	**None**	**10 minutes**	

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
D. POST MORTEM INSPECTION • Meat Inspection Certificate (MIC)			Meat Inspectors from Office of Veterinary Services	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Meat Inspection Certificate (MIC)	1. Meat Inspector will issue MIC after post-mortem inspection	**P0.30 per head**	10 minutes	James San Gabriel Danilo Satsatin, Jr.
	Total	**See above**	**10 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	- Feedbacks can be sent on our Facebook account. Bacoor City Veterinary Services Call or text: 0966-827-0252 bacoorcityvet@gmail.com
How feedbacks are processed	Feedbacks are read and answered by the Veterinarian and addressed accordingly.
How to file a complaint	- They can personally visit the Office to file a complaint.
How complaints are processed	- Complaints will be investigated and resolved accordingly.

LIST OF SERVICES

Zoning and Land Development Department

Internal Services	Page Number
Land Survey of City of Bacoor Properties	39.2 – 39.4
External Services	
Special Survey Permit (Checking and Approval)	39.5 – 39.6
Zoning Inspection Fee (for Business Permit)	39.7 – 39.8
Issuance of Zoning Classification Certificate (For Trucking/ Garage, Funeral Home, Chapel, Crematorium, Gas Station)	39.9 – 39.11
Land Use and Zoning/Locational Clearance (for Building Permit)	39.12 – 39.16
Development Permit	39.17 – 39.20
Alteration Permit	39.21 – 39.23
Backfilling Permit	39.24 – 39.26
Issuance of Decision on Zoning	39.27 – 39.29
Endorsement for Reclassification	39.30 – 39.32

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.

Office or Division	Zoning and Land Development Department
Classification	Simple and Complex
Type of Transaction	G2G – Government to Government
Who may avail	Internal Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Certified true copy of title/s • Approved plan/s and • Technical Descriptions	• Register of Deeds • Bureau of Lands / Land Registration Authority

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the required documents at the window (Window transaction only) (Certified true copy of title/s, Approved plan/s and Technical Descriptions)	1.1 Accept and validate documents (Certified true copy of title/s, Approved plan/s and Technical Descriptions)	None	5 minutes per lot	Engr. Arthur S. San Jose *Department Head* Jonathan S. Bautista *Zoning Officer I* Enrique S. Santos *Instrumentman* Ezekiel John Santos *Zoning Staff*
	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 *Department Head* Jerome D. Renomeron Tax Mapping Aide Luisito P. Tiglao John Rey Bataller *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Plotting of data gathered	None	Approximately 20 minutes per lot	Engr. Arthur S. San Jose *Department Head* Jonathan S. Bautista *Zoning Officer I* Enrique S. Santos *Instrument man* Michael A. Javier *Zoning Staff*
	1.4 Actual land survey	None	Depending on the size of the property, topography, weather and the location (grassland, flood, muddy, etc.) *Simple:* 2 days per survey *Complex:* 6 days per survey	Engr. Arthur S. San Jose *Department Head* Michael A. Javier Jaime M. Largo Jr. Luisito P. Tiglao *Zoning Staff*
	1.5 Uploading of data from field survey	None	Approximately 2 hours per survey	Jonathan S. Bautista *Zoning Officer I* Jaime M. Largo Jr. Michael A. Javier *Zoning Staff*
	1.6 Marking and putting of monuments	None	Approximately 1 day per survey	Michael A. Javier Jaime M. Largo Jr. Luisito P. Tiglao *Zoning Staff*

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 *Department Head* Jonathan S. Bautista *Zoning Officer I* Enrique S. Santos *Instrumentman*
	1.8 Issuance / Release of Survey Plan (Signed and Sealed)	None	1 minute	Engr. Arthur S. San Jose *Department Head* Jonathan S. Bautista *Zoning Officer I* Enrique S. Santos *Instrumentman*
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: **Simple: Approximately 2 working days, 2 hours and 26 minutes (complete requirements);** **Complex: Approximately 6 working days, 2 hours and 26 minutes (complete requirements)**				

2. SPECIAL SURVEY PERMIT (CHECKING AND APPROVAL)

Checking and approval of Relocation plan and certificate for the application of Building Permit.

Office or Division	Zoning and Land Development Department
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Land owner, Interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Updated relocation plan and certificate • Photocopy of title covering the subject lot, latest tax declaration • Proof of updated real property tax payments • Photocopy of the updated Professional Regulations Commission (PRC) and PTR License of the geodetic engineer who surveyed the said lot.	• Geodetic Engineer • Register of Deeds/ Assessors Office • City Finance Department • Geodetic Engineer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the required documents at the window (Window transaction only)	1.1 Accept and validate documents	None	2 minutes per lot	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*

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 *Zoning Officer I* Enrique S. Santos *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide*
	1.3 Issuance of order of payment and inform requesting party to pay corresponding fee	None	Approximately 2 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
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	5 minutes	Cashier Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff* Engr. Arthur S. San Jose *Department Head*
	2.2 Releasing of relocation plan and certificate with approval	None	1 minute	Enrique S. Santos *Instrumentman*
	Total	**₱ 100.00**		
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: Approximately 25 minutes (complete requirements) (excluding the period of payment)				

3. ZONING INSPECTION FEE (FOR BUSINESS PERMIT)

Checking and assessment of Business Permit Form for Zoning Inspection Fee.

Office or Division	Zoning and Land Development Department
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Business owner, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New Business:	
• Original and Xerox Copy of (Barangay Business Clearance	• Barangay Hall
• DTI or SEC Registration Sketch of business location	• DTI
• Front full view of business establishment	• Business owner
• Real Property Tax Payment	• City Finance Department
• Contract of Lease/Authorization letter for the use of the property with rental fees	• Lessor
• HOA Board Resolution Approval.	• Home Owner's Association
For Renewal:	
• Last business permit	• Business owner
• Basis for computing taxes, 2021 BIR Income Tax Return (1701Q or 1701A) or 2022 BIR 2550M/2550Q/2551Q or the Audited Financial Statement.	• BIR
• 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.	• Business owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only)	1.1 Accept and validate documents	None	5 minutes per application	Michael A. Javier Kimberly Joyce Sotto-Jaca *Zoning Staff* Ferdie S. Javier *Instrumentman*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assessment / Computation of Zoning Inspection Fee (Checking as per CLUP)	None	10 minutes per application	Jonathan S. Bautista *Zoning Officer I* Jerome L. Velasquez *Clerk II* Enrique S. Santos *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide* Ferdie S. Javier *Instrumentman*
	1.3 Signing / Approval of Zoning Inspection Fee	None	5 minutes per application	Engr. Arthur S. San Jose *Department Head* Jonathan S. Bautista *Zoning Officer I* Enrique S. Santos *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide* Ferdie S. Javier *Instrumentman*
	1.4 Encoding and Recording of data	None	5 minutes per application	Michael A. Javier Kimberly Joyce Sotto-Jaca John Rey Bataller *Zoning Staff*
	1.5 Releasing of Business Permit Form	None	2 minutes	Michael A. Javier Kimberly Joyce Sotto-Jaca *Zoning Staff*
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: 27 minutes (complete requirements)				

4. ISSUANCE OF ZONING CLASSIFICATION CERTIFICATE (FOR FUNERAL HOME, CHAPEL, CREMATORIUM, GAS STATION, APARTMENT/MULTI-FAMILY DWELLING)

Issuance of Zoning Classification Certificate.

Office or Division	Zoning and Land Development Department
Classification	Simple and Complex
Type of Transaction	G2C - Government to Citizen
Who may avail	Lot / Business owner, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter from the Owner of the property	• Lot Owner
• Photocopy of Title	• Register of Deeds
• Tax Declaration	• City Assessor's Department
• Updated Official Receipt of Real Property Tax	• City Finance Department
• Payment/Tax Clearance,	
• Certificate of No Improvement (if land only)	• City Assessor's Department
• Lot/Survey Plan with vicinity map	• Geodetic Engineer
• Barangay Clearance for Business,	• Barangay Hall
• Sketch and picture of business location	• Owner
• Deed of Sale	• Owner
• Contract of Lease	• Lessor
• HOA Board Resolution Approval	• Home Owners Association

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only	1.1. Accept and validate documents	None	5 minutes per application	Jerome L. Velasquez *Clerk II* Jerome D. Renomeron *Tax Mapping Aide* Mary Charm P. Dasco *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assessment and Evaluation of the property	None	15 minutes per application	Jerome L. Velasquez *Clerk II* Enrique S. Santos *Instrumentman* Ezekiel John Santos John Rey Bataller *Zoning Staff*
	1.3 Inspection	None	Depending on the size of the property, topography, weather and the location (grassland, flood, muddy, etc.) *Simple:* 2 working days *Complex:* 6 working days	Jerome D. Renomeron *Tax Mapping Aide* Ferdie S. Javier *Instrumentman*
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 *Clerk II* Mary Charm P. Dasco *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Preparation of Zoning Classification / Certificate	None	15 minutes per application	Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Mary Charm P. Dasco *Zoning Staff*
	2.3 Signing / Approval of Zoning Classification / Certificate	None	3 minutes per application	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.4 Recording of data Releasing of Zoning Classification / Certificate	None	2 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	Total	**P 555.00**		
Fill-out Client Satisfaction Rating Form				
Maximum Duration Process: **Simple: Approximately 2 working days and 50 minutes (complete requirements) (excluding the period of payment);** **Complex: Approximately 6 working days and 50 minutes (complete requirements) (excluding the period of payment)**				

5. LAND USE AND ZONING/LOCATIONAL CLEARANCE (FOR BUILDING PERMIT)

Assessment and approval of zoning and land use for Building Permit Approval and issuance of Zoning/Locational Clearance.

Office or Division	Zoning and Land Development Department
Classification	Simple, Complex and Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	Lot owner, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Authorization Letter (Notarized)/ID of Owner and Representative • Bill of Materials/Cost Estimates and • Building/Structural Plan • Transfer Certificate of Title/Deed of Sale • Tax Declaration (Land and Building) • Picture of Location of Construction • HOA Board Resolution Approval	• Lot Owner • Architect/ Civil Engineer • Register of Deeds/ Lot Owner • Assessor's Office • Lot Owner • Home Owners Association

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to One Stop Shop for Construction Permit (OSCP) at the window (Window transaction only)	1.1 Accept and validate documents	None	2 minutes per application	Jerome D. Renomeron *Tax Mapping Aide* Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	1.2 Inspection	None	As scheduled	Ferdie S. Javier *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Final Assessment / Computation of Zoning / Locational Clearance Fee	None	*Simple:* Approximately 10 minutes per application *Complex:* 2 working days-depending on the area being applied *Highly Technical:* 19 working days-if the application needs relocation/subdivision survey or if the application needs to go to the Local Zoning Board of Adjustment and Appeals	Jerome D. Renomeron *Tax Mapping Aide* Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca *Zoning Staff*
	1.4 Encoding of Zoning / Locational Clearance Fee on Zoning Administration System	None	Approximately 5 minutes per application	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	1.5 Inform requesting party to pay corresponding fee	Please refer to the Table of Fees on Page 39.15 to 39.16	Approximately 20 minutes per application	Jerome D. Renomeron *Tax Mapping Aide* Mary Charm P. Dasco *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay Zoning fee at the City Treasurer's Office	2.1 Encode OR # and Printing of Locational Clearance and Certificate	None	Approximately 3 minutes per application	Cashier Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	2.2 Signing / Approval of Zoning and Locational Clearance and Building Plan	None	5 minutes per application	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.3 Recording / releasing of Locational Clearance and Zoning Certificate	None	5 minutes	Mary Charm P. Dasco / Kimberly Joyce Sotto-Jaca *Zoning Staff*
Fill-out Client Satisfaction Rating Form				

Maximum Duration Process:

Simple: Approximately 1 day, 50 minutes (complete requirements) (excluding the period of payment);

Complex: Approximately 6 working days and 50 minutes (complete requirements) (excluding the period of payment)

Highly Technical: Approximately 19 working days and 50 minutes (complete requirements) (excluding the period of payment)

Table of Fees:	
A. Single residential structure attached or detached	
Total Floor Area multiplied by 16,000/square meter or total Bill of Materials whichever is higher	
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	
Total Floor Area multiplied by 20,000/square meter or total Bill of Materials whichever is higher	
1. ₱ 500,000 and below	₱ 1,000
2. Over ₱ 500,000 to ₱ 2,000,000	₱ 1,500
3. Over ₱ 2,000,000	₱ 2,500 + 1/10 of 1% of cost in excess of 2M Regardless of the number of doors
C. Dormitories	
Total Floor Area multiplied by 20,000/square meter or total Bill of Materials whichever is higher	
1. ₱ 2 Million and below	₱ 2,500
2. Over ₱ 2 Million	₱ 5,000 + 1/10 of 1% of cost in excess of 2M
D. Institutional	
Total Floor Area multiplied by 20,000/square meter or total Bill of Materials whichever is higher	
1. Below ₱ 2 Million	₱ 2,000
2. Over ₱ 2 Million	₱ 2,000 + 1/10 of 1% of cost in excess of 2M
E. Commercial, Industrial & Agro-Industrial Project Cost of which:	
Total Floor Area multiplied by 25,000/square meter or total Bill of Materials whichever is higher	
1. Below ₱ 100,000	₱ 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 2M
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 2M

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.

6. DEVELOPMENT PERMIT

Approval and Issuance of Development Permit

Office or Division	Zoning and Land Development Department
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	Contractor, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Project proposal w/ company/proponents profile	• Owner
• Formal letter to the City Mayor for the initial presentation of the proposed project	• Owner
• SEC (Certificate of Incorporation)	• SEC
• Notarized Secretary's Certificate	• SEC
• Notarized Deed of Absolute Sale	• Owner
• Affidavit of Non-tenancy and DAR clearance (if land is classified as agricultural)	• Notary Public & Dept. of Agrarian Reform-Provincial
• Certificate Authorizing Registration (CAR) • BIR Form No. 2000-OT (Documentary Stamp) • BIR Form No. 0605 (Payment form)	• Owner
• License to Sell & Certificate of Registration	• DHSUD
• AutoCAD/e-file of the subdivision Project	• Licensed Engineer/Architect
• Certified Copy of the Transfer Certificate of Title	• Register of Deeds
• Tax Declaration of Real Property-Land & Bldg.	• Assessor's Office
• Zoning Classification Certification	• Zoning Department
• Real Property Tax Receipt • Tax Clearance of Real Property	• Treasurer's Office
• Environmental Compliance Certificate (ECC) and/or Certificate of Non-Coverage (CNC)	• DENR
• Joint Venture Agreement / Lease Agreement	• Owner / Developer
• Notarized Neighbors consent	• Owner
• Home Owners Association Certificate	• HOA
• Barangay Clearance for construction • Barangay workers clearance	• Barangay Hall
• Site Development Plan, Vicinity Map and Land Use Allocation Data	• Licensed Engineer/Architect
• Location Plan / Survey Plan • Site Topographic Map • Road Stationing Plan	• Licensed Geodetic Engineer / Environmental Planner
• Pavement Detail • Storm Drainage Layout Plan and Manhole • Water System Layout Plan • Water Retarding Basin • Road Section and Details	• Licensed Engineer/Architect / Environmental Planner

Continuation… CHECKLIS OF REQUIREMENTS	
• RCP Connection Details and Outfall Detail • Water System Connection • Perimeter Fence Layout • CCTV Layout Plan • MRF Plan • Electrical Plan • Sewage Treatment Plan	**WHERE TO SECURE** • Licensed Engineer/Architect/ Environmental Planner
• Traffic Management Plan • Earthquake Plan	• Licensed Engineer/Architect/ Environmental Planner
• Notarized Affidavit of Commitment • Notarized Affidavit of Undertaking	• Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only)	1.1 Accept and validate documents (Required documents as per P.D. 957 or B.P. 220)	None	5 minutes per application	Jerome L. Velasquez *Clerk II* Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca *Zoning Staff*
	1.2 Assessment and Evaluation of documents	None	Approximately 20 minutes per application	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	1.3 Inspection		Approximately 2 working days depending on the size of the property, weather and the location (grassland, flood, muddy, etc.)	Ferdie S. Javier *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Indorsement to Sangguniang Panlungsod for Resolution	None	As per SP public hearing (Approximately 14 working days)	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	1.5 Inform requesting party to pay correspond-ding fee	**₱ 20.00 per square meter** **₱ 1,250.00 per hectare**	Approximately 20 minutes per application	Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
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	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	2.3. Signing of Development Permit form and Plan/s	None	Approximately 10 minutes per Development Permit	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*

	2.4. Recording of data Releasing of Development Permit and Locational Clearance	None	5 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: Approximately 16 working days 1 hour and 30 minutes (complete requirements) (excluding the period of payment)				

7. ALTERATION PERMIT

Approval and Issuance of Alteration Permit

Office or Division	Zoning and Land Development Department
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	Contractor, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter request for Alteration	• Owner
• Detailed summary of the affected area for alteration indicated on the new site development plan	• Licensed Engineer/Architect
• Approved Schematic/Subdivision Plan	
• Development Permit	• Owner
• License to sell and Certificate of Registration	• DHSUD
• Articles of Incorporation	
• Secretary's Certificate (stating the approval of such Alteration by the Board of Directors	• SEC
• Tax Declaration of Real Property – Land & Building (Rev. 2019)	• City Assessor's Office
• Real Property Tax Receipts	• Treasurer's Office
• Tax Clearance	
• Certified copy of Transfer Certificate of Title	• Register of Deeds
• Environmental Compliance Certificate (ECC) and/or Certificate of Non-Coverage (CNC)	• DENR
• Homeowners' written conformity or consent regarding the alteration; Majority of Buyers/Lot owners-if no registered HOA yet; if there is an existing HOA, a Board Resolution of no objection to the Alteration	• Owner;HOA
• AutoCAD file of the affected lots/areas	
• Vicinity Map/Lot Plan, Subdivision Plan and Alteration Plan	
• Water Distribution System Plan	
• Drainage System Layout Plan	
• Road Layout Plan/Road Profile Plan/X-Section of Roads	• Licensed Engineer/Architect/ Environmental Planner
• Engineering Details	
• Sewage Treatment Plan (STP)	
• MRF Plan	
• Traffic Management Plan	

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	Jerome L. Velasquez *Clerk II* Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca *Zoning Staff*
	1.2 Assessment and Evaluation of documents	None	Approximately 20 minutes per application	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	1.3 Inspection		Approximately 2 working days depending on the size of the property, weather and the location (grassland, flood, muddy, etc.)	Ferdie S. Javier *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide*
	1.4 Indorsement to Sangguniang Panlungsod for Resolution	None	As per SP public hearing (Approximately 14 working days)	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Inform requesting party to pay correspond-ding fee	**₱ 20.00 per square meter ₱ 1,250.00 per hectare**	Approximately 20 minutes per application	Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
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 Alteration Permit	None	Approximately 10 minutes per Alteration Permit	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	2.3. Signing of Alteration Permit form and Plan/s	None	Approximately 10 minutes per Alteration Permit	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.4. Recording of data Releasing of Alteration Permit and Locational Clearance	None	5 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: Approximately 16 working days 1 hour and 30 minutes (complete requirements) (excluding the period of payment)				

8. BACKFILLING PERMIT

Approval and Issuance of Backfilling Permit

Office or Division	Zoning and Land Development Department
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	Contractor, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Project proposal w/ company/proponents profile • Notarized Deed of Absolute Sale • Authorization Letter	• Owner
• Affidavit of Non-Tenancy and/or DAR Clearance	• Notary Public & Dept. of Agrarian Reform-Provincial
• Certified copy of Transfer Certificate of Title	• Register of Deeds
• Tax Declaration of Real Property – Land (Rev. 2019)	• City Assessor's Department
• Zoning Classification Certification	• Zoning Department
• Tax Clearance of Land/Building	• City Finance Department
• Joint Venture Agreement (optional)	• Owner
• Barangay Clearance for Backfilling	• Barangay Hall
• Environmental Compliance Certificate (ECC) and/or Certificate of Non-Coverage (CNC)	• DENR
• Site Development Plan and Schematic Plan	• Licensed Engineer/Architect/ Environmental Planner
• Relocation Plan with Vicinity Map and Relocation Certificate • Updated PRC and PTR License of the Geodetic Engineer	• Licensed Geodetic Engr.
• Site Topographic Map	• Licensed Engineer/Architect
• Perimeter Fence Layout	
• Affidavit of Commitment • Affidavit of Undertaking	• Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only	1.1 Accept and validate documents	None	5 minutes per application	Jerome L. Velasquez *Clerk II* Mary Charm P. Dasco Kimberly Joyce Sotto-Jaca *Zoning Staff*
	1.2 Assessment and Evaluation of documents	None	Approximately 20 minutes per application	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	1.3 Inspection		Approximately 2 working days depending on the size of the property, weather and the location (grassland, flood, muddy, etc.)	Ferdie S. Javier *Instrumentman* Jerome D. Renomeron *Tax Mapping Aide*
	1.4 Indorsement to Sangguniang Panlungsod for Resolution	None	As per SP public hearing (Approximately 14 working days)	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Inform requesting party to pay correspond-ding fee	**₱ 20.00 per square meter ₱ 1,250.00 per hectare**	Approximately 20 minutes per application	Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
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 Backfilling Permit	None	Approximately 10 minutes per Backfilling Permit	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	2.3. Signing of Backfilling Permit form and Plan/s	None	Approximately 10 minutes per Backfilling Permit	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.4. Recording of data Releasing of Backfilling Permit and Locational Clearance	None	5 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
Fill-out Client Satisfaction Rating Form				
Maximum Duration of Process: Approximately 16 working days 1 hour and 30 minutes (complete requirements) (excluding the period of payment)				

9. ISSUANCE OF DECISION ON ZONING (FOR LTFRB NEW AND RENEWAL)

Issuance of Decision on Zoning.

Office or Division	Zoning and Land Development Department
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Lot / Business owner, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter from the Owner of the property	• Lot Owner
• Authorization Letter (if applicable)	• Lot Owner
• Certified copy of Transfer Certificate of Title	• Register of Deeds
• Tax Declaration of Real Property Land and/or Building (Rev. 2019)	• City Assessor's Department
• Updated Official Receipt of Real Property Tax	• City Finance Department
• Tax Clearance of Land and/or Building	
• Certificate of No Improvement (if land only)	• City Assessor's Department
• Sketch/Lot Plan with vicinity map	• Licensed Geodetic Engr.
• Approved Consolidation-Subdivision Plan (if applicable)	
• HOA Board Resolution Approval	• Home Owners Association
• Mayors Permit (current year)	• BPLD
• Barangay Clearance for Business	• Barangay Hall
• Picture of property (land/building)	
• Directional Sketch	• Owner
• Deed of Absolute Sale	
• Contract of Lease	• Lessor
• Articles of Incorporation	• SEC
• Picture showing the actual number of cars, buses, tractor heads, trucks, trailers or closed/winged vans	• Owner
• Affidavit of Undertaking	
• Copy of the Original Decision on Zoning previously issued (for renewal)	
• Road Maintenance Permit/Clearance	• City Engineering Office
For vacant lot/s:	
• Relocation Survey Report with Relocation Plan	• Licensed Geodetic Engr.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only	1.1. Accept and validate documents	None	5 minutes per application	Jerome L. Velasquez *Clerk II* Jerome D. Renomeron *Tax Mapping Aide*
	1.2 Assessment and Evaluation of the property	None	15 minutes per application	Jerome L. Velasquez *Clerk II* Enrique S. Santos *Instrumentman* Ezekiel John Santos John Rey Bataller *Zoning Staff*
	1.3 Inspection	None	As scheduled	Jerome D. Renomeron *Tax Mapping Aide* Ferdie S. Javier *Instrumentman*
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 *Clerk II* Kimberly Joyce Sotto-Jaca *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Preparation of Decision on Zoning	None	15 minutes per application	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	2.3 Signing / Approval of Decision on Zoning	None	3 minutes per application	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.4 Recording of data Releasing of Decision on Zoning	None	2 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	Total	**P 555.00**		
Fill-out Client Satisfaction Rating Form				
Maximum Duration Process: Approximately 1 day and 50 minutes (complete requirements) (excluding the period of payment)				

10. ENDORSEMENT OF RECLASSIFICATION TO CITY ASSESSOR'S DEPARTMENT

Office or Division	Zoning and Land Development Department
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Lot / Business owner, interested party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter from the Owner of the property	• Lot Owner
• Authorization Letter (if applicable)	• Lot Owner
• Certified copy of Transfer Certificate of Title	• Register of Deeds
• Tax Declaration of Real Property Land and/or Building (Rev. 2019)	• City Assessor's Department
• Tax Clearance of Land and/or Building	• City Finance Department
• Sketch/Lot Plan with vicinity map • Approved Consolidation-Subdivision Plan (if applicable)	• Licensed Geodetic Engr.
• HOA Board Resolution Approval	• Home Owners Association
• Mayors Permit (current year)	• BPLD
• Barangay Clearance for Business	• Barangay Hall
• Updated Picture of property • Directional Sketch • Deed of Absolute Sale • Affidavit of Undertaking	• Owner
• Affidavit of Non-Tenancy and/or Certificate of Clearance from Department of Agrarian Reform (if classified as Agricultural)	• DAR
• Articles of Incorporation (for Corporation) • Secretary's Certificate (for Corporation)	• SEC
For vacant lot/s: • Relocation Survey Report with Relocation Plan Clearance	• Licensed Geodetic Engineer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents at the window (Window transaction only	1.1. Accept and validate documents	None	5 minutes per application	Jerome L. Velasquez *Clerk II* Jerome D. Renomeron *Tax Mapping Aide* Mary Charm P. Dasco *Zoning Staff*
	1.2 Assessment and Evaluation of the property	None	15 minutes per application	Jerome L. Velasquez *Clerk II* Enrique S. Santos *Instrumentman* Ezekiel John Santos *Zoning Staff*
	1.3 Inspection	None	As scheduled	Jerome D. Renomeron *Tax Mapping Aide* Ferdie S. Javier *Instrumentman*
2. Pay the required fee at the City Treasurer's Office	2.1 Inform the requesting party to pay the corresponding fee	₱ 500 per zoning certificate ₱ 700 for zoning reclassifi-cation fee ₱ 55 per certificate	Approximately 10 minutes per application	Cashier Jerome L. Velasquez *Clerk II* Kimberly Joyce Sotto-Jaca *Zoning Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Preparation of Endorsement for Reclassification	None	15 minutes per application	Engr. Sherwin B. Valeroso *Assistant Department Head* Jerome L. Velasquez *Clerk II* Jonathan S. Bautista *Zoning Officer I* Jerome D. Renomeron *Tax Mapping Aide*
	2.3 Signing / Approval of Endorsement for Reclassification	None	3 minutes per application	Engr. Arthur S. San Jose *Department Head* Engr. Sherwin B. Valeroso *Assistant Department Head*
	2.4 Recording of data Releasing of Endorsement for Reclassification	None	2 minutes	Kimberly Joyce Sotto-Jaca Mary Charm P. Dasco *Zoning Staff*
	Total	**₱ 1,310.00**		
Fill-out Client Satisfaction Rating Form				
Maximum Duration Process: Approximately 1 day and 50 minutes (complete requirements) (excluding the period of payment)				

LIST OF SERVICES

Office of the City Architectural Planning and Design

Internal Services	Page Number
Planning and design of proposed government projects	40.2 – 40.3

Office of the City Architectural Planning and Design (Internal Services)

The Office of the City Architectural Planning and Design (CAPD) is a dedicated office focused on the development, planning, and design of architectural projects. It plays a key role in creating functional, innovative, and aesthetically appealing spaces, ensuring that all designs meet both the practical needs and artistic vision of the project. The office typically collaborates with architects, engineers, and other stakeholders to plan and execute building designs, from conceptualization to completion, ensuring adherence to design standards, regulations, and sustainability goals. It may also be involved in urban planning, landscape architecture, and interior design, depending on the scope of the projects it handles.

1. PLANNING AND DESIGN OF PROPOSED GOVERNMENT PROJECTS

To provide plans and design space requirements

Office or Division:	Office of the City Architectural Planning and Design
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	The Honorable Mayor, and department/ Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request letter (Addressed to the Mayor and endorsed to the City Architect) and City Mayor in line with the Annual Investment Plan for the Year	The requesting party needs to file the request letter to the City Mayor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Transmit request letter to City Architectural Planning and Design Department or send email to capd@bacoor.gov.ph	1.1 Receives letter request.	None	5 minutes	Administrative Staff
	1.2 City Architect reviews/ assess the proposed project	None	5 to 10 minutes	City Architect and Administrative Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others	2.1 Coordinate with the client for ocular site inspection on the actual/ proposed project site	None	1 day	City Architect and Draftsman
	2.2 Preparation of schematic design	None	Depending on the technicality of the project	City Architect and Draftsman
	2.3 Presentation of Schematic Design Plans	None	1 day	City Architect
	2.4. Design development and preparation of architectural plans	None	Depending on the technicality of the project	City Architectural Planning and Design Department
	2.5 Signs Plans and other design documents	None	1 day	City Architectural Planning and Design Department
3. Acquire requested plan	3. Provide Plan	None	5 Minutes	Administrative Staff
	Total	**None**	**Depending on the technicality of the project**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-up Feedback Form and/ Routing Form at the Ground Floor Lobby, Public Assistance and Complaints Desk Officer
How feedbacks are processed	• The Client fill-up the Feedback Form • The Client may also write a Feedback Letter regarding the person or department concern. • When positive feedback is given, appreciation is given in form of Certificate of Recognition to be presented at the Employees Flag Raising Ceremony. • When negative feedback is given, it is forwarded to concerned department/individual to work on certain services to be developed
How to file a complaint	• Complaints can be filed on a **Personal Basis** (Face to Face) at the **Public Assistance and Complaints Desk Officer** • **Hotline Dial 161** of the **Bacoor Disaster Risk Reduction Management Office (BDRRMO) Call Center**
How complaints are processed	The **Public Assistance and Complaints Desk Officer** initially attends to client's complaints or the **Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center** receives complaint through **Hotline Dial 161.** For employee concerns, it will be forwarded to **Human Resources Development and Management Department** and the HRDMD will further coordinate with the person or department concerned to further address and provide appropriate action regarding the filed complaint. For non-employee concerns, it will be directly forwarded to ARTA Officer for further appropriate action.
Contact Information of: **City Government of Bacoor** **Bacoor City Complaints Desk Unit** **Anti-Red Tape Act** **Presidential Complaint Center** **Contact Center ng Bayan**	Bacoor Disaster Risk Reduction Management Office (BDRRMO) Staff Call Center Hotline Dial 161 baccomplaintdeskunit@gmail.com (046) 481-4100 loc. 139 Arta: complaints@arta.gov.ph PCC: 8888 CCB: 0908-8816565

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite		
Accounting (Office of the City Accounting and Internal Audit Services)	2nd Floor	(046) 481 4130 (046) 481-4100 loc. 305/306
Administrator (City Administrator's Office)	3rd Floor	(046) 481-4142 (046) 481-4100 loc. 405
Agriculture (Office of the City Agricultural Services)	1st Floor	(046) 481-4131 (046) 481-4100 loc.308
Architecture (Office of the City Architectural Planning and Design)	2nd Floor	(046) 481-4138 (046) 481-4100 loc. 318 / 339
Assessor (City Assessor's Department)	1st Floor	(046) 481-4111 (046) 481-4100 loc. 202
BPLD (Business Permits and Licensing Department)	1st Floor	(046) 481-4112 (046) 481-4100 loc. 204
BTMD (City Bacoor Traffic Management Department)	1st Floor	(046) 481-4100 loc. 233
Budget (City Budget Department)	3rd Floor	(046) 481-4141 (046) 481-4100 loc. 404
CCR (Office Of The City Civil Registry)	1st Floor	(046) 481-4122 (046) 481-4100 loc. 217
CEO (Office of the City Engineer)	2nd Floor	(046) 481-4138 (046) 481-4100 loc. 318 / 339
CESD (City Environment Service Deparment)	2nd Floor	(046) 481-4128 (046) 481-4100 loc. 303
CPDC (City Planning and Development Coordinating Office)	2nd Floor	(046) 481-4136 (046) 481-4100 loc. 316
E-GOV / MIS (E-Governance Department / Management Information System)	3rd Floor	(046) 481-4102 (046) 481-4100 loc. 409
Finance / Treasury City Finance Department (City Treasurer's Office)	1st Floor	(046) 481-4113 (046) 481-4100 loc. 228

OFFICE	ADDRESS	CONTACT INFORMATION
Bacoor City Hall Building, Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite		
GSO (Office of the General Services)	Lower Ground Floor	(046) 481-4114 (046) 481-4100 loc. 207
Cemetery (City Cemetery Office)	Lower Ground Floor	(046) 481-4100 loc. 337
HRDMD (Human Resources Development and Management Department)	2nd Floor	(046) 481-4143 (046) 481-4100 loc. 407
HUDRD (Housing Urban Development and Resettlement Department)	2nd Floor	(046) 481-4100 loc. 301/302
LEDIPO (Local Economic Development and Investment Promotions Office)	1st Floor	0995 159 4247
Legal (Office of the City Legal Service)	3rd Floor	(046) 481-4145 (046) 481-4100 loc. 415
Mayor's Office (Office of the City Mayor)	3rd Floor	(046) 481-4100 loc. 412
Complaint's Desk (Bacoor City Complaints Desk Unit)	Ground Floor Lobby / 3rd Floor	(046) 481-4100 loc. 139 loc. 212
Cooperative (Office for the Development of Cooperatives)	1st Floor	(046) 481-4100 loc. 416
LYDO (Local Youth Development Office)	3rd Floor	(046) 481-4100
OBO (Office of the City Building Official)	1st Floor	(046) 481-4121 (046) 481-4100 loc. 215
PESO (Public Employment Service Office)	2nd Floor	(046) 481-4137 (046) 481-4100 loc. 317
Population (Office of the Population Development)	3rd Floor	(046) 481-4147 (046) 481-4100 loc. 408
SP (Office of the Sangguniang Panlungsod)	2nd Floor	(046) 417-0727 (046) 519-7300
BCCHATO (Tourism) (Bacoor City Culture, History, Arts and Tourism Office)	2nd Floor	(046) 481-4115 (046) 481-4100 loc. 208
Zoning (Zoning and Land Development Department)	1st Floor	(046) 481-4139 (046) 481-4100 loc. 319

OFFICE	ADDRESS	CONTACT INFORMATION
Bacoor Government Center, Bacoor Blvd. Brgy. Bayanan, City of Bacoor, Cavite		
BDRRMO (Bacoor Disaster Risk Reduction and Management Office)	**5th Floor Bacoor Legislative and Disaster Resilience Building**	Hotline 161 (046) 417-0727
CICRD (City Information and Community Relations Department)	**2nd Floor and 3rd Floor (Old BDRRMO) Bureau of Fire of the Philippines Ground Floor**	09985787898
Livelihood (City Livelihood and Development Office)	**2nd Floor Negosyo Center National Agency Building**	(046) 436-2165 Revilla Center San Nicolas: (046) 471-6878
OCHS (Office of the City Health Services)	**Sagip Buhay Recovery and City Health Center Building**	(046) 435- 3420
OSCA (Office of the Senior Citizens Affairs)	**People's Center Building**	09952467450
OVM (Office of the City Vice Mayor)	**1st and 6th Floor Bacoor Legislative and Disaster Resilience Building**	(046) 417-0727 (046) 519-7300
PDAO (Person with Disability Affairs Office)	**People's Center Building**	09974308392
SP (Office of the Sangguniang Panlungsod)	**4th and 6th Floor Bacoor Legislative and Disaster Resilience Building**	(046) 417-0727 (046) 519-7300
Sports (Sports Development Unit)	**2nd Floor Strike Gymnasium Building**	09952762508

Veterinary (City Veterinary Services Office)	**Animal Shelter/Pound, Ibaba, Salinas 1, Bacoor, Cavite**	0966-827-0252