

REPUBLIC OF THE PHILIPPINES  
**CITY OF ISABELA**  
Province of Basilan  
Isabela City Hall Complex, Sunrise Village,  
Isabela City, Basilan, Philippines

# **CITIZEN'S CHARTER**

## **Handbook**

**2024 (4<sup>TH</sup> Edition)**

Empower  
the  
Citizen

Service  
Commitment

Core  
values

Accountability

Quality  
Standard

Transparency



## **I. Mandate**

The Office of the City Mayor is the primary administrative office of the City Government headed by the City Mayor and exercises the following powers and functions:

1. Exercise general supervision and control over all programs, projects, services, and activities of the City Government;
2. Enforce all laws and ordinances relative to the governance of the City and in the exercise of its appropriate powers, as well as implement all approved policies, programs, projects, services and activities of the City;
3. Initiate and maximize the generation of resources and revenues and apply the same to the implementation of development plans, program objectives and priorities, particularly the resources and revenues programmed for agro-industrial development and countryside growth and progress, and relative thereto;
4. Ensure the delivery of basic services and the provision of adequate facilities; and,
5. Exercise such other powers and perform such other duties and functions as provided for under Republic Act No. 7160, otherwise known as the Local Government Code of 1991, and those that are prescribe by law or ordinance.

## **II. Vision**

“By 2040, we the people of Isabela City, envision a flourishing and vibrant community that is prosperous, empowered and peaceful, where unity in diversity is celebrated and harnessed, and participatory, transparent and responsive governance, nurtures a happy and dignified life for all.”



### **III. Mission**

"We are committed to institutionalized responsive and inclusive governance that empowers members of the community to build happy and peaceful neighborhoods where everyone can lead prosperous and dignified lives.

### **IV. Service Pledge**

We, the Officials and employees of Isabela City, pledge and commit to give our constituents the best frontline services with fast, honest and greater efficiency. Specifically, we will

- Report to our offices early and leave at the last official time or sometimes even beyond;
- Wear our prescribed uniforms and pin identification card;
- Give our services with utmost courtesy and also with a smile;
- We will set up the Information and Grievance unit at the lobby of our City Hall, and;
- We will adopt the "Bayan muna hindi Mamaya na" policy.



## **V. Quality Policy**

We, the Office of the City Mayor of Isabela de Basilan, commit to satisfy the needs and pursuit of all Isabeleños towards a happy, flourishing, and vibrant City, where unity in diversity is celebrated and harnessed.

We shall achieve this, thru:

**H**ealthy and educated citizenry;

An effective, efficient, transparent, and

Participatory governance’

Immediate care for vulnerable members of the society;

Sustainable Tourism

A safe, secured and resilient community

Beautiful, clean and protected environment;

Economically progressive community;

Lively, proud and culturally-diverse city;

And synergy.

We shall constantly explore and adopt new ideas, latest technologies, and best practices, while maintaining highest ethical Standards, competence and professionalism. Thus, we fully commit to implement and continually improve our Quality Management Systems by conforming to the ISO 9001:2015 standards and other statutory requirements.

“A happy life.

A happy service

A happy city.”

**#HAPIsabela**



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**OFFICE OF THE CITY MAYOR  
EXTERNAL SERVICES**



## 1.1 Internal and External Communication

Receiving of Incoming Communications for Local Chief Executive. The Records Division, Office of the City Mayor is tasked to receive all correspondence addressed to the Honorable City Mayor from other departments of the City Government, National Government and private sector offices and the public general. All such correspondences are presented to the City Mayor for her attention, approval/signature and/or further instructions. Thereafter, communications acted upon by the City Mayor are transmitted to the concerned parties as per City Mayor's instructions.

<b>OFFICE OR DIVISION:</b>	Office of the City Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Clients G2G- Government to Government G2B- Government to Business			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Letters/Reports or Similar		Requesting Agency/ Office or Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request, report or similar document to the Records Division	1. Receive letter request, report or similar document.	None	2 minutes	Marilou P. Lequin Marivic Ridad Ryan D. Penaflor Mephir I. Dundain
	1.1 Encode, scan and record letter-request, report or similar document to Document Tracking System (DTS).	None	7 minutes	Marivic Ridad Ryan D. Penaflor Reynaldo Molina
	1.2 Review and Sort letter-request, report or similar document.	None	3 minutes	Ma. Leah Esturco
	1.3 Give instructions for action to be taken on letter-request, report or similar document.	None	10 minutes	Hon. Sitti Djalia Turabin-Hataman Atty. Adzlan Imran
	1.4 Record and form out to concerned offices using DTS.	None	2 minutes	Ma. Leah Esturco
	1.5 Prepare (Photocopies) communication for release.	None	5 minutes	Ma. Luisa Malcampo Farida A. Angsa
	1.6 Deliver communications to concerned offices. (Internal and External Communications)	None	20 minutes	Rilacel A. Del Rio Eva Jorquia Mephir I. Dundain Carliecel C. Nuena
	<b>TOTAL:</b>		49 minutes	



## 2.1 Processing of Application for New Business Permit (Assuming actual inspection has already been conducted and all regulatory requirements are complied with)

A business permit is a document issued to either regular or new client(s) who may apply for business permit to legally operate its business establishment in the City of Isabela de Basilan, provided all regulatory requirements are complied with pursuant to Isabela City Ordinance No. 015-438.

<b>Office or Division:</b>	Business Permit and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	All New Business Establishment Owners in the City of Isabela de Basilan	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<i>Applications :</i>	
	1. Proof of Registration	<ul style="list-style-type: none"> <li>● Department of Trade &amp; Industry (DTI) for sole proprietorship @ Infirmary Building, LGU Isabela Compound</li> <li>● Securities &amp; Exchange Commission (SEC) for all kinds of corporations @ Zamboanga City</li> <li>● Cooperative Development Authority (CDA) for cooperatives @ Infirmary Building, LGU Isabela Compound</li> </ul>
	2. Proof of Right of applicant to use location as business address <ul style="list-style-type: none"> <li>● if owned, proof of ownership - TCT or Tax Declaration</li> <li>● if not owned by the applicant- Contract of Lease, MOA, or written consent of property owner</li> </ul>	<ul style="list-style-type: none"> <li>● Photocopy of Transfer Certificate of the Title (TCT)</li> <li>● Local Notarial Lawyer for Contract of Lease or MOA</li> <li>● Property Owner for the Written Consent to use the property.</li> </ul>
	3. Location Plan or sketch of the location where business premises is located	To be provided by the Client
	4. FSIC for Occupancy, valid in the last 9 months	Bureau of Fire Protection (BFP) Office, Sunrise Barangay, Isabela City de Basilan
	5. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC	Bureau of Fire Protection (BFP) Office, Sunrise Barangay, Isabela City de Basilan



<b>Additional Requirement/s (may vary depending on the type of business activity applied for):</b>	
1. Affidavit of Undertaking – Frozen Products	City Legal Office, Main Building, City Hall of Isabela City
2. BSP (Bangko Sentral ng Pilipinas) Certificate to Operate (original copy – Pawnshop & ALL Money Service Businesses (Branch Office))	Bangko Sentral ng Pilipinas (BSP)
3. BSP LETTER on the Issuance of Code (original copy) – Pawnshop Offices	Bangko Sentral ng Pilipinas (BSP)
4. Certificate of Accreditation from DepEd/CHED/TESDA (original copy) – Private Schools, Training Centers	DepEd Office, CHED IX Office, TESDA Office
5. FSIC for Occupancy (original copy) – Real Estate Lessor (Building)	Bureau of Fire Protection Office, Sunrise, Isabela City
6. Certificate of Tax Exemption (original copy) – BIR – Qualified Non-stock, Non-profit Corporations and Associations under Section 30 of the National Internal Revenue Code of 1997	Bureau of Internal Revenue
7. CPDO (Zoning Clearance)(original copy) – Subdivision Developer	City Planning & Development Office, LGU Isabela City
8. DOE COC (Certificate of Compliance) (original copy) – Gasoline Stations, Combustible Products	Department of Energy, RO IX
9. DOH License to Operate (original copy) – Hospitals, Maternity Clinics	Department of Health, RO IX
10. ECC (Environmental Compliance Certificate) (original copy) – Mining, Earth fill/Quarry	DENR Office
11. FDA (Food and Drugs Administration) Certificate (original copy) – Food/Cosmetics Maker	Food and Drug Administration



12. FDA (Food and Drugs Administration) Certificate (original copy) - Pharmacy		Food and Drug Administration		
13. FPA (fertilizer and Pesticide Authority) License to Operate (original copy) – Fertilizers, Pesticides		FPA Regional Office IX		
14. ISP (Internet Service Provider) Proof of Billing/Registration (original copy) – Internet Café, PISO Net with Internet Connection		Internet Service Provider Company		
15. License to Operate from Camp Crame (original copy) – Security Agency, Detective Services, Ammunition and Gun Store		Camp Crame, Quezon City		
16. NTC (National Telecommunications Commission) Certificate (original copy) – Telecommunication Services		NTC Office, Region IX		
17. Water Analysis Result (original copy) – Water Refilling Station		Isabela City Health Office/Basilan Provincial Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to the Business Permit and Licensing Office. Presents all requirements to attending Licensing Officer including the <b><u>INSPECTION REPORT</u></b> for document assessment. If passed the assessment and cleared by the endorsing offices, service front liners	1.1 Validates application for business permit 1.2 Encodes Application 1.3 Verifies Application 1.4 Endorses Application 1.5 Prints the Unified Application Form for Business Permit in the Integrated Business Permit and Licensing	Mayor's Permit Fee  Micro – ₱ 500.00 Small – ₱ 1,000.00 Medium – ₱ 2,000.00 Large – ₱ 2,500.00	10 Minutes per transaction	●Alona P. Delos Reyes ●Bernice C. Jusay ●Nadzwa I. Isiri ●Ben Daniel C. Peña ●CHO Personnel for the Endorsement ●Alberto V. Porticos



shall encode, verify, endorse and print the application in the system.	System (iBPLS).			
2. Business Counselor forwards the documents to backroom endorsing office personnel for one-time assessment & payment.	2.1 One-time Assessment of Business Tax and other Regulatory Fees and Charges 2.2 Collects payment 2.3 Issues official receipt	Retail Business Mayor's Permit - ₱ 500.00 Garbage Fee – ₱ 620.00 Sanitary Inspection Fee - ₱ 200.00 Zoning Fee – ₱ 100.00 Business Plate - ₱ 300.00	10 Minutes per transaction	●Melihsa S. Antonio ●BFP Personnel ●Collector
3. Business Counselor forwards the documents to BPLO for checking, printing, recording, approval by the City Mayor and releasing of Business Permit.	3.1 Checks official receipts 3.2 Prints business permit 3.3 Approves business permit by the City Mayor 3.4 Records (Card Indexing of Business Permit) 3.5 Segregates & Releases Business Permit.	Cost of Barangay Clearance - ₱ 250.00 Cedula - ₱ 75.00 BRN (DTI) - ₱ 230.00 BFP (FSIC) – Minimum of ₱ 500.00 or 15% of the total Business Tax whichever is higher.	10 minutes per transaction	●Alberto V. Porticos ●Alona P. Delos Reyes ●Dolores Susan Dr. Garcia ●Sitti Djalia A. Turabin-Hataman, City Mayor ●Eileen A. Hontucan
<b>TOTAL:</b>		₱ 2,775.00	30 minutes per transaction	



## 2.2 Processing of Application for Renewal of Business Permit

Renewal of business permit is required for any existing business operating in Isabela City every January of the year pursuant to the Isabela City Ordinance No. 015-438.

<b>Office or Division:</b>	Business Permit and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Existing Business Permit Holders within Isabela City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applications:</b>				
1. Proof of annual gross receipts (Audited Financial Statements/Sworn declaration of Gross Sales or Receipts/Income Tax Return)		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to the Business Permit and Licensing Office. Presents all requirements to the attending Licensing officer.	1.1 Validates application for business permit 1.2 Encodes Application 1.3 Verifies Application 1.4 Endorses application 1.5 Prints the Unified Application Form for Business Permit in the Integrated Business Permit and Licensing System (iBPLS).	Mayor's Permit Fee  Micro – ₱ 500.00 Small – ₱ 1,000.00 Medium – ₱ 2,000.00 Large – ₱ 2,500.00	10 Minutes per transaction	<ul style="list-style-type: none"> <li>●Alona P. Delos Reyes</li> <li>●Bernice C. Jusay</li> <li>●Nadzwa I. Isiri</li> <li>●Ben Daniel C. Peña</li> <li>● CHO Personnel for the Endorsement</li> <li>●Alberto V. Porticos</li> </ul>



<p>2. Business Counselor forwards the documents to backroom endorsing office personnel for one-time assessment and payment.</p> <p>Note: Business Tax, Fees and Charges may vary depending on the number of the employees and declaration of gross sales of the preceding year by the applicant.</p>	<p>2.1 One-time Assessment of Business Tax and other Regulatory Fees and Charges</p> <p>2.2 Collects payment</p> <p>2.3 Issues official receipt</p>	<p>On Retailers with Gross Sales or Receipts for the preceding calendar year in accordance with the following schedules:</p> <table border="1" data-bbox="775 495 1131 770"> <thead> <tr> <th>Gross Receipts</th> <th>Annual Tax</th> </tr> </thead> <tbody> <tr> <td>₱400,000.00 or less</td> <td>3.00% on Gross Receipts</td> </tr> <tr> <td>More than ₱400,000.00</td> <td>1 ½ % on Gross Receipts</td> </tr> </tbody> </table>	Gross Receipts	Annual Tax	₱400,000.00 or less	3.00% on Gross Receipts	More than ₱400,000.00	1 ½ % on Gross Receipts	<p>10 Minutes per transaction</p>	<ul style="list-style-type: none"> <li>●Melihsa S. Antonio</li> <li>●BFP Personnel</li> <li>●Collector</li> </ul>
Gross Receipts	Annual Tax									
₱400,000.00 or less	3.00% on Gross Receipts									
More than ₱400,000.00	1 ½ % on Gross Receipts									
<p>3. Business Counselor forwards the documents to BPLO for the checking, printing, recording, approval by the City Mayor and releasing of business permit.</p>	<p>3.1 Checks official receipts</p> <p>3.2 Prints business permit.</p> <p>3.3 Approves business permit by the City Mayor</p> <p>3.4 Records (Card Indexing) of Business Permit</p> <p>3.5 Segregates &amp; Releases of Business Permit.</p>		<p>10 Minutes per transaction</p>	<ul style="list-style-type: none"> <li>●Alberto V. Porticos</li> <li>●Alona P. Delos Reyes</li> <li>●Dolores Susan D.R. Garcia</li> <li>●Hon. Sitti Djalía A. Turabin Hataman, City Mayor</li> <li>●Eileen A. Hontucan</li> </ul>						
	<p><b>TOTAL:</b></p>		<p>30 Minutes per transaction</p>							





### 2.3 Processing of Application for Mayor's Clearance

Application for Issuance of Mayor's Clearance is based on existing laws and City Ordinance of the City of Isabela de Basilan.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All walk in clients who are bona fide residents of Isabela City de Basilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Office for validation and processing of application for Mayor's Clearance.	1.1. Validates and Processes Application for Mayor's Clearance as to completeness of documentary requirements 1.2 Prepares Order of Payment		5 minutes per transaction	● Nila Y. Ramirez  ● Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and collects the payment and issue Official receipt	₱ 36.00	5 minutes per transaction	● CTO
3. Goes to Business Permit and Licensing Office for approval and releasing of Mayor's Clearance.	3.1 Checks and validates Official Receipt 3.2 Prepares and encodes Mayor's Clearance 3.3 Approves the Application for Mayor's Clearance 3.4 Records and Releases Mayor's Clearance		10 minutes per transaction	● Alberto V. Porticos  ● Hon. Sitti Djalía A. Turabin-Hataman, City Mayor  ● Nila Y. Ramirez
	<b>TOTAL:</b>	₱ 36.00	20 minutes per transaction	



## 2.4. Processing of Application for Additional Line of Business

Additional line of business is granted to clients who may apply for additional line of business on top of its existing business.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Existing Business Permit Holders opted to have additional line of business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter request addressed to the City Mayor for an additional line of business.		To be produced/provided by the client		
2. Official Receipts		City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to Business Permit and Licensing Office and asks if letter request for additional line of business is already approved by Office of the City Mayor and forward to BPLO.	1.1 Receives and Validates letter request and check for completeness of documents		10 minutes per transaction	● Nila Y. Ramirez ● Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Assesses and Collects the payment and issues Official receipt.	₱ 350.00	5 Minutes per transaction	● Assessor/Cashier/Collector
3. Goes back to Business Permit and Licensing Division and Presents Official Receipt as proof of payment then enable edit the Integrated Business Permit and Licensing System (iBPLS) for additional line of business and approval of new business permit	3. Receives Official Receipt and the attached documents. 3.1 Encodes and prints new business permit incorporating there at the additional line of business.		10 Minutes per transaction	● Alona P. Delos Reyes ● Bernice C. Jusay ● Ben Daniel C. Peña  ● Hon. Sitti Djalía A. Turabin-Hataman, City Mayor

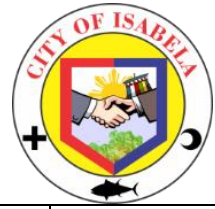


	3.2 Approves New Business permit by the City Mayor.			
4. Receives the new business permit incorporating the new line of business applied.	4. Records and Releases the new business permit			● Eileen A. Hontucan
	<b>TOTAL:</b>	₱350.00	25 minutes per transaction	

## 2.5 Processing of Application for Business Retirement

Retirement of Business is required in the event a business owner decides to stop its business operation. This will relieve the business owner to incur penalties and fees, if the retirement is acted upon retirement of the business operation.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Business Permit holders with terminated business operations within Isabela City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Business Permit (Original Copy)		To be produced/provided by the client		
2. Letter Request for cessation of business operation		To be provided by the client		
3. Official Receipt for the cost of certification fee		City Treasury Office, Isabela City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents copy of the letter request stamped received by the OCM-Records Division together with other documents to the attending Licensing Officer.	1.1 Receives and Validates the letter request for cessation of business together with the original copy of previous business permit and official receipt as proof of payment for		5 Minutes per transaction	● Nila Y. Ramirez ● Dolores Susan D. Garcia ● Alberto V. Porticos ● Ben Daniel C. Peña ● Jamer M. Abdulaup



	<p>the cost of certification.</p> <p>1.2 Checks and Verifies the requirements presented.</p> <p>1.3 Validates if account is fully paid/settled.</p> <p>1.4 Schedules and Conducts actual inspection.</p> <p>1.5 Assesses and Issues Order of Payment after the inspection.</p>			
<p>2. Business Counselor forwards the documents to endorsing backroom office personnel for one-time assessment and payment.</p>	<p>2. Accepts payment and Issues Official receipt</p>	<p>₱ 36.00</p>	<p>5 Minutes per transaction</p>	<p>● Cashier/Collector</p>
<p>3. Goes back to Business Permit and Licensing Office for the approval and segregation of approved certification for retirement of business.</p>	<p>3.1 Checks the official receipt, prints the Application for Retirement of Business.</p> <p>3.2 BPLO recommends approval of certification for retirement to the City Mayor.</p> <p>3.3 Approval of the City Mayor.</p> <p>3.4 Records and Releases Certification.</p>		<p>5 Minutes per transaction</p>	<p>●Alberto V. Porticos</p> <p>●Alona P. Delos Reyes</p> <p>●Hon. Sitti Djalía A. Turabin-Hataman, City Mayor</p> <p>●Eileen A. Hontucan</p>
	<p><b>TOTAL:</b></p>	<p>₱ 36.00</p>	<p>15 minutes per transaction</p>	



## 2.6 Processing of Application for Occupational Permit

Occupational Permit is a requirement for those who are currently or may be employed in any private owned business establishments in Isabela City

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Person(s) who either intend to work or currently working in any private business establishments in the City of Isabela de Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of employment (any of the following)  -Certificate of Employment -Contract of Employment -Company ID		To be produced/provided either by the client or the employer.		
2. For minors (18 years of age below) Affidavit of Consent or Parental Consent		To be provided by the client/any Legal Office/Applicant's Guardian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to the Business Permit and Licensing Office and asks for the application form for Occupational Permit.  Accomplish the form and Secures the signature of the BPLO for approval.	1.1 Provides Occupational Permit Form and assists the client in accomplishing the said form. 1.2 Signs and approves the application form. 1.3 Issues Order of Payment & advises the client to proceed to CTO for the payment of Occupational Permit fee		10 Minutes per transaction	●Nila Y. Ramirez ●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and collects the payment and issues Official receipt.	₱ 36.00	5 Minutes per transaction	●Cashier/Collector



3. Goes back to Business Permit and Licensing Office for preparation of Occupational Permit, ID, photo capturing and approval of Occupational Permit	3.1 Encodes entry in Occupational Permit and ID log book. 3.2 Approval of Occupational Permit.		10 Minutes per transaction	<ul style="list-style-type: none"> <li>●Alona P. Delos Reyes</li> <li>●Bernice C. Jusay</li>   <li>●Hon. Sitti Djalía A. Turabin-Hataman, City Mayor</li> </ul>
4. Receives the permit and ID and signs in the logbook.	4. Records & Releases the permit and ID.		5 Minutes per transaction	<ul style="list-style-type: none"> <li>●Eileen A. Hontucan</li> </ul>
	<b>TOTAL:</b>	₱ 36.00	30 minutes per transaction	

## 2.7 Processing of Application for Certification and Special Permit

Special Permit is granted to all individuals or organizations who intend to conduct special event or activity in the City of Isabela.

Certification is granted to those individuals who allegedly have open cases to Bureau of Internal Revenue.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Individuals who intend to be issued Special Permit to conduct certain event or activity in Isabela City. Individuals who intend to be issued with Certification that has open cases with Bureau of Internal Revenue.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the City Mayor for Special Permit/Certification.		To be produced/provided by the requesting client.		
2. Official Receipts		City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to Business Permit and Licensing Office and asks if letter request for Special Permit/Certification is already approved by	1.1 Receives and validates letter request and checks for completeness of documents.		10 minutes per transaction	<ul style="list-style-type: none"> <li>●Nila Y. Ramirez</li> <li>●Alberto V. Porticos</li> </ul>



OCM and forwarded said request to BPLD.	1.2 Prepares Order of Payment.			
2. Proceeds to City Treasurer's Office for payment.	2. Assesses and collects the payment and issues Official Receipt.	₱ 36.00	5 Minutes per transaction	● Assessor/Cashier/Collector
3. Goes back to Business Permit and Licensing Office and presents Official Receipt as proof of payment.	3. Receives Official Receipt and the attached documents 3.1 Prepares and initials Special Permit/Certification 3.2 Approves Special Permit/Certification by the City Mayor		10 Minutes per transaction	● Alona P. Delos Reyes ● Ben Daniel C. Peña ● Alberto V. Porticos  ● Hon. Sitti Djalía A. Turabin-Hataman, City Mayor
4. Receives the approved Special Permit/Certification from RD personnel.	4. Records and Releases the Special Permit/Certification.		20 minutes per transaction	● Eileen A. Hontucan
	<b>TOTAL:</b>	₱ 36.00	45 minutes per transaction	

## 2.8 Processing of Request for Authentication of Documents

Processing of Request for Authentication of Public documents is based on existing laws and City Ordinance of the City of Isabela de Basilan.

<b>Office or Division:</b>	Business Permits and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All walk in clients who are bona fide residents of Isabela City de Basilan
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Original Copy of Document to be Authenticated	To be provided by the client



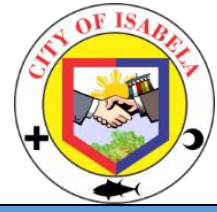
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Office for validation and processing of request for authentication of public document.	1.1. Validates and Process request for authentication of public document 1.2 Prepares Order of Payment for the cost of authentication of document.		5 minutes per transaction	● Nila Y. Ramirez
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issues Official Receipt.	P40.00/document	5 minutes per transaction	● Cashier/Collector
3. Goes to Business Permit and Licensing Office for approval and releasing of authenticated document.	3.1 Checks and Validates Official Receipt 3.2 Prepares and Photocopies public document for authentication. 3.3 Approves the request for authentication of public document. 3.4 Records and Releases authenticated public document.		10 minutes per transaction	● Alberto V. Porticos ● Ben Daniel C. Peña ● Alona P. Delos Reyes ● Nila Y. Ramirez
	<b>TOTAL:</b>	₱ 40.00	20 minutes per transaction	

## 2.9. Processing of Application for New/Renewal of Lease Contract

Processing of Application for New/Renewal of Lease Contract of Isabela City Public Market is based on existing laws and City Ordinance of the City of Isabela de Basilan.

<b>Office or Division:</b>	Business Permits and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All qualified/registered Isabela City Public Stall Owners





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application for Isabela City Public Market Stall (New Applicant)		BPLO		
2. Previous Approved Contract of Lease		To be provided by the client/BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Division for validation and processing of new/renewal application for Lease Contract of Isabela City Public Market Stall.	1.1. Validates and Process new/renewal application for Lease Contract of Isabela City Public Market Stall. 1.2 Prepares Order of Payment for the Cost of Lease Contract.		15 minutes per transaction	<ul style="list-style-type: none"> <li>● Dolores Susan D. Garcia</li> <li>● Eileen A. Hontucan</li> <li>● Nila Y. Ramirez</li> <li>● Ma. Corazon A. Siose</li> <li>● Alona P. Delos Reyes</li> <li>● Nadswa I. Isiri</li> <li>● Alberto V. Porticos</li> <li>● Bernice C. Jusay</li> <li>● Ben Daniel C. Peña</li> </ul>
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issue Official receipt	₱ 240.00	5 minutes per transaction	<ul style="list-style-type: none"> <li>● Cashier/Coll ector</li> </ul>
3. Goes to Business Permit and Licensing Office for approval and releasing of Approved Lease Contract of Isabela City Public Market Stall.	3.1 Checks and Validates Official Receipt 3.2 Prepares and Encodes new/renewal application for Lease Contract of Isabela City Public Market Stall 3.3 Approves the new/renewal application for Lease Contract of Isabela City Public Market Stall.		10 minutes per transaction	<ul style="list-style-type: none"> <li>● Alberto V. Porticos</li> <li>● Alona P. Delos Reyes</li> <li>● Bernice C .Jusay</li> <li>● Ben Daniel C. Peña</li>   <li>● Hon. Sitti Djalía A. Turabin-Hataman, City Mayor</li> </ul>



	3.4 Records and Releases Lease Contract of Isabela City Public Market Stall.			●Dolores Susan D. Garcia
	<b>TOTAL:</b>	₱ 240.00	30 minutes per transaction	

## 2.10. Processing of Application for Renewal of Motorized Tricycle Operator's Permit (MTOP) every 3 years

Issuance of MTOP which is renewable every three (3) years is based on existing law and City Ordinance authorizing individuals to render public transport in the City of Isabela de Basilan

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All registered MTOP holders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Community Tax or Cedula			City Treasury Office, Isabela de Basilan	
2. Official Receipt(s)			City Treasury Office, Isabela de Basilan	
3. Barangay Clearance			Respective Barangay Hall Office	
4. Police Clearance			Isabela City Police Station-Traffic Management Office	
5. Photocopy of O.R/C.R of Motorcycle			To be provided by the client	
6. Notarized Application for MTOP			Any Private/Public Notarial Lawyer/City Legal Officer	
7. Voter's ID			To be provided by the client	
8. Mayor's Clearance			BPLO	
9. 1 pc. 2x2 ID picture			To be provided by the client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-up application Form.	1.1 Validates and Assesses application Form.		5 minutes per transaction	●Ma. Corazon A. Siose
	1.2 Assesses Fees and charges, Validates and Approves MTOP Assessment.		5 minutes per transaction	●Ma. Corazon A. Siose



	1.3 Issues Order of Payment.			●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issue Official receipt	₱ 880.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office and presents the receipt for entry of transaction to MTOP log-book; and prepares application for the renewal subject for notarization.	3.1 Checks and Validates Official Receipt and enter the transaction to the MTOP log-book. 3.2 Prepares application for MTOP renewal and Returns to the client for notarization of document.		5 minutes per transaction	●Ma. Corazon A. Siose
4. Goes to Business Permit and Licensing Office and presents the notarized document for approval.	4.1 Prepares letter of transmittal and encodes all MTOP renewal transactions and forwards to the Office of Sangguniang Panglungsod for approval. 4.2 Forwards all approved MTOP transactions by SP for signature and approval by the City Mayor.	<i>NOTE: LATE RENEWAL</i> ₱ 240.00	5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos ●Sangguniang Panlungso d (SP)  ●Hon. Sitti Djalía A. Turabin-Hataman, City Mayor
5. Goes back to Business Permit and Licensing Office for the releasing of renewed application for MTOP.	5.1 Segregates documents, Records and Releases MTOP.		5 minutes per transaction	●Ma. Corazon A. Siose
	TOTAL	₱ 880.00	30 minutes per transaction	



## 2.11. Processing of Application for Motorized Tricycle Operator's Permit (MTOPT) Payment of Annual Regulatory Fee

Payment of MTOPT annual regulatory fee is based on existing law and City Ordinance authorizing individuals to render public transport in the City of Isabela de Basilan.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All registered MTOPT holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Previous Official Receipt as proof of payment for annual regulatory fees		To be produced/provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to the Business Permit and Licensing Office and asks MTOPT assigned personnel for the assessment of fees.	1. Assesses Fees and charges, Validates and Approves MTOPT Assessment 1.1 Issues Order of Payment	None	5 minutes per transaction	● Ma. Corazon A. Siose ● Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issue Official receipt	₱ 580.00	5 Minutes per transaction	● Cashier/Collector
3. Goes back to Business Permit and Licensing Office and presents the receipt for entry to MTOPT log-book.	3. Checks and Validates Official Receipt and writes the transaction to the MTOPT log-book.		5 Minutes per transaction	● Ma. Corazon A. Siose
	<b>TOTAL:</b>	₱ 580.00	15 minutes per transaction	



## 2.12. Processing of Application for Substitution/Change of Registered Motorized Tricycle Unit

Application for Substitution or Change of Unit is granted to registered tricycle operators who may change unit and continue to render public transport to the commuters.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All registered MTOP holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True photocopy of New Certificate of Registration/Official Receipt of the purchased motorcycle.		To be provided by the client certified true and correct either by LTO or BPLO Officer.		
2. Latest and Original MTOP		To be provided by the client		
3. Inspection Report		Isabela City Police Station-Traffic Management Office		
4. Traffic Management Group (TMG) Crime Lab and Highway Patrol Clearance		PNP Office, Menzi, Isabela City, Basilan Province		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Business Permit and Licensing Office and asks MTOP assigned personnel for the assessment of fees and charges.	1. Assesses Fees and charges, Validates and Approves MTOP Assessment. 1.1 Issues Order of Payment	None	5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issues Official receipt.	₱ 300.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office and presents the receipt for entry of transaction to MTOP log-book.	3.1 Checks and validates Official Receipt and records the transaction to the MTOP log-book. 3.2 Prepares and replaces old MTOP.		5 minutes per transaction	●Ma. Corazon A. Siose
4. Goes back to Business Permit and Licensing Office for the	4.1 Segregates and Releases MTOP document.		5 minutes per transaction	●Ma. Corazon A. Siose

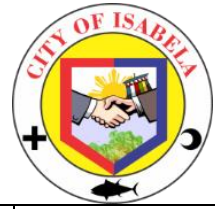


releasing of application for substitution/change of tricycle unit.				●Alberto V. Porticos
	<b>TOTAL:</b>	₱300.00	20 minutes per transaction	

### 2.13. Processing of Application for MTOP Transfer of Ownership

Application for MTOP transfer of ownership is granted to registered tricycle operators who may wish to transfer ownership of their unit subject to the approval of the Office of Sangguniang Panglunsod of Isabela City de Basilan

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All COMELEC registered residents of Isabela City de Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified True photocopy of New Certificate of Registration/Official Receipt of the purchased motorcycle		To be provided by the client certified true and correct either by LTO or BPLO Officer		
2. Latest and Original MTOP		To be provided by the client		
3. Inspection Report		Isabela City Police Station-Traffic Management Office		
4. (TMG) Crime Lab and Highway Patrol Clearance		PNP Office, Menzi Barangay, Isabela City de Basilan		
5. Barangay Clearance		Respective Barangay Hall Office		
6. Community Tax or Cedula		City Treasury Office		
7. Voter's ID/Certification		COMELEC Office		
8. Deed of Sale with Waiver of Rights or Waiver of Rights		Private/Public Notarial Lawyer/Legal Office		
9. Latest 2x2 ID picture		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to the Business Permit and Licensing Office and asks MTOP assigned personnel for the assessment of fees and charges.	1. Assesses Fees and charges, Validates and Approves MTOP Assessment 1.1 Issues Order of Payment	None	5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos



2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issue Official receipt.	₱ 300.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office for dropping application form and approval of its form.	3.1 Checks and Validates Official Receipt and enters the transaction to the MTOP log-book. 3.2 Approves the Application Form for Transfer of Ownership.		5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos  ●Hon. Sitti Djalia A. Turabin-Hataman, City Mayor
	<b>TOTAL:</b>	₱ 300.00	15 minutes per transaction	

#### 2.14. Endorsement and Releasing of Application for Motorized Banca Operator's Permit

Application for Issuance of Motorized Banca Operator's Permit annually is based on existing law and City Ordinance authorizing individuals to render sea public transport in the City of Isabela de Basilan

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All MBOP Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Respective Barangay Hall Office		
2. Community Tax or Cedula		City Treasury Office, LGU Isabela City de Basilan		
3. Official Receipts		City Treasury Office, LGU Isabela City de Basilan		
4. Approved SP Resolution		Office of the Sangguniang Panlungsod, LGU Isabela City de Basilan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to Business Permit and Licensing Office for validation and	1.1. Validates and Processes		10 minutes per transaction	●Dolores Susan D. Garcia



processing of application for MBOP.	application for MBOP 1.2 Prepares/Encodes endorsement letter addressed to SP for approval. 1.3 Assesses Fees and Charges.			●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects the payment and issue Official receipt.	₱ 490.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office for approval by the City Mayor and releasing of MBOP.				

### 2.15. Endorsement and Releasing of Application for Navigators' Licenses for Motorized Banca Operators

Application for Issuance of Navigator's Licenses for Motorized Banca Operators annually is based on existing law and City Ordinance authorizing individuals to render sea public transport in the City of Isabela de Basilan

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	All Navigator's Licenses Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Clearance	Respective Barangay Hall Office	
2. Community Tax or Cedula	City Treasury Office, LGU Isabela City de Basilan	
3. Official Receipts	City Treasury Office, LGU Isabela City de Basilan	
4. Approved SP Resolution	Office of the Sangguniang Panlungsod, LGU Isabela City de Basilan	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Office for validation and processing of application for Navigator's Licenses.	1.1. Validates and Processes application for MBOP. 1.2 Prepares/Encodes endorsement letter addressed to SP for approval 1.3 Assesses Fees and Charges.		10 minutes per transaction	●Dolores Susan D. Garcia ●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment.	2. Accepts and Collects payment and Issues Official receipt.	₱ 490.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office for approval by the City Mayor and releasing of MBOP.	3.1 Checks and Validates Official Receipt and enters the transaction to the Navigator's License log-book. 3.2 Approves the Application for renewal of Navigator's Licenses 3.3 Records and Releases Navigator's License		10 minutes per transaction	●Dolores Susan D. Garcia ●Alberto V. Porticos  ●Hon. Sitti Djalía A. Turabin-Hataman, City Mayor ●Aileen A. Hontucan
	<b>TOTAL:</b>	₱490.00	25 minutes per transaction	

## 2.16. Acquisition and Issuance of Business Plates and MTO Registration Plates and Stickers

Issuance of MTO Registration Plates and Stickers to all registered Motorized Tricycle Operators is based on existing laws and City Ordinance of the City of Isabela de Basilan

<b>Office or Division:</b>	Business Permits and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All registered Motorized Tricycle Operators in the City of Isabela de Basilan



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt as Proof of Payment for the cost of Motorized Tricycle Operators Registration Plates and Stickers		To be provided presented by the client/CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Office and presents Official Receipt and other document as proof of payment.	1.1. Validates and Verifies presented official receipt or other document as proof. payment for the cost of MTO Registration Plate & Stickers 1.2 If no payment was made yet for its cost, prepares order of payment for the actual cost of MTO Registration Plate & Stickers.		5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos
2. Proceeds to City Treasurer's Office for payment, if no payment made for the cost of MTO Registration Plate and Stickers.	2. Accepts and Collects the payment and Issues Official receipt.	Plate- ₱384.00 Sticker- ₱120.00	5 minutes per transaction	●Cashier/Collector
3. Goes to Business Permit and Licensing Office to claim MTOP Registration Plate and Stickers.	3. Records and Releases MTOP Registration Plate and Stickers.		5 minutes per transaction	●Alona P. Delos Reyes ●Ben Daniel C. Peña ●Alberto V. Porticos
	<b>TOTAL:</b>	₱504.00	15 minutes per transaction	

### 2.17. Distribution and Issuance of Fare Matrix Sticker and Detailed Isabela City Routes

Distribution and Issuance of Fare Matrix Sticker and Detailed Isabela City Routes to all registered Motorized Tricycle Operators is based on existing laws and City Ordinance of the City of Isabela de Basilan



<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All registered Motorized Tricycle Operators in the City of Isabela de Basilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1. Official Receipt as Proof of Payment for the cost of Fare Matrix Sticker and Detailed Isabela City Routes.		To be provided presented by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to Business Permit and Licensing Office and presents Official Receipt and other document as proof of payment.	1.1. Validates and Verifies presented official receipt or other document as proof payment for the cost of Fare Matrix Sticker and Detailed Isabela City Routes.  1.2 If no payment was made yet for its cost, refer the client to the Supplier who process the aforementioned merchandise.		5 minutes per transaction	●Ma. Corazon A. Siose ●Alberto V. Porticos
2. Proceeds to the Supplier who manufactures the aforementioned merchandise.	2. Supplier accepts and collects the payment and issues Official receipt.	₱160.00	5 minutes per transaction	●Supplier/Manufacturer
3. Goes to Business Permit and Licensing Office to claim Fare Matrix Sticker and Detailed Isabela City Routes.	3. Records, validates and Releases Fare Matrix Sticker and Detailed Isabela City Routes.		5 minutes per transaction	●Nila Y. Ramirez ●Lovelyn DC. Lubiano ●Ben Daniel C. Peña ●Alberto V. Porticos
	<b>TOTAL:</b>		15 minutes per transaction	



### 3.1 REGISTRATION AND ISSUANCE OF PWD ID

The PWD Registration and Issuance of PWD ID are intended for persons with disabilities who are certified residents of Isabela City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for the Persons with Disability.

<b>Office / Division</b>	CPDAO (City Persons with Disability Affairs Office and City Social Welfare and Development Office)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C Government- to-Citizen			
<b>Who may avail</b>	Bonafide residence of Isabela City, Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration/ application Form			CSWD and CPDAO	
Certificate of disability			Certified Doctor	
Barangay Clearance			Barangay	
2 pcs. 1x1 picture			Applicant	
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
<ul style="list-style-type: none"> <li>Secure PWD registration/application form</li> <li>Fill-in your complete and confirm details of personal information</li> <li>Submit all the necessary requirements for evaluation</li> <li>Qualified PWDs will be encoded, approved verified and given a printed ID</li> <li>Registrant/applicants with lacking requirement will be assisted and advised</li> </ul>	<p>The assigned will assess the submitted documents and personal details are correct</p> <p>Encode the data of the clients information</p> <p>Once the application is approved and verified ready for ID printing</p> <p>Printed ID and Purchased booklet will be forwarded to</p>	None	Assessment: 5 to 10 minutes	<p>CSWDO</p> <p>Gemma C, Paculio CPDAO</p> <p>Renwick Estrada CSWD Focal</p>



	Records division for Mayors signature			
	TOTAL		10 minutes	

### 3.2 FACILITATION SERVICES

PDAO has pool resource persons that can be provided for the facilitation requirement of Capacity Development Programs of Barangays and PWD associations. Barangay and PWD associations/organizations may request for their required resource person (speakers/facilitators) for training and seminars.

<b>Office / Division</b>	CPDAO (City Persons with Disability Affairs Office and City Social Welfare and Development Office)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C Government- to-Citizen			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter			Government to Citizen – Government to Government – Government to Business	
Request slip			CSWD and CPDAO	
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
11 For walk-in clients  1. Send formal request complete with detailed information  For E-mails  2. Response to the acknowledgement via e-mail	1.1 Receive the request letter from the requesting section  1.2 Record request letter in logbook and assign document tracking slip  1.3 forward the letter to the assigned officer  1.4 Review the request for	None         none	1 day         1 day	CPDAO CSWDO OCM         CPDAO CSWDO OCM



	further instruction			
	2.1 Record request letter in logbook and assign document tracking slip			
	<b>TOTAL</b>		<b>2 DAYS</b>	

### 3.3 REFERRALS

<b>Office / Division</b>	CPDAO (City Persons with Disability Affairs Office, City Social Welfare and Development Office & Office of the City Mayor)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2CGovernment- to-Citizen			
<b>Who may avail</b>	All Offices / Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter			Requesting party	
Barangay Indigency			Barangay	
Valid ID			Requesting party	
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Person</b>
12 For walk-in clients 1. Submit a request letter for data request  For E-mails Isabelacitypdao@gmail.com	1.1 Received letter from the requesting party  1.2 Assess  1.3 Record request letter in logbook and assign document  1.4 Forward the letter for approval  1.5 Record and document the acted assistance	None	3 to 5 minutes	CPDAO CSWDO OCM
	<b>TOTAL</b>		<b>5 minutes</b>	



#### 4.1 YOUTH ORGANIZATION REGISTRATION PROGRAM

Mandated by RA 10742 (SK Reform Law), the LYDO is required to facilitate the registration of Youth and Youth Serving Organizations to ensure access to and participation in government programs.

<b>Office or Division:</b>	Office of the Mayor – Local Youth Development office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Youth and Youth Serving Organizations with 10 members and above, and a set of officers.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Accomplished Application Form	<a href="https://www.facebook.com/IsabelaCityYDO?mibextid=LQQI4d">https://www.facebook.com/IsabelaCityYDO?mibextid=LQQI4d</a>  City Mayor's Office
2. Accomplished Volunteers Form	
3. List of Active Members	
4. List of Officers	
5. Photocopy of the ID of officers	
6. Constitution and By-Laws	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Access the Local Youth Development Office Facebook Page  Answer the registration form and comply with requirements	Verification of the requirements submitted	None	30 minutes	Youth Development Officer Levinia Jarejolne
2	Assignment of URN and printing of Certification	Issue a Registration Number per organization and print the certification for signature by the YDO and the LCE	None	10 minutes	Youth Development Officer Levinia Jarejolne
3	Signature of the Local Chief Executive (LCE) to the certification	Routing for the signature of the Local Chief Executive to the certification	None	2 hours	Local Chief Executive Sitti Djalía Turabin-Hataman
4	Release of the Certification	Release the signed certification	None	20 minutes	LYDO Staff Vincent F. Perez
<b>TOTAL:</b>			None	3 Hours	



#### 4.2 RESPONDING TO COMMUNICATION/ CORRESPONDENCES FORWARDED BY DIFFERENT OFFICES TO THIS OFFICE

Routine response to letters, internal and external communications, and walk-in clients on matters of youth affairs, forwarded to this office for appropriate action.

<b>Office or Division:</b>	Different Offices- Local Youth Development office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G Government to Government
<b>Who may avail:</b>	Citizens with concerns about Youth Development

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of Intent / Request Letter	Local Youth Development Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letters/communication to LYDO Office	Receive corresponds letters/communication  Receive walk-in clients with inquiries	None	10 minutes	LYDO Staff Vincent F. Perez
2	Walk-in client receives feedback on concerns	Feedback on the concerns given	None	20 mins	LYDO Staff Vincent F. Perez
3.	Party/ Client submitting written requests/ correspondence receives feedback	Reply to the client about what action was undertaken via email	None	30 minutes from receipt of written correspondence by the LYDO	LYDO Staff Vincent F. Perez
		Processing of request/action on the concern (depending on the concern)	None	1 hour	LYDO Staff Vincent F. Perez
TOTAL:			None	1 hour and 30 minutes	





### 5.1 Receiving of Required Documents for the HAPISABIDA3 or HAPIsabela Business Investment and Development Assistance-Microfinance Program

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upon receiving a written notification that they are qualified for the HAPISABIDA program, applicants should print and have the application form notarized. The notarized application form and printed copies of all required documents will be submitted to the LEDIPO Office in person or via courier.	Issue receipt for all submitted documents	None	2 mins	Business Development Division
	TOTAL		2 mins	



**OFFICE OF THE CITY MAYOR  
INTERNAL SERVICES**



## 1.1 Processing of Incoming Documents

Processing of Incoming document services include the receiving of documents for review, study, research, comments and recommendation of the City Administrator which include but are not limited to documents such as a letters, memoranda, contracts, Administrative Orders, Executive Orders, TO, Ordinances, Resolutions and other various documents for the consideration of the City Mayor.

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	Office of the City Mayor / Office of the Sangguniang Panlungsod/City Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Routing slip; 2. Other necessary/pertinent documents		- Records division; - Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward respective document(s).	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
	2. Draft letter, memo, AO, EO, TO, Ordinance, Resolution and others for approval of the city mayor.	None	240 hours	<i>Atty. Adzlan S. Imran City Administrator</i>
3. Wait for the response of the request.	3. Release drafted document	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
			<b>Total: Upto 240 hours &amp; 10 minutes</b>	
<i>End of transaction</i>				

## 1.2 Formulation of Documents for the approval and upon request and for the approval of the City Mayor

Drafting of documents upon request of the City Mayor may include letters, memos, contracts, Administrative Orders, Executive Orders, Ordinances, Resolutions, and such other documents for approval of the local chief executive.



<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	Office of the City Mayor / Office of the Sangguniang Panlungsod/City Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
3. Routing slip; 4. Other necessary/pertinent documents			<ul style="list-style-type: none"> <li>- Records division;</li> <li>- Requesting office</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward respective document(s).	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
	2. Draft letter, memo, AO, EO, TO, Ordinance, Resolution and others for approval of the city mayor.	None	240 hours	<i>Atty. Adzlan S. Imran City Administrator</i>
3. Wait for the response of the request.	3. Release drafted document	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
			<b>Total: Upto 240 hours &amp; 10 minutes</b>	
<i>End of transaction</i>				

### 1.3 Approval of Application for Leave and Other Administrative Documents

This service involves the study of leave application, IPCR, DPCR, OPCR and other related administrative documents for the approval of the City Administrator in consideration of the City Mayor.

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
5. Official Request Letter 6. Transmittal form; 7. Briefer (1 copy); 8. Complete documents/attachments			<ul style="list-style-type: none"> <li>- Records division;</li> <li>- Requesting office</li> </ul>	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward respective document(s) to records officer.	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer V; CLO Records Officer</i>
2. Wait for the response of the request.	2. Whichever is applicable: <ul style="list-style-type: none"> <li>• conduct Legal review/study/reply;</li> <li>• Provide appropriate investigation or action on the complaint or;</li> <li>• Issue resolution to the complaint.</li> </ul>	None	168 hours	<i>Atty. Adzlan S. Imran City Administrator</i>
3. Receive reply/written report	3. Release reply/written report/resolution on citizen's complaint against the City Government/LGU offices or employees thereof	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer Records Officer</i>
			<b>Total: Upto 168 hours and 10 minutes</b>	
<i>End of transaction</i>				

## 2.1 Security Management

The security Division shall adhere in protecting and enforcing safety precautions in all building establishments, building compound, any other area or property; Help protects employees, guests and other visitors away from any harm.

<b>OFFICE OR DIVISION:</b>	Office of the City Mayor (Security Division)			
<b>CLASIFICATION:</b>	Simple or Complicated			
<b>TYPES OF TRANSACTION:</b>	Security Office to Security guards			
<b>WHO MAY AVAIL:</b>	All Security guards confronted with problem while on duty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Letters /Report or Similar		Requesting Agency / Office or Person		
<b>CLIENT/ SECURITY GUARDS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONAL RESPONSIBLE</b>



1.Register in the logbook upon entering the vicinity	-Get the needed information	None	5 minutes	Officer in charge Officer in charge Officer in charge Officer in charge
	- Checks Vehicle entering the vicinity	None	5 minutes	
	- Checks bag, baggage of incoming visitors	None	5 minutes	
	-Endorse to department where to do business with	None	5 minutes	
2.Clients may file complaint against erring security guards while in the performance of their duty.	Will act on complains of citizens against any member of this security division Refer to legal officer if situation warrants.	None	15 minutes	Legal Officer
3.Submit complaint encountered during their tour of duty/ suggestion or recommendation for enhancement of their duties at their respective post.	Receive letter complaint / suggestion or recommendation or similar document	None	15 minutes	Chief Security
	TOTAL		50 inutes	

### 3.1 DATA PROTECTION SECTION AND CYBERSECURITY SECTION

Request for data protection/retrieval

<b>OFFICE OR DIVISION:</b>	Office of the City Mayor (I.T DIVISION)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Clients			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Letters/Reports or Similar		Requesting Agency/ Office or Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report filling on data breach incident	1. FILL OUT FORM	None	3 minutes	Zulfikar S. Abdulla
2. data privacy violation,	2. DATA PROTECTION IN-CHARGE/STAFF ACCEPTS INCIDENT REPORT AND ASSESS	None	3 minutes	Zulfikar S. Abdulla
3. virus/malware intrusion	3. EMPLOY CYBERSECURITY EMERGENCY RESPONSE	None		Zulfikar S. Abdulla



	3.a. Recover equipment/evidences and isolate	None	10 minutes	Zulfikar S. Abdulla
	3.b. Back-up data prior imposition of cyber security/information forensics	None	5 minutes	Zulfikar S. Abdulla
	3. c. Conduct pre-cybersecurity assessment/diagnostic.	None	5 minutes	Zulfikar S. Abdulla
	3. e. Perform ost-cybersecurity measures/recommendations.	None	5 minutes	Zulfikar S. Abdulla
	TOTAL:		31 inutes	

### 3.2 TECHNICAL AND OPERATION SECTION

IT equipment installation an/repair/ maintenance/configuration

<b>OFFICE OR DIVISION:</b>	Office of the City Mayor (I.T DIVISION)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Clients			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written Letters/Reports or Similar			Requesting Agency/ Office or Person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Equipment installation	1. CLIENT FILL OUT JOB REQUEST FORM	None	3 minutes	Epifanio C. Montebon
2. Repair	2. TECHNICAL OPERATIONS SECTION DULY AUTHORIZED STAFF RETRIEVE FORM FOR ASSESSMENT AND ROUTE.	None	3 minutes	Tomas L. Saavedra Jr
3. Maintenance	3. JOB REQUEST IS ROUTED TO:	None		Jessa Mei Natividad
4. Configuration	3.a. Infrastructure Development and Management	None	2 minutes	Zulfikar S. Abdulla
	3.b. Information Communication Technical Support	None	2 minutes	Zulfikar S. Abdulla
	3.c. Conduct pre-evaluation	None	5 minutes	Zulfikar S. Abdulla
	4. INTIATE RESPONSE AS TO SYSTEM DEVELOPMENT OR DATABASE MANAGEMENT	None	5 minutes	Zulfikar S. Abdulla
	5. PERFORM POST-EVALUATION		5 minutes	Zulfikar S. Abdulla
	6. RECOMMEND COURSE OF ACTION		5 minutes	Zulfikar S. Abdulla
	TOTAL:		30 minutes	



### 3.3 SYSTEM AND DEVELOPMENT MANAGEMENT SECTION

IT system installation/formatting/configuration

<b>OFFICE OR DIVISION:</b>	Office of the City Mayor (I.T DIVISION)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Clients			
<b>WHO MAY AVAIL:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written Letters/Reports or Similar			Requesting Agency/ Office or Person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Systems Installation	1. FILL OUT FORM	None	3 minutes	Zulfikar S. Abdulla
	2. SYSTEM DEVELOPMENT & MANAGEMENT SECTION AUTHORIZED STAFF RETRIEVES THE FORM FOR ASSESSMENT	None	3 minutes	Zulfikar S. Abdulla
2. Systems Formatting				
3. Systems Configuration	3. JOB REQUEST IS ROUTED TO:	None		Zulfikar S. Abdulla
	3.a. SYSTEM DEVELOPMENT	None	2 minutes	Zulfikar S. Abdulla
	3.b. DATABASE MANAGEMENT	None	2 minutes	Zulfikar S. Abdulla
	3.c. CONDUCT PRE-EVALUATION	None	5 minutes	Zulfikar S. Abdulla
	4. INITIATE RESPONSE AS TO SYSTEM DEVELOPMENT OR DATABASE MANAGEMENT.	None	5 minutes	Zulfikar S. Abdulla
	5. PERFORM POST-EVALUATION		5 minutes	Zulfikar S. Abdulla
	6. RECOMMEND COURSE OF ACTION		5 minutes	Zulfikar S. Abdulla
	TOTAL:		30 minutes	





**SANGGUNIANG PANLUNGSOD OFFICE  
INTERNAL SERVICES**



**1. Grants financial assistance to qualified beneficiaries.**

The Office of the Sangguniang Panlungsod through the Office of the City Vice-Mayor, grants financial assistance to qualified individuals upon completion of assessment.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applications :</b>				
1. Letter of intent/solicitation.		Solicitor		
2. Profiling or documentation		Teresita A. Usama, Admin Aide IV Paula Marie Arana, Admin Aide I		
2. Approval.		Vice-Mayor and/or Secretary to the Sanggunian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of solicitation letter.	1.1 Assessment and interview conducted.	None	15 mins.	Teresita A. Usama, Admin Aide. Paula Marie Arana, Admin Aide I

**2. Provides medicines to less-fortunate individuals.**

The Office of the Sangguniang Panlungsod through the Office of the City Vice-Mayor, provides medicines to less-fortunate individuals who are seeking medical support.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applications:</b>				
1. Letter of intent/solicitation, doctor's prescription		Solicitor		
2. Profiling or documentation		Teresita A. Usama, Admin Aide. Paula Marie Arana, Admin Aide I		
2. Approval.		Vice-Mayor and/or Secretary to the Sanggunian		



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of solicitation letter or doctor's prescription.	1.1 Assessment and interview conducted.	None	15 mins.	Teresita A. Usama, Admin Aide. Paula Marie Arana, Admin Aide I
<b>TOTAL</b>		<b>15 ins</b>		

### 3. Donation of construction materials and personal protective materials to various schools.

The Office of the Sangguniang Panlungsod through the Office of the City Vice-Mayor, donates construction materials, like cement, paints, alcohol, vitamins and protective face mask to various schools in the City.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Applications :</b>				
1. Letter of intent/solicitation.		Solicitor/school		
2. Profiling or documentation		Trixie May T. Eruela, Loc. Leg. Staff Ofcr. II		
2. Approval.		Vice-Mayor and/or Secretary to the Sanggunian		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of solicitation letter.	1.1 Assessment and interview conducted.	None	5 mins.	Teresita A. Usama, Admin Aide. IV Paula Marie T. Arana, Admin Aide I
2. Letter forwarded.	2.1 Feasibility study		3 days	Trixie May T. Eruela Loc. Leg. Staff Officer II
<b>TOTAL</b>		<b>( 3 days and 5 mins)</b>		



#### 4. Issuance of certificates of appearance and posting.

The Office of the Sangguniang Panlungsod issues certificate of appearance to visiting agency, group or individuals and certificate of posting, upon request.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (Administrative Division)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applications :</b>				
1. Verbal request		Solicitor/visitor		
2. Preparation		Evelyn D. Alvarez Supervising Administrative Officer		
2. Approval.		Vice-Mayor and/or Secretary to the Sanggunian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request.	1.1 Prepares the certificate/s for signature of the Honorable Vice-Mayor and/or the Secretary to the Sanggunian	None	5 mins.	Evelyn D. Alvarez Supervising Administrative Officer
<b>TOTAL</b>		<b>5 mins.</b>		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Comments can be sent through the SP Media Bureau, Facebook Account)
How feedbacks are processed	Comments are collated.
How to file a complaint	Submission of a verified complaint.
How complaints are processed	Respondent is being furnished of the verified complaint and to answer within the 15 days period.
Contact Information of CCB, PCC, ARTA	



**SANGGUNIANG PANLUNGSOD OFFICE**

**EXTERNAL SERVICES**



**1. Concurring, approving and adopting measures that redound to the general welfare .**

The Office of the Sangguniang Panlungsod upon receipt of items or measures that needs concurrence, approval and adoption of the Sangguniang Panlungsod, shall discuss and deliberate during a regular/special session.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (The City Council)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2C – Government to Government/Government to Citizen			
<b>Who may avail:</b>	All concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Applications :</b>				
1. Resolutions and requests.		Offices of the City Mayor, Planning and Development Coordinator, and other offices		
2. Submission/ Receiving		Teresita A. Usama, Admin Aide IV Paula Marie T. Arana, Admin Aide I		
2. Discussion and deliberation.		The Sangguniang Panlungsod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of item/letter.	1.1. Recording.	None	5 mins.	Teresita A. Usama, Admin Aide. Paula Marie Arana, Admin Aide I
2. Inclusion in the agenda	2.1 Deliberation, discussion, concurrence, approval and adoption during the session		<b>2 hrs.</b>	The Sangguniang Panlungsod
<b>TOTAL</b>		<b>2</b>	<b>hrs. and 2 mins.</b>	



## 2. Enacting and adopting resolutions and ordinances.

The Sangguniang Panlungsod upon inclusion in the agenda hereby enact and adopt a resolution or an ordinance.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (The City Council)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2C – Government to Government/Government to Citizen			
<b>Who may avail:</b>	All concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Applications :</b>				
1. Proposed Resolutions and requests.		Members of the Sangguniang Panlungsod		
2. Discussion and deliberation.		The Members of the Sangguniang Panlungsod		
2. Enactment and adoption of approved resolutions and ordinances.		The Members of the Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Items calendared in the agenda	1.1. Discussions, deliberations and approval.	None	2 hrs..	The SP Members
<b>TOTAL</b>		<b>2 hrs.</b>		

## 3. Hearing administrative cases of barangay officials.

The Sangguniang Panlungsod upon inclusion receipt of a verified complaint, shall commence investigation, as provided under Sec 62, of the Local Government Code of 1991.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (Concerned Committee, Sangguniang Panlungsod)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G/G2C – Government to Government/Government to Citizen			
<b>Who may avail:</b>	All concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Applications :</b>				
1. Administrative Case/s.		Erring barangay officials.		
2. Summon.		Committee on Good Government and Public Ethics, Sangguniang Panlungsod.		



3. Commencement of Investigation.		Committee on Good Government and Public Ethics, Sangguniang Panlungsod.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Administrative Complaint referred to the committee.	1.1. Answer and documentary evidences required from the respondent/s..	None	15 days.	The Committee
2. Answer submitted	2.1 Commence investigation of the case..		10 days.	The Committee
3. Decision. promulgation of judgment.	3.1 Promulgation of judgment.		7 days.	The Committee
<b>TOTAL</b>			<b>.32 DAYS</b>	

(Note: As provided under Sec. 62, of RA 7160)

#### 4. As provided under Sec. 358, of the Local Government Code of 1991, or the powers and duties of the Sanggunian.

The Sangguniang Panlungsod upon receipt of items, shall act, discuss and deliberate all items duly calendared in the agranda and items properly referred to respective standing committees of the Sangguniang Panlungsod.

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod (The Members Sangguniang Panlungsod)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Applications:</b>				
1. Items submitted to the Council.		All concerned.		
2. Discussions and deliberation (sessions and committee meetings)		The Sanggunian.		
3. Approved items.		The Sanggunian..		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Items submitted.	1.1. Calendared for sessions and/or meetings.	None	20 mins.	The Secretary
2. Items received.	2.1 Items referred to concerned committee.		20 mins.	The Secretary
<b>TOTAL</b>			<b>40 mins</b>	





**CITY HUMAN RESOURCE  
MANAGEMENT OFFICE**

**EXTERNAL SERVICES**



## 1. Hiring of Plantilla Personnel

The Agency shall adhere to the Civil Service Commission’s Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Sec. 24 of the Publication and Posting of Vacant Positions states that, “Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (15) calendar days for Local Government Unit with original charters in accordance with the provisions of RA No. 7041 and its implementing guidelines...” and in Sec. 29, “The Publication of a particular vacant position shall be valid until filled but not extend beyond nine (9) months reckoned from the date the vacant position was published.”

<b>Office or Division:</b>	Office of the City Human Resource Management (Appointment, Recruitment, Examination Division)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Interested Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Applications :</b>		
1. Letter of intent	Applicant	
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (3 original copies)	Please download the PDS and Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	
3. IPCR, Service Record, Credit Leave, Certificate of Trainings, Photocopy of old appointments (If with previous government service) (1 original and 1 photocopy)	Previous/current government employer	
4. Certified / authenticated of eligibility/rating/license	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)	
5. Certified / authenticated of Transcript of Records	College / University graduated	
6. PSA-issued Birth Certificate, Valid NBI Clearance	Philippine Statistics Authority/National Bureau of Investigation	
7. (CSC Form 211, revised 2018) (1 original copy with test result attached)	Please download the Medical Certificate (CSC Form 211, revised 2018) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> and signed by a government physician	
8. Statement of Assets and Liabilities and Net Worth (SALN)(4 original copies)	Please download the Statement of Assets and Liabilities and Net Worth (SALN) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the Agency's website, Facebook page, bulletin board or CSC website for the list of job vacancies.	1.1 Post job vacancies in three (3) conspicuous places: CSC Website, Agency Website, Information bulletin and Official Facebook page of CHRMO  *posting period is at least Fifteen(15) calendar days	None	15 days	CHRMO HRMO II RMO II
2. Submit application letter to the Mayor's Office record division copy furnished to the CHRMO	1. Receives application letter, 2. Evaluates qualification of applicants 3. Inform shortlisted applicants, and HRMPSB of the scheduled interview;	None	5 days	HRMPSB Secretariat Appointment, Recruitment, Examination Division
	3.1 HRMPSB Secretariat prepares a report of all shortlisted applicants	None	5 days	HRMPSB Secretariat Appointment, Recruitment, Examination Division
	3.2 HRMPSB Chairman presents the report to Appointing Authority	None	5 days	HRMPSB Appointment, Recruitment, Examination Division
	3.3 Appointing Authority decides on who will be appointed among the shortlisted applicants	None	10 days	Appointing Authority City Government of Isabela
	3.4 HRPSB Secretariat prepares the congratulatory and rejection email letter; posting to the official FB page of CHRMO for the successful applicant(s)	None	2 days	HRMPSB, Appointment, Recruitment, Examination Division
	3.5 Preparation of appointment	None	5 days	HRMPSB, Appointment, Recruitment,



	papers for signature of the Appointing Authority			Examination Division
	3.6 Release of appointment papers and list of requirements to successful applicant	None	5 days	HRMPSB, Appointment, Recruitment, Examination Division
3 Submit complete employment documents	checks the requirements and prepare necessary documents to be submitted at the Civil Service Commission Region IX for attestation	None	30 days	RMO II  CHRMO  City Mayor
<b>TOTAL :</b>			<b>82 DAYS</b>	

Note: Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018

## 2. Hiring of Job Order, Contract of Service

City Government of Isabela is authorized to enter in service contracts with other government agencies, private firms, non-government agencies or individuals for services related or incidental to their respective functions and operations, whether on a part-time or full-time basis under COA-DBM JMC No. 2 s. 2020

<b>Office or Division:</b>	Office of the City Human Resource Management (Administrative Division)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Interested Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Applications:</b>		
1. Letter of intent	Applicant	
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (3 original copies)	Please download the PDS and Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	
3. Certified / authenticated of eligibility/rating/license	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit letter of intent to the Mayor's Office record division copy furnished to the CHRMO	1. Receives letter of intent, Evaluates qualification of applicants.	None	1 day	RMO II SAO CHRMO
	1.1 CHRMO (Admin Division) prepares a report of all shortlisted applicants and present the report to the City Mayor	None	1 day	RMO II SAO
	1.2 Appointing Authority decides on who will be hired among the shortlisted applicants	None	1 day	City Mayor
	1.3 Preparation of contract of service and for signature of Appointing Authority	None	1 day	RMO II SAO
	1.4 Notarization of Contract of Service	-	1 day	RMO II Notary Public
	1.5 releasing of contract of service to the applicants	None	1 day	RMO II SAO
<b>TOTAL:</b>			<b>6 days</b>	



### 3. Issuance of Certificate of Appearance to other agencies

Certificate of appearance issued to all government agencies personnel and non-government organization and other stakeholders transacting official matters to this office.

<b>Office or Division:</b>	Office of the City Human Resource Management (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Requester/General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 copy)		CHRMO (Administrative Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit fill out request form	2. Receives request from the requester	None	5 minutes	Administrative Assistant I
3. Waiting	4. Encode Certificate of Appearance	None	15 minutes	Admin Asst. VI SAA II CHRMO
5. Receives Certificate of Appearance	6. Record outgoing document	None	5 minutes	Administrative Assistant I
		<b>TOTAL :</b>	<b>25 minutes</b>	



**CITY HUMAN RESOURCE  
MANAGEMENT OFFICE**

**INTERNAL SERVICES**



## 1. Issuance of Service Records, Certificate of Employment and other Certifications and personnel Records

This service pertains to issuance of all personnel related records (i.e retired and transferred employees), certifications and other credentials related to the employees that are in the custody of this Office which maybe requested to release for any legal purpose it may serve to the requesting authorized person.

<b>Office or Division:</b>	City Human Resource Management Office (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Requester/ Authorized Person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 copy) Authorization Letter		CHRMO (Administrative Division) Employees concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit fill out request form and authorization letter if authorized representative	1. Receive request form and authorization letter	None	5 minutes	Administrative Assistant I
2. Waiting	2. Encode/Generate document(s) requested	None	15 minutes	Admin Asst. VI AO IV CHRMO
3. Receive document(s) requested	3. Record outgoing document(s)	None	5 minutes	Administrative Assistant I
TOTAL :			25 minutes	





## 2. Processing of Leave of Absence Application

Leave of absence is a right granted to all officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribed under Rule XVI of the Omnibus Rules Implementing Book V of Executive Order No. 292

<b>Office or Division:</b>	City Human Resource Management Office (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Vacation Leave/Special Privilege Leave</b> 1. CS Form No. 6 - Application for Leave (3 copies) <i>(Note: 1 week before the target date)</i>		At respective office of assignment		
<b>Sick Leave</b> 1. CS Form No. 6 - Application for Leave (3 copies) 2. Medical Certificate (If applying for Sick Leave for more than 5 days) (2 Copies)		At respective office of assignment Attending Physician		
<b>Paternity Leave</b> 1. CS Form No. 6 - Application for Leave (3 copies) 2. Medical Certificate of Wife (1 copy)		At respective office of assignment Attending Physician		
<b>Maternity Leave</b> 1. CS Form No. 6 - Application for Leave (3 copies) 2. Medical Certificate (1 copy)		At respective office of assignment Attending Physician		
<b>Solo Parent Leave</b> 1. CS Form No. 6 - Application for Leave (3 copies) 2. Solo Parent ID ( 1 copy)		At respective office of assignment Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit duly signed CSC Form No.6 (Leave Form)- attached medical certificate if applicable	1. Receive the duly signed CSC Form no. 6 then forward it to the assigned personnel for processing	None	5 minutes	Admin. Asst. VI Admin. Asst. II
	1.1 Process leave request and update number of leave credits in the Service Card and HRIS	None	1 Hour	HR Officer III RMO II SAA II
	1.2 Approve leave request and certifies the accuracy of no. of leave credits	None	15 minutes	Admin. Asst. VI CHRMO
	1.3 Release actioned CSC Form No. 6 to the Office of the City Mayor (Records Division)	None	5 minutes	Admin. Asst. I Admin. Asst. I
	Receives approved/disapproved CSC Form no. 6 from the Office of the City Mayor (Records Division)	None	5 minutes	Admin. Asst. I Admin. Asst. I
2. Receive approved and actioned Leave Form	1. HRMO endorses the receiving logbook for employee signature	None	5 minutes	Admin. Asst. I Admin. Asst. I
TOTAL :			1 day and 15 minutes	



### 3. Processing of Study Leave Application

The study leave is a time-off from work **not exceeding six (6) months** with pay for qualified officials and employees to help them prepare for their bar or board examinations. This may also be availed for the completion of master's degree for a period **not exceeding four (4) months. CSC MC No. 21 s. 2004**

<b>Office or Division:</b>	Office of the City Human Resource Management (Administrative Division)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Permanent employees;</li> <li>• Cotermious employees may be allowed, provided that the service obligation will met within the term of the office of the employee concerned, and is not related to the agency head, within the 4th degree of consanguinity or of affinity;</li> <li>• With at least two (2) years of continuous service in this agency</li> <li>• Must not more than fifty (50) year-old as of the date of filing of application;</li> <li>• Must have not yet availed of a Study Leave in this Agency</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent 2. School's Certification, to wit; <ul style="list-style-type: none"> <li>• for Bachelor's Degree – Qualified for Board/ Bar Examination</li> <li>• for Master's Degree – Currently enrolled for Thesis Writing</li> </ul> 3. Latest Service Record 4. Individual Performance Commitment & Review (IPCR) Form for the last 2 rating periods immediately preceding the application 5. Recommendation from the Office Head		Employee concerned At respective employee's school  CHRMO At respective office of assignment  At respective office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent to the Office of the City Mayor (Records Division) copy furnished to the OCHRM	1. Receives letter of intent from the employee	None	5 minutes	Admin. Asst. I
2. Wait for Mayor's Approval/Notification	2. Upon approval, notify employee for submission of requirements	None	1 day	Supervising Administrative Officer



3. Submit fill out study leave form and all other requirements to the OCHRM	3. Receives & evaluate required documents	None	1 day	Supervising Administrative Officer
	3.1 Forward required documents to the Office of the City Legal for the preparation of the Study Leave Contract	None	10 minutes	Administrative Aide II
4. Wait for Notification from the Office of the City Legal	1. Prepares Study Leave Contract	None	2 days	Supervising Administrative Officer
4. Sign the Study Leave Form and Contract	Contract Signing	None	2 days	City Mayor City Legal Officer CHRMO Employee Concerned
TOTAL :		6 days, 1 hour & 30 minutes		

#### 4. Application for Retirement

Any personnel can optionally retire at the age of 60. Officials or employees who have reached the compulsory retirement age of 65 years shall not be retained in the service, except for extremely meritorious reasons in which case the retention shall not exceed six months.

<b>Office or Division:</b>	Office of the City Human Resource Management (Administrative Division)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Permanent employees;</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent one year before the	1. Receives letter of intent from the employee	None	5 minutes	Administrative Asst. I



effectivity date of retirement				
	1.1. Compute and submit to the City Budget Officer for terminal leave benefits for budget allocation	None	1 day	Administrative Assistant VI Administrative Officer IV
	1.2 Provide the employee concerned the retirement application form with the accompanying checklist of requirements	None	10 minutes	Administrative Assistant VI
2. Submit fil out retirement application form with other requirements	1. Process the application for retirement, compute the retirement benefits, and verity the authenticity, accuracy, and consistency.	None	1 day	Supervising Administrative Officer Administrative Assistant VI
	1.2 Endorse to the Office of the City Mayor for approval	None	1 day	Administrative Assistant I/II
Receive approved retirement documents	Release approved retirement documents	None	1 day	Administrative Assistant I/II Employee Concerned
TOTAL:		6 days, 1 hour & 15 minutes		

### 5. Provide In-house training and seminars relative to the personnel development intervention

The Conduct of staff development trainings, seminars, workshops, and orientations, as well as OJT coaching and trainings under Human Resource Career Development Program.

<b>Office or Division:</b>	Office of the City Human Resource Management (Career Development and Evaluation Division)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>All City Government Officials and Employees</li> </ul>



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration Form			City Human Resource Management	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Registration Form	1.1 Receives registration from	None	5 minutes	Administrative Assistant I
2. Attend training, seminars, workshops, and orientation	1.2 Prepares and schedules the conduct of Training	None	3 days	HRMO III HRMO II Administrative Officer V
	1.3 Conduct of Training	None	3 days	HRMO III Administrative Officer V
3. Submits filled-out Post Evaluation Sheet	1. Receives Filled-out Post-Evaluation Sheet	None	5 minutes	Administrative Assistant I
TOTAL:		6 days and 10 minutes		

## 6. On-line and on-premise application request for Employees ID

The request for on-line and on-premise application for officials and employees for organic and non-organic personnel Identification Card of the City Government of Isabela.

<b>Office or Division:</b>	City Human Resource Management Office (Administrative Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>All City Government Officials and Employees including Casual(s) and Job Order(s)</li> </ul>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ID Form			City Human Resource Management Office	
2. Picture (softcopy)			Personal	
3. Affidavit of Lost (for ID replacement)			Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits duly accomplished ID form or Affidavit of Lost (For replacement ID)	1.1 Receives accomplished ID form or Affidavit of Loss (For replacement ID)	None	3 minutes	Administrative Assistant II
	1.2 Validates, scan and encode Information	None	30 minutes	RMO II
	1.3 Processing and issuance	None	2 hours	Administrative Assistant II
2. Receive ID		None	3 minutes	Administrative Assistant I
<b>TOTAL:</b>			2 hours 36 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located Public Assistance Complaint Desk
How feedbacks are processed	<p>The Office of the City Information and the Office City Human Resource through its authorized personnel jointly open and collect the feedback from each drop box every Friday for recording verify their nature and refer the same to the office concerned.</p> <p>A report of Customer Feedback is prepared to document action plan and monitor actions taken.</p>
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box at the Public Assistance and Information Office
How complaints are processed	<p>The Office of the City Information and the Office City Human Resource through its authorized personnel jointly open and collect the feedback from each drop box every Friday for recording verify their nature and refer the same to the office concerned.</p> <p>A report of Customer Feedback is prepared to document action plan and monitor actions taken.</p>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA:</b> complaints@arta.gov.ph : 1-ARTA (2782) <b>PCC:</b> 8888 <b>CCB:</b> 0908-881-6565 (SMS)</p>

Legends:

Red - Amendments





## **CITY PLANNING AND DEVELOPMENT OFFICE**



# **CITY PLANNING AND DEVELOPMENT OFFICE**

## **EXTERNAL SERVICES**



## 1. Processing of Free Patent/Miscellaneous sales/Foreshore Lease/Lease Contract Application

- Free Patent Application is a mode of acquiring ownership of a certain parcel of alienable and disposable land.
- Miscellaneous Sales Application is an application to purchase the land and the corresponding patent is called the Miscellaneous Sales Patent. Republic Act No. 730 is an act permitting sale without public auction of alienable and disposable lands of the public domain for residential purpose.
- Foreshore Lease Application is the type of application covering foreshore lands, marshy lands and other lands bordering bodies of water for commercial, industrial, or other productive purposes other than agriculture.
- Lease Contracts application is to define the overall terms and conditions of an agreement between a vendor and a customer that pertains to rotating assets.

<b>Office or Division:</b>	Office of the City Planning and Development (Zoning Division)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B - Government to Business	
<b>Who may avail:</b>	All Interested Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application from DENR with plan/site plan	DENR	
2. Endorsement letter from DPWH/PPA	DPWH/PPA	
3. Endorsement letter from Mayor	Office of the City Mayor	
4. Barangay Clearance	Barangay Hall	
5. Sketch Plan with technical description	DENR/Private Geodetic Engineer	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Free Patent/ Miscellaneous sales/ Foreshore Lease/ Lease Contract Applications	1. Receive Free Patent/ Miscellaneous sales/ Foreshore Lease/ Lease Contract Applications	<ul style="list-style-type: none"> <li>• Zoning Certification Fee</li> <li>• Inspection Fee</li> </ul>	5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i> Administrative Assistant I
	2. Validation of Requirements		10 Minutes	<i>REYNALDO G. DUMDUM</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
2. Payment	1. Issue the Order of Payment if all required documents were given		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Site inspection/ Investigation, Evaluation & Endorse letter to other concerned agencies ( <i>additional requirements</i> )		2 Hours <i>(2 days from other agencies)</i>	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	3. Report findings and recommendation		30 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	4. Review and endorsement to the Mayor		10 Minutes	<i>GAY G. PALAGTIOSA</i> City Planning and Development Coordinator  <i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Administrative Assistant I
3. Claiming of Zoning Certification	1. Check the Official Receipt		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Issuance of Zoning Certification * Upon the request of the Applicants for Land Title		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV
	<b>TOTAL</b>		3 Hours, 10 Minutes	

## 2. Processing of Subdivision Plan Application

Process Subdivision Plans application and recommend for approval of Sangguniang Panlungsod as recommend as prescribed under Ordinance No.5, S.1993 “An Ordinance regulating the processing and approval of Subdivision Plans. The approved SP Resolution for PALC and Development Permit Application are issued to the applicants needing these documents.

<b>Office or Division:</b>	Office of the City Planning and Development (Plans and Programs Division)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B - Government to Business	
<b>Who may avail:</b>	All Interested Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Basic Requirements Per BP220 for PALC Applications</b>		
1. Application Form *Should be notarized	Applicants	
2. Site Development Plan (Schematic Plan)	Applicants - Licensed Geodetic Engineer	

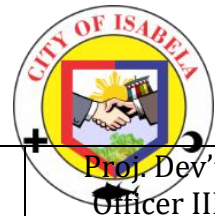


3. Vicinity Map	Applicants - Professional Practitioner
4. Certified True Copy of Lot Title	Applicants - Register of Deeds
5. Tax Declaration	Applicants - City Assessor's Office
6. Certificate of Non-Tenancy (if the land is Agricultural)	Applicants - DAR
7. Technical Description	Applicants - Register of Deeds/ Professional Practitioner

**A.1. Additional Requirements**

1. Latest official receipt of real property tax	Applicants
2. Deed of sale and /or special power of attorney	Applicants
3. Affidavit of conformity of subdivision	Applicants
4. Affidavit of non-objection	Applicants
5. Signature of owner	Applicants
6. PTR license	Applicants
7. Letter of consideration	Applicants
8. Concrete proof of access road	Applicants
9. Certification from DPWH (if the project along National Highway)	Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PALC Applications	1. Receive PALC Application	<ul style="list-style-type: none"> <li>• PALC Fee</li> <li>• Inspection Fee</li> <li>• Preliminary Processing Fee</li> <li>• Final Processing Fee</li> <li>• Zoning Certification Fee</li> </ul>	5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i> Administrative Assistant I
	2. Validate requirements		10 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
2. Payment	1. Issue the Order of Payment if all		5 Minutes	<i>MARIE GRACE G. TIPA</i>



	required documents were given			Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Site inspection / investigation, evaluation		1 Hour, 30 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>MARK RONALD D. BERONDO</i> Proj. Dev't. Officer I  <i>BABY JOAL P. SICAT</i> Draftsman I
	3. Report findings and recommendation		30 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
	4. Review and Endorsement to the SP for Approval		10 Minutes	<i>GAY G. PALAGTIOSA</i> City Planning and Development Coordinator
3. Claiming of Approved PALC	1. Check the Official Receipt		5 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III



				<i>BABY JOAL P. SICAT</i> Draftsman I
	2. Release of the Approved SP Resolution for PALC Application to the Owner for Subdivision Plan		5 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III
	<b>TOTAL</b>		2 Hours, 40 Minutes	

**B. Basic Requirements Per BP220 for Development Permit Applications (With PALC Approved Applicants)**

1. Application Form (*Should be notarized)	Applicants
2. Site Development Plan (Schematic Plan)	Applicants
3. Topographic Map	Applicants
4. Certified True Copy of Tax Declaration	Applicants
5. Certified True Copy of ECC or CNC (whichever is applicable)	Applicants
6. Project Description for Project with Area of 1 hectare and above	Applicants
7. List of Name of duly Licensed Professionals	Applicants
8. SP resolution from PALC application	Applicants

**B.1. Additional Requirements**

1. Latest official receipt of real property tax	Applicants
2. Deed of sale and /or special power of attorney	Applicants
3. Affidavit of conformity of subdivision	Applicants
4. Affidavit of non-objection	Applicants
5. Signature of owner	Applicants
6. PTR license	Applicants
7. Letter of consideration	Applicants
8. Concrete proof of access road	Applicants
9. Certification from DPWH (if the project along National Highway)	Applicants
10. Provide complete PALC requirements with approved SP Resolution of PALC	Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Development Permit Application	1. Receive Development Permit Application	• Development Permit Fee	5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> <li>• Inspection Fee</li> <li>• Preliminary Processing Fee</li> </ul>		<i>BIENVENIDA B. VALDEZ</i> Administrative Assistant I
	2. Validate requirements	<ul style="list-style-type: none"> <li>• Final Processing Fee</li> <li>• Zoning Certification Fee</li> </ul>	11 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
2. Payment	1. Issue the Order of Payment if all required documents were given		5 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Site inspection / investigation, evaluation		1 Hour, 30 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>MARK RONALD D. BERONDO</i> Proj. Dev't. Officer I  <i>BABY JOAL P. SICAT</i> Draftsman I
	3. Report findings and recommendation		30 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Review and Endorsement to the Sangguniang Panlungsod for Approval		10 Minutes	<i>GAY G. PALAGTIOSA</i> City Planning and Development Coordinator
3. Claiming of Approved Development Permit	1. Check the Official Receipt		5 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Release of the Approved Sangguniang Panlungsod Resolution for Development Permit Application to the Owner for Subdivision Plan		5 Minutes	<i>MARIE GRACE G. TIPA</i> Proj. Dev't. Officer III
	<b>TOTAL</b>		2 Hours, 41 Min.	

### 3. Processing Zoning/Locational Clearance for Building Permit

Locational Clearance, commonly referred to a Zoning Permit, is one of the pre-requisite documents before a person can get a Building Permit and Business Permit. This is to ensure that construction of the building follows the Comprehensive Land Use Plan and Zoning Ordinance of the City. Locational Clearance is issued to business owners that serve as a pre-requisite document in issuance of Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

<b>Office or Division:</b>	Office of the City Planning and Development (Zoning Division)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B - Government to Business
<b>Who may avail:</b>	All Interested Applicants



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly notarized application form	CPDO-Zoning Division
2. Certified true copy of land Title/ Deed of Sale/ Donation/ Lease Contract/ authorization to use the land	Register of Deeds
3. Vicinity Map	Professional Practitioner
4. Site Development Plan	Applicants
5. Building Plan	Applicants
6. Bill of Materials	Applicants
7. Barangay Certification	Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Zoning/Locational Clearance Applications	1. Receive Zoning/Locational Clearance Applications	<ul style="list-style-type: none"> <li>• Location al Clearance Fee</li> <li>• Zoning Certification Fee</li> <li>• Inspectio n Fee</li> </ul>	5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i> Administrative Assistant I
	2. Validate Requirements		10 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
2. Payment	1. Issue the Order of Payment if all required documents were given		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Site inspection / investigation, evaluation		1 Hour, 30 Minutes	<i>REYNALDO G. DUMDUM</i>



				 Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	3. Report findings and recommendation		30 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
3. Claiming of Approved Zoning/ Decision and Zoning Certification	1. Check the Official Receipt		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Approval of Zoning/Locational Clearance Application		15 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV
	3. Issuance of Zoning/Locational Clearance and Zoning Certification for Building Permit		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV
	<b>TOTAL</b>		2 Hours, 45 Minutes	
<b>For New Business Permit</b>				
1. Submit Zoning/Locational Clearance Applications	1. Receive Zoning/Locational Clearance Applications		5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i>



				Administrative Assistant I
	2. Validate Requirements		30 Minutes	REYNALDO G. DUMDUM Zoning Officer IV  BABY JOAL P. SICAT Draftsman I
2. Claiming of signed application form with LC	1. Issuance of signed application form with LC		1 Minutes	REYNALDO G. DUMDUM Zoning Officer IV
	<b>TOTAL</b>		36 Minutes	

#### 4. Zoning Certification

The Zoning Certificate contains information relating to, amongst others, the existing zoning, the purpose for which the property may be used for building lines, height, coverage, and Floor Area Ratio (FAR). It is required to secure the certificate to ensure compatibility or conformity of the project with the existing Land Use Plan of the City, in accordance with City Zoning Ordinance No. 20-561, Series of 2020. Zoning Certification is issued to the applicants for any purposes it may serve.

<b>Office or Division:</b>	Office of the City Planning and Development (Zoning Division)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B - Government to Business	
<b>Who may avail:</b>	All Interested Applicants	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Certified true copy of land Title/ Deed of Sale/ Donation/ Lease Contract/ Authorization to Use the Land	Applicants
	2. Vicinity Map	Applicants
	3. Site development Plan	Applicants



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Zoning Certification	1. Receive Request for Zoning Certification	<ul style="list-style-type: none"> <li>• Zoning Certification Fee</li> <li>• Inspection Fee</li> </ul>	5 Minutes	<i>GRACIELLA F. DURAN</i> Messenger I  <i>BIENVENIDA B. VALDEZ</i> Administrative Assistant I
	2. Validate Requirements		3 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
2. Payment	1. Issue the Order of Payment if all required documents were given		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Site inspection/ investigation, evaluation		1 Hour, 30 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	3. Report findings and recommendation		10 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Claiming of Zoning Certification	1. Check the Official Receipt		5 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV  <i>BABY JOAL P. SICAT</i> Draftsman I
	2. Issuance of Zoning Certification		10 Minutes	<i>REYNALDO G. DUMDUM</i> Zoning Officer IV
	<b>TOTAL</b>		2 Hours, 8 Minutes	

Legends:

Red - Amendments



## City Civil Registry Office External Services

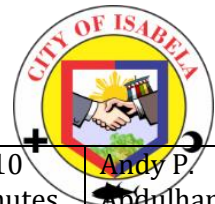




## 1.Registration of Live Birth Certificate (Timely)

A process of registering the Birth Certificate of the child which is born in Isabela City within thirty (30) days from the date of birth.

<b>Office or Division:</b>	City Civil Registry Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government-to-Citizens				
<b>Who may avail:</b>	All newly-born children or born not later than thirty (30) days in Isabela City.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Marriage Certificate of Parents (certified photocopy or original)	Applicant or Local Civil Registrar's Office			
2.	Barangay Certification (born at home)	Office of the Barangay Chairman			
3.	Valid ID	Applicant			
4.	Affidavit to Use the Surname of the Father (AUSF) (illegitimate children).	Notary Public			
5.	Authorization letter & valid ID (if authorized representative)	Applicant/Representative			
6.	Client Slip	Service Window			
7.	Information Sheet	Service Window			
8.	Payment Slip	Service Window			
9.	Requirement Slip	Service Window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I
2.	Assessment	The client must prepare the following requirements based on their registration.	None	5 minutes	Jessica N. Mustafa Admin. Aide II
3.	Payment	The client will pay their registration fee at the Office of the City Treasurer	P129.00 Registration  P599.00 Acknowledgement	5 minutes	City Treasury's Staff



4.	Processing	The document will be now transferred to the processing area for encoding, printing and registrations.	None	10 minutes	<p>Andy P. Abdulhamid RMO-II</p> <p>Ismael Tuwahan Bookbinder IV Fatima H. Jumma Bookbinder I Sigfred E. Infante SR AA II Jesfrey H. Jimmy Bookbinder II</p>
		Documents will be registered in the system and will generate barcode for tracking.	None	5 minutes	<p>Mohommad Asraf C. Sappayani J.O.</p> <p>Jul M. Allus Volunteer</p>
5.	Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	<p>Lino A. Ventulero Admin. Officer V</p> <p>Sigfred E. Infante SR AA II</p> <p>Ella Z. Granada RMO - III</p> <p>Shyla I. Solamo RMO - III</p>
6.	Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	<p>Fatima H. Jumma Bookbinder I</p>
7.	CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	<p>Dayang Mirhama A. Jaljalis City Civil Registrar</p>
8.	Releasing	Releasing of processed documents to the applicant.	None	5 minutes	<p>Rasel O. Halim Bookbinder I</p> <p>Gerome C. Romacho J.O.</p> <p>Jul M. Allus</p>



TOTAL	P129.00 - Timely P599.00 - Timely, Illegitimate		50 minutes

## 2. Registration of Live Birth Certificate (Delayed)

A process of registering the Birth Certificate of the child which is born in Isabela City later than thirty (30) days from the date of birth or persons who have no existing records with the office.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	All constituents of Isabela City who wishes to register their child/children.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Marriage Certificate of Parents (certified photocopy or original)	Applicant or Local Civil Registrar's Office			
2. Barangay Certification (born at home)	Office of the Barangay Chairman			
3. Valid ID	Applicant			
4. PSA Negative Result (born later than one (1) year)	PSA Office PSA Website - <a href="http://www.psaserbilis.com.ph">www.psaserbilis.com.ph</a> PSA Serbilis Outlet at City Civil Registrar's Office			
5. Affidavit of Delayed Registration of Birth	Notary Public			
6. Affidavit to Use the Surname of the Father (AUSF) (illegitimate children).	Notary Public			
7. Authorization letter & valid ID (authorized representative)	Applicant/Representative			
8. Client Slip	Service Window			
9. Information Sheet	Service Window			
10. Payment Slip	Service Window			
11. Requirement Slip	Service Window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2. Assessment	The client must prepare the following requirements based on their registration.	None	5 minutes	Ambre D.C. Datu Indal J.O.
3. Payment	The client will pay their registration fee at the	P162.00 Registration	5 minutes	City Treasury's Staff



	Office of the City Treasurer	P599.00 Acknowledgement P36.00 Verification Fee		
4. Processing	The document will be now transferred to the processing area for encoding, printing and registrations.	None	10 minutes	Andy P. Abdulhamid RMO-II  Ismael Tuwahan Bookbinder IV  Fatima H. Jumma Bookbinder I  Sigfred E. Infante SR AA II  Jesfrey H. Jimmy Bookbinder II
	Documents will be registered in the system and will generate barcode for tracking.	None	5 minutes	Mohommad Asraf C. Sappayani J.O.  Jul M. Allus Volunteer
5. Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II  Ella Z. Granada RMO - III  Shyla I. Solamo RMO - III
6. 10-day Posting	Apply the 10-day posting period and resume the processing on the 11 <sup>th</sup> day.	None	11 days	Fatima H. Jumma Bookbinder I
7. Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	
8. CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar

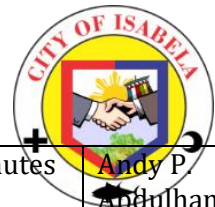


9.	Releasing	Releasing of processed documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL		P198.00 - Delayed P797.00 - Delayed, Illegitimate		11 days & 55 minutes	

### 3. Registration of Death Certificate (Timely)

It a process of registering the Death event occurred within the vicinity of Isabela City within thirty (30) days from the date of death.

<b>Office or Division:</b>	City Civil Registry Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government-to-Citizens				
<b>Who may avail:</b>	Clients whose member of the family died within the City.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Birth Certificate of the Deceased (photocopy or original)	Applicant			
2.	Valid ID of the Deceased	Applicant			
3.	Barangay Certification (died at home)	Office of the Barangay Chairman			
4.	Police Report (death by external cause)	Police Station			
5.	Valid ID	Applicant			
6.	Authorization Letter & Valid ID (representative)	Applicant/Representative			
7.	Client Slip	Service Window			
8.	Information Sheet	Service Window			
9.	Payment Slip	Service Window			
10.	Requirement Slip	Service Window			
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2.	Assessment	The client must prepare the following requirements based on their registration.	None	5 minutes	Ambre D.C. Datu Indal J.O.
3.	Payment	The client will pay their registration fee at the Office of the City Treasurer	P129.00 Registration	5 minutes	City Treasury's Staff



4.	Processing	The document will be now transferred to the processing area for encoding, printing and registrations.	None	10 minutes	Andy P. Abdulhamid RMO-II  Ismael Tuwahan Bookbinder IV  Fatima H. Jumma Bookbinder I  Sigfred E. Infante SR AA II  Jesfrey H. Jimmy Bookbinder II
		Documents will be registered in the system and will generate barcode for tracking.	None	5 minutes	Mohommad Asraf C. Sappayani J.O.  Jul M. Allus Volunteer
5.	Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II  Ella Z. Granada RMO - III  Shyla I. Solamo RMO - III
6.	Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	Fatima H. Jumma Bookbinder I
7.	CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
8.	Releasing	Releasing of processed documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL		P129.00 Timely		50 minutes	



#### 4. Registration of Death Certificate (Delayed)

It a process of registering the Death event occurred within the vicinity of Isabela City later than thirty (30) days from the date of death or persons who have no existing records with the office.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	Family member of the deceased.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate of the Deceased (photocopy or original)				Applicant
2. Valid ID of the Deceased				Applicant
3. Barangay Certification (died at home)				Office of the Barangay Chairman
4. PSA Negative Result (died later than 1 year)				PSA Office PSA Website – <a href="http://www.psaserbilis.com.ph">www.psaserbilis.com.ph</a> PSA Serbilis Outlet at City Civil Registrar’s Office
5. Affidavit of Delayed Registration of Death				Notary Public
6. Police Report (death by external cause)				Police Station
7. Valid ID				Applicant
8. Authorization Letter & Valid ID (representative)				Applicant/Representative
9. Client Slip				Service Window
10. Information Sheet				Service Window
11. Payment Slip				Service Window
12. Requirement Slip				Service Window
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2. Assessment	The client must prepare the following requirements based on their registration.	None	5 minutes	
3. Payment	The client will pay their registration fee	P162.00 Registration	5 minutes	City Treasury’s Staff



	at the Office of the City Treasurer	P36.00 Verification Fee			
4.	Processing	The document will be now transferred to the processing area for encoding, printing and registrations.	None	10 minutes	Andy P. Abdulhamid RMO-II  Ismael Tuwahan Bookbinder IV  Fatima H. Jumma Bookbinder I  Sigfred E. Infante SR AA II  Jesfrey H. Jimmy Bookbinder II
		Documents will be registered in the system and will generate barcode for tracking.	None	5 minutes	Mohammad Asraf C. Sappayani J.O.  Jul M. Allus Volunteer
5.	Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II  Ella Z. Granada RMO - III  Shyla I. Solamo RMO - III
6.	10-day Posting	Apply the 10-day posting period and resume the processing on the 11 <sup>th</sup> day.	None	10 days	Fatima H. Jumma Bookbinder I
7.	Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	
8.	CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
9.	Releasing	Releasing of processed	None	5 minutes	Rasel O. Halim Bookbinder I





	documents to the applicant.			Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL	P198.00		10 days & 55 minutes	

## 5. Registration of Marriage Certificate (Timely)

It a process of registering the union of two persons (man and woman) into partners when entering into in accordance with the law within thirty (30) days from the date of marriage.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	Clients whose member of the family died within the City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Dully accomplished Marriage Certificate	Applicant		
2.	Application for Marriage License	Applicant		
3.	Valid ID of Couple	Applicant		
4.	Client Slip	Service Window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Receiving	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2.	Assessment	None	5 minutes	
3.	Payment	P129.00 Registration	5 minutes	City Treasury's Staff
4.	Processing	None	10 minutes	Sigfred E. Infante SR AA II
		Documents will be registered in the	None	5 minutes



	system and will generate barcode for tracking.			J.O. Jul M. Allus Volunteer
5. Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II  Ella Z. Granada RMO - III  Shyla I. Solamo RMO - III
6. Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	Fatima H. Jumma Bookbinder I
7. CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
8. Releasing	Releasing of processed documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
<b>TOTAL</b>	<b>P129.00 Timely</b>		<b>50 minutes</b>	

## 6. Registration of Marriage Certificate (Delayed)

It is a process of registering the marriage certificate of the couples after thirty (30) days of the solemnization.

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government-to-Citizens
<b>Who may avail:</b>	Family member of the deceased.
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Dully accomplished Marriage Certificate	Applicant
2. Marriage License	Applicant
<b>WHERE TO SECURE</b>	



3. Valid ID of Couple		Applicant		
Affidavit of Delayed Registration of Marriage		Applicant		
4. Client Slip		Service Window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2. Assessment	The client must prepare the following requirements based on their registration.	None	5 minutes	Ambre D.C. Datu Indal J.O.
3. Payment	The client will pay their registration fee at the Office of the City Treasurer	P162.00 Registration P36.00 Verification Fee	5 minutes	City Treasury's Staff
4. Processing	The document will be now transferred to the processing area for encoding, printing and registrations.	None	10 minutes	Sigfred E. Infante SR AA II
	Documents will be registered in the system and will generate barcode for tracking.	None	5 minutes	Mohommad Asraf C. Sappayani J.O.  Jul M. Allus Volunteer
5. Validation	The documents are being validated for approval upon completion of its requirements.	None	5 minutes	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II  Ella Z. Granada RMO - III  Shyla I. Solamo RMO - III
6. 10-day Posting	Apply the 10-day posting period and resume the processing on the 11 <sup>th</sup> day.	None	10 days	Fatima H. Jumma Bookbinder I



7. Registry Numbering	Registry number will be provided for validated documents.	None	5 minutes	
8. CCR Approval	Upon validated and provided registry number. The document is now for approval of the Authorized Signatory.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
9. Releasing	Releasing of processed documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
<b>TOTAL</b>	<b>P198.00</b>		<b>10 days &amp; 55 minutes</b>	

## 7. Legitimation & Admission of Paternity

It is a process of allowing the child to use the surname of the father whose parents are not married at the time of birth but has subsequent marriage or acknowledging the child by the biological father.

<b>Office or Division:</b>	City Civil Registry Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government-to-Citizens	
<b>Who may avail:</b>	<p>All parents residing at Isabela City who wishes to apply for legitimation for their children.</p> <p>All illegitimate child/children born in Isabela City.</p> <p>All parents wish to acknowledge their child's biological father.</p>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid ID		Applicant
2. Local copy or PSA Authenticated Copy of Birth Certificate.		Applicant
3. Local copy or PSA Authenticated Copy of Marriage Certificate of Parents.		Applicant
4. Affidavit of Acknowledgement/Legitimation.		City Civil Registrar's Office
5. Affidavit to Use the Surname of the Father.		City Civil Registrar's Office
6. Affidavit of Admission of Paternity.		City Civil Registrar's Office



7.	Supplemental Affidavit of Legitimation (if mother is minor)	City Civil Registrar's Office			
8.	Sworn Attestation (if child is 7-17 yrs. old)	City Civil Registrar's Office			
9.	Client Slip	Service Window			
10.	Payment Slip	Service Window			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I
2.	Assessment	Will conduct an assessment on the completion of the requirements	None	5 minutes	Jessica N. Mustafa Admin. Aide II
3.	Payment	The client will pay their registration fee at the Office of the City Treasurer	P599.00 Registration	5 minutes	Ambre D.C. Datu Indal J.O. City Treasury's Staff
4.	Processing	Processing and registering the Legal Documents in the Registry Book and annotating the prepared Certificate.  Provision of required certifications and endorsement letters.	None	10 minutes	Ismael A. Tuwahan Bookbinder IV
5.	Annotation	Provision of annotation in the Birth Certificate.	None	5 minutes	
6.	Validation and Evaluation	Final evaluation and validation of the documents.	None	5 minutes	Lino A. Ventulero Admin. Officer V
7.	CCR Approval	The assign Signatory will now approve and affix her signature.	None	5 minutes	Dayang Mirhama A. Jaljalis
8.	PSA Endorsement	The PSA copy will then be endorsed and send to the PSA Central Office for approval.	P160.00 Postage	4 months	Ismael A. Tuwahan Bookbinder IV
9.	PSA SECPA	Request for PSA Authenticated copy of the Certificate of Live Birth.	<i>Refer to External Services Letter L - Issuance of PSA – SECPA (Security Paper)</i>		
10.	Releasing	CCR Staff will now release an Owner's Copy.	None	5 minutes	Rasel O. Halim Bookbinder I



	This includes the recording it in the logbook and segregating for office file copy.		Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL	P759.00		4 months & 40 minutes

Note: Note:

1. If application is DISAPPROVED, the feedback must be answered and re-endorsed to PSA Central office for re-evaluation and approval.
2. If application is APPROVED, may proceed to request for PSA Copy of the Annotated Birth Certificate. Refer to External Services Letter L - Issuance of PSA – SECPA (Security Paper)
3. Approval of annotation is done at the PSA Central Office.

## 8. Filing of Petition under RA 9048 and RA 10172

RA 9048, a process of correcting a clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order. While, RA 10172, allows the changing of the day and month of birth of a person which has been erroneously entered/typed in his/her Certificate of Live Birth.

<b>Office or Division:</b>	City Civil Registry Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government-to-Citizens	
<b>Who may avail:</b>	All registered clients who wish to file for petition on their civil registry documents.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>I. Clerical Errors in the Certificate of Live Birth or Certificate of Marriage</b>	
1.	Birth or Marriage Certificate (owner's copy or PSA copy)	Petitioner
2.	Baptismal Certificate (Catholic only)	Petitioner/Church Administrator
3.	School Records	Petitioner/School attended
4.	Service Records	Petitioner/Employee
5.	Police Clearance	Petitioner/Police Station
6.	Barangay Certification	Petitioner/Office of the Barangay Chairman
7.	Lates Community Tax (Cedula)	Petitioner/City Treasurer's Office
8.	Two (2) Valid IDs	Petitioner
	<b>II. Change of First Name, Sex, Error in date of Birth (Day, Month except for Year)</b>	
1.	Birth or Marriage Certificate (owner's copy or PSA copy)	Petitioner
2.	Baptismal Certificate (Catholic only)	Petitioner/Church Administrator
3.	School Records	Petitioner/School attended
4.	Service Records	Petitioner/Employee
5.	NBI Clearance	Petitioner/NBI Office



6.	Barangay Certification	Petitioner/Office of the Barangay Chairman			
7.	Latest Community Tax (Cedula)	Petitioner/City Treasurer's Office			
8.	Two (2) Valid IDs	Petitioner			
9.	Medical Certificate (Change of Sex only)	Petitioner/Hospital/Health Office			
10.	Client Slip	Service Window			
11.	Payment Slip	Service Window			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2.	Assessment	The client must prepare the following required documents for assessment.	None	5 minutes	Lino A. Ventulero Admin. Officer V
3.	Payment	The client will pay their specific fee at the Office of the City Treasurer.	P1,000.00 Clerical Error  P3,000.00 Change of First Name  P3,000.00 Change of Gender	5 minutes	City Treasury's Staff
4.	Processing	The complete document will now be processed.	None	15 minutes	Lino A. Ventulero Admin. Officer V
5.	10-day Posting	A 10-day posting will be imposed.	None	10 days	
6.	Validation and Evaluation	Final evaluation and validation of the application.	None	5 minutes	
7.	CCR Approval	The assign signatory will be approved the endorsement and affixed her signatory.	None	5 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
8.	PSA Endorsement	1 <sup>st</sup> Endorsement.  The PSA copy will then be endorsed and sent to the PSA Central Office for approval of the petition.	P160.00 Postage		Lino A. Ventulero Admin. Officer V



	<p>If petition is IMPUGNED, then motion for reconsideration will be re-endorsed to PSA Central office for re-evaluation and approval.</p> <p>If petition is AFFIRMED, will proceed for annotation.</p>	None	3 months	PSA Central Office
9. Annotation	Provision of applicable annotation in the required civil registry document.	None	5 minutes	Lino A. Ventulero Admin. Officer V
10. PSA Endorse-ment	<p>2<sup>nd</sup> Endorsement.</p> <p>The PSA copy will then be endorsed and sent to the PSA Central Office for approval of the annotation.</p>	P160.00 Postage		Lino A. Ventulero Admin. Officer V
	<p>If annotation has FEEDBACK, then proper action will be taken.</p> <p>If annotation is POSITIVE, will proceed to request for PSA Copy of the certificate. <i>(Refer to external Service No. 1)</i></p>	None	3 months	PSA Central Office
11. Releasing	<p>CCR Staff will now release an Owner's Copy.</p> <p>This includes the recording it in the logbook and segregating for office file copy.</p>	None	5 minutes	<p>Rasel O. Halim Bookbinder I</p> <p>Gerome C. Romacho J.O.</p> <p>Jul M. Allus Volunteer</p>
TOTAL	<p>P1,320.00 - Correction for Clerical Error</p> <p>P3,320.00 - Change of First Name</p> <p>P3,320.00 - Change of Sex</p>		6 months, 10 days & 50 minutes	

Note:

- Approval of the petition is under the authority of the PSA Central Office and it depends on the volume of transaction.





## 9. Issuance of Certified True Copy of Civil Registry Documents

It a process of certifying the of Birth, Death or Marriage Certificate from the Local File.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	All clients who bear records in this Office and wishes to request for a copy.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. A copy of certificate of Live Birth, Death or Marriage if available.	Applicant			
2. Valid ID	Applicant			
3. Authorization Letter and Valid ID (representative)	Applicant/Representative			
4. Client Slip	Service Window			
5. Payment Slip	Service Window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2. Verification	Verifying the requested civil registry documents in the registry book.	None	10 minutes	Jesfrey H. Jimmy Bookbinder II  Rasel O. Halim Bookbinder I
3. Payment	The client will pay their registration fee at the Office of the City Treasurer	P30.00 Authentication Copy  P36.00 Verification Fee	5 minutes	City Treasury's Staff
4. Processing	The verified copy of Civil Registry Documents will now process. It includes stamping of specific stamps.	None	5 minutes	Rasel O. Halim Bookbinder I  Khalid M. Intong Asst. Registration Officer  Ambre D.C. Datu Indal J.O.



				Gerome C. Romacho J.O.
5. CCR Approval	The assign Signatory will now approve and affix her signature.	None	10 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
6. Releasing	Releasing of processed documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
<b>TOTAL</b>	<b>P66.00 per copy</b>		<b>40 minutes</b>	

### 10. Issuance of LCR Forms

It is a process issuing of the following LCR forms: (1) Form 1A – Birth Available, (2) Form 1B – Birth Not Available, (3) Form 1C – Birth Destroyed, (4) Form 2A – Death Available, (5) Form 2B – Death Not Available, (6) Form 2C – Death Destroyed, (7) Form 1C – Marriage Available, (8) Form 3b – Marriage Not Available and (9) Form 3C – Marriage Destroyed.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	All clients registered in Isabela City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Applicant		
Local copy or PSA Authenticated Copy of corresponding certificate.		Applicant		
Authorization Letter & Valid ID (representative)		Applicant/Representative		
Client Slip		Service Window		
Payment Slip		Service Window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.



2.	Verification	The staff in charge will now search the Original Copy from the Office and on the Book of Registry. It includes searching for the Book No. and Page No. for reference.	None	30 minutes	Jesrey H. Jimmy Bookbinder II  Rasel O. Halim Bookbinder I
3.	Payment	The client will pay their registration fee at the Office of the City Treasurer.	P142.00 Registration	5 minutes	City Treasury's Staff
4.	Processing	The verified copy will now be process. The data is encoded in the template of specific LCR Forms.	None	10 minutes	Ismael A. Tuwahan Bookbinder IV  Andy P. Abdulhamid RMO - II  Fatima H. Jumma Bookbinder I  Sigfred E. Infante SR AA II
		Final evaluation of the documents.	None	5 minutes	Lino A. Ventulero Admin. Officer V
5.	CCR Approval	The verified copy will now be process. The data is encoded in the template of specific LCR Forms and ready for approval.	None	5 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
6.	Releasing	CCR Staff will now release an Owner's Copy.	None	5 minutes	Rasel O. Halim Bookbinder I
		This includes the recording it in the logbook and segregating for office file copy.			Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL		P142.00		1 hour & 5 minutes	

## 11. Advance and Negative Endorsement.

Advance endorsement is a process of endorsing the civil registry documents to PSA Central Office in order to record in their database in advance bypassing the reports from PSA Basilan.



Negative endorsement is a process when civil registry documents not validated in the PSA database for Secpa issuance. A negative result will be generated and later must endorse to PSA Central Office for revalidation.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	All registered clients who wish to endorse their documents.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Advance Endorsement</b>				
1. Owner's copy of Civil Registry Documents.	Applicant			
2. Valid ID	Applicant			
3. Authorization Letter & Valid ID (representative)	Applicant/Representative			
<b>II. Negative Endorsement</b>				
1. Owner's copy of Civil Registry Documents.	Applicant			
2. PSA Negative	Applicant			
3. Valid ID	Applicant			
4. Authorization Letter & Valid ID (representative)	Applicant/Representative			
5. Client Slip	Service Window			
6. Payment Slip	Service Window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2. Verification	The documents will be verified in the registry book to know its authenticity.	None	30 minutes	Jesfrey H. Jimmy Bookbinder II  Rasel O. Halim Bookbinder I
3. Payment	The client will pay their registration fee at the Office of the City Treasurer.	P142.00 Endorsement	5 minutes	City Treasury's Staff
4. Processing	Preparation of Endorsement Letter with the required attached documents.	None	10 minutes	Ismael A. Tuwahan Bookbinder IV



	Final evaluation of the documents.	None	5 minutes	Lino A. Ventulero Admin. Officer V
5. CCR Approval	The assign signatory will be approved the endorsement and affixed his/her signatory.	None	5 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
6. PSA Endorsement	The PSA copy will then be endorsed and sent to the PSA Central Office for approval.	P160.00 Postage	3 months	Ismael A. Tuwahan Bookbinder IV
7. Releasing	CCR Staff will now release an Owner's Copy.  This includes the recording it in the logbook and segregating for office file copy.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
<b>TOTAL</b>	<b>P302.00</b>		<b>3 months &amp; 1 hour</b>	

**Note:**

- If endorsement is DISAPPROVED, a feedback will be sent from PSA Central for appropriate action.
- If application is APPROVED, may proceed to request for PSA Copy of the Civil Registry Documents. *Refer to External Services Letter L - Issuance of PSA – SECPA (Security Paper)*
- Approval of endorsement is done at the PSA Central Office.

## **12.Request for Issuance of PSA – SECPA (Security Paper)**

The SECPA (Security Paper) is an authenticated copy of civil registry documents such as Certificate of Live Birth, Death, Marriage and Certificate of No Marriage (CENOMAR) issued by the Philippine Statistics Authority with security features.

The request is done thru the Batch Request Entry Query System or BREQS, a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.

Whereas, LGU Isabela City through the City Civil Registry Office designated as the authorized partner to establish Serbilis Outlet and by the PSA to serve as servicing points for the decentralized servicing of request for civil registry documents from the public.



<b>Office or Division:</b>	City Civil Registry Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Customer				
<b>Who may avail:</b>	Individual who wishes to request for PSA authenticated copy of Birth, Death, Marriage or CENOMAR.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Valid ID	Applicant			
2.	Photocopy of Birth, Death or Marriage Certificate (if available)	Applicant			
3.	Authorization Letter & Valid ID (if authorized representative)	Applicant/Representative			
4.	Fully accomplished request form	Service window			
5.	Payment Slip	Service window			
6.	Client Slip	Service window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2.	Verification	The staff in charge will now evaluate the requirements and entries in the application form.	None	5 minutes	Ambre D.C. Datu Indal J.O.
3.	Payment	The client will now proceed for payment of service fee.	P150.00 Service Fee	5 minutes	City Treasury's Staff
		Payment for the application will be made in the office.	P155.00 Birth Certificate  P155.00 Death Certificate  P155.00 Marriage Certificate  P210.00 CENOMAR	5 minutes	Adzlan B. Mohamed J.O.
4.	Processing	Encoding of the application in the Batch Request Query System (BREQS) application.	None	10 minutes	Gerome C. Romacho J.O.  Adzlan B. Mohamed



5.	Bank Deposit	Payment for PSA will be deposited thru Landbank of the Philippines.	None	1 hour	Gerome C. Romacho J.O. Jul M. Allus Volunteer
6.	Uploading	A batch file has been created by the application and it will now be uploaded in the PSA Serbilis website.	None	5 minutes	Ismael A. Tuwahan Bookbinder IV
7.	SECPA Printing	The printing process will be in PSA Zamboanga.	None	14 days	PSA Zamboanga
8.	SECPA Copy	Receiving of mailed PSA SECPA from PSA Zamboanga City	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
9.	Releasing	Releasing of PSA Authenticated copy of documents to the applicant.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL		P305.00 Birth Certificate P305.00 Death Certificate P305.00 Marriage Certificate P360.00 CENOMAR		14 days, 1 hour & 47 minutes	

### 13.Filing of Supplemental Report

It is a process of filing with office to supply information inadvertently omitted when the civil document was registered.

<b>Office or Division:</b>	City Civil Registry Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government-to-Citizens
<b>Who may avail:</b>	All concerned clients.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.	Local copy or PSA Authenticated copy of the Civil Registry Documents.	Applicant			
2.	Affidavit of Supplemental executed by the party concerned if aged 18 and above, or by the parent if Document Owner is a minor	Applicant/Notary Public			
3.	At least two (2) personal documents showing the information that needs to be supplied.	Applicant			
4.	Valid ID	Applicant			
5.	Client Slip	Service Window			
6.	Payment Slip	Service Window			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE	
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2.	Assessment	The staff in charge will then conduct an assessment on the completion of the requirements	None	5 minutes	Ambre D.C. Datu Indal J.O.
3.	Payment	The client will pay their specific fee at the Office of the City Treasurer.	P142.00	5 minutes	City Treasury's Staff
4.	Processing	The complete document will now be processed.	None	5 minutes	Lino A. Ventulero Admin. Officer V
5.	Annotation	Provision of applicable annotation in the required civil registry document.	None	5 minutes	Ismael A. Tuwahan Bookbinder IV
6.	Validation and Evaluation	Final evaluation of the documents	None	5 minutes	Lino A. Ventulero Admin. Officer V
7.	CCR Approval	The assign signatory will be approved the endorsement and affixed her signatory.	None	5 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar
8.	PSA Endorsement	The PSA copy will then be endorsed and sent to the PSA Central Office for approval of the annotation.	P160.00 Postage		Ismael A. Tuwahan Bookbinder IV
		If annotation has FEEDBACK, then proper action will be taken.  If annotation is POSITIVE, will proceed	None	3 months	PSA Central Office





	to request for PSA Copy of the certificate. (Refer to external Service No. 1)				
9.	Releasing	CCR Staff will now release an Owner's Copy.  This includes the recording it in the logbook and segregating for office file copy.	None	5 minutes	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.  Jul M. Allus Volunteer
TOTAL		P759.00		31 day & 55 minutes	

Note:

✓ Approval of the application is under the authority of the PSA Central Office and it depends on the volume of transaction.

#### 14. Application and Issuance of Marriage License

It is a process wherein a man or women has the intention to marry in this City, whether in church or civil, they are requiring to apply for the license before the solemnization.

<b>Office or Division:</b>	City Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	All residents who wish to contract marriage in this City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Birth Certificate of both Couple	Applicant		
2.	Latest CENOMAR (original)	PSA Office PSA Website - <a href="http://www.psaserbilis.com.ph">www.psaserbilis.com.ph</a> PSA Serbilis Outlet at City Civil Registrar's Office		
3.	Valid ID of the couple	Applicant		
4.	Community Tax (Cedula)			
5.	Barangay Certification	Office of the Barangay Chairman		
6.	Pre-marriage Counseling and Family Planning Certificate	City Social Welfare & Development Office		
7.	Parents' Consent (21 years old below)	City Civil Registrar's Office		
8.	Parental Advice (24 years old below)	City Civil Registrar's Office		
9.	Permission to Merry Certificate (Military, Coastguard, PNP, BJMP & BFP)	Main Agency		
10.	Legal Capacity to Marry Certificate (foreigner)	Respective Embassy		
11.	Client Slip	Service Window		
12.	Information Sheet	Service Window		
13.	Payment Slip	Service Window		
14.	Requirement Slip	Service Window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 mins	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II
2. Application	Couples will submit the complete requirements for their application and verification.	None	5 mins	Ambre D.C. Datu Indal J.O.
3. Interview and Assessment	A short dialogue with the applicants and likewise assessing of their requirements.	None	10 mins	Lino A. Ventulero Admin. Officer V  Sigfred E. Infante SR AA II
4. Payment	The client will pay for the Registration	P518.00	5 mins	City Treasury's Staff
5. Processing	If applicant is 18-21 years old, Parental Consent is required. And if applicant is 22-25 years old, Parental Advise is required before the 10 days posting  If applicant is above 25 years old (Party of Age), proceed to 10 days posting.	None	5 mins	Sigfred E. Infante
6. Posting	10-day Posting is applied	None	10 days	Sigfred E. Infante
7. Issuance of License Number	Issuing the License number to the application.	None	5 mins	Sigfred E. Infante
8. CCR Approval	The assign Signatory will now approve and affix his/her signature.	None	5 mins	Dayang Mirhama A. Jaljalis
9. Endorsement	Applicants prepare the desired date and place of marriage and endorses to Court or Church for approval.	None	5 mins	Rasel O. Halim Bookbinder I  Gerome C. Romacho J.O.
10. Releasing	Releasing of Marriage License Application to the applicants	None	5 mins	Jul M. Allus Volunteer
TOTAL	P518.00		<i>10 Days &amp; 50 minutes</i>	



## 15. Registration of Court Decision

A process of registering the Court Decisions relating to the correction of errors in the Certificate of Live Birth that are not covered by the provisions of Republic Act 9048, adoption, annulment, presumptive death, cancellation of registration, legitimation thru court, use of father's surname by an illegitimate child, etc.

<b>Office or Division:</b>	City Civil Registry Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government-to-Citizens				
<b>Who may avail:</b>	All clients who wish to annotate their civil registry documents.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Certified copy of Court Decision & Certificate of Finality.	Applicant/Office of the Clerk of Court where Decision is rendered.			
2.	Certificate of Authenticity & Certificate of Registration.	Applicant/Office of the Clerk of Court where Decision is rendered.			
3.	Valid ID of applicant	Applicant			
4.	Authorization Letter & Valid ID (representatives)	Representative			
5.	Client Slip	Service Window			
6.	Payment Slip	Service Window			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.	Receiving	The Officer of the day will issue the slip that will be filled up by the client upon receiving. This also includes interviewing of client.	None	5 minutes	Maria Rosa D. Ong Messenger I  Jessica N. Mustafa Admin. Aide II  Ambre D.C. Datu Indal J.O.
2.	Payment	The client will pay their specific fee at the Office of the City Treasurer.	P282.00	5 minutes	City Treasury's Staff
3.	Processing	The complete document will now be processed.	None	5 minutes	Lino A. Ventulero Admin. Officer V
4.	Annotation	Provision of applicable annotation in the required civil registry document.	None	5 minutes	
5.	Validation and Evaluation	Final evaluation of the documents	None	5 minutes	
6.	CCR Approval	The assign signatory will be approved the endorsement and affixed her signatory.	None	5 minutes	Dayang Mirhama A. Jaljalis City Civil Registrar



7. PSA Endorsement	The PSA copy will then be endorsed and sent to the PSA Central Office for approval of the annotation.	P160.00 Postage		Lino A. Ventulero Admin. Officer V
	<p>If annotation has FEEDBACK, then proper action will be taken.</p> <p>If annotation is POSITIVE, will proceed to request for PSA Copy of the certificate. <i>(Refer to external Service No. 1)</i></p>	None	3 months	PSA Central Office
8. Releasing	<p>CCR Staff will now release an Owner's Copy.</p> <p>This includes the recording it in the logbook and segregating for office file copy.</p>	None	5 minutes	<p>Rasel O. Halim Bookbinder I</p> <p>Gerome C. Romacho J.O.</p> <p>Jul M. Allus Volunteer</p>
TOTAL	P442.00		3 months & 25 minutes	

Note:

✓ *Approval of the annotation is under the authority of the PSA Central Office and it depends on the volume of transaction.*



### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the Feedback form and drop it at the designated drop box at the service window counter.</p> <p>Email feedbacks at <a href="mailto:isabelacity.civilregistrar@gmail.com">isabelacity.civilregistrar@gmail.com</a></p> <p>Chat and visit our facebook page at <a href="https://facebook.com/isabelacity.civilregistrar">https://facebook.com/isabelacity.civilregistrar</a></p>
How feedbacks are processed	<p>Every Friday, the office will open the drop box and compiles and records all feedback submitted.</p> <p>Feedback is required to answer within three (3) days of the receipt.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-up, clients may email at <a href="mailto:isabelacity.civilregistrar@gmail.com">isabelacity.civilregistrar@gmail.com</a></p>
How to file a complaint	<p>Answer the Complaint form and drop it at the designated drop box at the service window counter.</p> <p>Email complaints at <a href="mailto:isabelacity.civilregistrar@gmail.com">isabelacity.civilregistrar@gmail.com</a> and provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluations, the Complaints Officer shall start the investigation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the City Civil Registrar for appropriate action.</p> <p>The Complaint Officer will give the feedback to the client.</p>



<p>Contact Information of City Civil Registry Office</p>	<p>Email: isabelacity.civilregistrar@gmail.com</p> <p>FB Page: <a href="https://facebook.com/isabelacity.civilregistrar">https://facebook.com/isabelacity.civilregistrar</a></p> <p>Office Address: City Hall Complex, Sunrise, Isabela City, Basilan.</p>
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# City General Services Office

## External Services



## 1. ISSUANCE OF OFFICE CLEARANCE

Office Clearance (OC) is issued to former and current GSD employees needing this document that states that he/she has no pending Government Properties under their name.

<b>Office or Division:</b>	<b>SUPPLY AND PROPERTY DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	City General Services Department former and current Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Document Request Slip form to be signed by Employee & Division Chief concerned			Administrative Division, Human Resource Management Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Office Clearance	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Office
	1.2. Approves Request	None	10 minutes	Chief, City Human Resource Management Office
	1.3. Prepares Office Clearance	None	20 minutes	Clerical Staff - Human Resource Management Office
	1.4. Initials / Signs	None	4 hours	1.) Supply Officer 2.) Head of Office/ Department Head of Diff Office(s)
2. Receives Office Clearance	2.1. Records and release of Office Clearance	None	5 minutes	Supply Officer III
	<b>TOTAL:</b>	<b>None</b>	<b>4 hours and 38 minutes</b>	





## 2. RECEIVING/FAST TRACKING/ RELEASING OF COMMUNICATION LETTERS AND DOCUMENTS & APPROVED PURCHASE ORDERS

Provides centralized receiving and releasing of all documents/communications for proper recording, routing procedures, mailing and delivery of correspondence. All incoming documents shall thereafter be turned over to the City General Services Department Head, who shall route the same to concerned action unit/division for appropriate action. The approved Purchase Orders for verification of required attachments/documents for inspection, recording, and thereafter be forwarded to the Department Head for appropriate instruction

<b>Office or Division:</b>	<b>RECORDS, ADMINISTRATIVE DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen , G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Isabela City Constituents, Isabela City Government Offices/Departments/Barangays/Schools-Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Communication Letters/Documents and Attachments		Isabela City Constituents, Isabela City Government Offices/Departments/Barangays/Schools-Officials & Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process request letters	1.1. Receives & Logs	None	5 minutes	Records, Administrative Division
2. Letter received filed an Approved	2.1. Forwards to the Head of the Department the received Letters and Documents & Approved Purchase Orders	None	5 minutes	Records, Administrative Division
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



### 3. PROVISION OF COPY/IES OF DOCUMENTS, LETTERS AND OTHER FORMS OF CORRESPONDENCE

Provides available copy/ies on file of requested documents, reproduce, and properly authorized for release by the approving authority. This involves requisition and charge-out procedures in issuing Recorded files/records safe kept and maintain in our records.

<b>Office or Division:</b>		<b>RECORDS SECTION, ADMINISTRATIVE DIVISION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		The Bureaucracy; All City Constituencies, with concern		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter- requests with valid reason/ endorsement		The Bureaucracy; All City Constituencies, with concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Process authenticated letter-requests	1.1. Checks availability document / letter / communication for reproduction	None	5 minutes to 10 minutes	Records Officer- Records Section
2. Receives requested copy of document/s	2.1. Document/s filed	None	2 minutes	Records Officer- records Section
3.Request letter submitted approved and ready for releasing	3.1. Releases to applicant/client	None	2 minutes	Records Officer- records Section
	<b>TOTAL</b>	<b>None</b>	<b>19 minutes</b>	



#### 4. PROVISION OF TRANSPORT SUPPORT SERVICE/MORTUARY SERVICE

Transport assistance is provided by CGSO to all city offices/departments as well as city constituents wherein request is approved in accordance with the existing guidelines. Letter request with the necessary information must be forwarded to determine the necessity of the transport service at the same time shall serves as basis for approval.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Isabela City Government Offices/Departments and Isabela City Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request</li> <li>&amp; Trip Ticket duly signed by Office Concerned</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Motorpool Division, General Services Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request	1.1. Receives Letter Request	None	5 minutes	Records Section
2. Receives notification request Approval	1.2. Evaluates & Approves Request:	None	1 day	Head Motorpool Division and City General Services Officer
3. Request letter approved	Dispatches city-owned motor vehicles with driver	None	15 minutes	Motorpool division
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 20 minutes</b>	



## 5. REPAIRS / MAINTENANCE OF CITY-OWNED MOTOR VEHICLE (UNDERCGSO AND OTHER CITY OFFICES/DEPARTMENTS)

Repair & maintenance is extended to all city-owned motor vehicles to retain and/or restore it to serviceability in order to extend its useful life and maximum utilization shall be attained.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Isabela City Government Offices/Departments (End-user)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for repair/maintenance of vehicle Job Order		Client Motorpool Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for repair of city-owned motorvehicle	1.1. Receives/records/forwards letter request	None	5 Minutes	Records Section
2. Request letters approved and filed.	2.1. Receives letter request from CGSO(with instructions)	None	5 Minutes	Motorpool Division, Receiving clerk
	2.2. Instructs the Person Assigned at the motorpool	None	5 Minutes	Chief, Motorpool Division
	2.3. Instructs the Mechanic	None	5 Minutes	Motorpool Chief
	2.4. Start repair of vehicle (transmission , under chassis) (engine overhaul)	None	3 days 2 Weeks	Mechanic
3. Acceptance / Release of Vehicle to the end user	2.1. Acknowledges receipt and signs the Job Order	None	10 Minutes	Chief, Motorpool Division

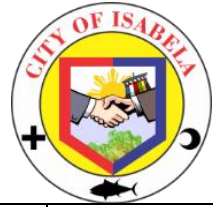


	<b>TOTAL</b>	<b>None</b>	<b>14 days, 3 days &amp; 30 minutes (actual repair period depends on the condition of the vehicle)</b>	
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## 6. VEHICLE PRE-INSPECTION (FOR REPAIR)

City-owned motor vehicles subject for repair must undergo a motor vehicle inspection to identify the extent of damage & repairs to be done and if it is still not beyond economical repair.

<b>Office or Division:</b>	<b>MOTORPOOL DIVISION (MD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Isabela City Government Offices/Departments (End-user)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request for repair/maintenance of vehicle Checklist & Job Order			Client  Motorpool Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process letter request	1.1. Receives and records letter request  Forwards the letter request to City General Services Office	None	5 Minutes	Records Management & Control Division
	1.2. Receives Letter request from Head, City General Services Office	None	5 Minutes	
2. Request letters Submitted, approves	2.1. Instructs for Implementation	None	2 Minutes	Chief, Motorpool Division



and filed.	2.2. Instructs the Mechanic for assignment of mechanic	None	5 Minutes	Chief, Motorpool Division
	2.3. Conducts Inspection of vehicle	None	30 Minutes	Mechanic
3. Acceptance / Release of vehicle to the end user	3.1. Reviews and Signs the Checklist	None	10 Minutes	Chief, Motorpool Division
	<b>TOTAL</b>	<b>None</b>	<b>57 minutes (Actual repair not included)</b>	

## 7. REQUEST FOR VENUE (MEETINGS / SEMINAR/ EVENTS)

The Department provides venue for meeting, seminars, assembly etc. at the lobby, plaza, covered walks and other open spaces within the Isabela City Hall Compound, giving priority to government sponsored and approved activities. Non-Government Organizations and private groups can also be accommodated upon the approval of the management and availability of the requested venue.

<b>Office or Division:</b>	JANITORIAL DIVISION	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	Any individual, groups, company	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process letter request for a venue	1.1. Entertain, Receives letterrequest	None	5 Minutes	Record Section



2. Request letter received	Request letter receive for filing	None	5 Minutes	Record Section
3. Letter submitted, approved and filed.	3.1. Verifies the availability of the requested venue	None	5 Minutes	Utility Foreman
	3.2. Contacts End User for Availability	None	5 minutes	Utility Foreman
	3.3. Approves Request Responsible Section/Division Instructed for immediate actions.	None	5 minutes	City General Services Officer
	<b>TOTAL</b>	<b>None</b>	<b>26 mis</b>	

**8. REQUEST FOR LOGISTICS / MANPOWER ASSISTANCE (SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM/ BACKDRAFT)**

<b>Office or Division:</b>	JANITORIAL DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Any individual, groups, company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request</li> <li>Verbal or phone request</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process letter request for a venue for logistics	1.1. Entertain, Receives letterrequest	None	5 Minutes	Records Section
2. Request letter received	Request letter receive for filing	None	5 Minutes	Records Section



3. Letter received, approved and filed	2.1. Verifies the availability of the requested logistics	None	10 Minutes	Utility Foreman and Staff
	2.2. Contacts End User for Availability	None	30 minutes	Utility Foreman
	2.3. Approves Request Responsible Section/Division Instructed for immediate actions.	None	5 minutes	City General Services Officer
	<b>TOTAL</b>	None	<b>50 Minutes</b>	

The Department provides logistics such as tables, chairs, sound system etc, as well as manpower assistance to government sponsored and approved activities within Isabela City





## 9. ELECTRICAL SERVICES

Assist and attends City Government Offices and Installations with Electrical Needs/ Repairs

<b>Office or Division:</b>	JANITORIAL SERVICES			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Isabela City Government Offices/Departments</li> <li>Isabela City Owned Installations</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter from requesting parties</li> <li>Complaints</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process Request letter	1.1. Entertain, Receives letter request	None	5 mins.	Records Section
2. Request letter received	2.1. Request letter receive for filing	None	1 day	Records Section City General Services Officer
3. Request letter submitted, approved and filed	3.1. For inspection if feasible or not <b>If feasible:</b> Prioritization & finalization of layout plan for approval <i>(Depends on number of incoming</i>	None	2 days	Utility Forman and Electrician

	<b>TOTAL</b>	<b>None</b>	<b>3 days and 5minutes</b>	
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## 10. Vegetation and Drainage Control Division

Responsible in the Maintenance of Vegetation in the city in areas such as City Streets (sidewalks), City Owned Installations and others. At the same time, Drainage control is responsible in the Maintenance of Drainages (but not as a whole as there is a separate Office that is assigned to this) as an Aide to the Solid Waste Management of the City.

<b>Office or Division:</b>	<b>Vegetation and Drainage Control Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Isabela City Government Offices/Departments</li> <li>Isabela City Owned Installations</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request/ Complaint		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process Request letter	1.1. Receives and records letter request	None	5 Minutes	Records Management & Control Division
2. Request letter received	1.2. Receives Letter request from Head, City General Services Office	None	5 Minutes	City General Services Officer Records Management & Vegetation and Drainage Control Division
3. Letter submitted approved and filed	3.1. Instructs for Implementation	None	2 Minutes	City General Services Officer Records Management & Vegetation and Drainage Control Division
	3.2. Instructs the Responsible Division/Section for immediate actions.	None	5 Minutes	City General Services Officer Records Management & Vegetation and Drainage Control Division
	Course of Actions	None	Depending on the area	Vegetation and Drainage Control Division
	<b>TOTAL</b>	<b>None</b>	<b>57 minutes (actual repair not included)</b>	



## 11. REQUEST FOR SPECIAL TRIP

Collection of Wastes as per Request of clients.

<b>Office or Division:</b>	<b>SOLID WASTE MANAGEMENT DIVISION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Isabela City Barangays, Isabela City Business Owners, Isabela City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter Order of Payment OR of Payment Clearance to Dispose at Eco -par		Client  Business Sector		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Process Request Letter	1.1 File personally or thru phone call	None	5 Minutes	Client
2. Request letter received	1.2 The authorize official will record and file the request and refer it to responsible person/division	None	5 Minutes	Records Section
3.Letter submitted approved and filed	3.1. City General Services Office - Directs course of Prompt action	None	5 Minutes	City General Services Office
	3.2. The Public Services Officer will conduct ocular inspection to the site and refer the information to Foreman in charge.	None	20 Minutes	Public Services Officer II
	3.3. The Foreman in-charge will instruct his staff to facilitate the said request.	None	5 Minutes	Solid Waste Management Foreman
	3.4. The Garbage Collection Team will Collect and dispose the Garbage at Sitio Lantung, Baluno Brgy., Isabela City	None	1 hour and 30 Minutes	Garbage Collectors
	<b>TOTAL</b>	<b>None</b>	<b>130 minutes</b>	



## 12. PERMITS; SOLID WASTE MANAGEMENT (BUSINESS PERMIT)

Clients (Business Owners and Establishments) are required to have their business permit documents be signed for the Solid Waste Management following RA 9003

<b>Office or Division:</b>		<b>SOLID WASTE MANAGEMENT DIVISION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Business Sectors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit and other documents needed		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to City General Services office and Look designated Personnel	1.1 Files personally/authorized representative	Fees in accordance with RA9003 city ordinance #04-171 (payment is made at City Treasurer's Office)	5 Minutes	Client
2. Present the Business Permit forms to the Assigned/designated Personnel for Signature	2.1. Authorized Officer- receives, records and sign's Business Permit		5 Minutes	Assistant City General Services Officer
3. pay attention on the discussion regarding Memorandum of Agreement between Vendor and Solid Waste/Solid Waste Management Dos and Don'ts	3.1. Public Services Officer – evaluates, assesses, orients & inspects trash cans of clients& endorses Solid Waste Management certificate for signature		10 Minutes	Public services Officer II
	3.2. Asst. City General Services Officer – signs& facilitates issuance of Solid Waste Management certificate	2 Minutes	Assistant City General Services Officer	
	<b>TOTAL</b>	<b>None</b>	<b>22 Minutes</b>	



### 13. INSPECTION OF GOODS, OFFICE SUPPLIES AND EQUIPMENTS

Inspection of deliveries by authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order/Supplies Delivery Agreement and/or contracts or agreements.

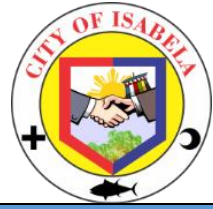
<b>Office or Division:</b>		<b>SUPPLIES AND PROPERTY MANAGEMENT DIVISION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G-Government to Government G2B-Government to Business		
<b>Who may avail:</b>		Isabela City Government Offices/Departments/Suppliers, Contractors, Dealers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit and other documents needed		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request letter forward inspection deliveries	1.1 Receives and logs letter request	none	5mins	Receiving Record Section
2. Request Letter received	2.1.Send request letter for Inspection	none	10mins	Property & Supply Division, City General Services Office
3. Request letter approved and filed	3.1. Conducts Inspection of delivery	none	1hrs simple delivery  3hrs or more complex delivery	Inspection Team (Property & Supply Division, Commission on Audit & Accounting Office)
	<b>TOTAL</b>	<b>None</b>	<b>4 HOURS AND 15 MIN</b>	



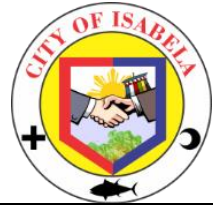
## 14. ISSUANCE OF SUPPLIES FROM WAREHOUSE THRU FUNDED REQUISITION AND ISSUE SLIP

Procured in Bulk Supplies and Equipment stored at CGSO warehouse for scheduled usage for different Offices thru funded and approved RIS

<b>Office or Division:</b>	<b>SUPPLIES AND PROPERTY MNGT.DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Isabela City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Funded Requisition and Issue Slip (RIS)		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Process Requisition and Issue Slip for funding	1.1 Certifies list of availability of supplies at warehouse	none	10mins	Supply Officer/Storekeeper-Property & Supply Division
2.Receives funded Requisition and Issue Slip	2.1 Issuance of funded Requisition and Issue Slip to end-user	none	10mins	Property & Supply Division
3.Submit funded Requisition and Issue Slip and receive goods	3.1 Issuance of supplies to end-user with funded Requisition and Issue Slip	none	30mins	Storekeeper-Property & Supply Division
	<b>TOTAL</b>	<b>None</b>	<b>40 Minutes</b>	



<b>FEEDBACK &amp; COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the feedback form in the receiving area at the Records Section and put it in the feedback/suggestion box.
How feedbacks are processed	<p>Every Friday, the Administrative Division opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant Division and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>Upon receiving the reply from the concerned Division, the client will be informed via letter, email or phone call.</p>
How to file a complaint	<p>To file a complaint against the City General Services Department or its employees, provide the following details via letter/email:</p> <ul style="list-style-type: none"> <li>• Full name and contact information of the complainant</li> <li>• Narrative of the complain</li> <li>• Evidences</li> <li>• Name of the person being complained</li> </ul> <p>Send complaint letter to the City General Services Office, Isabela City Hall, Sunrise Village Isabela City.</p>
How complaints are processed	<p>All complaints received regarding City General Services Office services and against its employees will be processed by the City Human Resource Management Office.</p> <p>The City Human Resource Management Office evaluates, and determines the complaints received and coordinate with the concerned Division/employee to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation they shall create an incident report to the Chairperson of the Discipline Committee/ Department Head, for appropriate action.</p>



Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565 (SMS(
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### LIST OF OFFICES

Office	Address	Contact Information
Department Head and Different Sections	City General Services Office, Isabela City Hall Complex, Isabela City	0916-178-6073





**OFFICE OF THE CITY BUDGET  
EXTERNAL SERVICES**



## 1. Processing of Obligation Requests

The City Budget Office is mandated through Presidential Decree No. 1375 to examine and process applications of local governments for cash advances and budgetary aids with respect to their budgetary implications, and prepare appropriate recommendations thereon; furthermore, to examine and analyze trial balances, books of accounts, and other financial reports, as may be necessary in the fulfillment of the Budget function.

<b>Office or Division:</b>	City Budget Office/Budget Control Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Claimants, City Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Action Slip		City Mayor's Office
Disbursement Vouchers		Requesting Office
Purchase Order		Requesting Office
Request Inspection Slip		CGSO and Accounting
Payroll		Requesting Office

Payroll Jacket	Requesting Office
Daily Time Record	Requesting Office
Purchase Request	Requesting Office
Inspection and Acceptance Report	CGSO and Accounting
Program of Works	City Engineer's Office
Approved Budget Proposals	Requesting Office
Project Procurement Management Plan	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements, properly signed by the concerned office head.	1. Receives/Records financial transaction	None	5 minutes	Ms. Richelle J. Rivero Storekeeper I
	2. Reviews/Evaluates supporting documents		5 minutes	Ms. Danielle T. Paclibar Job Order
	3. Check, review and evaluate the financial transactions		30 minutes	Ms. Amelita Dumdum Budget Officer IV
	4. Assigns account code		15 minutes	Mr. Valeriano E. Bicariato, Jr. Budget Officer III
	5. Assigns OBR/PR Number		5 minutes	Ms. Evangelina Santos Reproduction Machine Operator III
	6. Records financial transaction in the books of account		5 minutes	Ms. Rhodora Paclibar Budget Officer I
	7. Encodes financial transaction in the RAOs		5 minutes	Ms. Raquel Eucogcan Budgeting Assistant
	8. Certifies obligation request		5 minutes	Mr. Jose Noelito Nuñal Budgeting Assistant
	9. Releases financial transactions to the Office of the City Accountant		20 minutes	Ms. Munaiyara Usman Messenger



				Mr. Haris Abuharis Administrative Aide I  Mr. Jirhan Sulayman Senior Admin. Assistant II  Mr. Mario Orosa Computer Operator II  Mr. Jacob Ray A. Avellana Budgeting Assistant  Mr. Nelson Avanzado Bookbinder III  Ms. Estrella S. Dundain City Budget Officer
<b>TOTAL</b>			<b>1 hour 35 minutes</b>	

## 2. Conduct Preliminary Review on Barangay Budget

The City Budget Office, Barangay Budget Division in particular, takes charge in the review of the Annual and Supplemental Budgets of the forty-five (45) barangays of the City and gives technical assistance in the preparations of their budgets as mandated in the Local Government Code of 1991 thru the conduct of seminars/workshops and/or personalized coaching.

<b>Office or Division:</b>	City Budget Office/Barangay Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	45 Barangays of the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transmittal Letter		Requesting Barangay		
Appropriation Ordinance		Requesting Barangay		
Barangay Budget Message		Requesting Barangay		
Barangay Budget Preparation Forms Nos. 1,2,3,4,5 & 6		Requesting Barangay		
Barangay Budget Authorization Form No. 1		Requesting Barangay		
Work Program of 20% Development Fund		Requesting Barangay		
Work Program of 10% SK Fund		Requesting Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit proposed barangay budget.	1. Receives approved barangay budget and check the completeness of the submitted document.	None	10 minutes	Ms. Sarah Jean Amiluddin Budgeting Assistant  Mr. Amsher Tungal



	2. Reviews approved barangay budget.		2 days	Assistant City Budget Officer
	3. Prepares summary worksheet and transmittal letter.		15 minutes	Ms. Sarah Jean Amiluddin Budgeting Assistant
	4. Transmit the same to the Office of the Sangguniang Panlungsod for review.		15 minutes	Ms. Estrella S. Dundain City Budget Officer
<b>TOTAL</b>		<b>2</b>	<b>Days and 40 minutes</b>	

### 3. Issuing of Certificate of Appropriation for newly hired employee/official

Certification is issued for the availability of appropriation to cover the salary of a newly hired city employee or city official.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	City Employees and Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
List of name(s) and personal data of the newly hired employee/official			City Human Resource & Management Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The CHRMO submits the list of name(s), personal data and plantilla position of the newly hired employee/official.	1. Fill up the data of the newly hired employee/official for the certification.	None	20 minutes	Sherwin H. Calminero Supervising Admin. Officer
	2. Forward the certification to the City Budget Officer for signature		5 minutes	Estrella S. Dundain City Budget Officer
<b>TOTAL</b>			<b>25 minutes</b>	



**OFFICE OF THE CITY ACCOUNTANT  
EXTERNAL SERVICES**



## 1. Processing of Payments to Suppliers and Creditors

An amount due to suppliers and creditors for completed Contracts, either for Delivered Goods or for rendered Services, or Both.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Suppliers and Creditors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Obligation Request		City Budget Office		
Purchase Order/Job Order/ Contract of Service		Bids and Awards Committee		
Delivery Receipt		Supplier/Creditor		
Inspection and Acceptance Report		CGSO/City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Assistant City Accountant
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office/End User.)	None	5mins	Senior Book Keeper  Admin Officer III
	Certify that Allotment obligated for the purpose is correct and supporting Documents are complete and proper	None	5mins	City Accountants Office
		<b>TOTAL</b>	<b>20mins</b>	



## 2. Accounting and Audit Services for Barangay LGU's

### Preparation of Financial Statements

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	LGU- Barangay, Isabela City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transmittal Letter		LGU- Barangay		
Cash On Hand And In Bank Register		LGU- Barangay		
Cash Receipt And Deposits Register		LGU- Barangay		
Cash Disbursements Register		LGU- Barangay		
Check Disbursement Register		LGU- Barangay		
Summary of Checks Issued		LGU- Barangay		
Summary of Cash Payment		LGU- Barangay		
Approved Disbursement Vouchers w/Supporting Documents		LGU- Barangay		
Advice w/ Attached Copy of Checks		LGU- Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Senior Book Keeper Admin Aid I Messenger I
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office/End User.)	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Journal Entry Vouchers	None	5mins	Senior Book Keeper Admin Aid I Messenger I



	Preparation of Subsidiary ledgers and general ledgers	None	2hours	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Trial Balance	None	30mins	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Statement to Financial Performance	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Statement Financial Position	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Statement of Changes in Equity	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Preparation of Statement of Cash Flows	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Statement of Comparison Between Budget and Actual	None	5mins	Senior Book Keeper Admin Aid I Messenger I
	Notes to Financial Statements	None	24hours	Senior Book Keeper Admin Aid I Messenger I
	Certification of Correctness and Completeness	None	5mins	City Accountant
		<b>TOTAL</b>	<b>27hours &amp; 20mins</b>	





**OFFICE OF THE CITY ACCOUNTANT  
INTERNAL SERVICES**



## 1. Processing of Payments to Employees for Salaries and Wages (Regular/Contractual)

An amount due to Employees for services rendered during ordinary course of business, either as regular or contractual Employees.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Obligation Request		City Budget Office		
Approved Office Payroll		Requesting Office		
Daily Time Records		Requesting Office		
Contract of Agreement/MOA (for Contract of Service/Job Order)		Requesting Office		
Accomplishment Report (for Contract of Service/Job Order)		Requesting Office		
Summary of Payroll (for Contract of Service/Job Order)		City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Assistant City Accountant
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office/End User.)	None	5mins	Senior Book Keeper
	Certify that Allotment obligated for the purpose is correct and supporting Documents are complete and proper	None	5mins	City Accountant
		<b>TOTAL</b>	<b>20mins</b>	



## 1.1 Processing of Payments to Employees for Cash Advances (Travelling Expenses)

An amount given in advance to an employee, that is intended for travelling expenses, and is subject for liquidation upon completion of travel.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Obligation Request		City Budget Office		
Approved Travel Order		Mayor's Office		
Itinerary of Travel		Requesting Office		
Certification of No unliquidated Cash Advance		City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Assistant City Accountant
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)	None	5mins	Senior Book Keeper
	Certify that Allotment obligated for the purpose is correct and supporting Documents are complete and proper	None	5mins	City Accountant
		<b>TOTAL</b>	<b>20mins</b>	



## 1.2 Processing of Payments to Employees for Cash Advances (Projects, Programs and Activities)

An amount given in advance to an employee, that is intended for specific Projects, Programs and Activities expenses, and is subject for liquidation upon completion of said specific Projects, Programs and Activities.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Obligation Request		City Budget Office		
Approved Fidelity Bond		Treasurer's Office		
Approved Program of Activities/Program of Expenses		Requesting Office		
Certification of No unliquidated Cash Advances		City Accountant's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Assistant City Accountant
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)	None	5mins	Senior Bookkeeper
	Certify that Allotment obligated for the purpose is correct and supporting Documents are complete and proper	None	5mins	City Accountant
		<b>TOTAL</b>	<b>20mins</b>	



## 2. Processing of Liquidation of Cash Advances for Travelling Expenses

A report of Actual expenses that have been incurred during the travel period and a list of documents that will support the amount availed in advance for travelling expenses.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Liquidation Report		Requesting office		
Certification Of travel Completed		Requesting office		
Certificate of Appearance		Requesting office		
Official Receipt of Registration		Requesting office		
Plane Tickets/Boarding Pass/Ferry ticket etc. (for Transportation expenses)		Requesting office		
Certification not Requiring Receipt (for expenditure not exceeding 300php)		Requesting office		
Official Receipt for Hotel Accommodation (for travel not exceeding 50km from point of origin)		Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Administrative Officer III
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)	None	5mins	Administrative Officer III
	Certify that Allotment obligated for the purpose is correct and	None	5mins	City Accountant



	supporting Documents are complete and proper			
		TOTAL	20mins	

## 2.1 Processing of Liquidation of Cash Advances for Programs, Projects and Activities

A report of Actual expenses that have been incurred during the implementation of the Project, programs and Activities and a list of documents that will support the amount availed in advance for the specific purpose.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Liquidation Report		Requesting office		
Purchase Request		Requesting office		
Official Receipt (for Purchases)		Requesting office		
Inspection and Acceptance Report (for Delivered Goods and Services)		Requesting office		
Acknowledgement Receipt (for Prices)		Requesting office		
Certification not Requiring Receipt (for expenditure not exceeding 300php)		Requesting office		
Official Receipt for Hotel Accommodation (for travel not exceeding 50km from point of origin)		Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Administrative Officer III
	If Documentary requirement Passed audit, the Office will secure recording of the documents following Accounting and Auditing Rules and Regulations.	None	5mins	Administrative Officer III



	(If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)			
	Certify that Allotment obligated for the purpose is correct and supporting Documents are complete and proper	None	5mins	City Accountant
		<b>TOTAL</b>	<b>20mins</b>	

### 3. Issuance of Certificate of No Unliquidated Cash Advance

COA Circular no. xxx states “No Issuance of additional Cash Advance unless previous Cash Advances are liquidated”, thus through Executive order No. xxx of this City provides the Issuance of Certificate of No Unliquidated Cash Advance before any Cash Advances is being availed by city employees.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cleared from all availed previous Cash Advances		City Accountant's Office		
Request for certificate		City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All availed previous cash advances were liquidated	Review and verify if previous Cash Advances were liquidated and properly recorded.	None	5mins	Administrative Officer III
2. Request for Certification	Prepare and Issue Certificate of No Unliquidated Cash Advances (no issuance of Certificate If not cleared of previous Cash Advances)	None	5mins	Administrative Officer III  City Accountant
		<b>TOTAL</b>	<b>10mins</b>	



#### 4. Issuance of Accountants Advice

An instrument use by banks that's ensures them that payments from the government funds are properly authorized.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Disbursement Voucher		Mayor's Office		
Approved Advise Of Check Issued and Cancelled		Mayor's Office		
Approved Check		Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Administrative Assistant I
	If Documentary requirement Passed audit, the Office will prepare and Issue Accountants Advise (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)	None	5mins	Administrative Assistant I  City Accountant
		<b>TOTAL</b>	<b>10mins</b>	





## 5. Inspection of Incoming Delivery of Supplies, Machineries and equipment

A task that ensures that delivered goods and services met the contracts terms and conditions agreed by the City Government and the suppliers/creditors.

<b>Office or Division:</b>	City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Inter-Agency/Office Transactions			
<b>Who may avail:</b>	Requesting Office/ Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order		Requesting Office		
Delivery Receipt		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure All Documentary Requirements and submit it to the City Accountant's Office for Accounting and Audit Services.	Receives all required Documents and secure its Completeness and correctness following Accounting and Auditing Rules and Regulations	None	10mins	Administrative Officer III
	If Documentary requirement Passed audit, the Office will proceed with the inspection of the delivered goods or items and secure if its contract terms and conditions are being met, following Accounting and Auditing Rules and Regulations. (If Documentary requirement Did not pass audit, the Office will return documents to the requesting Office)	None	5mins	Administrative Officer III
		<b>TOTAL</b>	<b>15mins</b>	



**CITY TREASURER'S OFFICE**  
**EXTERNAL SERVICES**



## 1. Collection of local taxes, fees and charges

The City Treasurer's Office is the collection arm of the City Government primarily responsible for the revenue generation, maintains and updates the tax information system and implements fully the City Revenue Tax Code.

### 1.1 Real Property Taxes

Tax imposed on person/s with real property (land, buildings, machineries and other improvements) within the City.

<b>Office or Division:</b>	Real Property Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Real property owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official receipt of latest RPT payment (2 original copies – Basic & SEF)		Personal copy		
Real Property Tax Order of Payment (RPTOP)		RPT Division – City Treasurer's Office or RPTOP received and distributed by barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts and verifies the previous payments from RPTAR and checks computation of tax amount as to discounts or penalties	For updated property: AV x 2% (Basic & SEF) For delinquent Property: Add'l 24% penalty for the preceding year	15 minutes	Esther Vicenta L. Umda (LTOOIII) & Susan R. Sta. Ana (BBIV)/City Treasurer's Office
2. Pays the required taxes	2. Accepts payment based on RPTOP  2.1 Issues official receipt		5 minutes	Ernesto S. Sta. Elena (RCCII) & Merlina I. Luis (RCCII)/City Treasurer's Office
Total			20 minutes	



## 1.2 Business taxes (assessment and collection)

Tax imposed on person/s who establish, operate or maintain business within the City.

<b>Office or Division:</b>	Cash Receipts, Business Tax and Fees Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Business Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Encoded and endorsed application form (e-BPLS procedures)		Business Permits & Licensing Division - City Mayor's Office, City Health Office, City Engineer's Office and Bureau of Fire		
Books of account or Sworn Statement of gross income for the preceding calendar year		Authorized bookkeeper Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents encoded and endorsed application forms	1. Receives and verifies application forms (e-BPLS system) 1.1 Generates Tax Order of Payment (e-BPLS system)	Feas & charges are automatically computed through e-BPLS system (based on declared gross income) (Failure to pay on time:	20 minutes	Melihsa S. Antonio (LRCOIV), Liezle B. Concepcion (TC) & Sharifa Aine J. Yacub (M)/City Treasurer's Office
2. Pays the required taxes and fees based on TOP	Accepts payment based on TOP 2.1 Generates official receipts (e-BPLS system)	surcharge of 25% & add'l 2% interest/month from the due date is charged)	5 minutes	Michael W. Libotlibot (RCCII), Brenda A. Libotlibot (TC) & Wendelyn A. Magno (TC)/City Treasurer's Office
3. Accepts documents and official receipts and proceeds to BFP				
Total			25 minutes	



### 1.3 Community Tax Certificate

Tax imposed on person/s natural or juridical residing in the City of Isabela.

<b>Office or Division:</b>	Business Tax and Miscellaneous Revenues Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of Isabela City who are 18 years of age or over who has been employed on a wage or salary basis for at least 30 consecutive days, or who is engaged in business or occupation or who owns real property, or who is required by law to file an income tax return			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of Previous Year CTC		Taxpayer's copy		
Barangay Clearance or Valid Identification Card (ID)		Barangay Hall of taxpayer, Barangay ID, Voter's ID, GSIS (UMID), PHIC ID, HDMF ID, Company ID		
Payslip or BIR Form 2316 (employed taxpayer)		Employer of taxpayer		
Sworn statement of gross income (taxpayer engaged in business)		Notary public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts and checks computation of tax amount	A. Basic tax P5.00 B. Add'l tax; 1. Gross Receipts derived from Business (P1.00 for every P1,000.00) 2. Salaries derived from profession /occupation (P1.00 for every P1,000.00) 3. Income from RPT (P1.00 for every P1,000.00)	2 minutes	Michael W. Libotlibot (RCCII), Brenda A. Libotlibot (TC) & Wendelyn A. Magno (TC)/City Treasurer's Office
2. Pays the required taxes based on computation	2. Accepts payment  2.1 Issues Community Tax Certificate		3 minutes	
Total			5 minutes	



## 1.4 Fees and Charges

Issuance of official receipts for corresponding document/s requested by the taxpayer.

<b>Office or Division:</b>	Business Tax and Miscellaneous Revenues Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All concerned taxpayer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment		Offices concerned		
Citation ticket		Traffic enforcers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts and checks computation of tax amount	Based on Approved Revenue Code	2 minutes	Michael W. Libotlibot (RCCII), Brenda A. Libotlibot (TC) & Wendelyn A. Magno (TC)/City Treasurer's Office
2. Pays the required taxes based on computation	2. Accepts payment 2.1 Issues Official Receipt		3 minutes	
3. Accepts official receipts and return to office concerned				
Total			5 minutes	

## 2. Sealing and Testing of Weights and Measures

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every six (6) months.

<b>Office or Division:</b>	Business Tax and Miscellaneous Revenues Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Business entities with weights and measures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Instrument for weights and measures		Purchased from license supplier		
Copy of Business Permit		Owner's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts documents, calibrates and tests instrument/s	Fees for sealing: P60.00 (Over 20-300kgs) P150.00 (Over 300-3000kgs) P180.00 (Over 3000kgs)	5 minutes	Melihsa S. Antonio (LRCOIV), Ronald M. Obado (BBIV) & Julie A. Abil (TC)
2. Pays the required fees	2. Accepts payment 2.1 Issues official receipts		5 minutes	



		Sticker – 60.00		Wendelyn A. Magno (TC)
	3. Seals and releases instrument for weights and measures		2 minutes	Melihsa S. Antonio (LRCOIV), Ronald M. Obado (BBIV) & Julie A. Abil (TC) )/City Treasury Office
Total			12 minutes	

### 3. Issuance of Clearances

#### 3.1 Real Property Tax Clearance

Clearance issued to real property owner certifying that the property is updated in the payment of tax.

<b>Office or Division:</b>	Real Property Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Real property owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax declaration		City Assessor's Office		
Latest official receipts – Basic & SEF		Owner's copy		
Special Power of Attorney (Representative)		Notary P		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts documents and refer to Real Property Tax Account Record (RPTAR) 1.1 If taxes are updated, request taxpayer to pay the tax clearance fee 1.2 If delinquent, compute the Real Property Tax and request the taxpayer to update the taxes)	Clearance fee – 36.00	10 minutes	Esther Vicenta L. Umda (LTOOIII) & Susan R. Sta. Ana (BBIV)/City Treasury Office
2. Pays the required fee	2. Accepts payment  2.1 Issues official receipts		5 minutes	Michael W. Libotlibot (RCCII), Brenda A. Libotlibot



				(TC) & Wendelyn A. Magno (TC)/City Treasury Office
	3. Prepares Tax Clearance and forwards to the City Treasurer for approval		5 minutes	Esther Vicenta L. Umda (LTOOIII) & Susan R. Sta. Ana (BBIV)/City Treasury Office
	3.1 Releases Tax Clearance to taxpayer			
Total			20 minutes	

**3.2 Tax Clearance for Retirement/Cessation of Business** Clearance issued to business owner/s certifying that the business is officially retired or terminated.

<b>Office or Division:</b>	Business Tax and Miscellaneous Revenues Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Business owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents endorsed by BPLD		BPLD – Office of the City Mayor		
Sworn statement of gross sales/receipts - current calendar year (1 original copy)		Notary public		
Current business permit (original copy)		Owner's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Documents endorsed by BPLD (Office of the City Mayor)	1. Accepts encoded documents and verifies in the e-BPLS system (verifies if the business taxes are updated)	Clearance fee – P36.00	10 minutes	Melihsa S. Antonio (LRCOIV), Liezle B. Concepcion (TC) & Sharifa Aine J. Yacub (M)
	2. Conducts site inspection to verify if business is non-operational (if confirmed/verified as non-operational, request taxpayer to pay the tax clearance fee)		2hours	Melihsa S. Antonio (LRCOIV) & Julie A. Abil (TC) )
Pays the required fees	3. Accepts payment 3.1 Generates official receipts		5 minutes	Michael W. Libotlibot (RCCII), Brenda A. Libotlibot (TC) & Wendelyn A. Magno (TC)
	4. Generates tax clearance, forwards to the City Treasurer (certifying that		15 minutes	Melihsa S. Antonio (LRCOIV), Liezle B. Concepcion





	the business is updated of its business taxes) 4.1 Stamps "Close Operation" the original Business Permit issued and records in the books. 4.2 Forwards to the BPLD			(TC) & Sharifa Aine J. Yacub (M)/City Treasury Office
Total			2 hrs & 30 minutes	

### 1. Issuance of Certification of Availability of Funds to newly hired/promoted employee

Certification issued to newly hired/promoted employee that there is fund available for the position.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	City Human Resource & Management Office (CHRMO), concerned employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter			CHRMO	
Data of the said employee and position applied			CHRMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents required documents	1. Accepts documents and verifies data from the General Budget 2. Prepares Certification and forwards to the City Treasurer for approval 3. Forwards approved certification to CHRMO	None	15 minutes	Arien Claire P. Flores (SAO) & Ruben L. Guerrero, Jr. (RMOIII)/City Treasury Office
Total			15 minutes	



## 2. Issuance and releasing of checks

Check/s issued to clients seeking assistance and payment of supplies and services delivered to the city.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Disbursement Vouchers		Endorsed by the Office of the City Mayor		
Valid Identification card (ID)		Barangay, Post Office, GSIS, HDMF, PHIC		
Special Power of Attorney (authorized representative)		Client – Notary Public		
Official Receipts/Sales Invoices (Supplies & Services)		Client - BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approved disbursement vouchers  Presents valid ID, Special Power of Attorney, issues official receipts or sales invoices (goods and services)	1. Preparation of Checks and Advice of Checks Issued and Cancelled (ACIC) 2. For Signature of City Treasurer and City Mayor 3. Forwards to City Accounting Office (issuance of Accountant's Advice) 4. Releasing of checks	None	1 day	Frederick R. Nario (LTOOI)  Elizabeth S. Circulado (RCIII)/City Treasury Office
<b>Total</b>			<b>1 day</b>	

## 3. Payment of Salaries, allowances, wages and other benefits

Releasing of salaries, allowances, wages and other benefits due to the employees of the City.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government Employee			
<b>Who may avail:</b>	Regular employees and job order employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved payrolls and payroll jackets		Endorsed by the Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approved payrolls (For Regular Employees)	1. For Authorization to Debit (ATD)	None	1 day	Marisa S. Pioquinto (AAI)



2. Cash pay- out at designated ATM	1.1 Uploads salaries, allowances and other benefits (regular employees) 1.2 For verification of City Treasurer 1.3 Endorses to the Office of the City Mayor (for authorization) 1.4 DBP Central Office (Bank validation and crediting to corresponding bank accounts)			Arien Claire P. Flores (SAO)
<b>Total</b>			<b>1 day</b>	
3. Approved payroll jackets (For Job Order Employees)	2. Process cash advance and withdraws cash for pay-out (for wages) 2.1 Pay wages of Job Order employees	None	1 day	Ernest Paul A. Pineda (Cashier III)/City Treasury Office
<b>Total</b>			<b>1 day</b>	



**CITY ASSESSOR'S OFFICE**  
**EXTERNAL SERVICES**



## 1. Transfers of Real Properties (Tax Declaration)

Tax Declaration is issued upon transfer of ownership of real property from the previous owner to the new owner and update Assessment records.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of the following:				
1. Deed of conveyance (Either Deed of Sale, Deed of Donation, etc.)		Notary Public		
2. BIR Clearance (CAR)		BIR Office		
3. Tax Clearance		City Treasury Office, Real Property Tax Collection		
4. Transfer Fee Receipts		City Treasury Office		
5. Approved Subdivision Plan ( For Lot Only)		Registry of Deeds		
6. Building Permit (if Any)		City Engineer's Office		
7. Title ( If Titled Property)		Registry of Deeds		
8. Community Tax Certificate		City Treasury Office		
9. Special Power of Attorney (SPA) or Authorization letter (if not the owner)		Real Property Owner /Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window-1, Sign in the Log book in the Receiving Desk	1. Officer of the day will answer client query	none	5 mins	<i>Administrative Division/Receiving</i>  <i>Wadud Asmawil</i>
2. Submit the complete documents for transfer of real property and get a claim stub	2. Receives and evaluates submitted documents	Land tax Receipt (2% of Total Assessed Value Yearly Payment Transfer Fee (1/2 of 1 % of the Total Consideration involved in the acquisition of property or	10 mins	<i>Assessment &amp; Appraisal Division</i>  <i>LAO Officers</i>



		the fair market value , which ever is higher)		
	2.1 Prepares Appraisal and Assessment of Real Property		10 mins	<i>Assessment &amp; Appraisal Division</i>
	2.2 Assigning of Property Index Number and indicating boundary on FAAS	none	10 mins.	<i>Tax Mapping Division</i>
	2.3 Assigns TD Control Number , Records and encodes Tax Declaration, Notice of Assessment & Sworn Statement	Late filing of Sworn Statement 1/2 of 1% of the Assessed value of the property being transfer plus =P=10.00 When applicable	20 mins.	<i>Records Section Assessment Clerks:  Mary Jane Duquillo Laila Mae Calonia Gracielle Singson</i>
	2.4 Review/ Checks printed 1- set TD and For Approval;  Affixes Signature	none	10 mins.	<i>Division Chief: Tax Mapping Division ,Assessment &amp; Appraisal Division  City Assessor <b>Vido F. Yu</b></i>
3. Claim the Tax Declaration to the Releasing Desk	3. Release Tax Declaration	none	5 mins.	<i>Administrative Division: <b>Mary Jane Duquillo</b></i>
Total			<b>1 hour &amp; 10mins</b>	



## 2. Assessment of New Real Properties & Reassessment of Existing Tax Declaration

New Discovery of land, building, machinery and other improvements needs to assess and re-assess in order to be classified, determine its value and actual uses; provided in Section 217, RA 7160

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter	Lot owner; addressed to City Assessor's Office, Mayor's Office			
2. Tax Clearance	City Treasury Office, Real property tax collection			
3. Approved Subdivision Plan ( For Lot Only)	DENR			
4. Title ( If Titled Property), Untitled property	Registry of Deeds DENR			
5. Community Tax Certificate (Cedula)	City Treasury Office			
6. Field Inspection	City Assessor's Office			
7. Special Power of Attorney (SPA) or Authorization letter (if not the owner)	Real Property Owner /Notary Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window-1, Sign in the Logbook in the Receiving Desk	1. Accommodate Clients' request	none	5mins	<i>Administrative Division/Receiving</i> <i>Wadud Asmawil</i>
2. Submit the complete checklist of requirements	2. Receives and evaluate documents	none	<b>10 mins</b>	<i>Assessment &amp; Appraisal Division</i> <i>Bibiano Delos Reyes</i> <i>Edgardo Saavedra</i>



3. Schedule the visit for field inspection	3. Conduct Ocular inspection, preparation of Field Appraisal and Assessment Sheet (FAAS Form)	P 120.00	1 hour	<i>Assessment &amp; Appraisal Division, Tax Mapping Division</i>
4. Proceed to City Treasury office for payment of real property tax; secure Official receipt upon payment	4. Computation on Assessment of New Real Property	Same as #1	10 mins	<i>Assessment &amp; Appraisal Division</i>
	4.1 Assigning of Property Index Number and indicating boundary on FAAS	Same as #1	10 mins	<i>Tax Mapping Division:  Dennis Totong Dixie Sangkula Ianne Jane Yusup</i>
	4.2 Records & assigns number on TD, NOA & Sworn Statements		10 mins	<i>Records Section: Assessment Clerks:  Mary Jane Duquillo</i>
	4.3 Encoding of Tax Declaration, Notice of Assessment & Sworn Statement	none	20 mins	<i>Records Section: Assessment Clerks  Laila Mae Calonia Gracielle Singson</i>
	4.4 Review/Checks printed TD and For Approval	none	10 mins	<i>Division Chief: Tax Mapping Division Assessment &amp; Appraisal Division  City Assessor <b>Vido F. Yu</b></i>
5. Claim Tax declaration on Releasing desk	5. Release Tax Declaration	none	<b>5 mins</b>	<i>Administrative Division: <b>Mary Jane Duquillo</b></i>
Total			<b>2 hours &amp; 20 mins</b>	





### 3. Issuance of Certification of Property Holding and No Real Property and Certification with Improvement & Non- Improvement

The certification is provided for the purpose of the declared owner that has a real property holding or no real property with improvement and non-improvement, also a requirement to other government agency.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance		City Treasury Office, Real Property Tax Collection		
2. Official Receipt for Certification		City Treasury Office; Cash Receipts & other Fees		
3. Community Tax Certificate (Cedula)		City Treasury Office		
4. Special Power of Attorney (SPA) or Authorization letter (if not the owner)		Real Property Owner /Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window-1, Sign in the Logbook in the Receiving Desk	1. Accommodate Clients' Request	none	5mins	<i>Administrative Division/Receiving</i>  <i>Wadud Asmawil Karmina Samidul</i>
2. Secure an Order of Payment form and pay the required fees at City Treasury Office	2. Verify/ Check Record of property being requested on the Assessment roll  2.1 Give an Order of Payment Form	P 36.00 /per certification	<b>15 mins</b>  <b>s</b>	<i>Assessment Appraisal Records Division:</i>  <i>Wadud Asmawil Karmina Samidul</i>
3. Proceed to receiving window-1, Present the corresponding requirements with original O.R	3. Prepare Certifications  3.1 For review & Approval, affix signature	none	<b>15 mins</b>  5 mins	<i>Administrative Division</i>  <i>Laila Mae Calonia Gracielle Singson</i>  <i>Assessment &amp; Appraisal Division Chief;</i> <i>City Assessor</i> <i>Vido F. Yu</i>



4.Claim the Certification in the releasing desk	4. Record & Release certification	none	<b>5 mins</b>	<i>Administrative Division: Guillermo Francisco III Karmina Samidul</i>
Total			<b>45 mins</b>	

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

A true copy of original document need to make sure that copies submitted are true, exact and unaltered; requirement to other government agency and for other purposes.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Clearance		City Treasury Office, Real Property Tax Collection		
2. Official Receipt for Certification		City Treasury Office; Cash Receipts & other Fees		
3. Photocopy of Tax Declaration		City Assessor's Office		
4. Special Power of Attorney (SPA) or Authorization letter (if not the owner)		Real Property Owner /Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window-1, Sign in the Logbook in the Receiving Desk	1. Accommodate Client's Request	none	5mins	<i>Administrative Division/Receiving Wadud Asmawil Karmina Samidul</i>
2. Secure an Order of Payment form and pay required fees at City Treasury Office	2. Verify/ Check Record of property being requested on the Assessment roll  2.1 Issue Order of Payment form	P 36.00 /per cert.	<b>15 mins</b>	<i>Assessment &amp; Appraisal Division  Wadud Asmawil Karmina Samidul</i>
3. Proceed to receiving window-1, Present the	3. Receive the documents and	none	<b>15 mins</b>	<i>Administrative Division</i>



corresponding requirements with original O.R	prepares Certified True Copy  1.1 For review & Approval, affix signature		<b>5mins</b>	<i>Mary Jane Duquillo</i>  <i>Assessment &amp; Appraisal Division Chief;</i> <i>City Assessor</i> <i>Vido F. Yu</i>
4.Receive document	4. Record & Release document	none	<b>5 mins</b>	<i>Administrative Division/Releasing</i>  <i>Karmina Samidul</i> <i>Gracielle Singson</i>
<b>Total</b>			<b>45 mins</b>	

## 5. Prepare Quarterly Report on Real Property Assessment

Quarterly submission thru ESRE system to the Bureau of Local Government Finance as monitoring tools of the office accomplishment of the officer every three months.

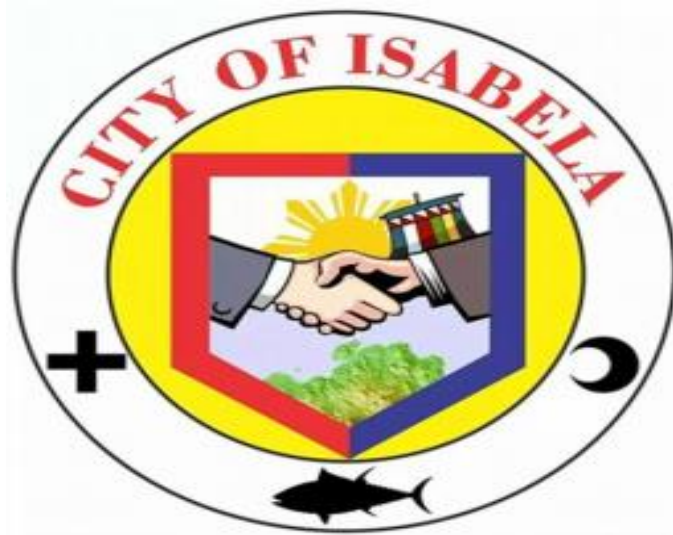
<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUs & GOCCs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Total no. of RPUs within three (3)months		City Assessor's Office		
2. Request Letter		Office Agency/		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for the Quarterly Report	1. Receive the Transmittal Form/Request  1.1 Check on Records and Assessment roll	none	30 mins	<i>Administrative Division, Records Officer</i>
	2. Prepare total no. of RPUs	none	2days	<i>Assessment &amp; Appraisal Division;</i>



	2.1 For review & Approval, affix signature		15 mins	<i>Department Head of Office</i>
3.Receive the Report	3. Record Transmittal & Submit the Report	none	15mins	<i>Administrative Division/Releasing</i>
Total			<b>3 days</b>	

Legends:

Red - Amendments



**CITY LEGAL OFFICE**  
**Internal Service**



## 1. Processing of Incoming Documents

Processing of Incoming document services include the receiving of documents for review, study, research and comments on documents such as a letters, memoranda, contracts, Administrative Orders, Executive Orders, TO, Ordinances, Resolutions and other various documents for the consideration of the City Mayor.

<b>Office :</b>	City Legal Office			
<b>Classification:</b>	Simple to			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Transmittal form (if applicable) 2. Routing Slip (if applicable) 3. Briefer (1 copy)			Records division/end user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward communication documents	1. Receive incoming documents	None	1 minutes	<i>Abdel Aziz L. Musa Admin Officer</i>
2. Wait for received copy (if applicable)	2. Stamp/sign file copy of documents	None	5 minutes	<i>Abdel Aziz L. Musa Admin Officer</i>
3. Wait for response of the request	3. Review/Study/Conduct Research/Comment/Process the request	None	1 Week	<i>Atty. Adzlan S. Imran Acting City Legal Officer</i>
3. Release received copy thereof	3. Release received copy to client	None	1 minute	<i>Abdel Aziz L. Musa Admin Officer</i>
4.				
		Total	<b>Upto 1 week and 7 minutes</b>	
End of transaction				



## 2. Formulation of Documents for the approval and upon request and for the approval of the City Mayor

Drafting of documents upon request of the city mayor include letter, memos, contracts, Administrative Orders, Executive Orders, Ordinances, Resolutions, and such other documents for approval of the local chief executive.

<b>Office :</b>	City Legal Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	Office of the City Mayor / Office of the Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
31 outing slip;		– records division;		
32 other necessary/pertinent documents		– requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward respective document(s).	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
	2. Draft letter, memo, AO, EO, TO, Ordinance, Resolution and others for approval of the city mayor.	None	240 hours	<i>Atty. Adzlan S. Imran City Legal Officer</i>
3. Wait for the response of the request.	3. Release drafted document	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
			<b>Total: Upto 240 hours &amp; 10 minutes</b>	
<i>End of transaction</i>				



### 3. Investigation And Resolution of Complaints Lodged Through 8888 Citizen's Complaint Hotline and Other Administrative Complaints

This service includes receiving of endorsements or complaints lodged through the 8888 Citizen's Complaint Hotline or other various administrative complaints and the provision of reply/written reports as well as the conduct of investigation and provision of resolutions to such complaints.

<b>Office :</b>	City Legal Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Request Letter Transmittal form; Briefer (1 copy); Complete documents/attachments		Records division; Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward respective document(s) to records officer.	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer V; CLO Records Officer</i>
2. Wait for the response of the request.	2. Whichever is applicable: • conduct Legal review/study/reply; • Provide appropriate investigation or action on the complaint or; • Issue resolution to the complaint.	None	168 hours	<i>Atty. Adzlan S. Imran City Legal Officer</i>
3. Receive reply/written report	3. Release reply/written report/resolution on citizen's complaint against the City Government/LGU offices or employees thereof	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer Records Officer</i>
			<b>Total: Upto 168 hours and 10 minutes</b>	
<i>End of transaction</i>				





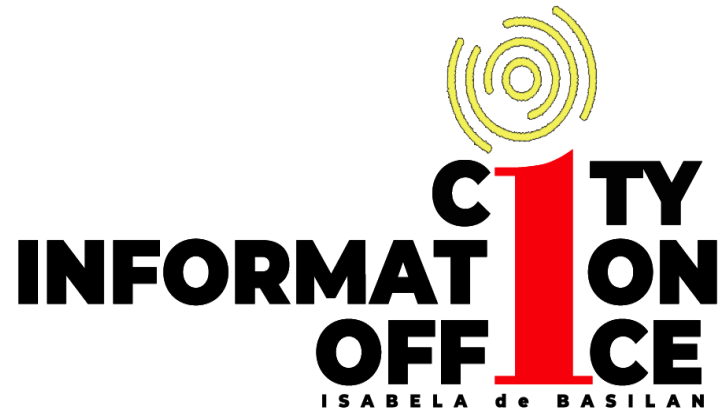
#### 4. Prosecution of Cases

Facilitate the prosecution of cases for of the City Government Unit which may include the act to represent the city government in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party. Provided, that in actions or proceedings where a component city or municipality is a party adverse to the provincial government or to another component city or municipality, special legal officer may be employed to represent the adverse party

<b>Office :</b>	City Legal Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government-to-Government			
<b>Who may avail:</b>	City Departments / Divisions / Offices Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Official Indorsement letter (if applicable)		– records division;		
10. Transmittal form (if applicable);		– ILG FOO;		
11. Cover letter (1 copy) (if applicable);		– requesting office		
12. Complete documents/attachments				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward respective document(s).	1. Receive incoming documents/requests	None	5 minutes	<i>Abdel Aziz Musa Administrative Officer Records Officer</i>
2. Wait for the response of the request.	2. Formulate reply to complaints/concerns received	None	168 hours	<i>Atty. Adzlan S. Imran City Legal Officer</i>
3. Receive reply/written report	3. Release reply/written report on complaints.	None	55 minutes	<i>Abdel Aziz Musa Administrative Officer</i>
			<b>Total: Upto 169 hours</b>	
<i>End of transaction</i>				

Legend:

Red – Amendments



## Internal Services



## 1. Creative Production Services: IEC Lay-out and Graphic Design

Creative Production Services include the production of information, education, and communication materials that need simple lay-out and graphic design. This also includes design and lay-out of tarpaulins, flyers, brochures, information cards and other simple publication materials. This service may be availed by all divisions, offices and departments of the City Government of Isabela.

<b>Office</b>	City Information Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government-to-Government)			
<b>Who may avail</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the City Information Office (CIO).	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for initial assessment and verification.	2. Receive the Request Form (RF) and check the completeness of the requirements and briefer. Forward the RFB to the City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of the request.	3. Inform the client with the approval of the request and the projected time needed for the completion of the technical work.	None	5 minutes	<i>Records Officer</i>
4. Return to CIO after the completion of the technical work.	4. Forward the RF to concerned personnel for the technical work. Once completed, the City Information Officer shall check and approve the final output.	None	1 hour	Mendry-Ann A. Lim <i>City Information Officer</i>  Nadzmier P. Masang <i>Administrative Asst. I</i>



				Marion B. Guerrero <i>Information Officer III</i>
5. Receive the completed request.	5. Release final output to requesting party.	None	1 minute	<i>Records Officer</i>
6. Submit accomplished Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	6. Collect the accomplished Customer (CFF/EF).	None	1 minute	<i>Customer Satisfaction Focal</i>
		<b>TOTAL</b>	<b>1 hour and 13 mins</b>	

## 2. Creative Production Services: Audiovisual Production

Creative Production Services also include the production of audio and video presentations as requested by clients. AVPs include request for video messages and greetings of the City Mayor and other audiovisual production as requested by all divisions, offices and departments of the City Government of Isabela as well as other government agencies and non-government organizations.

<b>Office or Division</b>	City Information Office			
<b>Classification</b>	Simple to Complex			
<b>Type of Transaction</b>	G2G (Government-to-Government)			
<b>Who may avail</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the CIO.	1. Provide logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for	2. Receive the request form and check the completeness of the requirements and	None	5 minutes	<i>Records Officer</i>



initial assessment and verification.	briefed. Forward the RFB to City Information Officer for approval.			
3. Wait for the approval of the request.	3. Inform the client with the approval of the request and the projected time needed for the completion of the technical work.	None	5 minutes	<i>Records Officer</i>
4. Return to CIO after the completion of the technical work.	4. Forward the RF to concerned personnel for the technical work. Once completed, the City Information Officer shall review and thereafter approve the final output.	None	5 days	<i>Mendry-Ann A. Lim City Information Officer  Assigned Video Editor</i>
5. Receive the completed request.	5. Release final output to requesting party.	None	1 minute	<i>Records Officer</i>
6. Submit accomplished Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	6. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		<b>TOTAL</b>	<b>5 days and 13 mins</b>	

### 3. Official Social Media and Website Posting

Website posting services include official request for posting of materials via the official website of the LGU in accordance with law and any directives from national government agencies (NGAs). It may be availed by all divisions, offices and departments of the City Government of Isabela.

<b>Office or Division</b>	City Information Office
<b>Classification</b>	Simple



<b>Type of Transaction</b>	G2G (Government-to-Government)			
<b>Who may avail</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for initial assessment and verification.	2. Receive the request form and check the completeness of the requirements and briefer and forward the RFB to City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. Inform the client whether the request is approved or disapproved. Forward the RF to IT Services Division for website posting and/or Social Medial Manager for posting.	None	5 minutes	<i>Mendry-Ann A. Lim City Information Officer  Marion B. Guerrero Information Officer III / FB Page Focal  Aldrin O. Taghap Computer Programmer I / Website Focal  IT Services Division</i>
4. Check the completeness of posting request.	4. Post the requested material on the official website of the LGU.	None	1 hour	<i>Marion B. Guerrero Information Officer III / FB Page Focal  Aldrin O. Taghap Computer Programmer I / Website Focal  IT Services Division</i>



5. Fill out and submit Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	5. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		<b>TOTAL</b>	<b>1 hour and 13 minutes</b>	

#### 4. Events Coverage

Events coverage includes any request for city events, activities and programs with photo and video documentation. This can also include articles and/or press release/s. It may be availed by all divisions, offices and departments of the City Government of Isabela.

<b>Office or Division</b>	City Information Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G (Government-to-Government)			
<b>Who may avail</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for initial assessment and verification.	2. Receive the RF and check the completeness of the RFB and forward it to the City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. Inform the client whether the request is approved or disapproved. Forward the	None	5 minutes	<i>Mendry-Ann A. Lim City Information Officer</i>



	Request Form to concerned personnel for action.			Shermina B. Sualing <i>Information Officer II / Radio and TV Focal Person</i>
4. Check the completeness of request.	4. Assigned CIO personnel shall cover the event or activity with photo and video documentation. The CIO personnel shall also write an article/press release for the event covered.	None	1 day	Shara Jane A. Asakil <i>Writer</i>  Mechelle M. Santos <i>Utility Worker I (detailed) / Photographer</i>
5. Submit accomplished Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	5. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		TOTAL	<b>1 day and 12 minutes</b>	

## 5. Public Service Announcements (PSA)

Public Service Announcements (PSA) cover the city government's initiatives, programs, thrusts and services. It is a community-oriented type of messaging, typically recorded as :30 or :60-second messages in audio/MP4 file format to be aired on LGU mass media platforms such as but not limited to radio, TV and social media. It may be availed by all division offices and departments of the City Government of Isabela as well as other government agencies and non-government organizations.

<b>Office or Division:</b>	City Information Office
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2G (Government-to-Government)
<b>Who may avail:</b>	City Departments / Divisions / Offices Office of the City Mayor
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	





1. Filled-out Request Form No. (1copy) 2. Briefer (1 copy)		City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook of the CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for initial assessment and verification. Submit PSA request in MP3/MP4 Format.	2. Receive the RF and check the completeness of the RB and forward it to the City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. Inform the client whether the request is approved or disapproved. Forward the RF to concerned personnel for public announcement.	None	5 minutes	<i>Mendry-Ann A. Lim City Information Officer</i>  <i>Shermina B. Sualing Information Officer II / Radio and TV Focal Person</i>
4. Check the completeness of public announcement.	4. Conduct public announcement via radio, local TV, and social media or the Transparency e-Bulletin Billboard.	None	1 day	<i>Concerned Technical Personnel</i>
5. Fill out and submit Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	5. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		<b>TOTAL</b>	<b>1 day and 12 minutes</b>	



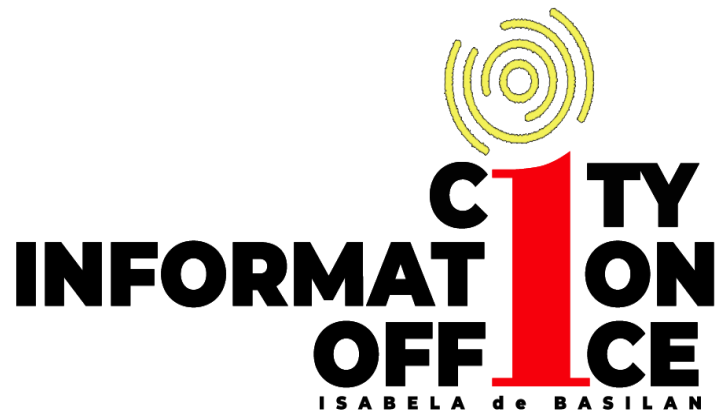
## 6. Request for Official Public Records and Information

Official Public Records and Information Requests are similar to Freedom of Information requests, but on a local level. All requests shall be made pursuant to the Freedom of Information Policy and in accordance with relevant existing laws. It may be availed by the internal and external clientele of the city government.

<b>Office</b>	City Information Office			
<b>Classification</b>	Simple to Complex			
<b>Type of Transaction</b>	G2C (Government-to-Citizens)			
<b>Who may avail</b>	City Departments / Divisions / Offices Office of the City Mayor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form (RF) to CIO personnel for initial assessment and verification.	2. Receive the RFB and check its completeness and forward it to the City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. City Information Officer verifies the completeness and validity of the request and approves or disapproves the request based on the FOI Manual.	None	5 minutes	Mendry-Ann A. Lim <i>City Information Officer</i>  Shermina B. Sualing <i>Information Officer II / FOI Focal Person</i>
4. Secure received file of accomplished RF and wait for request confirmation.	4. City Information Officer indorses request to the department/division/ office through city department		10 minutes	Mendry-Ann A. Lim <i>City Information Officer</i>



	focal persons for approval and appropriate action.			<i>Concerned City Department/Office/ Division</i>
5. If request is approved, client shall pay at the cashier for the necessary fees depending on the nature of the delivery of the request.	5. City Information Office shall issue a payment form to the client.	<p>Certification of Official Records:</p> <ul style="list-style-type: none"> <li>a. P50 per page for the first copy and P10 per page for succeeding copies.</li> <li>b. Printing (colored ink) at P10/page</li> <li>c. Printing (black ink) at P5/page</li> <li>d. Photocopying at P5/page</li> <li>e. Regular postage rates</li> </ul>	20 minutes	<i>Records Officer</i>  <i>Cashier</i>
6. Client shall wait for the information requested through pick-up, postal mail, or electronically.	<p>6. Concerned focal shall have 2 to 5 working days depending on the nature of information/ document request to clear all necessary data to be released to requesting party.</p> <p>The same document shall be transmitted to the CIO for release.</p>	None	5 days	<i>Customer Satisfaction Focal</i>
		TOTAL	<b>5 days and 41 minutes</b>	



**CITY INFORMATION OFFICE**  
**External Services**



## 1. Public Service Announcements

Public Service Announcements include any request for public announcements relative to the LGU's initiatives, programs, thrusts and services. It is a community-oriented type of messaging typically recorded as :30 or :60-second messages in audio/mp4 file format to be aired on the LGU's mass media platforms such as but not limited to radio, TV and social media. It may be availed by all divisions, offices, and departments of the City Government of Isabela as well as other government agencies and non-government organizations.

<b>Office or Division:</b>	City Information Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G (Government-to-Citizens)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled out Request Form (1copy) 2. Briefer (1 copy)			City Information Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form and Briefer (RFB) to CIO personnel for initial assessment and verification. Submit PSA request in MP3/MP4 Format.	2. Receive the request form and check the completeness of the requirements and briefer and forward the RFB to City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. Inform the client whether the request is approved or disapproved. Forward the RF to concerned personnel for public announcement.	None	5 minutes	<i>Mendry-Ann A. Lim City Information Officer</i>  <i>Shermina B. Sualing Information Officer II / Radio and TV Focal Person</i>
4. Check the completeness of public announcement.	4. Conduct PSA via radio, local TV, and social media or the	None	1 day	<i>Concerned Technical Personnel</i>



	Transparency e-Bulletin Billboard.			
5. Fill out and submit Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	5. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		<b>TOTAL</b>	<b>1 day and 12 minutes</b>	

## 2. Request for Official Public Records and Information

Official Public Records and Information Requests are similar to Freedom of Information request, but on a local level. All requests shall be made pursuant to the Freedom of Information Policy and in accordance with relevant existing laws. It may be availed by both internal and external clientele of the city government.

<b>Office:</b>	City Information Office			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2C (Government-to-Citizens)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Request Form (1 copy) 2. Briefer (1 copy)		City Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook of the CIO.	1. Provide the logbook to the client to log request.	None	1 minute	<i>Records Officer</i>
2. Fill out and submit Request Form (RF) to CIO personnel for initial assessment and verification.	2. Receive the RF and check its completeness and forward it to City Information Officer for approval.	None	5 minutes	<i>Records Officer</i>
3. Wait for the approval of request.	3. City Information Officer verifies the completeness	None	5 minutes	Mendry-Ann A. Lim



	and validity of the RF and approves or disapproves it based on the FOI Manual.			<i>City Information Officer</i>  Shermina B. Sualing <i>Information Officer II / FOI Focal Person</i>
4. Secure received file of filled out RF and wait for request confirmation.	4. City Information Officer indorses request to the department/division/ office through city department focal persons for approval and appropriate action.		10 minutes	Mendry-Ann A. Lim <i>City Information Officer</i>  <i>Concerned City Department/Office/ Division</i>
5. If request is approved, client shall pay at the cashier for the necessary fees depending on the nature of the delivery of the request.	5. City Information Office shall issue a payment form to the client.	Certification of Official Records:  a. P50 per page for the first copy and P10 per page for succeeding copies. b. Printing (colored ink) at P10/page c. Printing (black ink) at P5/page d. Photocopying at P5/page e. Regular postage rates	20 mins	<i>Records Officer</i>  <i>Cashier</i>
6. Client shall wait for the information requested through pick-up, postal mail, or electronically.	6. Focal shall have 3 to 5 working days depending on the nature of information/document request to clear all necessary data to be	None	5 days	<i>Records Officer</i>



	<p>released to requesting party.</p> <p>The same document shall be transmitted to the CIO for release.</p>			
7. Fill out and submit Customer Feedback Form / Evaluation Form (CFF/EF) to CIO personnel.	7. Collect the accomplished CFF/EF.	None	1 minute	<i>Customer Satisfaction Focal</i>
		TOTAL	<b>5 days and 41 minutes</b>	





**PUBLIC EMPLOYMENT SERVICES OFFICE**  
**EXTERNAL SERVICES**



## 1. Processing of Applications for Special Program for the Employment of Students and Out-of School Youth (SPES)

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging employment during summer or Christmas vacations.

<b>Office or Division:</b>	PESO Labor Market Information Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Isabeleños who are OSY, Students seeking for temporary employment			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
1.	NSRP Form		PESO Isabela City	
2.	SPES Application Form		PESO Isabela City	
3.	Form 138 for High School and Senior High School		School Last Attended	
4.	Recent Grades		School Last Attended	
5.	School Registration/Certificate of Enrollment		School Last Attended	
6.	Certificate of Indigency		In your Barangay	
7.	Out-of-School Youth		Not Applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply at PESO and fill-out NSRP Form	1.Processing of applicant's data	<b>NONE</b>	5 minutes	<b>Ariel A. Singson</b> (SPES Focal)
	2. Interview and evaluates qualification of applicants		10 minutes	
		<b>Total</b>	<b>15 Minutes</b>	



## 2. Processing of Applications for DOLE Government Internship Program or (GIP)

The DOLE Government Internship Program – is another DOLE’s employment bridging program which provides 3-6 months internship opportunity for high school or senior high school, technical-vocational or college graduates who want to pursue a career in public service in either local or national government.

<b>Office or Division:</b>	PESO Labor Market Information Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Isabeleños, OSY, Fresh graduates			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
1.	NSRP Form		PESO Isabela City	
2.	Duly Accomplished GIP Application Form		PESO Isabela City	
3.	Atleast High School Graduate, College Graduate & OSY			
4.	Between 18 – 30 years old			
5.	No Work Experience			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply at PESO and fill-out NSRP Form	1.Processing of applicant’s data  2. Interview and evaluates qualification of applicants	<b>NONE</b>	5 minutes  10 minutes	<b>Diana Rose L. Nabi</b> (GIP & TUPAD FOCAL)
		<b>Total</b>	<b>15 Minutes</b>	



### 3. Processing of Application Tulong Panghanapbuhay Sa Ating Displaced Workers (TUPAD) or Emergency Employment Program

It is a community based (municipality/barangay) package of assistance that provides emergency employment for displaced workers, the underemployed and the unemployed poor for a minimum of 10 days but not to exceed 90 days.

<b>Office or Division:</b>	PESO Labor Market Information Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Isabeleños			
<b>CHECKLIST OF REQUIRMENTS</b>			<b>WHERE TO SECURE</b>	
1.	NSRP Form	PESO Isabela City		
2.	Duly Accomplished TUPAD Application Form	PESO Isabela City		
3.	Displaced/Disadvantaged Workers			
4.	18 years old above			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply at PESO and fill-out NSRP Form	1.Processing of applicant's data  2. Interview and evaluates qualification of applicants	<b>NONE</b>	5 minutes  10 minutes	<b>Diana Rose L. Nabi</b> (GIP & TUPAD FOCAL)
		<b>Total</b>	<b>15 Minutes</b>	



#### 4. Gender and Development (GAD) Training

Community-based Training for Enterprise development Program is primarily addressed to the poor and marginal groups, those who cannot access, or are not accessible by formal training provisions. They have low skills, limited management abilities, and have few economic options. They have no access to capital – most of them are unqualified for formal credit programs. The program goes further than just mere skills training provision. It is purposely designed to catalyst the creation of livelihood enterprises that shall be implemented by the trainees, immediately after the training. Likewise, it is designed to assist partner agencies such as LGUs, NGOs, people organizations and other agencies organizations with mission to help the poor get into productive undertakings to help themselves and their communities.

<b>Office or Division:</b>	PESO Labor Market Information Division			
<b>Classification:</b>	Complex – Highly Technical			
<b>Types of Transaction:</b>	Government to Citizens (G2C), Government to Government (G2G)			
<b>Who may avail:</b>	Isabeleños seeking for a skills training			
<b>CHECKLIST OF REQUIRMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly Accomplished NSRP Form			PESO Isabela City	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply at PESO and fill-out NSRP Form	1.Processing of applicant’s data 2. Interview and evaluates qualification of applicants	<b>NONE</b>	5 minutes 10 minutes	<b>Reycel D. Villas (LEO-I)</b>
Profiling of Learners	Validation and verification of interested profiled learners	<b>NONE</b>	5 days	<b>Reycel D. Villas (LEO-I)/PESO Staff</b>
Orientation and Schedule of training/Procurement of Starter Toolkits	Conduct Orientation with TESDA	<b>NONE</b>	2 months	PESO Manager/PESO Staff & TESDA



Actual Training	Training of specific specializations by TESDA	NONE	5 days	PESO Manager/PESO Staff & TESDA
Completion Certificates	TESDA awarding of Certificates to graduates of training	NONE	2 hours	PESO Manager/PESO Staff & TESDA
Distribution of Starter Toolkits	TESDA, DOLE, LCE and PESO Manager distribute Toolkits to the beneficiaries.		1 day	PESO Manager/PESO Staff & TESDA
		<b>TOTAL</b>	<b>2 months, 11 days, 2 hours and 15 minutes</b>	

## 5. Assistance in the Conduct of Special Recruitment Activity (SRA) – for Local, Overseas and Land based employment

These services provide an avenue to the job seekers to explore simultaneous various employment options and actually seek assistance they prefer.

<b>Office or Division:</b>	PESO Labor Market Information Division	
<b>Classification:</b>	Complex	
<b>Types of Transaction:</b>	Government to Citizens (G2C)	
<b>Who may avail:</b>	Isabela City Residents	
<b>CHECKLIST OF REQUIRMENTS</b>		<b>WHERE TO SECURE</b>
1. Business Permit		Client
2. Certificate of Accreditation and Confirmed Job Vacancy from Principal Employer Abroad, authenticated by POEA.		Client
3. Terminal Report		Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Overseas agency shall submit letter of intent with complete documents of the agency. It should be a week before the conduct of SRA	1.Examine the document  1.1 Endorse to the LCE and seek approval of No Objection Letter 1.2 If approved, notify the agency thru sending the approved No Objection Letter	<b>NONE</b>	1 day  30 Minutes  10 minutes	<b>Reycel D. Villas</b> (LEO-I)  <b>Aradelria T. Belleng</b> (PESO Manager)
2. Information drive and/or send flyers, streamers or posters/posting on FB page	2. Assist in the Information dissemination	<b>NONE</b>	5 days	<b>Reycel D. Villas</b> (LEO-I)  <b>Aradelria T. Belleng</b> (PESO Manager)
3. SRA proper	3. Assist the agency in the assessment of applicants	<b>NONE</b>	1 day	<b>Reycel D. Villas</b> (LEO-I)  <b>Aradelria T. Belleng</b> (PESO Manager)
4. Submit terminal report		<b>NONE</b>	45 minutes	<b>Reycel D. Villas</b> (LEO-I)  <b>Aradelria T. Belleng</b> (PESO Manager)
		<b>TOTAL</b>	7 days, 1 hour and 25 minutes	



## 6. POSTING JOB VACANCIES FROM COMPANIES/ESTABLISHMENTS

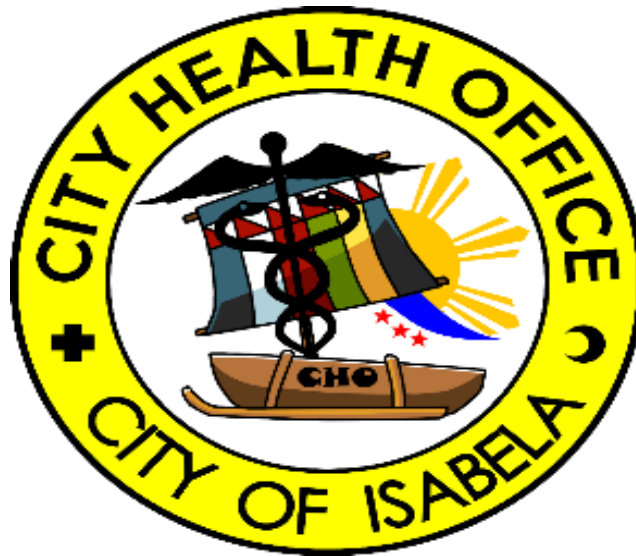
PESO Isabela City assists employers by maintaining a database of applicants from where employers may initially choose potential employees.

<b>Office or Division:</b>	PESO Labor Market Information Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Isabela City Residents			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
1.	Name and address of the person to whom referral letter will be addressed	Employer		
2.	Contact Number/Company's Telephone number	Employer		
3.	Brief description of the company/Nature of business (if possible, please provide a copy of the company's profile brochure)	Employer		
4.	Job Vacancies/Positions	Employer		
5.	Number of Persons to be hired	Employer		
6.	Nature of Job/Area of assignments	Employer		
7.	Qualification requirements of applicants	Employer		
8.	List of necessary papers to be submitted by applicants	Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employer calls or visit the office and provides the required information. The job vacancies are then, included in the list of vacancies.  Copies of this list are distributed to different barangays thru BESO/posting thru FB Page	Personnel/PESO staff assists the employer regarding their companies' job vacancies.	<b>NONE</b>	5 minutes	<b>Reycel D. Villas (LEO-I)</b>  <b>PESO Staff</b>
2. PESO staff look the database and try to find applicants who match the standards use by the employer. Applicants who meet the employer's criteria, are referred to the employer.	PESO staff verifies qualifications of chosen positions of applicants.	<b>NONE</b>	5 minutes	<b>Reycel D. Villas (LEO-I)</b>  <b>PESO Staff</b>





Applicants bring with them a PESO referral letter and other pertinent documents.				
3. Employers themselves may also visit the PESO Office can browse on the resume/curriculum vitae of applicants deposited there in.	3. PESO Staff will assist the employer in browsing applicant's resume/curriculum vitae.	<b>NONE</b>	5 minutes	<b>Reycel D. Villas</b> (LEO-I)  <b>PESO Staff</b>
4. Employers may also request the assistance of the PESO to conduct jobs fair. A letter of request shall be forwarded by the employer stating the proposed date of the jobs fair, the vacancies that shall be opened, the qualifications for each vacancy, etc. The letter shall be endorsed by the PESO to the City Administrators Office for approval. Upon approval, the employer shall be notified of the approved request. Arrangements as to the time and venue of the jobs fair shall likewise be coordinated.	PESO Staff will receive the documents requesting for the conduct of jobs fair and local recruitment activity on the said date.	<b>NONE</b>	5 minutes	<b>Reycel D. Villas</b> (LEO-I)  <b>PESO Staff</b>
5. Employers are encouraged give the PESO a report of applicants considered/list of applicants placed.	PESO staff received the report on placement of applicants and submit it to DOLE for monthly accomplishment report.	<b>NONE</b>	5 minutes	<b>Reycel D. Villas</b> (LEO-I)  <b>PESO Staff</b>
		<b>TOTAL</b>	<b>25 minutes</b>	



**CITY HEALTH OFFICE**  
**EXTERNAL SERVICES**



**1. MEDICAL DIVISION/MEDICAL CONSULTATION**

The City Health Office's mandate to ensure access to Basic Health Services to all Isabeleños through provision of holistic care to clients and the community as a whole.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Constituents who seek medical Consultations, laboratory work ups and treatments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled up Individual Treatment Card (ITR)		Consultation Room- Barangay Health Station and Rural Health Units		
2. Target Client List (TCL)		Barangay Health Stations		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient approach CHO staff for medical consultation	1.Patient approaches the CHO Staff for Triaging. -data recording & vital signs taking -Assignment of Priority Lane. -Priority Lane provided for Emergency Patient Senior Citizen, pregnant women & PWD.	None	15 mins	Nurse I and Midwife I on duty In the Three(3) Rural Health Units



2. Patient goes to Physician's room for Physical examination	2. Physician examines & evaluates patient and gives prescription, request for laboratory/ diagnostic procedure and or other minor/ ancillary procedures	None	20 mins.	Rural Health Physicians on Duty in the Consultation Rooms in the Three ( 3) Rural Health Units
<b>For Laboratory/other Diagnostic Procedure:</b>				
3. Proceeds to CHO Laboratory for Lab or outside Laboratory for Work up and pay corresponding fees.	3. If required, patient proceed to CHO laboratory or referred to any hospital for other laboratory and ancillary procedures such as CBC, UA, SE, UTZ & other relevant x-rays	None	Sputum Exam - 1-3 days Gene Expert - 1 day Dengue Test - 45 minutes Malaria	Registered Medical Technologist I
4. Goes back to Lab for the release of Results	4. Patient goes back with results of lab & other ancillary procedures/ Follow-up checkup	None		Registered Medical Technologist I



<b>For Minor/Ancillary Procedure:</b>				
5. Proceed to Treatment Room	5. Minor procedure, dressing and or other ancillary procedure done to the patient	None	20-30 mins	Rural Health Physicians on Duty and Nurse/Midwife on duty in the Treatment Rooms in the Three ( 3) Rural Health Units
6.Proceeds to Pharmacy for the release of prescribed Medicines	6.Dispenses Medicines at Pharmacy with instructions from Pharmacist.	None	10 mins	Pharmacist I/Pharmacist Asst. on duty
	<b>TOTAL</b>		<b>1-3 DAYS, 1Hour and 15 minutes</b>	

## 2. IMMUNIZATION AND PREVENTIVE SERVICES

Through DOH National Immunization Program, the under 5 years old children in the community will be protected thru inoculation of the 5 immunizable Disease such as Tuberculosis in children, Diphtheria, Polio, Hepatitis, and other communicable diseases that can be prevented.

<b>Office or Division:</b>	City Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Children 0-12 months, Grade 1 - 7 Student/Pupils to be immunized with 5 preventable immunizable diseases and other treatments of other vaccines, Senior Citizen, Animal Bite Patient/Client	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Maternal and Child Health Book		CHO Personnel at respective Barangay Health Stations
2. National Immunization Record		CHO Personnel and staff concerned
3. ABTC Treatment Record		



CLIENTS STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For National Immunization Program (NIP) and Deworming in the Community</b>				
1. Clients/parent/guardian of children/infant proceeds to BHS for immunization/deworming	1. Client/Children/Infant Data recording, vital signs taking, weight and height measurement and quick assessment	None	15 mins.	Nurse/Midwife assign in BHS
2. Client/Child/Infant proceed to treatment area	a. Appropriate vaccine/deworming medicine given to client and counselling/instruction on next visit	None	5 mins.	Nurse/Midwife assign in BHS
	b. For sick client given proper meds and or will be refer to RHU for further assessment and evaluation by RHP	None	5 mins.	Nurse/Midwife assign in BHS
<b>School Based Immunization Program (Supplemental Immunization Activity)</b>				
1. RHU Team goes selected schools as scheduled	2. RHU sends communication to School Principal for scheduling of SBI	None	1-3 days	RHP/NIP Coordinator/Nurse Supervisor
2. Student Grade 1-7 proceed to RHU team conduct SBI Treatment Site	2. Students profiling and assessment if qualified for supplemental immunization	None		Nurse/Midwife assign in RHU SBI Team
3. Student proceed to treatment site	3. Student given appropriate vaccine	None		Nurse/Midwife assign in SBI
<b>For Animal Bite Treatment Program/Center</b>				
1. Clients/Patient bitten by cats/dogs (and other animal) proceed to ABTC	1. Patient profiling and data recording, vital signs, weight and height measurement and quick assessment	None	10 mins.	Nurse in Charge/CHO/RHP
2. Patient proceed to consultation area	2. Patient seen and examined by physician and	None	10 mins.	Physician on duty/CHO/RHP



	prescribed with appropriate medicines and vaccine			
3. Patient/Client proceed to treatment area	3. Patient given appropriate dressing and medicines, given ATS, TT and TD and appropriate rabies vaccine	None	10 mins.	Nurse in charge of ABTC
	Note: for ATS and Anti Rabies Vaccine Skin Testing is done	None	10 mins.	Nurse in charge of ABTC
4. Patient/Client proceed to CHO Pharmacy	4. Patient given prescribe medicines and instruction for the next follow-up visit	None	5 mins.	Pharmacist I/Nurse on duty of ABTC
	TOTAL		1-3 Days, 1Hour and 10 minutes	

### 3. SOCIAL HYGIENE CLINIC

The Social Hygiene Clinic at Infirmary building ground floor caters to Women of Reproductive Age. The Social Hygiene services includes providing diagnostic, assessment, treatment and care. Promoting health and preventing STD through individual health counselling and other health education activities and tracing contacts for investigation and defaulters for treatment and follow up.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Women of Reproductive Age seeking consultation and treatment for Sexually Transmitted Illnesses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. STI/STD client form		CHO Program Coordinator		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Patient approaches to Social Hygiene Clinic	a. Recording -Assessment -Vital Signs  b. Pay fee at the City Treasurer's Office c. Smearing d. Slides forward to Laboratory for Gram Staining e. Client goes to CHO to get Lab result for consultation and treatment if needed and Post Counselling Sessions Schedule f. Signature of the CHO on the Social Hygiene Certificate	None	2 mins.  10 mins. 2 mins. 1-3 days 1 minute  10 mins.	Nurse-II Program Coordinator and Sanitation Inspector I detailed at Social Hygiene Clinic  Rural Health Physician RHU 10 North
	TOTAL		1-3 Days and 25 minutes	

#### 4. DENTAL HEALTH SERVICES

Dental or oral health is concerned with client's teeth, gums and mouth. The goal is to prevent complications such as tooth decay (cavities) and gum disease and to maintain the overall health of your mouth.

The goal is to prevent complications such as tooth decay (cavities) and gum disease and to maintain the overall health of your mouth. A healthy mouth, free of infections, injuries and other problems with teeth and gums, is important in maintaining your overall health.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients with dental / oral health problem that needs interventions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Dental Record Logbook		CHO Personnel assigned at the Dental Clinic		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Patient approaches CHO Personnel	1. Dental aide gathers and records patients data and checking of vital signs in IPTR Form	None	15-16 mins.	RHU West Dental Aide
	2. Dental Aide records patient's and guardian's data in a separate logbook	None	10-15 mins	RHU West Dental Aide
2. All patients await and seated at dental lounge	2. Dentist conducts oral health education	None	30 mins.	Dentist IV
3. Patient proceeds to dental clinic	3. Dentist examines oral health condition and evaluates and performs necessary procedures a. Tooth Extraction b. Give drug prescription	None	30 mins.	Dentist IV
4. Patient proceeds to pharmacy	4. Dispensing of medicine	None	5 mins.	Pharmacist I
	TOTAL		1 hour and 35 minutes	

### 5. NATIONAL TUBERCULOSIS PROGRAM (DOTS)

The National Tuberculosis Control Program (NTP) works closely with all stakeholders - national government agencies, public and private sectors, nongovernmental organizations, professional societies, academe, patient groups, civil societies, and development partners - in the Philippines' fight against tuberculosis.

The DRMC TB-DOTS clinic is a diagnostic and therapeutic unit that caters patients diagnosed with TB or suspected of having TB. The Directly Observed Treatment Strategy (DOTS) is the most effective approach in the diagnosis, treatment, and control of TB.

<b>Office or Division:</b>	City Health Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	Patients who cough more than two weeks ,presumptive case and diagnosed with TB for treatment at the Barangay Health Station in their respective barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. National Tuberculosis Registration Logbook		CHO Personnel concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient comes in for consultation	1.Vital signs taking and screening.	None	15 mins.	Nurse-1/Midwife II on duty at the Rural Health Unit
2. Patient goes to sputum collection area for collection of sputum	2. For presumptive TB patient instruct for Sputum Collection.	None	20 mins.	Nurse/Midwife on duty
3. Brings sputum specimen to laboratory	3. instructs patient to send specimen to Laboratory for sputum Examination	None	5 mins.	RMT II RMT I
4. Patient went back to nurse for initial treatment	4. If found positive for TB enroll patient to TB DOTS Registry and give Initial treatment	None	10 mins.	All Supervising Public Health Nurse in Rural Health Units
5. Patient submits sputum positive result to Nurse/ Midwife at BHS for continuation of treatment.	5. Refer patient to BHS for continuation of treatment. a) Assessment/Data gathering and recording b) Informed choice and voluntarism c) Counselling d) Provision of FP commodities	None	15 mins.	Nurse/Midwife at the Barangay Health Stations
	<b>TOTAL</b>		<b>1 hour and 5 minutes</b>	



## 6. MATERNAL AND CHILD HEALTH CARE SERVICE

Maternal and child health (MCH) programs focus on health issues concerning women, children and families, such as access to recommended prenatal, facility Delivery manned by professional health workers and well-child care, infant and maternal mortality prevention, maternal and child mental health, newborn screening, child immunizations and child nutrition.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pregnant Women who wish to deliver at the Birthing Facility and newborn care			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mother and Child		City Health Personnel assigned at the Birthing Facility		
2. Delivery Logbook				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Pregnant mother in active labor goes to the Birthing facility	1. Basic Emergency Maternal and Neonatal Care a.Trained Health Personnel/Staff for on Bemonc gathers data & vital signs taking and recording	None	20 mins.	Nurse and midwife on duty at the Birthing Facility being Assisted by Barangay Health Worker
2.Delivers at the birthing facility	2. RHP orders for admission and Health Personnel carries out doctors order, labor watch and manage normal delivery of newborn	None	6-8 hrs.	Physician on duty (RHU 1 - East, RHU 2 - West & RHU North - 10) Nurse/midwife on duty



3. Post Partum Delivery	3. Post partum care rendered to mother & baby for monitoring of post partum bleeding, breastfeeding, schedule of newborn screening, nutrition & hygiene, informed choices on family planning & immunization of the newborn	None	1 hr.	Nurse/midwife on duty being assisted by Barangay Health Worker
4. Ready for discharge	4. Discharge order given after physical examination of mother and baby then Health Personnel carries Doctor's orders	None	15 mins.	Nurse/midwife on duty
5. Prepares newborn for newborn screening	5. Newborn Screening done to newborn	None	20 mins.	RHU 2 West Nurse RHU 10 North Nurse
6. Post Natal Care	6. Post-natal Care a) Assessment/Data gathering and recording b) Informed choice and voluntarism c) Patient Examination	None	2 mins. 1 mins. 15 to 20 mins	Nurse/midwife assigned in the health facility



	and Counselling			
	TOTAL		10 hours and 15 minutes	

## 7. PROGRAMMATIC MANAGEMENT OF DRUG RESISTANT TUBERCULOSIS (PMDT) SATELLITE TREATMENT CENTER SERVICE

The PMDT Implementing a drug- resistant TB treatment programme substantially strengthens over-all TB Control efforts for both drug- susceptible and drug resistant cases.

Contacts who are not immunosuppressed may be treated for 6 months or observed without treatment. All persons with suspected MDR LTBI should be monitored for 2 years regardless of the treatment regimen.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Multi Drug Resistant NTP Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Health Personnel Assigned at the PMDT Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient referred by DOTS Facility with Laboratory Result of GeneXpert: MTB Detected; Rifampicin Maintenance	a. Education and counselling b. Patient will be advised to submit self to second GeneXpert D&T	None	30 mins.	STC Nurse



2. Patient submits self to Sputum Lab.	2. Sputum sample will be processed and undergo GeneXpert, another sample will be sent out for D&T	None	10 mins.	Med. Tech
3. Patient to enroll on TB TRX Regimen	3. particular case will be presented to TB MAC for approval of enrollment	None		STC Nurse/Physician
	TOTAL		40 minutes	

## 8. ENVIRONMENTAL HEALTH AND SANITATION SERVICE

Environmental Health and Sanitation Service includes Inspection of food and non-food establishments, amusement places and water refilling stations, containment/elimination of noise, foul odors, smoke, etc. Poor human waste management and sanitation lead to significant health and environmental impacts. Various diseases can arise from these practices, particularly bacterial and parasitic infections. Hence, this Sanitation Program aims to promote hygienic and proper management of human excreta and domestic wastewater.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Owners of Food Business Establishments seeking for Sanitary Permit to Operate. Community people who has concerns in the sanitation in the environment.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		CHO ( Environmental and Sanitation Division) Employees concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Applicant submit form	1.Sanitary Inspectors to conduct On site Inspection	None	1 hr.	Sanitation Inspectors on Duty
2. Employers and employee to submit Health Certificate/Card	2. Submission of Health Card	None	5 mins.	Sanitation Inspector on Duty



3. Client proceed to City Treasurer's Office	3 Direct applicants to pay the required fee	200	2 mins.	Cashier
4. Client returns to CHO	4. Signature of the CHO on the Sanitary Permit to Operate and issue	None	2 mins.	City Health Officer
<b>Attends to complain regarding unsanitary environmental condition or violation of P.D. 856 "Code Sanitation of the Philippine"</b>				
1. Complainant to submit letter of complaint	1. Receives complainant's Letter of Complaint to City Health Office	None	5 mins.	Sanitation Inspector I on Duty
2. Complainant accompany SI in the site	2. Mission Order for Onsite Inspection given to Sanitary Inspector by RHU	None	2 hrs.	City Health Officer/RHP
3. Receives Sanitary Order	3. Issuance of Sanitary Order to offender	None	5 mins.	City Health Officer/RHP
4. Settle the Sanitary Order	4. Issuance of compliance to Sanitary Order	None	5 mins.	City Health Officer/RHP
<b>Issuance of Health Card/Certificate</b>				
1. Client goes to CHO	1. Receives Filled up forms for Issuance of Health Card Certificate and submission of Laboratory Results	None	5 mins.	Sanitary Inspections on duty during the processing of Health Card Certificate
2. Client proceed to City Treasurer's Office	2. Pay fee at City Treasury	50.00	10 mins.	Cashier



3. Client submits lab results to Physician for evaluation and signature	3. CHO Physician does Physical Examination and evaluation of laboratory and Xray reports	None		RHP
	4. Release health card certificate signed by CHO	None		RHP
<b>Issuance of Permit to Exhume/Transfer of Cadaver</b>				
1. Client submits request to CHO	1. Submit Death Certificate and Permit to Exhume	None	5 mins.	Sanitation Inspectors on Duty
2. Client proceed to City Treasurer's Office	2. Direct client to pay for the at Treasury Office	160.00	5 mins.	Cashier
3. Request form brought to CHO for signature	3. Signature of the CHO on the permit to exhume/ Transfer of Cadaver	None	3 mins.	RHP
	4. Accompanying during exhumation	None	2 hrs.	Sanitation Inspectors on Duty

### 9. ISSUANCE OF MEDICAL AND MEDICO LEGAL CERTIFICATES

The CHO at the Admin Division processes the Medical certificate or doctor's certificate wherein a written statement from Physician which attest the result of a medical examination of a patient. It can serve as a sick note or evidence of a health condition. A medical certificate cases provides the Medical findings by the doctor of the injuries sustained as a result of an accident or crime. It is issued following the medical assessment conducted on the patient.

	City Health Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Clients who seeks medical Certificates, Medico-legal, Post mortem Cert, Review of Death Certificate and CHO employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Laboratory: CBC, Chest X-Ray Result, Urinalysis, Drug Test, Valid ID,		CHO (Administrative Division) Employees concerned





CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Issuance of Medical Certificate</b>				
1. Client to submit filled up forms and other requirements	A.) For Employment B.) Travel Order C.) Bond D.) Fit to Work	None	2 mins.	Administrative Aide IV
	1. Admin. Division to do data gathering	None	5 mins.	Administrative Aide IV
3. Client proceed to City Treasurer's Office	2. Pay Appropriate Fee	40.00	5 mins.	Chashier
4. Client proceed to consultation area	3. Physical Examination done by Physician and evaluation of Laboratory & X-Ray results and given medical certificate	None		Physician on duty, RHP assign in 3 RHU
<b>Medico Legal Services</b>				
1. Patient/Client proceed to Admin. Div. and submit police report and request for medical exam	1. Data gathering and recording	None		Admin. Aide IV Admin. Officer II Admin. Asst. I
2. Patient proceed to City Treasurer's Office	2. Pay Appropriate Fee	None	5 mins.	Cashier (Treasurer's Office)
3. Client proceed to consultation area	3. Conduct physical Examination, prescribe appropriate medicine and medical report	None	20 mins.	Physician on duty at different RHU Pharmacist I



## 10. ISSUANCE OF POST MORTEM CERTIFICATE

The Post Mortem examination and certification of death is regulated by the Order on the Medical Post-Mortem Examination ( O.M.P.E.) issued in 1949 and confirmed in 1978. The task of the doctor certifying death are described as well as the cooperation between police and the legal doctor respectively. In all cases of death under suspicious circumstances . Medical as well as judicial aspects of post- mortem examination are discussed.

<b>Office or Division</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients who seeks Post Mortem certificate			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CHO Citizen’s Charter			CHO (Administrative Division) Employees concerned	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<b>Post Mortem Examination Service</b>			
1. Client/Patient proceed to admin. Division and submit request letter for PNP for Post Mortem Examination of Cadaver	1. Data gathering and recording, refers to physician in charge in the area	None	10 mins	Admin. Officer II Admin. Aide IV
2. Client proceed to City Treasurer's Office	2. Pay appropriate fee	1,000.00	5 mins.	Cashier
3. Client/Authorized personnel proceeds to Physician room	3. Interview of concerned and authorized personnel	None	15 mins.	Physician on duty



4. Authorized personnel goes to PNP Cadaver room together with physician in charge	4. Physician conduct physical examination of the cadaver and recording	None	20 mins.	Physician on duty
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### 11. INTERNAL SERVICES (ADMINISTRATIVE DIVISION SERVICES)

Administrative services managers plan, direct, and coordinate supportive services of an organization. Their specific responsibilities vary, but administrative service managers typically maintain facilities and supervise activities that include recordkeeping, mail distribution, and office upkeep.

Administrative support workers help executives with the day-to-day running of the business by assisting with clerical and administrative processes. This job involves tasks such as organizing meetings and travel arrangements, responding to inquiries, and implementing office procedures and systems.

<b>Office or Division</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For Death Certificate Review of Death Certificate			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid ID, Death Certificate Form			CHO (Administrative Division) Employees concerned	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client goes to Admin. Division	1. Data gathering and recording	None	5 mins.	Admin. Asst. I Admin. Aide IV
2. Client proceed to City Treasurer's Office	2. Pay appropriate fee	125.00	5 mins.	Cashier



3. Client proceed to Physician's room/consultation room	3. Verbal Autopsy and interview of concerned person, immediate care provider of deceased person. *For review of Death at hospital *Signing of Death Certificate	None	15 mins.	Physician in charge for 3 RHUs
<b>For Death at House</b>				
4. Client proceed to City Civil Registrar's Office	4. Printing of final Death Certificate	None	5 mins.	CCRO
5. Client proceed back to Physician consultation room	5. Death Certificate signed released to authorized personnel	None	5 mins.	Physician in charge for 3 RHUs
<b>Internal and External Communication</b>				
1. Client/Authorized personnel proceed to Admin. Division	1. recording the communication and stamped the received copy of communication	None	2-3 mins.	Admin. Aide IV
	Commitment form to CHO for appropriate response	None	2-3 mins.	Admin. Asst. I CHO Physician in charge
	Response letter forwarded to appropriate office	None	1 day	Admin. Aide Messenger



## 12. INTERNAL SERVICES (ADMINISTRATIVE DIVISION SERVICES)

Administrative services managers plan, direct, and coordinate supportive services of an organization. Their specific responsibilities vary, but administrative service managers typically maintain facilities and supervise activities that include recordkeeping, mail distribution, and office upkeep.

Administrative support workers help executives with the day-to-day running of the business by assisting with clerical and administrative processes. This job involves tasks such as organizing meetings and travel arrangements, responding to inquiries, and implementing office procedures and systems.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	For Death Certificate Review of Death Certificate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID, Death Certificate Form		CHO (Administrative Division) Employees concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client goes to Admin. Division	1. Data gathering and recording	None	5 mins.	Admin. Asst. I Admin. Aide IV
2. Client proceed to City Treasurer's Office	2. Pay appropriate fee	125.00	5 mins.	Cashier
3. Client proceed to Physician's room/consultation room	3. Verbal Autopsy and interview of concerned person, immediate care provider of deceased person. *For review of Death at hospital *Signing of Death Certificate	None	15 mins.	Physician in charge for 3 RHUs
<b>For Death at House</b>				



4. Client proceed to City Civil Registrar's Office	4. Printing of final Death Certificate	None	5 mins.	CCRO
5. Client proceed back to Physician consultation room	5. Death Certificate signed released to authorized personnel	None	5 mins.	Physician in charge for 3 RHUs
<b>Internal and External Communication</b>				
1. Client/Authorized personnel proceed to Admin. Division	1. recording the communication and stamped the received copy of communication	None	2-3 mins.	Admin. Aide IV
	Commitment form to CHO for appropriate response	None	2-3 mins.	Admin. Asst. I CHO Physician in charge
	Response letter forwarded to appropriate office	None	1 day	Admin. Aide Messenger

Legends:

Red - Amendments



# **City Population Office**

## **External Services**



## 1. Provision of Family Planning Services

Provision of Family Planning Services to Walk in Clients

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Women of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.FP Form 1		City Population Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Visits the POPCOM office	1.Clients will be interviewed	None	15 minutes	Eleonor B. Jareño
	2.Do physical assessment and give health education		20 minutes	Jesielyn O.Puno Lorelei Ann H, Montaño
	3.Give appropriate services		5 minutes	Jesielyn O. Puno
	4.Advices clients when to return/Recording and Reporting		5 minutes	Marycel P.Vertuso
	<b>END</b>		45 minutes	

## 2. Family Development Sessions and Responsible Parenthood Movement Class

To increase the participation of couples on family planning and reproductive health

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All Couples Of Reproductive age from 45 barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.FP Form 1 and Form 4		City Population Office		
2.Flip chart				
3.Attendance Sheet				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Clients goes to venue	1.interviews clients			Eleonor B. Jareño Romerico P.Verzosa Lea June Nuñal





	2.Preliminaries, Overview and rationale	None	4 hours	Jesielyn O. Puno Marycel P. Vertuso Lorelei Ann H. Montaño
	3.Give the importance of Responsible Parenthood and Family Planning			Charlemagne DL.Camacho
	4.Service Provision			Jesielyn O. Puno
	<b>END</b>		4 hours	

### 3. Adolescent Forums

To conduct comprehensive information on Adolescents Risky Behaviour

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All Adolescents in school or out of school			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.HEEADSS Questioner		City Population Office		
2.Attendance form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Venue of school of choice	1.Attendance			Eleonor B. Jareño Marycel P. Vertuso
	2.Distribute HEEADSS Rapid Questioner	None	3 hours	Romerico P.Verzosa Lea June Nuñal Charlemagne DL.Camacho
	3.Lecture on Adolescent Risky Behaviour			Jesielyn O. Puno
	4.Film Viewing			Lorelei Ann H. Montaño
	5.Open Forum			Jesielyn O. Puno
	<b>END</b>		3 hours	



#### 4. Supplemental Feeding

Provision of complementary feeding for 120 days cycle to undernourished 6-59 months old children

<b>Office or Division:</b>	City Population Office – Nutrition Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Identified Undernourished 6-59 months old children in barangays with most number of malnourished children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Consolidated eOPT results		City Population Office		
2.Weight,Height and MUAC measurement				
3.Attendance Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Active participation of parents with their children	1.Attendance	None	4 hours daily for 120 days	Jesielyn O. Puno Nujaima S. Abdurahman Nasra B. Mohammad Marycel P. Vertuso Romerico P.Verzosa Lea June Nuñal Lorelei Ann H. Montaño Charlemagne DL.Camacho
	2.Provision of Health and Nutrition Education especially Exclusive breastfeeding and complementary feeding which includes using iodized salt			BNSs and BHWs
	3.Preparation of menu and cooking paraphernalia's			Sllma S. Adam Ushyma Sheena I. Jamaaril
	4.Assist/supervise cooking of one complete meal			Nadzmin T. Laji Marissa B. Ibrahim
	5.Serving the one complete meal			Jay Vincent S. Delos Santos
	6.Provision of Milk, Multivitamins			
	7.Documentation of height and weight progress of the children			
	8.Cleaning of used utensils and kitchen area			
	END		480 hours	



## 5. Peer Counseling Orientation

To enable young women and men to prevent early and unintended pregnancy

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All in school or out of school youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. HEEADSS Questioner		Office of City Population		
2. Attendance form				
3. IEC Materials				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Venue of school of choice	1. Attendance	None	3 hours	Eleonor B. Jareño Lea June Nuñal
	2. Distribute HEEADSS Rapid Questioner			Romerico P. Verzosa Charlemagne DL. Camacho
	3. Orientation proper			Jesielyn O. Puno
	4. Workshop			Lorelei Ann H. Montaño Marycel P. Vertuso
	5. Open Forum			Jesielyn O. Puno
	<b>END</b>		3 hours	

## 6. Family Planning Month

Celebrates Family Planning Month every August

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All couples of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Attendance form		City Population Office		
2. FP Flip chart				
3. IEC materials				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1.to venue	1.Attendance	None	30minutes	Eleonor B. Jareño
	2.Responsible Parenthood and Family Planning Orientation/ symposium		2 hours	Jesielyn O. Puno Invited guest Technical staff Region 9
	3.Open Forum		30 minutes	Jesielyn O. Puno Lorelei Ann H. Montaño Marycel P. Vertuso Charlemagne DL.Camacho
	<b>END</b>		3 hours	

## 7. Training on Basic Course for BNS

To increase awareness on the importance of First 1000days of life

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All BNS of 45 Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Attendance form		City Population Office		
2.Training Materials				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.To Venue	1.Coordinate with NNC	None	5 days	Jesielyn O. Puno
	2.Prepare all necessary documents			Nujaima S. Abdurahman
	3.Invite Speaker			Nasra B. Mohammad
	4.Arrange venue and training materials			Romerico P.Verzosa
	5.Send out invitations			Lea June Nuñal
	6.Attendance and check in			Lorelei Ann H. Montaño
	7.Training proper			Marycel P. Vertuso
	8.Action planning and awarding of certificates			Charlemagne DL.Camacho
		NNC TWG		
		Silma S. Adam		
		Ushyma Sheena I. Jamaaril		
		Nadzmin T. Laji		



				Marissa B. Ibrahim Jay Vincent S. Delos Santos
	9. Check out			
	<b>END</b>		40 hours	

## 8. Supplemental Feeding

Provision of complementary feeding for 90 days cycle to **nutritionally at-risk pregnant women (NAR)**

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Pregnant Women of selected barangay with high Nutritionally at-risk pregnant women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Consolidated FHSIS report		City Health Office		
2. Attendance Sheet		City Population Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register for attendance and participation	1. Identify barangays with highest number of pregnant women	None	4 hours daily for 90 days	Jesielyn O. Puno
	2. Assess and measure height and weight of pregnant mothers from pre-identified barangay with the highest NAR women			Abdurahman
	3. Prepare Menus and cooking paraphernalia			Nasra B. Mohammad
	4. Provision of health and nutrition education strengthening RA 11148 or the MAGNANAY ACT			Marycel P. Vertuso
	5. Attendance			Romerico P. Verzosa
	6. Cook and serve one complete meal			Lea June Nuñal
	7. Provision of iron supplements			Lorelei Ann H. Montaño
	8. Cleaning of used utensils and kitchen area			Charlemagne DL. Camacho
	<b>END</b>		360 hours	BNSs and BHWs Silma S. Adam Ushyma Sheena I. Jamaaril Nadzmin T. Laji Marissa B. Ibrahim Jay Vincent S. Delos Santos



## **Office of the City Population Internal Services**



## 1. Provision of Family Planning Services

Provision of Family Planning Services to Walk in Clients

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Women of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.FP Form 1			Office of City Population	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Visits the POPCOM office	Clients will be interviewed	None	25 minutes	Eleonor B. Jareño
2.Interviewed by Popcom staff	Do physical assessment and give health education		25 minutes	Jesielyn O.Puno Lorelei Ann H, Montaña
3.Physical assessment. health education and appropriate services done	Give appropriate services		5 minutes	Jesielyn O. Puno
4. advise to come back for the next appointment date	Advices clients when to return/Recording and Reporting		5 minutes	Marycel P.Vertuso
			<b>Total 60 minutes</b>	



# **City Social Welfare and Development Office**

## **External Services**





### 1. Social Pension Program

Entitlement under RA 9994 of Indigent Senior Citizens to a monthly of P 500.00 stipend to augment the daily subsistence and other medical needs.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any indigent member of the Senior Citizen Association bearing a Senior Citizen's ID and a resident of Isabela City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Senior Citizen ID</li> <li>Social Pension Form</li> </ul>		<ul style="list-style-type: none"> <li>CSWD Office</li> <li>CSWD Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>FILL UP</b> social pension form and <b>PRESENT</b> the required documents.	1. <b>INTERVIEW</b> and <b>ASSESS</b> senior citizen applying for social pension.	None	10 minutes	<i>Joselito C. Gurrea PEO II/Senior Citizen Focal</i>
	1.2 <b>REVIEW</b> and <b>PROCESS</b> the documents presented	None	1 day	<i>Joselito C. Gurrea PEO II/Senior Citizen Focal</i>
	1.3 <b>ENDORSE</b> qualified senior citizen to the Regional Office of the DSWD.	None	5 minutes	<i>Joselito C. Gurrea PEO II/Senior Citizen Focal</i>
TOTAL			1 Day & 15 Min.	



## 2. Supplementary Feeding Program

Is an augmentation support of the Department of Social Welfare and Development Office through feeding program for children in a day care center. And, it aims to improve knowledge, attitude, and practices of children enrolled in a day care centers, parents, and caregivers through intensified nutrition and health education.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Preschoolers in the Day Care Center			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Masterlist of preschoolers with their nutritional level</li> <li>• List of Barangay Parent's Committee Members</li> </ul>		<ul style="list-style-type: none"> <li>• Child Development Workers</li> <li>• Child Development Workers</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Child Development Workers <b>SUBMIT</b> masterlist with nutritional level of preschoolers eligible for supplementary feeding program.	<b>1. ASSESS</b> the nutritional status of the preschoolers in the masterlist of the 45 day care centers who are eligible for supplementary feeding program.	None	1 day	<i>Jean F. Mariano, RSW SWO- I/Children Focal Rowena B. Filoteo PEO III</i>
	<b>1.2 PREPARES</b> masterlist of preschoolers eligible for supplementary feeding program to be submitted to the DSWD Office	None	1 day	<i>Jean F. Mariano, RSW SWO-I/Children Focal Rowena B. Filoteo PEO III</i>
	<b>1.3 PREPARES</b> approved MOA between LGU and DSWD Office	None	1 day	<i>Jean F. Mariano, RSW SWO-I/Children Focal Rowena B. Filoteo PEO III</i>
	<b>1.4. PROCESS AND SUBMIT</b> documents to the DSWD Office for	None	1 day	<i>Jean F. Mariano, RSW</i>



	the approval of the augmentation support.			<i>SWO-I/Children Focal Rowena B. Filoteo PEO III</i>
	1.5 <b>ALLOCATION</b> of goods to respective Child Development Workers based on the number of preschoolers per barangay.	None	1 day	<i>Rowena B. Filoteo PEO III CSWD Personnel</i>
TOTAL			5 Days	



# **City Social Welfare and Development Office**

## **Internal Services**



## 1. Issuance of Certificate of Indigency

Certificate of Indigency is issued to marginalized/vulnerable individuals who desires to avail assistance such as Scholarship, Medical Services, Free Legal Aid from Public Attorney's Office (PAO) and the like.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any bonafide indigent resident of Isabela City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Barangay Certificate of Indigency		• Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>APPEAR</b> in person and <b>REQUEST</b> for Certificate of Indigency.	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Certificate.	None	15 minutes	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
2. <b>PRESENT</b> the required documents.	<b>REVIEW</b> the documents presented	None	5 minutes	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
3. <b>CLAIM</b> the Certificate of Indigency	<b>RELEASE</b> the Certificate of Indigency	None	3 minutes	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
<b>TOTAL</b>		<b>23 Inutes</b>		

## 2. Issuance of Pre-Marriage Certificate

Pre-marriage Certificate is issued to would-be-couples as pre-requisite for securing marriage license in accordance with Presidential Decree 965 and Article 16 of the Family Code of the Philippines.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	18 years old and above and a resident of Isabela City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Pre-Marriage Counselling form		• CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>APPEAR</b> in person and <b>REQUEST</b> for pre-marriage certificate.	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Certificate.	None	10 minutes	<i>Jean F. Mariano, RSW</i>



2. <b>FILL-UP</b> the pre-marriage form and assigned schedule for pre-marriage counselling session.	<b>REVIEW</b> the documents presented	None	10 minutes	<i>Jean F. Mariano, RSW</i>
2. <b>ATTEND</b> the Pre-Marriage Counselling	<b>CONDUCT</b> the Pre-Marriage Counselling Session	None	2 hours	<i>Jean F. Mariano, RSW</i>
3. <b>CLAIM</b> the Pre-Marriage Certificate	<b>RELEASE</b> the Pre-Marriage Certificate	None	1 minute	<i>Jean F. Mariano, RSW</i>
<b>TOTAL</b>			<b>2 hrs. &amp; 21 min.</b>	

### 3. Issuance of Senior Citizen Identification Card

Issuance of Identification Card to Senior Citizen to enjoy and avail the benefits and privileges provided under the Implementing Rules and Regulations of Republic Act No. 9994.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	60 years old and above and a resident of Isabela City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Senior Citizen Application form</li> <li>• Barangay Certification</li> <li>• Voters ID/Certification</li> <li>• Birth Certificate</li> <li>• 2pcs. 1x1 pictures</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Office</li> <li>• Barangay Hall</li> <li>• COMELEC</li> <li>• City Civil Registrar/PSA</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>FILL-UP</b> Application form and <b>SUBMIT</b> requirements	<b>ACCEPT</b> and <b>VERIFY</b> Application form and <b>PROCESS ID.</b>	None	10 minutes	<i>Joselito C. Gurrea PEO-II/Senior Citizen Focal Elizabeth R. Francia SWA Hamid Abubakar SWA</i>
2. <b>CLAIM</b> the Identification Card	<b>RELEASE</b> the Identification Card	None	2 days	<i>Joselito C. Gurrea PEO-II/Senior Citizen Focal Elizabeth R. Francia</i>



				SWA Hamid Abubakar SWA
TOTAL			2 days & 10 min.	

#### 4. Issuance of Differently Abled Person Identification Card

Issuance of Identification Card to Person's with Disability to enjoy and avail the benefits and privileges provided under the Implementing Rules and Regulations of Republic Act No. 7277.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any bonafide resident of Isabela City with permanent disability.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• PWD Application form</li> <li>• Barangay Certification</li> <li>• Medical Certification</li> <li>• 2pcs. 1x1 pictures</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Office</li> <li>• Barangay Hall</li> <li>• City Health Office/Hospital</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>FILL-UP</b> application form and <b>SUBMIT</b> requirements.	<b>ACCEPT</b> and <b>VERIFY</b> application form and <b>PROCESS ID.</b>	None	10 minutes	Renwick E. Estrada, RSW PWD Focal Person Elizabeth R. Francia SWA Hamid Abubakar SWA
2. <b>CLAIM</b> the Identification Card	<b>RELEASE</b> the Identification Card	None	2 days	Renwick E. Estrada, RSW PWD Focal Person Elizabeth Francia SWA Hamid Abubakar SWA
TOTAL			2 days & 10 min.	



## 5. Issuance of Solo Parent Identification Card

Issuance of Identification Card to Solo parent to enjoy and avail the benefits and privileges provided under the Implementing Rules and Regulations of Republic Act No.8972.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any bonafide resident of Isabela City who is a solo parent.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Solo Parent Application form</li> <li>• Barangay Certification</li> <li>• Photo Copy of Birth Certificate of children ages 0-17</li> <li>• Death Certificate (if widow)</li> <li>• Affidavit of being a solo parent</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Office</li> <li>• Barangay Hall</li> <li>• City Civil Registrar Office/PSA</li> <li>• City Civil Registrar Office/PSA</li> <li>• Public Attorney's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>FILL-UP</b> Application form and <b>SUBMIT</b> requirement for the processing of Identification card	<b>ACCEPT</b> and <b>VERIFY</b> Application form and <b>PROCESS ID.</b>	None	10 minutes	<i>Nor-Aina B. Asmara, RSW Solo Parent Focal Person</i>  <i>Elizabeth R. Francia SWA</i>  <i>Hamid Abubakar SWA</i>
2. <b>CLAIM</b> the Identification Card	<b>RELEASE</b> the Identification Card	None	2 days	<i>Nor-Aina B. Asmara, RSW Solo Parent Focal Person</i> <i>Elizabeth Francia SWA</i>  <i>Hamid Abubakar SWA</i>
<b>TOTAL</b>			<b>2 day &amp; 10 min.</b>	





## 6. Issuance of Social Case Study Report

This document is granted to client in crisis situation to be able to avail financial assistance from government and non-government agencies.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any bonafide resident of Isabela City who are in crisis situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Intent to the Honorable Mayor</li> <li>Barangay Indigency</li> <li>Medical Abstract, Medical Certificate, Billing Statement (for medical assistance)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Barangay Hall</li> <li>Hospital/City Health Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>APPLY</b> for assistance and <b>SUBMIT</b> necessary requirements	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Social Case Study Report.	None	20 minutes	Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW
2. <b>PROVIDE</b> data/information for the preparation of Social Case Study Report.	<b>REVIEW</b> documents presented, <b>PREPARE</b> the Social Case Study Report.	None	1hour	Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW
3. <b>CLAIM</b> of the approved Social Case Study Report	<b>RELEASE</b> the Social Case Study Report.	None	1 minute	Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW
TOTAL			1 hr. & 21 min.	

## 7. Issuance of Adoption Home and Child Social Case Study Report

Assistance to couple who are interested and qualified to adopt a child.

<b>Office or Division:</b>	Office of the City Social Welfare and Development.
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any bonafide resident of Isabela City, who are interested and qualified to adopt a child.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



<ul style="list-style-type: none"> <li>• Court order instructing the office to prepare Home and Child Social Case Study Report</li> <li>• Medical Certificate of Adoptive Parents</li> <li>• Income Tax Return/Certificate of Earnings</li> </ul>		<ul style="list-style-type: none"> <li>• Court</li> <li>• Hospital/City Health Office</li> <li>• BIR/Agency concerned</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <b>SECURE</b> for Home and Child Social Case Study Report.	1. <b>RECEIVED</b> the necessary documents	None	5 minutes	<i>Nor-Aina B. Asmara, RSW</i> <i>Jean F. Mariano, RSW</i> <i>Renwick E. Estrada, RSW</i>
	1.2 <b>INTERVIEW</b> and <b>ASSESS</b> client requesting for Home and Child Social Case Study Report through a series of home visitation and collateral information gathering.	None	30 days	<i>Nor-Aina B. Asmara, RSW</i> <i>Jean F. Mariano, RSW</i> <i>Renwick E. Estrada, RSW</i>
	1.3 <b>REVIEW</b> documents presented and <b>PREPARE</b> the Home and Child Social Case Report.	None	30 days	<i>Nor-Aina B. Asmara, RSW</i> <i>Jean F. Mariano, RSW</i> <i>Renwick E. Estrada, RSW</i>
	1.4 <b>SUBMIT</b> the Home and Child Social Case Study Report to the court.	None	30 minutes	<i>Nor-Aina B. Asmara, RSW</i> <i>Jean F. Mariano, RSW</i> <i>Renwick E. Estrada, RSW</i>
<b>TOTAL</b>			<b>60 days &amp; 35 min.</b>	

Note: Refer to R.A. 8552, also known as the Domestic Adoption Act of 1998.



## 8. Provision of Emergency Assistance

Provision of timely and appropriate response to help alleviate the conditions of distressed/displaced individuals/families who are victims of disaster and are in need of food, clothing, temporary shelter, and other emergency assistance.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any bonafide resident of Isabela City, who are victims of natural and man-made disasters, evacuees/victims of social conflict, ejected, newly resettled squatters and stranded individuals/families in crisis situation.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Certificate of Indigency</li> <li>• Certificate of Residency specifying that client is a victim of man-made/natural calamities from the Punong Barangay</li> <li>• Certification from the BFP (if fire incident)</li> <li>• Certification from the CDRRMO</li> <li>• Picture of the Incident</li> <li>• Police Blotter (if strandeer)</li> <li>• Social Case Study Report</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall</li> <li>• Barangay Hall</li>   <li>• Bureau of Fire Protection</li> <li>• CDRRM Office</li> <li>• Client</li> <li>• PNP</li> <li>• CSWD Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>APPLY</b> for assistance and <b>SUBMIT</b> necessary requirements	<b>INTERVIEW</b> and <b>ASSESS</b> client requesting for assistance	None	10 minutes	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
2. <b>PROVIDE</b> data/information	<b>REVIEW</b> documents presented and <b>PROCESS</b> necessary documents for food or non-food assistance	None	15 minutes	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
3. <b>CLAIM</b> the food or non-food assistance.	<b>PROVIDE</b> the assistance	None	2 days (for financial assistance)	<i>Nor-Aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW CSWD Staff</i>



			Outright (for food assista nce)	
TOTAL			<b>2 days &amp; 25 min.</b>	

### 9. Issuance of Senior Citizen and Person's with Disability Medicine and Grocery Purchase Booklet

Issuance of Medicine and Grocery Purchase Booklet to Senior Citizen and Person's with Disability to enjoy and avail the benefits and privileges as provided for them under the Implementing Rules and Regulations of Republic Act No. 9994 known as the senior citizen act and Republic Act No. 9224 of the Person's with Disability Act.

<b>Office or Division:</b>	Office of the City Social Welfare and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Senior Citizens and Person's with Disability bearing a Senior Citizen and PWD valid ID.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Senior Citizen and Person's with Disability Identification Card</li> </ul>		<ul style="list-style-type: none"> <li>CSWD Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>SHOW</b> valid ID for verification	<b>ACCEPT</b> and <b>VERIFY ID.</b>	None	5 minutes	<i>CSWD Staff</i>
2. <b>SIGN IN</b> the log book for record purposes and <b>CLAIM</b> the booklet	<b>RELEASE</b> purchase booklet.	None	5 minutes	<i>CSWD Staff</i>
TOTAL			<b>10 minutes</b>	

### 10. LIVELIHOOD ASSISTANCE

The program is a major concerned of the LGUs Isabela City for the sectoral group. It is one of the programed activities of the CSWDO and indicated in the work and financial plan for the sectors for the targeted year. This is in order to help the Senior Citizens/PWDs start their livelihood choice project, so as to make them more productive citizens of their locality.

<b>Office or Division:</b>	Office of the City Social Welfare and Development
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		Any indigent member of Senior Citizens and Person's with Disability Association and bearing a Senior Citizen and PWD valid ID.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Project Proposal</li> <li>• List of Senior Citizen and PWD Officers and Members</li> <li>• Latest Minutes of the Meeting</li> <li>• Bank Account</li> <li>• Individual Intake Form</li> <li>• Resolution from the Association</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Office</li> <li>• Senior Citizen and PWD Association</li> <li>• Senior Citizen and PWD Association</li> <li>• Any bank</li> <li>• CSWD Office</li> <li>• Senior Citizen and PWD Association</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Individual <b>Senior Citizen and Person's with Disability</b> visit CSWD Office for inquiry and or submission of documents to avail livelihood assistance.	<b>1.1 RECEIVE</b> documents of qualified Senior Citizen and PWD and conduct <b>INTERVIEW</b>	None	30 minutes	<i>Joselito C. Gurrea PEO II/SC Focal Person Rowena B. Filoteo PEO III Renwick E. Estrada PWD Focal Person</i>
	<b>1.2 ENDORSE</b> qualified livelihood beneficiaries to the City Mayor.	None	1hr.	<i>Joselito C. Gurrea PEO II/SC Focal Person Rowena B. Filoteo PEO III Renwick E. Estrada PWD Focal Person</i>
	<b>1.3 PREPARE</b> approved resolution of the association	None	1 day	<i>Joselito C. Gurrea PEO II/SC Focal Person Rowena B. Filoteo PEO III Renwick E. Estrada PWD Focal Person</i>



	<b>1.4 PREPARE and PROCESS</b> obligation request after the completion of documents	None	1 day	Joselito C. Gurrea PEO II/SC Focal Person Rowena B. Filoteo PEO III Renwick E. Estrada PWD Focal Person
<b>CLAIM</b> the approved check for livelihood assistance	<b>RELEASE</b> the approved check for livelihood assistance	None	1 day	Joselito C. Gurrea PEO II/SC Focal Person Rowena B. Filoteo PEO III Renwick E. Estrada PWD Focal Person Treasurer's Office Representative
<b>TOTAL</b>			<b>3 days, 1 hr &amp; 30 min.</b>	

## 11. PROVISION OF PROTECTIVE SERVICES

Protective services are set of programs and services designed to prevent abuse and exploitation among women and children in providing treatment and rehabilitation to victims or survivors of abuse and exploitation.

<b>Office or Division:</b>	Office of the City Social Welfare and Development
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• All residents of Isabela City</li> <li>• Children in Conflict with the law</li> <li>• Victims of Violence Against Women and their Children (VAWC)</li> <li>• Victims of Sexual Abuse</li> <li>• Women in difficult circumstances (WIDC)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Medico legal</li> <li>• Barangay Certification</li> <li>• Barangay Blotter/Police Blotter</li> </ul>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• Government Hospital</li> <li>• Barangay Hall</li> <li>• Barangay Hall/PNP</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Barangay Council for the Protection of Children (BCPC), Barangay VAWC Desk Officer, or WCPD with the victim report/refer the case to the office.	1.1 <b>RECEIVE</b> and <b>INTERVIEW</b> client regarding the incident.	None	1 hour	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
	1.2 <b>CONDUCT</b> home visitation to <b>ASSESS</b> client/victim situation.	None	1 day	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
	1.3 <b>PROVIDE</b> counselling and <b>ASSIST</b> in the preparation of the treatment plan by client/family	None	1 hour	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
	1.4 <b>REFER</b> client to other partner agencies for support services.	None	20 minutes	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
	1.5 <b>ASSIST</b> and <b>FACILITATE</b> client in processing documents while filing the case.	None	1 day	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
	1.4 <b>FOLLOW-UP</b> until termination of the case	None	30 days/As services needed	<i>Nor-aina B. Asmara, RSW Jean F. Mariano, RSW Renwick E. Estrada, RSW</i>
<b>TOTAL</b>			<b>32 days, 2 hrs. &amp; 20 min.</b>	



# **City Veterinarian Office**

## **External Services**





## 1. Vaccination and Registration of pets/animals (CLIENTS)

- Clients should register their animals before undergoing consultation and examination.

<b>Office or Division:</b>	City Veterinary Office/Animal Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Everybody			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Registration	Front Desk			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of clients	Registration of clients in the office logbook	None	5 minutes	Mrs. Georgie G. Atilano Mrs. Lilibeth M. Catis
Diagnostic and Treatment	Consultation, Dispensing, treatment and follow up	None	10 minutes (case to case basis)	Dr. Erwin Roy L. Jalao
Rabies Vaccination and other Vaccinations	Pre Vaccination Consultation, Preparation of vaccine, Vaccination, Issuance of certificate	None	10 minutes	Dr. Erwin Roy L. Jalao Mr. Frederick G. Tan Mr. Esteban O. Polino Jr.
Veterinary Health Certificate	Examination and Issuance of certificate	None	5 minutes	Dr. Erwin Roy L. Jalao Mr. Frederick G. Tan Mr. Esteban O. Polino Jr.



Request for service implementation (Dog pound, Mass rabies Vaccination, Livestock Seminar, etc)	Logging in the Record book and implementation of request			Mrs. Georgie G. Atilano/Mrs. Lilibeth M. Catis Dr. Erwin Roy L. Jalao
TOTAL TIME			30 inutes	

## 2. City Pound Implementation

- Control of stray dogs in the City of Isabela

<b>Office or Division:</b>	City Veterinary Office/Animal Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Everybody			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Registration	Front Desk			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Written Request letter	Impounding of stray dog		1 day	Rommel R. Peña
TOTAL TIME			1day	



### 3. Registration, Inspection and Issuance of Meat Certificate (SLAUGHTERHOUSE)

- All animals for slaughter should undergo registration and examination to determine if the meat is safe for public consumption.

<b>Office or Division:</b>	City Veterinary Office/Meat Inspection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Everybody			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration of Animals		Meat Inspector/Guard on Duty		
Credentials of Animal		c/o City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of Animals for Slaughter	Registration at logbook	c/o Guard on Duty at City Slaughterhouse/Meat Inspector on duty	15 minutes per client	Mr. Christopher Paul Solosa
Ante Mortem inspection	Examination of Animals for Slaughter	c/o City Treasury Office	5 minutes per head	Mr. Christopher Paul Solosa
Post Mortem Inspection	Examination of carcass for consumption	c/o City Treasury Office	5 minutes per head	Mr. Christopher Paul Solosa
<b>TOTAL TIME</b>			25 minutes	



## **City Veterinarian Office**

### **Internal Services**



## 1. Vaccination and Registration of pets/animals (for LGU employees)

- LGU Employees should register their animals before undergoing consultation and examination.

<b>Office or Division:</b>	City Veterinary Office/Animal Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	LGU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Registration	Front Desk			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of Pets (LGU Employees)	Registration of clients in the office logbook	None	5 minutes	Mrs. Georgie G. Atilano Mrs. Lilibeth M. Catis
Diagnostic and Treatment	Consultation, Dispensing, treatment and follow up	None	10 minutes (case to case basis)	Dr. Erwin Roy L. Jalao
Rabies Vaccination and other Vaccinations	Pre Vaccination Consultation, Preparation of vaccine, Vaccination, Issuance of certificate	None	10 minutes	Dr. Erwin Roy L. Jalao Mr. Frederick G. Tan Mr. Esteban O. Polino Jr.
<b>TOTAL TIME</b>			25 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Email us : <a href="mailto:cityvet.isabelacity@gmail.com">cityvet.isabelacity@gmail.com</a> Office Hotline: 09654020894</b>
How feedbacks are processed	<b>1. Feedbacks either verbally or written shall be placed in to record for better response</b>
How to file a complaint	<b>Complaints are encouraged to be written for the record</b>
How complaints are processed	<ol style="list-style-type: none"> <li><b>1. Complaints and feedbacks should be written</b></li> <li><b>2. Complaint/feedbacks and concerns are discussed</b></li> <li><b>3. Solutions are implemented</b></li> </ol>
Contact Information of CCB, PCC, ARTA	<b>Email us : <a href="mailto:cityvet.isabelacity@gmail.com">cityvet.isabelacity@gmail.com</a> Office Hotline: 09654020894</b>

Office	Address	Contact Information
<b>City Veterinary Office</b>	<b>3<sup>rd</sup> flr. City Infirmery, City Hall Compound, Sunrise Brgy., Isabela City De Basilan</b>	<b>09654020894</b>



## **CITY AGRICULTURE'S OFFICE**



## 1. Season-long Farmers Field School on IPM for Rice and Corn

Farmer's Field School on Integrated Pest Management (IPM) for Rice and Corn is a group-based adult learning approach that teaches farmers how to experiment and solve problems independently. Sometimes called "schools without walls", in FFS groups of farmers meet regularly with a facilitator, observe, talk, ask questions, and learn together.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	Farmers				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Barangay Certification			Barangay Office		
Registry System for Basic Sector in Agriculture (RSBSA) Form			Office of the City Agriculturist		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		Target setting	None	2 hours	Banner Coordinator / Agri. Technologist / CAO
2		Site Validation	None	2 days	Agri. Technologist
3	Receive Letter of Intent	Courtesy Call to Barangay Official	None	2 hours	Agri. Technologist
4		Conduct baseline survey	None	1 day	Banner Coordinator / Agri. Technologist / CAO
5	Present Barangay Certification Fill-up RSBSA form	Identify farmer participant/s	None	3 hrs.	Banner Coordinator / Agri. Technologist / CAO
6	Submit RSBSA form	Enroll Farmer-beneficiary	None	3 hrs.	Agri. Technologist
7		Development of Training Module	None	4 hrs.	Banner Coordinator / Agri.





					Technologist / CAO
8	Participate and attend orientation	Conduct orientation	None	4 hrs.	Banner Coordinator / Agri. Technologist / CAO
9	Participate and attend Farmer's Field School launching	Launching of Farmer's Field School	None	4 months	Banner Coordinator / Agri. Technologist / CAO
10	Participate and attend site development	Site Development	None		Banner Coordinator / Agri. Technologist
11	Participate and attend lecture / field practice	Lecture / Field Practice	None		Banner Coordinator / Agri. Technologist / CAO
12	Participate and attend Field Day	Conduct Field Day	None		Banner Coordinator / Agri. Technologist
13	Participate and attend crop cut	Crop Cut	None		Banner Coordinator / Agri. Technologist
14	Attend graduation ceremony	Graduation Ceremony	None		Banner Coordinator / Agri. Technologist / CAO
15	Fill up Feedback Form	Issue and Collect Feedback Form	None		10 mins
				93 days, 2hrs and 10 mins (746 hrs and 10 mins)	

Season-long Farmers Field School on IPM for Rice and Corn qualified for multi-stage processing.



## 2. Area Monitoring

**Monitoring** is a continuous process during project implementation. Data are collected on the way an extension programme is implemented and the problems encountered by extension agents in achieving desired results.

**Evaluation** is a process to determine the relevance, effectiveness and impact of project activities in the light of its objectives. It is usually carried out half-way through the lifetime of a project to improve activities still in progress, or after the end of a project when the full benefits and impacts of a project are expected to have been realized.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		Farmers, Fisherfolk and non-farmer/fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Anticipate / answers call	Staff communicates farmer, fisherfolk, and non-farmer/fisherfolk set appoint for area visit	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
2	Anticipate visit from Agency	Extension worker/s visits area for monitoring and validation	None	1 hr. per area	Banner Coordinator / Agri. Technologist / CAO
3	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	1 hr and 15 ins	



### 3. Agri-Fishery Consultation Services

The integrated process of information gathering, analysis, planning, consultation, decision-making, allocation of resources and formulation and implementation, with enforcement as necessary, of regulations or rules which govern fisheries activities in order to ensure the continued productivity of the resources and the accomplishment of other fisheries objectives

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Banner Coordinator / Agri. Technologist / CAO
2	Client approach Office in-charge and ask for service	Officer in-charge answers queries and provide technical assistance	None	30 mins.	Banner Coordinator / Agri. Technologist / CAO
3	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	42 ins	

### 4. Soil Test and Analysis

A service which caters the needs of farmers on soil analysis which will determine the amount of fertilizers to be used in the production.

Analyze soil to determine the minimum set of parameters required to evaluate soil fertility. These parameters are pH, soil organic carbon (SOC), nitrogen (N), phosphorus (P), and potassium (K).



<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Request Letter					
Soil samples					
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Client presents request letter	Receiving officer checks completeness of documents, and records document/s	None	3 mins	Banner Coordinator / Agri. Technologist / CAO
2		Head of office endorse letter to Agricultural Technologist	None	3 mins	City Agriculturist
3	Anticipates phone call	Courtesy call to client (via phone call) for appointment	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
4	Anticipates visit from concerned agency and Identifies area for validation	Staff visits site for validation and evaluation	None	10 mins	Banner Coordinator / Agri. Technologist / CAO
5		Staff identifies areas to gather soil samples	None	10 mins	Banner Coordinator / Agri. Technologist / CAO
6	Client gathers soil samples	Staff assist in collection	None	30 mins	Banner Coordinator / Agri. Technologist / CAO
7		Air-dries gathered soil sample	None	2 days	Banner Coordinator / Agri.



					Technologist / CAO
8		Label soil samples indicating the details	None	10 mins	Banner Coordinator / Agri. Technologist / CAO
9		Submit soil samples to BSWM	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
10		Anticipates arrival of result analysis form BSWM	None	15 days	BSWM
11	Anticipate phone call from OCA	Courtesy call to client to claim result	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
12	Client claims Soil Analysis Result	Staff releases Soil Analysis Result	None	5 mins.	Banner Coordinator / Agri. Technologist / CAO
13	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	17 days and 46mins (137 hrs and 36 mins)	

Soil Test and Analysis is covered under RA 7160.

Soil Test and Analysis qualified for multi-stage processing.



## 5. Pest and Disease Surveillance

### A. (Walk-in Clients)

An insect pest survey is a detailed collection of insect population information at a particular time in a given area. The regular surveys of same place or locality at consistent intervals to assess changes in pest species over a time is called 'surveillance'. Refers to the constant watch on the population dynamics of pests, its incidence and damage on each crop at fixed intervals to forewarn the farmers to take up timely crop protection measures.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Banner Coordinator / Agri. Technologist / CAO
2	Client approach officer in-charge and report occurrence of pest and disease	Officer in-charge answers queries	None	30 mins.	Banner Coordinator / Agri. Technologist / CAO
3		Officer in-charge sets appointment for site visit	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
4		Officer in-charge notifies City Agriculturist to conduct area validation	None	5 mins	Banner Coordinator / Agri. Technologist / CAO
5	Anticipate visit from agency concerned	Officer in-charge conducts site validation and assess extent	None	1 hr	Banner Coordinator / Agri. Technologist / CAO



		of infestation / damage			
6	Apply recommended measures	Officer in-charge renders technical assistance / provide measures	None	45 mins	Banner Coordinator / Agri. Technologist / CAO
7		Officer in-charge files reports of the pest/disease incident	None	10 mins	Banner Coordinator / Agri. Technologist / CAO
8	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	2 hr and 47 ins	



## B. Outbreak of Pest and Disease

An insect pest survey is a detailed collection of insect population information at a particular time in a given area. The regular surveys of same place or locality at consistent intervals to assess changes in pest species over a time is called 'surveillance'. Refers to the constant watch on the population dynamics of pests, its incidence and damage on each crop at fixed intervals to forewarn the farmers to take up timely crop protection measures.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1		Develop pest and diseases monitoring	None	2 mins	Banner Coordinator / Agri. Technologist / CAO
2	Anticipate phone call from agency	Courtesy call to farmers, associations for appointment	None	30 mins.	Banner Coordinator / Agri. Technologist / CAO
3		Prepare IEC Materials	None	1 day	Banner Coordinator / Agri. Technologist / CAO
4	Attend and participate IEC on Pest and Disease Awareness	Conduct IEC on Pest and Disease Awareness Campaign	None	8 hrs (per area)	Banner Coordinator / Agri. Technologist / CAO
5	Participate in field evaluation and assessment	Conduct field evaluation / assess extent of infestation / damage	None		Banner Coordinator / Agri. Technologist / CAO
6	Participate in pest / disease identification and scale of damage	Identify pest / disease infested and determine	None		Banner Coordinator / Agri. Technologist / CAO





		scale of damage			
7	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
8		Prepare / consolidate and submit reports to concerned agencies	None	8 hrs	Banner Coordinator / Agri. Technologist / CAO
			TOTAL	3 days and 42 mins (24 hrs and 42 mins)	

Pest and Disease Surveillance (Outbreak of Pest and Disease) qualified for multi-stage processing.

## 6. Demonstration Farms

Demonstration farms are used to teach various agricultural techniques and technologies, showcase new or improved crops. They also serve as a venue to research and test new methods alongside traditional ones. Their sizes can vary widely, ranging from small to big farms.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2C - Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEP S</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Anticipation of phone call / letter of intent Barangay Official and or Farmer/Fishery Association/Organization	Courtesy Call via phone call	None	5 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO



2	Attend meeting-consultation	Conduct meeting-consultation	None	2 hrs	Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO
3		Master-listing and validation of farmer-fisherfolk beneficiary and Site Validation	None	3 days	Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO
4	Attend briefing	Staff conduct briefing	None	3 hrs	Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO
5	Claim agri/fishery inputs, tools and or materials	Staff release of agri/fishery inputs, tools and or materials	None	45 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO
6	Participate in site development	Site development	None	120 days	Farmer / Fisherfolk, Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO
7		Supervision and Monitoring	None		Banner Coordinator / Agri. Technologist / Fishery Technologist , CAO



8	Anticipate letter of intent from agency concerned	Letter of invitation to farmer/fisherfolk from different barangay / association	None		Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
9	Participate in Farmers Field Day	Conduct Farmers Field Day	None		Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
10	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	123 days and 6hrs (990 hrs)	

Demonstration Farms (Outbreak of Pest and Disease) qualified for multi-stage processing.

## 7. Program Implementation

Program implementation refers to programs proposed of the office encompassing the improvement of the agricultural production and post-production systems for food security, sustainability, and self-reliance, in direct support of the national and local economic development and agenda.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1		Conduct program preparation and planning	None	2 mins	Banner Coordinator / Agri.



					Technologist / CAO
2	Beneficiaries anticipates phone call or letter intent	Courtesy call to target beneficiaries via phone call and mail	None	45 mins	Banner Coordinator / Agri. Technologist / CAO
3	Beneficiaries anticipate site visit and master listing from concerned agency	Site validation and master listing	None	8 hrs	Banner Coordinator / Agri. Technologist / CAO
4	Beneficiaries attend and participate program briefing / orientation	Conduct briefing / orientation	None	5 hrs	Banner Coordinator / Agri. Technologist / CAO
5	Beneficiaries attend and participate program implementation	Program implementation	None		Banner Coordinator / Agri. Technologist / CAO
		a. Seminar / Webinar	None	1 day	
		b. Training-workshop	None	3 days	
6	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
7		Monitoring	None	1.5 hrs (per area)	Banner Coordinator / Agri. Technologist / CAO
8		Consolidate report and submit to concern agency	None	8 hrs	Banner Coordinator / Agri. Technologist / CAO
			TOTAL	6days, 1hr and 37mins (55 hrs and 27 mins)	

Program Implementation is qualified for multi-stage processing.



## 8. Issuance of Certification / License

### A. Domestic Transport of Plants / Plant Products Permit

Pursuant to Executive Order No. 292, series 1987, Republic Act No. 10845, RA 10611, RA 7394, RA 7581, RA 8752, Presidential Decree No. 1433, as amended, Office of the President Administrative Order (AO) No. 31 s2012, Department of Agriculture (DA) AO No. 23, series of 2013, DA Memorandum Order No. 1, series of 201, DA AO 9, s of 2010 and relevant international agreements to which the Philippines is a signatory.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and inquire for service	Gather data	None	15 mins	Agri. Technologist In-Charge
3	Client presents actual commodity for inspection	Inspection of commodity	None	15 mins	Agri. Technologist In-Charge
4		Printing and signing of Domestic Permit	None	2 mins	Agri. Technologist In-Charge
5	Receive Domestic Permit	Release Domestic Permit	None	2 mins	Agri. Technologist In-Charge
6	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Applicant
			<b>TOTAL</b>	<b>46 mins</b>	



## B. NEW Motorized Banca – 1N (Passenger)

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.14, and 5A.15, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application form			Office of the City Agriculturist		
Original Certificate of Ownership (1 copy)			Barangay Chairman		
Photocopies of Certificate of Ownership (2 copies)			Owner		
Copy of 4" x 6" picture of fishing banca (2 pieces)			Owner		
Photo 2' x 2' (2 pieces)			Owner		
Photo 1' x 1' (2 pieces)			Owner		
<p>All motorized and non-motorized boats/bancas shall display the registered hull serial number on Letters and Number shall comply with dimension as prescribed.</p> <ul style="list-style-type: none"> <li>- Letterings shall be contrast to the hull color</li> <li>- White (or light color) hull</li> <li>- Black lettering</li> <li>- Black (or dark color) hull</li> <li>- White lettering</li> </ul>					
<p>Additional Requirements:</p> <ul style="list-style-type: none"> <li>- Barangay Clearance</li> <li>- Cedula</li> <li>- Dimension of banca (L x B x D)</li> <li>- Engine (Brand, Serial Number, Horsepower)</li> </ul>			Barangay Chairman Barangay Chairman Owner Owner		
<b>STEP S</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant



2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA – 1, Utility 1, Fishery Technologist		
3	Client submits duly accomplished form	Staff receives application form with complete requirement/s	None	2 mins	CDA – 1, Utility 1, Fishery Technologist		
4		Staff reviews and issues instructions / comments	None	5 mins	CDA – 1, Utility 1, Fishery Technologist		
5	Present actual banca	Fishery Technologist conducts inspection and measure the banca	None	45 mins	CDA – 1, Utility 1, Fishery Technologist		
6		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA – 1, Utility 1, Fishery Technologist		
7	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at City Treasurer's Office	Application Fee: P62.50 Navigator Fee: P168.00 MBOP Fee: P490.00 Garbage Fee: P100.00 CFBL Fee : $GT \left( \frac{(L \times B \times D) \times 0.70}{2.83} \right) \times 0.68$ For Motorized Boat/Banca:	10 Mins	City Treasurer's Staff		
			<table border="1"> <tr> <td>GT</td> <td>Fee</td> </tr> </table>	GT	Fee		
GT	Fee						



			>0.10 0	125.0 0		
			.100 and above to .500	187.5 0		
			.500 and above to .100	250.0 0		
			1.00 and above to 2.00	312.5 0		
			2.00 and above to 3.00	437.5 0		
8	Client presents receipt	Staff validates receipts	None	3 mins	CDA – 1, Utility 1, Fishery Technologis t	
9	Client signs log book	Staff registers number to log book	None	3 mins		
10	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins		
11	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer	
12	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA – 1, Utility 1, Fishery Technologis t	
13		Staff prepares and issues Temporary Permit	None	10 mins		





14		Staff processes Original License to Operate and submit to OCM	None	30 days	Office of the City Mayor
15	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
16	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
17	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	30 days and 13 mins (240 hrs and 13 mins)	

Issuance of Certification / License (NEW Motorized Banca – 1N (Passenger) License) covered under City Ordinance 03-148 of the Isabela City.

Issuance of Certification / License (NEW Motorized Banca – 1N (Passenger) License) qualified for multi-stage processing.



### C. NEW Fishing Boat - 2N, (Motorized / Non-motorized)

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.5, 5A.6, 5A.7, 5A.11, 5A.13, 5A.14, 5A.15, 5A.17, 5A.18, 5A.21, and 5A.23, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application form			Office of the City Agriculturist		
Original Certificate of Ownership (1 copy)			Barangay Chairman		
Photocopies of Certificate of Ownership (2 copies)			Owner		
Copy of 4" x 6" picture of fishing banca (2 pieces)			Owner		
Photo 2' x 2' (2 pieces)			Owner		
Photo 1' x 1' (2 pieces)			Owner		
All motorized and non-motorized boats/bancas shall display the registered hull serial number on Letters and Number shall comply with dimension as prescribed. - Letterings shall be contrast to the hull color - White (or light color) hull - Black lettering - Black (or dark color) hull - White lettering					
Additional Requirements: - Barangay Clearance - Cedula - Dimension of banca (L x B x D) - Engine (Brand, Serial Number, Horsepower)			Barangay Chairman Barangay Chairman Owner Owner		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA - 1, Utility 1, Fishery Technologist
3	Client submits duly accomplished form	Staff receives application form with complete requirement/s	None	2 mins	CDA - 1, Utility 1, Fishery Technologist
4		Staff reviews and issues instructions / comments	None	5 mins	CDA - 1, Utility 1, Fishery Technologist
5	Present actual banca	Fishery Technologist conducts inspection and measure the banca	None	45 mins	CDA - 1, Utility 1, Fishery Technologist
6		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA - 1, Utility 1, Fishery Technologist



7	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at City Treasurer's Office	Application fee : 62.50	10 Mins	City Treasurer's Staff												
			MOL : 125.00														
			CFBL Fee :														
			CFGL Fee :														
			$GT = \frac{[(L \times B \times D) \times 0.70]}{2.83}$														
			GT x .68 = CFBL														
			For Motorized Boat/Banca:														
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			GT			Fee											
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2.00 and above to 3.00	437.50																
For Non-motorized Boat/Bancas:																	
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CFGL																	
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License for Fishermen, fry catches, gatherers and others, push nets	125.00																



			Using Nets:			
			- Stationary Lift Net (Panatian)	375.00		
			- For Tuna and tuna alike	312.50		
			- For herring	312.50		
			- For anchovies	125.00		
			- Big eye scad and mackerel	250.00		
			Using Traps:			
			- Fish pots (bobo)	125.00		
			- Crab Pots	125.00		
			Using Hook and Line			
			- Sample Hook and Line	125.00		
			Pukot:	125.00		
			a. 10 to 50 m	125.00		
			b. 51 to 100m	187.50		
			c. 101-200m	250.00		
			d. 201 over	312.00		
			Bagnets/Basnig (Using Fishing boats 3GT or Less)	625.00		
			Beach Seine (Baling):			
			a.15 to 60m	250.00		
			b.61 to 100m	375.00		
			c.101m over	625.00		



8	Client presents receipt	Staff validates receipts	None	3 mins	CDA - 1, Utility 1, Fishery Technologist
9	Client signs log book	Staff registers number to log book	None	3 mins	
10	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins	CDA - 1, Utility 1, Fishery Technologist
11	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer
12	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA - 1, Utility 1, Fishery Technologist
13		Staff prepares and issues Temporary Permit	None	10 mins	CDA - 1, Utility 1, Fishery Technologist
14		Staff processes Original License to Operate and submit to OCM	None	22 days	CDA - 1, Utility 1, Fishery Technologist
15	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
16	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA - 1, Utility 1, Fishery Technologist



17	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	22 days, 4hrs and 13mins (180 hrs and 13 mins)	

Issuance of Certification / License (NEW Fishing boat (Motorized and Non-motorized) License) covered under City Ordinance 03-148 of the Isabela City.

Issuance of Certification / License (NEW Fishing boat (Motorized and Non-motorized) License) qualified for multi-stage processing.

#### D. NEW Motorized Banca – 3N, CARGO

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.14, and 5A.15, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Application form		Office of the City Agriculturist
Original Certificate of Ownership (1 copy)		Barangay Chairman
Photocopies of Certificate of Ownership (2 copies)		Owner
Copy of 4" x 6" picture of fishing banca (2 pieces)		Owner
Photo 2' x 2' (2 pieces)		Owner
Photo 1' x 1' (2 pieces)		Owner
All motorized and non-motorized boats/bancas shall display the registered hull serial number on Letters and Number shall comply with dimension as prescribed. - Letterings shall be contrast to the hull color - White (or light color) hull – Black lettering		



- Black (or dark color) hull – White lettering					
Additional Requirements: - Barangay Clearance - Cedula - Dimension of banca (L x B x D) - Engine (Brand, Serial Number, Horsepower)		Barangay Chairman Barangay Chairman Owner Owner			
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA – 1, Utility 1, Fishery Technologist
3	Client submits duly accomplished form	Staff receives application form with complete requirement/s	None	2 mins	CDA – 1, Utility 1, Fishery Technologist
4		Staff reviews and issues instructions / comments	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
5	Present actual banca	Fishery Technologist conducts inspection and measure the banca	None	45 mins	CDA – 1, Utility 1, Fishery Technologist
6		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA – 1, Utility 1, Fishery Technologist
7	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at	Application fee : P 62.50 MOL : 125.00	10 Mins	City Treasurer's Staff





		City Treasurer's Office	<p style="text-align: right;">CFBL :</p> $GT \left( \frac{[(L \times B \times D) \times 0.70]}{2.83} \times 0.68 \right)$ <p>For Motorized Boat/Banca:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>GT</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>&gt;0.100</td> <td>125.00</td> </tr> <tr> <td>.100 and above to .500</td> <td>187.50</td> </tr> <tr> <td>.500 and above to .100</td> <td>250.00</td> </tr> <tr> <td>1.00 and above to 2.00</td> <td>312.50</td> </tr> <tr> <td>2.00 and above to 3.00</td> <td>437.50</td> </tr> </tbody> </table>	GT	Fee	>0.100	125.00	.100 and above to .500	187.50	.500 and above to .100	250.00	1.00 and above to 2.00	312.50	2.00 and above to 3.00	437.50		
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8	Client presents receipt	Staff validates receipts	None	3 mins	CDA - 1, Utility 1, Fishery Technologist												
9	Client signs log book	Staff registers number to log book	None	3 mins													
10	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins	CDA - 1, Utility 1, Fishery Technologist												
11	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer												



12	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA – 1, Utility 1, Fishery Technologist
13		Staff prepares and issues Temporary Permit	None	10 mins	CDA – 1, Utility 1, Fishery Technologist
14		Staff processes Original License to Operate and submit to OCM	None	22 days	CDA – 1, Utility 1, Fishery Technologist
15	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
16	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
17	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	22 days, 4hrs and 13mins (180 hrs and 13 mins)	

Issuance of Certification / License (NEW Motorized Banca – 3N, CARGO) covered under City Ordinance 03-148 of the Isabela City. Issuance of Certification / License (NEW Motorized Banca – 3N, CARGO) qualified for multi-stage processing.



### E. Issuance of Certification / License (RENEWAL Motorized Banca – 1N, PASSENGER)

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.14, and 5A.15, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application form			Office of the City Agriculturist		
Copy of Expired Permit			Owner		
Copy of 4" x 6" picture of fishing banca (2 pieces)			Owner		
Photo 2' x 2' (2 pieces)			Owner		
Photo 1' x 1' (2 pieces)			Owner		
Additional Requirements: - Barangay Clearance - Cedula			Barangay Office Barangay Office		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA – 1, Utility 1, Fishery Technologist
3	Client submits duly accomplished form and other documents	Staff receives application form with complete requirement/s	None	2 mins	CDA – 1, Utility 1, Fishery Technologist
4		Staff reviews and issues instructions / comments	None	5 mins	



5		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA - 1, Utility 1, Fishery Technologist												
6	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at City Treasurer's Office	<p>Application Fee : P 62.50            Navigator Fee : P 168.00            Garbage Fee : P 100.00            CFBL Fee : <math>GT\left(\frac{[(L \times B \times D) \times 0.70]}{2.83}\right) \times 0.68</math>            Violation (10%/mos): ____</p> <p>For Motorized Boat/Banca:</p> <table border="1"> <thead> <tr> <th>GT</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>&gt;0.100</td> <td>125.00</td> </tr> <tr> <td>.100 and above to .500</td> <td>187.50</td> </tr> <tr> <td>.500 and above to 1.00</td> <td>250.00</td> </tr> <tr> <td>1.00 and above to 2.00</td> <td>312.50</td> </tr> <tr> <td>2.00 and above to 3.00</td> <td>437.50</td> </tr> </tbody> </table>	GT	Fee	>0.100	125.00	.100 and above to .500	187.50	.500 and above to 1.00	250.00	1.00 and above to 2.00	312.50	2.00 and above to 3.00	437.50	10 Mins	City Treasurer's Staff
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7	Client presents receipt	Staff validates receipts	None	3 mins	CDA - 1, Utility 1, Fishery Technologist												
8	Client signs log book	Staff registers number to log book	None	3 mins	CDA - 1, Utility 1, Fishery Technologist												



9	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
10	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer
11	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA – 1, Utility 1, Fishery Technologist
12		Staff prepares and issues Temporary Permit	None	10 mins	CDA – 1, Utility 1, Fishery Technologist
13		Staff processes Original License to Operate and submit to OCM	None	30 days	Office of the City Mayor
14	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
15	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
16	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	30 days, 4hrs and 13mins (244 hrs and 13 mins)	

Issuance of Certification / License (RENEWAL Motorized Banca – 1N, PASSENGER) covered under City Ordinance 03-148 of the Isabela City.

Issuance of Certification / License (RENEWAL Motorized Banca – 1N, PASSENGER) qualified for multi-stage processing.



## F. Issuance of Certification / License (RENEWAL) Fishing Boat – 2N, Motorized / Non-motorized)

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.5, 5A.6, 5A.7, 5A.11, 5A.13, 5A.14, 5A.15, 5A.17, 5A.18, 5A.21, and 5A.23, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application form			Office of the City Agriculturist		
Copy of Expired Permit			Owner		
Copy of 4" x 6" picture of fishing banca (2 pieces)			Owner		
Photo 2' x 2' (2 pieces)			Owner		
Photo 1' x 1' (2 pieces)			Owner		
Additional Requirements: - Barangay Clearance - Cedula			Barangay Office Barangay Office		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1s	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA – 1, Utility 1, Fishery Technologist
3	Client submits duly accomplished form and other documents	Staff receives application form with complete requirement/s	None	2 mins	CDA – 1, Utility 1, Fishery Technologist
4		Staff reviews and issues instructions / comments	None	5 mins	CDA – 1, Utility 1, Fishery Technologist



5	Present actual banca	Fishery Technologist conducts inspection and measure the banca	None	45 mins	CDA - 1, Utility 1, Fishery Technologist										
6		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA - 1, Utility 1, Fishery Technologist										
7	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at City Treasurer's Office	<p>Application fee : P 62.50  MOL : 125.00  CFBL Fee :  CFGL Fee :  Violation (10%/ mos):  <math>GT = [(L \times B \times D) \times 0.0283]</math>  2.83  <math>GT \times .68 =</math>  CFBL</p> <p>For Motorized Boat/Banca:</p> <table border="1"> <thead> <tr> <th>GT</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>&gt;0.10 0</td> <td>125. 00</td> </tr> <tr> <td>.100 and above to .500</td> <td>187. 50</td> </tr> <tr> <td>.500 and above to .100</td> <td>250. 00</td> </tr> <tr> <td>1.00 and above</td> <td>312. 50</td> </tr> </tbody> </table>	GT	Fee	>0.10 0	125. 00	.100 and above to .500	187. 50	.500 and above to .100	250. 00	1.00 and above	312. 50	10 Mins	City Treasurer's Staff
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			<p>For Non-motorized Boat/Bancas:</p> <table border="1"> <thead> <tr> <th>GT</th> <th>Fees</th> </tr> </thead> <tbody> <tr> <td>&gt;.50 0</td> <td>100. 00</td> </tr> <tr> <td>&gt;1.0 0 but 1.00</td> <td>150. 00</td> </tr> <tr> <td>1.00 and abov e</td> <td>250. 00</td> </tr> </tbody> </table>	GT	Fees	>.50 0	100. 00	>1.0 0 but 1.00	150. 00	1.00 and abov e	250. 00			
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- For anchovies														
- Big eye scad and mackerel														
Using Traps:														





			- Fish pots (bobo)	125.00	
			- Crab Pots	125.00	
			Using Hook and Line		
			- Sample Hook and Line	125.00	
			Pukot:	125.00	
			a. 10 to 50 m	0	
			b. 51 to 100m	187.50	
			c. 101-200m	250.00	
			d. 201 over	312.00	
			Bagnets/Basning (Using Fishing boats 3GT or Less)	625.00	
			Beach Seine (Baling):		
			a.15 to 60m	250.00	
			b.61 to 100m	375.00	
			c.101m over	625.00	
8	Client presents receipt	Staff validates receipts	None	3 mins	CDA – 1, Utility 1, Fishery Technologist
9	Client signs log book	Staff registers number to log book	None	3 mins	
10	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
11	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer



12	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA – 1, Utility 1, Fishery Technologist
13		Staff prepares and issues Temporary Permit	None	10 mins	CDA – 1, Utility 1, Fishery Technologist
14		Staff processes Original License to Operate and submit to OCM	None	22 days	CDA – 1, Utility 1, Fishery Technologist
15	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
16	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA – 1, Utility 1, Fishery Technologist
17	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	22 days, 4hrs and 13mins (180 hrs. and 13 mins)	

Issuance of Certification / License (RENEWAL Fishing Boat – 2N, Motorized / Non-motorized) covered under City Ordinance 03-148 of the Isabela City.

Issuance of Certification / License (RENEWAL Fishing Boat – 2N, Motorized / Non-motorized) qualified for multi-stage processing.



## G. Issuance of Certification / License (RENEWAL Motorized Banca – 3N, CARGO)

Pursuant to the Provisions of Sections 5A.3, 5A.4, 5A.14, and 5A.15, Chapter Five of the City Ordinance 03-148 also known as The Revenue Code of the City of Isabela, Province of Basilan.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application form			Office of the City Agriculturist		
Copy of Expired Permit			Owner		
Copy of 4" x 6" picture of fishing banca (2 pieces)			Owner		
Photo 2' x 2' (2 pieces)			Owner		
Photo 1' x 1' (2 pieces)			Owner		
Additional Requirements: - Barangay Clearance - Cedula			Barangay Office Barangay Office		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Applicant
2	Client approach staff and secure application form with checklist	Give application form with checklist	None	15 mins	CDA – 1, Utility 1, Fishery Technologist
3	Client submits duly accomplished form and other documents	Staff receives application form with complete requirement/s	None	2 mins	CDA – 1, Utility 1, Fishery Technologist
4		Staff reviews and issues	None	5 mins	CDA – 1, Utility 1,



		instructions / comments			Fishery Technologist												
5	Present actual banca	Fishery Technologist conducts inspection and measure the banca	None	45 mins	CDA - 1, Utility 1, Fishery Technologist												
6		Prepare report and computation and recommend schedule of fees	None	15 mins	CDA - 1, Utility 1, Fishery Technologist												
7	Client settles fees	Staff in-charge issues Order of Payment Slip and settle at City Treasurer's Office	Application fee : P 62.50 MOL : 125.00 CFBL : $GT \left( \frac{[(L \times B \times D) \times 0.70]}{2.83} \times 0.68 \right)$ Violation (10%/mos):  For Motorized Boat/Banca: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>GT</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>&gt;0.100</td> <td>125.00</td> </tr> <tr> <td>.100 and above to .500</td> <td>187.50</td> </tr> <tr> <td>.500 and above to .100</td> <td>250.00</td> </tr> <tr> <td>1.00 and above to 2.00</td> <td>312.50</td> </tr> <tr> <td>2.00 and above to 3.00</td> <td>437.50</td> </tr> </tbody> </table>	GT	Fee	>0.100	125.00	.100 and above to .500	187.50	.500 and above to .100	250.00	1.00 and above to 2.00	312.50	2.00 and above to 3.00	437.50	10 Mins	City Treasurer's Staff
GT	Fee																
>0.100	125.00																
.100 and above to .500	187.50																
.500 and above to .100	250.00																
1.00 and above to 2.00	312.50																
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8	Client presents receipt	Staff validates receipts	None	3 mins	CDA - 1, Utility 1, Fishery Technologist
9	Client signs log book	Staff registers number to log book	None	3 mins	
10	Client receive issued registration / serial number	Staff issues registration/serial number	None	5 mins	CDA - 1, Utility 1, Fishery Technologist
11	Client proceeds to Maritime Office	Maritime Office	None	1 hr	Maritime Officer
12	Client presents Maritime Certificate	Staff receives and validates documents	None	3 mins	CDA - 1, Utility 1, Fishery Technologist
13		Staff prepares and issues Temporary Permit	None	10 mins	CDA - 1, Utility 1, Fishery Technologist
14		Staff processes Original License to Operate and submit to OCM	None	22 days	CDA - 1, Utility 1, Fishery Technologist
15	Client proceeds to COAST GUARD Office	COAST GUARD Office	None	1 hr	Coast Guard Officer
16	Client claim License to Operate and signs log book	Staff Logs and release License to Operate	None	5 mins	CDA - 1, Utility 1, Fishery Technologist
17	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client-Applicant
			TOTAL	22 days, 4hrs and 13mins	



				(180 hrs and 13 mins)	
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Issuance of Certification / License (RENEWAL Motorized Banca – 3N, CARGO) covered under City Ordinance 03-148 of the Isabela City.

Issuance of Certification / License (RENEWAL Motorized Banca – 3N, CARGO) qualified for multi-stage processing.

## 9. Registry System for Basic Sector in Agriculture (RSBSA)

Nationwide registration of farmers, farm workers, Laborers, and Fisherfolks, as basis for program planning and availing of projects.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	High Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	Farmers and Fisherfolk				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Any Government Issued Valid I.D.			Owner		
2 x 2 picture (taken not later than 6 months)			Owner		
Ownership Document: - Certificate of Land Transfer - Emancipation Patent - Individual Certificate of Land Ownership Award (CLOA) - Collective CLOA - Co-ownership CLOA - Agricultural Sales patent - Free Patent - Certificate of Title or Regular Title - Certificate of Ancestral Domain Title - Certificate of Ancestral Land Title - Tax Declaration			Owner		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1	BLGU anticipates letter of communication / phone call	Coordinate with BLGU for appointment	None	30 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
2	BLGU Officer in-charge for Agriculture identifies farmers for registration		None		Concerned BLGU
3	Farmers and BLGU officer attend-participate Orientation on RSBSA	Staff in-charge conduct orientation on RSBSA	None	1.5 hrs	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
4	Fill-up RSBSA	Issue RSBSA Form	None	30 mins (per client)	Client
5	BLGU assist client in accomplishing the form	Staff in-charge assist client in accomplishing the form	None		Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
6	Submit accomplished RSBSA form together with documentary requirements	Staff in-charge receives and checks completeness	None	5 mins (per client)	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
7	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
8		Encodes / enlisting of farmer-fisherfolk	None	8 mins (per client)	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO



9		Accomplished form submit to concerned agency	None	10 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
			TOTAL	22 days, 4hrs and 3mins (180 hrs and 3 mins)	

Registry System for Basic Sector in Agriculture (RSBSA) qualified as multi-stage processing.

## 10. Organize Farmer / Fisherfolk Association

This aims to facilitate the integration of farmers into markets, the improvement of the quality of life of rural areas, and to ensure a better balance between towns and the countryside.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		Farmers and Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Letter of intent			Requesting Party		
Masterlist					
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
2	Client approach Office in-charge and ask for service and submit request letter and master list	Officer in-charge receives and checks completeness	None	30 mins.	Banner Coordinator / Agri. Technologist / Fishery





		of letter and documents			Technologist CAO
3	Attend and participate in briefing and ratification of bylaws	Sets appointment to conduct briefing and ratification of by-laws on association	None	6 hrs (Per association)	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
4	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
5	Apply for accreditation to concerned agency	Assist on the registration and accreditation to the concerned agency	None	8 hrs	Banner Coordinator / Agri. Technologist / Fishery Technologist CAO
			TOTAL	1 day, 6hrs and 42 mins (14 hrs and 42 mins)	



## 11. Request for Resource Speaker

Resource persons are experts who contribute information and opinions to participants in a learning situation. They frequently are used to conduct educational activities

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Letter of intent			Party / Client		
Program / Invitation			Party / Client		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
2	Present Letter of intent	Officer in-charge receives and directs letter to concerned personnel	None	5 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
3	Client approach concerned personnel and ask for service	Concerned personnel gather data/ information	None	10 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
4		Personnel forwards letter to CAO for appropriate action	None	2 mins	Banner Coordinator / Agri. Technologist / Fishery Technologist,
5		CAO assign/authorize personnel	None	5 mins	CAO
6		Preparation of Training Module	None	8 hrs	Banner Coordinator /



		/ Visual Presentation			Agri. Technologist / Fishery Technologist
7	Client attend, participate, facilitate event	Deliver : a. Training with demonstration b. Lecture / Seminar	None	a. 3 days b. 8 hrs	Banner Coordinator / Agri. Technologist / Fishery Technologist, CAO
8	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	5 days and 34 mins (40 hrs and 34 mins)	

## 12. Provision of Agricultural Inputs and other

Provide quality planting materials for priority commodities to enhance productivity and production to improve commodity competitiveness in order to reduce importation of various vegetables; a tool for value adding and product development; productivity enhancement through the conduct of technology demonstration cum production to address the proper management on agriculture production.

<b>Office or Division:</b>	Office of the City Agriculturist (Extension Services and Development Division)				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Banner Coordinator / Agri. Technologist / CAO
2	Client approach concerned personnel and ask for service	Concerned personnel gather data/ information	None	10 mins	Banner Coordinator / Agri.



					Technologist / CAO
3	Client fills in form	Personnel asked client to fill up form	None	5 mins	Client
4	Receive briefing and technical assistance	Personnel conduct briefing/ technical assistance	None	10 mins	Banner Coordinator / Agri. Technologist / CAO
5	Client receives seeds and other inputs	Personnel turn over seeds and other inputs	None	3 mins	Banner Coordinator / Agri. Technologist / CAO
6	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	40mins	



### 13. Provision of Fishing and seeding inputs and other fishing materials

Provide quality fishing and seeding and inputs and other fishing materials to enhance productivity and production to improve fishery competitiveness; a tool for value adding and product development; productivity enhancement through the conduct of technology demonstration cum production to address the proper management on fishery production.

<b>Office or Division:</b>		Office of the City Agriculturist (Extension Services and Development Division)			
<b>Classification:</b>		Highly Technical			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		Fisherfolk and fisherfolk organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
STEPS	CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		Request letter to BFAR attached documents	None	1 day	Banner Coordinator / Fishery Technologist / CAO
2		BFAR schedules for dispersal	None	7 days	BFAR
3	Anticipate information on dispersal (via phone call or visit)	Inform target beneficiaries (via phone call or visit)	None	1 day	Banner Coordinator / Fishery Technologist / CAO
4	Attend-participate briefing-orientation	Conduct of briefing/ orientation	None	1 day	BFAR / Banner Coordinator / Fishery Technologist / CAO
5	Client receives fishing and seeding inputs and other fishing materials	Turnover of fishing and seeding inputs and other fishing materials	None		
6	Client signs/fill-up form/documents	Personnel ask clients to fill-up forms upon receipt	None		
7	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	8 hrs and 10 ins	



## 14. Provision of Forest / Mangrove Seedlings

To support and facilitate non-government and government instrumentalities

viable planting materials for protection, restoration and conservation activities.

<b>Office or Division:</b>		Office of the City Agriculturist (Environment and Natural Resource Division)			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C – Government to Citizen			
<b>Who may avail:</b>		All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Request letter indicating the following: 1. Number and type of seedlings requested 2. Location where seedlings will be planted			Requesting Party		
<b>STEPS</b>	<b>CLIENT</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign client Log Book in the Office	Give the Log Book to the Client	None	2 mins	Officer In-charge
2	Client approach concerned personnel and present request letter	Officer in-charge checks and records letter	None	3 mins	Environment Management Specialist II
3	Answers questions and provides additional information needed	Personnel gathers data and information	None	15 mins	
		Personnel checks inventory for availability of requested seedlings	None	5 mins	
4		Personnel contacts Nursery in-charge to	None	10 mins	



		make preparations			
5	Client proceeds to Nursery Area	Personnel issues Note of Release	None		
6	Client presents Note of Release	Nursery in-charge verifies note and record to log book	None	5 mins	Nursery In-Charge
7	Client signs/logs in log book and receives forest / mangrove seedlings	Nursery in-charge releases forest / mangrove seedlings		45 mins	
8	Fill up Feedback Form	Issue and Collect Feedback Form	None	10 mins	Client
			TOTAL	1 hr and 35 mins	



**City Cooperative Office**  
**External Services**





## 1. Conduct of Pre-Registration Seminar (PRS)

The Pre-Registration Seminar is conducted to prospective members of would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Prospective Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for PRS	1.1 Initial interview and briefer on basic cooperative registration qualifications, procedure and requirements	None	20 mins	<i>Receiving Clerk, AO I</i>
	1.2 Validation and confirmation of request	None	10 mins	<i>Head, AO I</i>
2. No action required from client	2.1 Submit request letter to the Cooperative Dev't Authority Regional Office IX (CDA ROIX)	None	10 mins	<i>AO I</i>
	2.2 Coordinate schedule of PRS with Client	None	20 mins	<i>Authorized staff</i>
3. Attend scheduled PRS	3.1 Facilitate CDA IX virtual/face-to-face PRS	None	1 day	Admin. Division
4. No action required from client	4.1 Inform client of availability of Certificates	None	20 mins	<i>AA IV</i>
	4.2 Print Certificate of Attendance to PRS issued by CDA RO IX	None	10 mins	<i>AA I</i>
5. Receive Certificate	5.1 Log/Record receipt of Certificate by client	None	15 mins	<i>Records officer-AA IV</i>
<b>Total:</b>		None	1 day, 1 hour and 45 mins	



## 2. Assistance on Application for Registration

Assist prospective cooperatives in the preparation and submission of registration application requirements.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Prospective Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Economic survey, Articles of Cooperation, By-laws of the Cooperative, Treasurer's affidavit, Bonds of Accountable Officers, Registration Fee (payable to the Cooperative Development Authority in cash or in postal money order form)		<a href="http://www.cda.gov.ph">www.cda.gov.ph</a> / City Cooperative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration application	1.1 Provide hard and/or soft copy of registration requirements (Coop By-Laws, Articles of Cooperation, Treasurer's Affidavit, etc.)	None	30 mins	AO I, Authorized Staff
2. Submit Accomplished Registration Forms	2.1 Log/receive documents	None	10 mins	Records Officer, AO I
	2.2 Check/discuss completeness and correctness of forms	None	30 mins	
3. No action required from client	3.1 Submit to CDA RO IX for review	None	10 mins	Admin. Division- Authorized staff
4. Proceed to online registration	4.1 Proceed to online registration if requirements are complete	None	10 mins	Admin. Division, AO I
	4.2 Assist in online registration	None	2 days (or extended as needed depending on status of registration)	AO I, Authorized Staff
5. Payment of registration fees to CDA IX	5.1 Direct transaction with CDA IX	None	Depending on CDA timeline	AO I, CDA IX
<b>Total:</b>		None	2 days, 1 hour and 30 mins	



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### 3. Technical Assistance

Enhancing the Operational Efficiency and growth of cooperatives through capacity building trainings on entrepreneurial capabilities, managerial expertise, and technical skills enhancement.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Cooperative officers and members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for relevant training	1.1 Log/receive letter	None	5 mins	<i>Records Officer</i>
	1.2 Coordinate with CDA IX and/or other agencies offering training courses	None	20 mins	<i>AO I</i>
2. No action required from client	2.1 Coordinate schedule of training with Client	None	10 mins	<i>Authorized staff</i>
3. Attend training	3.1 Facilitate/conduct capacity building activity	None	1 day (or more depending on length of training)	Admin. Division
4. Receive Certificate	4.1 Log/Record receipt of Certificate by client	None	15 mins	<i>Records officer- AA IV</i>
<b>Total:</b>		None	1 day, and 50 mins	



#### 4. Assist in the Facilitation of Request for Project and Assistance

Provision of technical assistance and/or endorsement of cooperative request for project assistance to line agencies.

<b>Office or Division:</b>	City Cooperative Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who may avail:</b>	Cooperative requesting assistance for proposed project
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Signed Project Proposal, and if necessary, with cooperative's Board Resolution approval	Client

##### I. IF WITH FORMAL PROJECT PROPOSAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal	1.1 Log/receive document/s	None	5 mins	<i>Records Officer</i>
2. No action required from client	2.1 Review and evaluate proposal	None	30 mins	<i>Head</i>
3. No action required from client	3.1 Coordinate with appropriate agency and endorse project proposal	None	2 days	<i>Head</i>
<b>Total:</b>		None	2 days, and 35 mins	

##### II. IF WITHOUT FORMAL PROJECT PROPOSAL (REQUESTING FOR TECHNICAL ASISTANCE)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Formal Request Letter	1.1 Log/receive document/s	None	5 mins	<i>Records Officer</i>
2. Discussion of Proposed Project	2.1 Discussion and detailed evaluation of project request	None	45 mins	<i>Head</i>
3. Preparation of Project Proposal and/or other documents as required by funding agency/institution	3.1 Assist in the formulation and preparation of Project Proposal and other documents needed	None	1 day	<i>Head, AO I</i>
<b>Total:</b>		None	1 day and 50 mins	



## 5. KoopMustahan sa Barangay (Info-drive Campaign)

Barangay-level orientations are conducted to increase public awareness on cooperativism to promote Cooperative membership and organization.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>If requested by client</i>				
1. Request for Orientation	1.1 Log/receive document/s	None	5 mins	<i>Records Officer</i>
	1.2 Initial interview. Gather client information and validate request	None	20 mins	Admin. Division, AO I
2. No action required from client	2.1 Coordinate with client schedule of orientation	None	10 mins	AO I
	2.2 Prepare venue and training needs		1 day	Admin. Division
3. Attend training and receive certificate of attendance	3.1 Conduct activity 3.2 Hand out post-training survey form 3.3 Award certificate of attendance to participants	None	4 hrs (or more depending on length of training)	Admin. Division
<b>Total:</b>		None	1 day, and 39 mins	
<i>Office initiated</i>				
1. Receive letter of request to conduct orientation	1.1 Prepare and submit request letter to organization/brgy local unit (BLGU)	None	20-30 mins	AO I, Records Officer, Messenger
2. Confirm request and make proper coordination	2.1 Coordinate and prepare to conduct activity	None	1 day	Admin. Division
3. Attend training	3.1 Conduct activity 3.2 Hand out post-training survey form Award certificate of attendance to participants	None	4 hrs (or more depending on length of training)	Admin. Division
<b>Total:</b>		None	1 day, and 30 mins	



**CITY COOPERATIVE OFFICE**  
**Internal Services**



## 1. Leave Administration

Leave Administration allows personnel to utilize their entitled leave privileges. Leave applications are forwarded to the City HRMO to process leave privileges and ensure it is compliant with existing laws covering leave administration.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	City Cooperative Office personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6 - Application for Leave Form Employee		Admin. Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish employee details and leave details of the leave form, then submit to Admin Officer	1.1 Review request for leave and check leave balance of personnel	None	20 mins	Admin. Division, <i>AO I</i>
2. No action required from client	2.1 Submit/forward leave form to Head of Office for approval and signature	None	10 mins	<i>AO I</i>
3. No action required from client	3.1 Review request for leave. Then discuss with personnel if leave cannot be approved. Otherwise, Head signs the approval portion and returns the form to Admin. Officer	None	20 mins	<i>Head</i>
4. Submit approved Leave Application Form to City Human Resource Office	4.1 Update leave ledger and file approved leave form.	None	15 mins	<i>Records Officer, Messenger</i>
<b>Total:</b>		None	1 hour and 5 mins	



## 2. Individual Performance Management – Performance Planning and Commitment

During Performance Planning and Commitment, success indicators are determined, consisting of performance measures and targets. These shall serve as bases in the performance rating and evaluation of the employee and office.

The Strategic Performance Management System (SPMS) is a mechanism to ensure that employees achieve the objectives set by the organization and the organization, achieves the objectives that it has set as its strategic plan.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	City Cooperative Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Performance Commitment and Review Form (PCR)		Admin. Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Discuss performance standards with supervisor before the semester begins	1.1 Discuss performance standards with concerned personnel based on established guidelines and targets	None	1 day	<i>Head of Office</i>
2. No action required from client	2.1 Review and correct performance commitment and review form crafted by employees	None	1 day	<i>Head of Office</i>
3. Finalize performance commitment and review form, then submit to Head for approval	3.1 Review and approval	None	20 mins	<i>Head of Office</i>
4. No action for client	4.1 log and submit approved form to City HRM Office	None	20 mins	<i>Records Officer, Messenger</i>
	4.2 File office copy	None	5 mins	<i>Records Officer</i>
<b>Total:</b>		None	2 days and 45 mins	





### 3. Individual Performance Management – Performance Review and Evaluation

Assessment of office’s and employee’s performance level based on set targets and indicators. The assessment shall focus on determining the competency of the employee and organization, and to address gaps for risk management and performance improvement.

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	City Cooperative Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Performance Commitment and Review Form (PCR)		Admin. Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of approved performance commitment and review form	1.1 Review submitted performance commitment and review form, and actual accomplishments	None	1 day	<i>Head of Office</i>
2. No action required from client	2.1 Rate personnel performance commitment and review form based on actual accomplishments	None	25 mins	<i>Head of Office</i>
3. Discussion of rating with Head of Office	3.1 Discuss rating with concerned personnel and agrees on the same  3.2 Signs and approves IPCR	None	30 mins	<i>Head of Office</i>
4. No action for client	4.1 Record and submit to HRMO approved IPCR/OPCR	None	5 mins	<i>Records Officer, Messenger</i>
<b>Total:</b>		None	1 day and 1 hr	



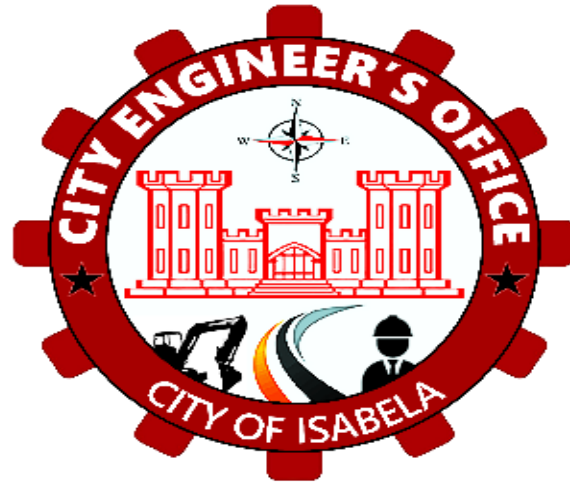
#### 4. Learning and Development

Capacitate human resource to competently and efficiently perform organizational functions and goals

<b>Office or Division:</b>	City Cooperative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	City Cooperative Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Check available courses and trainings offered 1.2 Review approved office Learning and Dev't Plan 1.3 Choose trainings fit for personnel's learning and dev't needs	None	2hrs	Head of Office, AOI
2. None	2.1 Prepare necessary documents for training and travelling expenses	None	30mins	AOI
3. Register and pay registration fee (if applicable)	3.1 None	None		
4. Attend training	3.1 None	None		
5. Submit official receipts, tickets, certificate of appearance, and other supporting documents needed for liquidation	5.1 Prepare reimbursement voucher or liquidation report	None	30mins	AOI
6. Prepare and submit Learning Application Plan to CHRMO	6.1 Log released document 6.2 Route document	None	20mins	Records Officer, Messenger
<b>Total:</b>		None	3 hrs and 20 mins	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the Client Feedback Sheet available at the Public Assistance and Complaint Desk. Drop the accomplished form at the designated drop box.
How feedbacks are processed	<p>Every Friday, the Officer of the Day checks all accomplished sheets in the drop box and office email, and classifies complaints according to nature.</p> <p>Then, Admin officer consolidates the data and forwards it to the Head of Office for evaluation and determine appropriate action.</p> <p>Acknowledgement of the feedback is sent within 3 working days, and appropriate action is taken by the office.</p>
How to file a complaint	<p>Complaint can be filed through the following:</p> <ul style="list-style-type: none"> <li>- Using the Client Feedback Sheet</li> <li>- Writing a formal letter addressed to the Head of Office</li> <li>- Calling the Office hotline</li> <li>- Sending an email to the official office email address: <a href="mailto:citycoopoffice.lguisabelacity@gmail.com">citycoopoffice.lguisabelacity@gmail.com</a></li> </ul>
How complaints are processed	Upon receipt of the complaint, the personnel receiving the complaint will immediately coordinate with the Administrative Division to take appropriate action on the complaint. Acknowledgement shall be sent within 3 working days of receipt of the complaint.
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Presidential Complaints Center: 8888</p> <p>CSC Contact Center ng Bayan: 0908-8816565 - SMS</p>



# **CITY ENGINEER'S OFFICE**

## **EXTERNAL SERVICES**



### 1.) Approval and Issuance of Building Permit

The office is mandated to enforce the Implementing Rules and Regulations of Presidential Decree 1096 otherwise known as the National Building Code.

The implementation of the code was previously carried out by the Department of Public Works and Highways but was transferred to the Local Government Unit of Isabela City by virtue of devolution in the 1991. The advocacy of the code is public welfare consistent with the principles of sound environmental management and control.

Office of Division:	CEO	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	ALL RESIDENTS OF ISABELA	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>1. Certified true copy of OCT/TCT, on File w/ the Registry of Deeds – 3 copies (1-original,2 photocopies)</b>		REGISTRY OF DEEDS
<b>2. Tax Declaration – 3 copies</b>		CITY ASSESSOR'S OFFICE
<b>3. Current Real tax property Tax Receipt owner of the lot</b> >in case the application is not the registered owner of the lot >in addition to the above; duly notarized copy of the Contract of Lease or Deed of Absolute sale.		CITY ASSESSOR'S OFFICE
<b>4. Lot plan duly signed by license Geodetic Engineer</b>		GEODETTIC ENGINEER
<b>5. Clearance Certificate from DPWH. (Along national road)</b>		DPWH
<b>6. Clearance</b> a. Barangay Clearance (copy stamped) b. Locational Clearance c. Fire Safety Clearance		Barangay Chairman CPDO Bureau of Fire Protection (BFP)
<b>7. Duly accomplished, sealed by professional &amp; signed by the owner</b> a. Building Permit (notarized) - 5 sets (Original) b. Electrical Permit - 3 sets (Original) Additional requirements in Electrical Permit 1. Location and site plan 2. Calculation of voltage drop 3. Calculation of short circuit c. Plumbing Permit - 3 sets (Original)		Form secured from City Engineer's Office (CEO) Form secured from CEO Profession Electrical Engineer (PEE) PEE PEE Form secured from CEO Private Professional PRC ID and PTR



d. Clear photocopies of valid PRC, ID's and current PTR's w/ dry seal and 3 specimen signature of the e. professional – 3 sets (Original)				
<b>8. Plans/Estimates</b> a. Building Plans – 6 copies, signed & sealed by professional NOTE: For Architectural Plan-sign by Architect Notarized b. Cost Estimates/Bill of Materials – 6 copies notarized c. Specification – 6 copies		Licensed Civil Engineer/Architect		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished forms to City Engineer's Office (Building Application Form, Electrical Permit Application Form, Plumbing Permit Application Form) lot documents and engineering estimates and plans.  2. Secure Permit	a). Evaluation and assessment of engineering plans, lot documents and application forms. b). If all submitted documents are proper/complete, one set of Plans and Bill of Materials are endorsed to the Bureau of Fire. c). If the submitted documents are incomplete the documents are returned to the applicant with duly listed annotations from the CEO emphasizing the deficiencies/documents that must be presented. d). Upon issuance of Fire Safety Evaluation Certificate (FSEC) by the Bureau of Fire, endorsement for payment of fees is forwarded to the City Treasurer's Office. e). Approval and Issuance of Building Permit to the applicant are executed.	Based on classification area and fixtures	90 mins  10 mins  15 mins  5 mins  1 hr	1. Gian Carlo E. Luna -Assistant City Engineer  2. Sander S. Saquilabon – Engr I (EE) Public Safety  3. Maria FLorinda L. Domingo – AO V (GE) Line and Grade  4. Patrick M. Dumdum –Engr I(SE) Sanitary/Plumbi ng  5. Kristelaine Vallerie D. Lustria- Architect IV (Architectural)  6. Gilbert L. Brimbuela SAO (ECE) (Electronics)
		<b>Total</b>	<b>3 hrs</b>	



## 2.) Approval and Issuance of Certificate of Occupancy

The office is mandated to enforce the Implementing Rules and Regulations of Presidential Decree 1096 otherwise known as the National Building Code.

The implementation of the code was previously carried out by the Department of Public Works and Highways but was transferred to the Local Government Unit of Isabela City by virtue of devolution in the 1991. The advocacy of the code is public welfare consistent with the principles of sound environmental management and control.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL RESIDENTS OF ISABELA			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Submission of forms duly accomplished, signed and sealed by professionals and owner. a. Unified Application form for Certificate of Occupancy b. Duly Notarize Certificate of Completion			City Engineer's Office	
2.Photocopy of the valid licenses of all involved Professionals with 3 specimen signature of the Professionals.			Private Professional PRC ID and PTR	
3.Captioned photographs of site and completed Building/Structure showing front, sides and rear areas.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits Unified Application form for Certificate of Occupancy and Certificate of	a). Evaluation and assessment of completion form. b). If all submitted documents are	Base on classification area and fixtures	10 mins  1 hour	1. Gian Carlo E. Luna -Assistant City Engineer  2. Sander S. Saquilabon – Engr



Completion forms duly accomplished, signed and sealed by professionals and owner.	proper/complete, ocular inspection is conducted		5 mins	I (EE) Public Safety
	c.) endorsement for payment of fees is forwarded to the City Treasurer's Office.		5 mins	3. Maria FLorinda L. Domingo – AOV (GE) Line and Grade
	d.) Certificate of Completion is endorsed to the Bureau of Fire for issuance of Fire SAFTY INSPECTION CERTIFICATE (FSIC).		10 mins	4. Patrick M. Dumdum –Engr I(SE) Sanitary/Plumbing  5. Gilbert L. Brimbuela – SAO(ECE) Electronics
	e). Approval and Issuance of Certificate of Occupancy to the applicant are executed.			
		<b>Total</b>	<b>1 hour 30 mins.</b>	

### 3.) Approval and Issuance of Fencing Permit

The office is mandated to enforce the Implementing Rules and Regulations of Presidential Decree 1096 otherwise known as the National Building Code.

The implementation of the code was previously carried out by the Department of Public Works and Highways but was transferred to the Local Government Unit of Isabela City by virtue of devolution in the 1991. The advocacy of the code is public welfare consistent with the principles of sound environmental management and control.

Office of Division:	CEO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	ALL RESIDENTS OF ISABELA
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	





1.Submission of forms duly accomplished, signed and sealed by professionals and owner. a. Fencing Permit Form.	City Engineer's Office
2.Photocopy of the valid PRC licenses and PTR of all involved Professionals with 3 specimen signature of the Professionals.	Private Professional PRC ID and PTR
3.Barangay Clearance	Barangay hall
4.Plans/Estimates a. Fencing plans -5 copies signed and sealed by owner and professionals b. cost estimates/bill of materials – 5 copies signed and sealed by owner and professionals	Licensed Civil Engineer/Architect

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits Fencing Permit form duly accomplished, signed and sealed by professionals and owner.	a). Evaluation and assessment of Fencing Permit form. b). If all submitted documents are proper/complete, one set of Plans and Bill of Materials are endorsed to the Bureau of Fire. c). Upon issuance of Fire Safety Evaluation Certificate (FSEC) by the Bureau of Fire, endorsement for payment of fees is forwarded to the City Treasurer's Office. d). Approval and Issuance of Fencing Permit to the applicant are executed.	Base on classification area and fixtures	1 hour  5 mins  5 mins  10 mins	1. Gian Carlo E. Luna - Assistant City Engineer  2. Maria FLorinda L. Domingo – AO V (GE) Line and Grade



		<b>Total</b>	<b>1 hour 20 mins.</b>	

#### 4.) Approval and Issuance of Demolition Permit

The office is mandated to enforce the Implementing Rules and Regulations of Presidential Decree 1096 otherwise known as the National Building Code.

The implementation of the code was previously carried out by the Department of Public Works and Highways but was transferred to the Local Government Unit of Isabela City by virtue of devolution in the 1991. The advocacy of the code is public welfare consistent with the principles of sound environmental management and control.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL RESIDENTS OF ISABELA			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Demolition Permit form duly accomplished, signed and sealed by the owner and professionals involved			City Engineer's Office	
2. Certified true copy of OCT/TCT, on File w/ the Registry of Deeds – 3 copies (1-original, 2 photocopies)			City Assessor's Office	
3. Tax Declaration – 3 copies			City Assessor's Office	
4. Lot Plan			License Geodetic Engineer	
5. Floor plan to be demolished -5 copies signed and sealed by owner and professionals			Licensed Civil Engineer/Architect	
6. Certification from the owner that the electrical and water connections are disconnected			Owner	
7. Photocopy of the valid PRC licenses and PTR of all involved Professionals with 3 specimen signature of the Professionals.			Private Professional PRC ID and PTR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits Demolition Permit form duly accomplished,	a). Evaluation and assessment of Demolition Permit form.	Base on classification area and fixtures	1 hour	1. Gian Carlo E. Luna - Assistant City Engineer



signed and sealed by professionals and owner.	b). If all submitted documents are proper/complete, one set of Plans		5 mins	2. Sander S. Saquilabon – Engr I (EE) Public Safety  3. Maria FLorinda L. Domingo – AO V (GE) Line and Grade
	c). endorsement for payment of fees is forwarded to the City Treasurer’s Office.		5 mins	
	d). Approval and Issuance of Demolition Permit to the applicant are executed.		10 mins	
		<b>Total</b>	<b>1 hour 20 mins.</b>	

### 5.) Issuance of Certificate of Road Right of Way

The office is mandated to enforce the Implementing Rules and Regulations of Presidential Decree 1096 otherwise known as the National Building Code.

The implementation of the code was previously carried out by the Department of Public Works and Highways but was transferred to the Local Government Unit of Isabela City by virtue of devolution in the 1991. The advocacy of the code is public welfare consistent with the principles of sound environmental management and control.

Office of Division:	CEO	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	ALL RESIDENTS OF ISABELA	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Lot Plan duly signed by the Geodetic Engineer showing the existence of the Road Right of Way indicting the width and length of the said road.		Geodetic Engineer
2. Lot Documents a. Lot Title b. Tax Declaration of Lot		Registry of Deeds City Assessor
3. Barangay Certification – certifying the existence of Road Right of Way		Barangay Chairman where the lot is located



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits lot documents (lot title, tax declaration, lot plan, barangay certificate) relevant to the request for issuance of Road Right of Way Certificate.	a). The submitted lot documents are evaluated and assessed.	30.00	15 mins	Maria FLorinda L. Domingo – AO V (GE)
	b). If found to be in order, ocular inspection is being conducted.		30 mins	
	c). Assessment of Certification Fee is endorsed to the City Treasurer's Office for payment		5 mins	
	d). Proper documentation and issuance of Certificate of Road Right of Way is made.		15 mins	
		<b>Total</b>	<b>1 hour and 5 mins</b>	

## 6) Issuance of Certificate of Appearance

Partnering with other government agencies in bringing about progress and development in Isabela City particularly on the account of infrastructure implementation is a beneficial practice on the part of Isabela City Government Unit. Anent this, a certification is being issued to the focal person of the partner agency as proof of official transaction.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	ALL RESIDENTS OF ISABELA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Company/Agency Identification Card			Concerned company/agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned individual submit valid Identification Card	1.1 Validates documents and encodes certification 2.1 Issues the duly signed Certificate of Appearance	None	10 mins	Gilbert L. Brimbuela SAO



2. Receive/claim the Certificate of Appearance				Noemi F. Lim Admin Asst. II
		<b>Total</b>	<b>10 mins</b>	

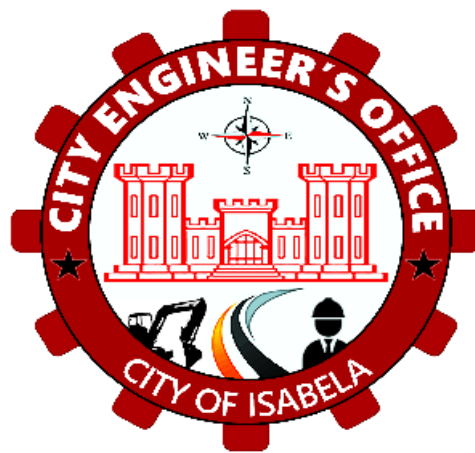
## 7) Issuance of Site Inspection Certificate

Partnering with other Service Provider/agencies in bringing about progress and development in Isabela City particularly on the account of infrastructure implementation is a beneficial practice on the part of Isabela City Government Unit. Anent this, a certification is being issued to the Owner/focal person of the transacting Contractor as proof of official transaction.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL RESIDENTS OF ISABELA			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Company/Agency Identification Card			Concerned company/agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Concerned individual submit Letter of Intent and Photos of site inspection conducted	1.1 Receive and records documents and encodes certification 2.1 Issues the duly signed Certificate of Appearance	None	8 mins	Gilbert L. Brimbuela SAO
2. Receive/claim the Site Inspection Certificate			2mins	Noemi F. Lim Admin Asst. II
		<b>Total</b>	<b>10 mins</b>	



**City**



# **Engineer's Office**

## **INTERNAL SERVICES**



## Payroll Preparation

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	CEO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Time Record (DTR) 2. Remittance Report			CEO Employees Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly approved/signed Daily Time Records (DTR)	1.Acceptance/Evaluation/ Validation/Compilation of Daily Time Records 2. Encoding of Payroll	None	15 mins  4 hrs	Gilbert Brimbuela - SAO Clarissa L. Santos – SAA II Noemi F. Lim – AA II Agnes P. Pioquinto – Msgr
		<b>Total</b>	<b>4hrs and 15 mins</b>	

## 2) Remittances (GSIS, PAG-IBIG, PHILHEALTH, BIR, LOANS) preparation

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	CEO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Remittance Report			Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Render information/feedbacks regarding applied personal loan and remittances to make	1.Evaluation/Validation Of information and documents received	none	10 mins	Gilbert Brimbuela - SAO Clarissa L. Santos – SAA II Noemi F. Lim – AA II
	2.Encoding of Lists of remittances and payroll		4 hrs	
		<b>Total</b>	<b>4 hrs and 10 mins</b>	

### 3) Assistance in the preparation of Statement of Assets, Liabilities and Net Worth

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	CEO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. SALN forms			Assign personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Duly Accomplished SALN	1.Evaluation/Review Accomplished SALN Forms 2. Recommend for Notarization 3. Compilation and submission of accomplished forms to CHRMO	none	4 hrs  10 mins	Gilbert Brimbuela - SAO Noemi F. Lim – AA II Albreach T. Helen – AA VI Paul Andrei S. Florendo – CMM I
		<b>Total</b>	<b>4 hrs and 10 mins</b>	





#### 4) Assistance in Processing and Endorsement of Leave Application

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	CEO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Leave Application Form			CEO assign personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intention and secure permission verbally or in writing the desire to avail privileges 2. Affixes signature in the Leave Application Forms	1. Gather information	none	5 mins	Gilbert L. Brimbuela SAO Noemi F. Lim Admin Asst. II
	2. Encode/endorse Leave Application		5 mins	
		<b>Total</b>	<b>10 mins</b>	

#### 5) Assistance in Processing and Endorsement of Retirement Application

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	CEO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



1. Retirement Application 2. Memorandum Receipt (MR) Clearance			Human resource CGSO Property Custodian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intention officially in writing the desire of retirement from public office	1. Bestow guidance to the applicant and extend help in the processing of pertinent documents	none	20 mins	Gilbert L. Brimbuela SAO Noemi F. Lim Admin Asst. II
		<b>Total</b>	<b>20 mins</b>	

### 6) Attendance to/Verification of the delay in issuance of Permits (Building Permit, Occupancy Permit, Fencing Permit and Demolition Permit)

Providing consistent administrative assistance in the aspects of support service and benefits of employees is vital to inspire, encourage and boost morale that will redound to effective, efficient and admirable delivery of services.

Office of Division:	CEO			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G/G2C-Government to Government/Government to Citizen			
Who may avail:	All concerned			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applications alleged violation of ARTA (Anti Red Tape Act) RA 9485 2. Summon 3. Commencement of Investigation			Clientele/Applicant  Head of Office Head of Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Alleged violation of ARTA complaint forwarded to the City Engineer's Office	1. 1 Respond through documentary evidences as mandated from the respondents	none	4 days	Head of office and Office personnel
	2.1 Start investigation of the case 3.1 Proclamation of judgment		4 days	
2. Answer submitted	4.1. Endorse findings to the City Human		10 mins	Head of office and Office personnel



3. Claim/Receive copy of the findings	Resources Management Office		4 days  5 mins	
		<b>Total</b>	<b>12 days and 15 mins</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Comments can be sent through the CEO Page and Facebook Account, CEO Contact No. 09275188275 or personally submit comments. Suggestion Box is being installed for comment/suggestion and clientele impression.
How feedbacks are processed	Comments are collated
How to file a complaint	Submission of a verified complaint
How complaints are processed	Respondent is being furnished of the verified complaint and to answer within the 15 day period



# **ISABELA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

## **INTERNAL AND EXTERNAL SERVICES**



**1. Conduct of Training on Disaster Risk Reduction and Management (Disaster Preparedness Trainings, Drills, Lectures, Workshops and/or Orientations) Pagsasagawa ng Pagsasanay sa Pagbabawas ng Panganib sa Kalamidad at Pamamahala (Mga Pagsasanay sa Kahandaan sa Kalamidad, Drills, Mga Lektyur, Mga Workshop at/o Mga Oryentasyon)**

<b>Office or Division:</b>	CDRRMO Admin and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Client (General Public)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Request letter or thru our email (<a href="mailto:cdrmmoisabela@gmail.com">cdrmmoisabela@gmail.com</a>) <i>(Hiling na liham (Request letter) o sa pamamagitan ng aming email (cdrmmoisabela@gmail.com)</i></p> <p>Formal Request letter (scheduled at least 3 days before the target date and provided there were no previous request scheduled on the same date). <i>(Pormal na hiling na liham (request letter) nakaiskedyul nang hindi bababa sa tatlong araw bago ang target na petsa at kung walang naunang request sa parehong petsa.</i></p>		<p>Requesting Party <i>(Nakikiusap na Partido)</i></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client will submit a request letter for training, seminar, workshop, and/or orientations. <i>(Magsumite ng liham o request para sa pagsasanay, seminar, workshop at/o mga orientation.)</i>	Accepts and Record letter <i>(Tanggapin at itala ang liham.)</i>	None <i>(wala)</i>	2 minutes <i>(Dalawang minuto)</i>	Maevel R. Francisco LDRRMO-III <i>Admin &amp; training.</i> Nazies W. Maulod Support Staff
Approval from the Head of CDRRMO <i>(Hintayin ang pahintulot na galing sa CDRRMO Head)</i>	Assign a trainer who will handle the request <i>(Magtalaga ng tagapagsanay na hawakan ang request)</i>	None <i>(wala)</i>	2 minutes <i>(Dalawang minuto)</i>	Maevel R. Francisco LDRRMO-III, <i>Admin and Training</i>
Client follows up/coordinate with assigned CDRRMO training personnel on the request. <i>(Makipagugnayan ang kliyente sa nakatalagang tagapagsanay ng CDRRMO para sa isinumiteng request)</i>	Inform the requesting entity of the status of their request, confirmation, finalization of the trainings/orientation s/drill to be conducted <i>(Ipaalam sa nakikiusap na entidad ang estado ng</i>	None <i>(wala)</i>	5 minutes <i>(Limang minute)</i>	Maevel R. Francisco LDRRMO-III, <i>Admin and Training</i>  Nazies W. Maulod  Dispatch on duty



	<i>kanilang request, kumpirmasyon, pagsasapinal ng mga pagsasanay/orientations/drill na kailangang isagawa.)</i>			
Client will provide/manage the training, seminar, workshop, orientation administrative details and logistics <i>(Ang kliyente ay magbibigay/mamahala ng pagsasanay, seminar, workshop, detalye ng administratibong oryentasyon at lohistiko.)</i>	Conduct training/lecture/demonstration/drill and submit after activity report <i>(Mangasiwa ng pagsasanay/panayam/pagpapakita/drill at isumite pagkatapos ng ulat ng aktibidad)</i>	None	Variable (depends on the training design/module) <i>Pabagabago (nakadipende sa disenyo ng pagsasanay/modyul)</i>	Maevel R. Francisco LDRRMO-II, Admin and Training  Nazies W. Maulod WaSAr Team leader
		<b>TOTAL</b>	<b>9 minutes</b>	

### Request for vehicles and other Supplies (Paghiling ng Sasakyan at Iba Pang Suplay)

<b>Office or Division:</b>	CDRRMO Admin and Training Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public /Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the Head of CDRRMO or fill up request form (Liham ng kahilingan na naka-address sa Pinuno ng CDRRMO)  Specify details of the required vehicle or supplies, including the purpose and duration. <i>(Tukuyin ang mga detalye ng kinakailangang sasakyan o suplay, kabilang ang layunin at tagal.)</i>		Requesting Party <i>(Nakikiusap na Partido)</i>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit a request letter or fill up request form	Accepts and Record letter <i>(Tanggapin at itala ang liham.)</i>	None <i>(wala)</i>	2 minutes <i>(Dalawang minuto)</i>	Maevel R. Francisco LDRRMO-III Admin & training Support Staff
Await approval from the Head of CDRRMO	Review and approve the request, <i>Suriin at</i>	None <i>(wala)</i>	10 minutes	Maevel R. Francisco LDRRMO-III, Admin and Training



<i>(Hintayin ang pahintulot na galing sa CDRMO Head)</i>	<i>aprubahan ang kahilingan.)</i>		<i>( Tatlong minuto)</i>	
Issuance and Release	<ul style="list-style-type: none"> <li>• Once approved, the vehicle or supplies are issued according to availability <i>(Kapag naaprubahan, ang sasakyan o mga suplay ay ipagkakaloob ayon sa pagkakaroon nito.</i></li> <li>• The vehicle must be returned as per the agreed schedule. <i>(Ang sasakyan ay dapat ibalik ayon sa napagkasunduang iskedyul)</i></li> <li>• Logbook entry must be completed and signed by the requesting party <i>(Ang rekord sa logbook ay dapat kumpleto at pirmado ng humihiling na partido.)</i></li> </ul>	None <i>(wala)</i>	10 minutes <i>( Tatlong minuto)</i>	Maevel R. Francisco LDRRMO-III, <i>Admin and Training</i>  Dan Angelo Orbecido
		<b>TOTAL</b>	<b>22 mins</b>	

Provision of DRRM Related Data and/or Materials (*Pagbibigay ng datos at /o mga materyales na may kaugnayan sa DRRM*)



<b>Office or Division:</b>	CDRRMO -Research and Planning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or thru our email (cdrrmoisabela@gmail.com) (Sa pamamagitan ng hiling na liham o sa email ng CDRRMO (cdrrmoisabela@gmail.com)) Request letter must contain the following: ( <i>Ang hiling na liham (request letter) ay dapat na naglalaman ng mga sumusunod:</i> ) <ul style="list-style-type: none"> <li>• Address to the Head of CDRRMO (<i>I-address ang liham sa CDRRMO Head</i>)</li> <li>• Attention to the Research and Planning Section (<i>Pagbibigay pansin sa seksyon ng pananaliksik at pagpapalano</i>)</li> <li>• Contains full name, contact details, affiliation of the requesting party and purpose, (<i>Naglalaman ng buong pangalan, mga detalye ng contact, pagkakaugnay ng nakikiusap na partido at ang layunin nito</i>)</li> <li>• List of specific data and template to be requested (<i>Listahan ng mga tiyak na datos at ang template na hinihilingin</i>)</li> </ul>		Requesting Party (Nakikiusap na Partido)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit a letter of request for interview or related research materials ( <i>Magsumite ng hiling na liham (request letter) para sa kahilingan ng pakikipagpanayam o kaugnay na materyal sa pananaliksik</i> )	Accepts and record letter ( <i>Tanggapin at itala ang liham</i> )	None ( <i>Wala</i> )	2 minutes ( <i>dalawang minuto</i> )	Receiving Officer
Approval from the CDRRMO Head ( <i>Hintayin ang pahintulot na galing sa CDRRMO Head</i> )	Endorse the request to the Research and Planning section ( <i>I-endorso ang request sa Seksyon ng Pananaliksik at Pagpapalano</i> )	None ( <i>Wala</i> )	10 minutes ( <i>sampung minute</i> )	Usong Dan I. Salasim LDRRMO-IV
	Prepare requested documents/materials ( <i>Ihanda ang mga hiniling na mga dokumento/materyales</i> )	None ( <i>Wala</i> )	8 hours ( <i>walong oras</i> )	Cris John V. Hufana





				LDRRMO-II, Research and Planning Section
Receive requested documents ( <i>Tanggapin ang mga hiniling na dokumento</i> )	Release the requested data/materials to requesting entity ( <i>Ibigay ang hinihiling na datos/mga materyales sa humihiling na partido</i> )	None ( <i>Wala</i> )	5 minutes ( <i>limang minuto</i> )	Cris John V. Hufana LDRRMO-II, Research and Planning
		<b>TOTAL</b>	<b>8 hrs &amp; 17mins</b>	

### Review and Certification of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP)

#### *Pagsusuri at pag-apruba ng Barangay Disaster Risk Reduction and Management Plan (BDRRMP)*

<b>Office or Division:</b>	CDRRMO -Research and Planning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials and other authorized individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Draft of proposed Barangay Disaster Risk Reduction and Management Plan for the incoming year. (<i>Iminungkahing plano ng Barangay DRRM para sa darating na taon</i>)</li> <li>Annual report of the utilization of the BDRRM Fund of the previous year (<i>Taunang ulat ng paggamit ng pondo ng BDRRM ng nakaraang taon</i>)</li> <li>Resolution creating the BDRRM Committee (<i>Resolusyon sa paglikha ng BDRRM komite</i>)</li> <li>Hazard, vulnerability and Risk Assessment (<i>Pagsusuri ng panganib, kahinaan at peligro</i>)</li> <li>Evacuation and Hazard Maps should be updated (<i>Ang mga mapa ng paglikas at panganib ay dapat i-update</i>)</li> </ul>			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit drafted BDRRM plan ( <i>Isumite ang</i>	Receive and record BDRRM Plan and	None ( <i>wala</i> )	1 minutes	Cris John V. Hufana



<p><i>inihandang draft ng BDRRM Plan)</i></p>	<p>attachments or supporting documents (<i>Tanggapin ang BDRRM Plan at mga kalakip o mga dokumentong sumusuporta.</i>)</p>		<p>(<i>Isang minuto</i>)</p>	<p>LDRRMO-II, Research and Planning Receiving Staff</p>
	<p>Review and evaluate the BDRRM Plan and make clarification if necessary. (<i>Suriin at tasahin ang BDRRM Plan at gumawa ng paglilinaw kung kinakailangan</i>)</p> <p>Check the following: (<i>Suriin ang mga sumusunod:</i>)</p> <p>a. Completeness and validity of supporting documents (<i>Pagkakumpleto at bisa ng mga nakasuportang dokumento</i>)</p> <p>b. Correct allocation of programs, projects and activities under Disaster Prevention and Mitigation, Disaster preparedness, Disaster Response and Disaster Rehabilitation and Recovery (<i>Wastong alokasyon ng mga programa, proyekto at mga aktibidad sa ilalim ng Disaster Prevention and Mitigation, Disaster preparedness, Disaster Response and Disaster Rehabilitation and Recovery</i>)</p>	<p>None (<i>wala</i>)</p>	<p>1 hour (<i>isang oras</i>)</p>	<p>Cris John V. Hufana LDRRMO-II, Research and Planning Receiving Staff</p>
<p>Submit final output of BDRRM plan (<i>Tanggapin ang aprubadong BDRRM Plan at ilagda sa logbook</i>)</p>	<ul style="list-style-type: none"> <li>Receive and record copy BDRRM plan. (<i>Tanggapin at itala ang kopya ng BDRRM plan</i>)</li> </ul>	<p>None (<i>wala</i>)</p>	<p>5 minutes (<i>limang minute</i>)</p>	<p>Cris John V. Hufana LDRRMO-II, Research and Planning Receiving Staff</p>



	<ul style="list-style-type: none"> <li>• Check Barangay Resolution adopting the BDRRM Plan <i>(Suriin ang Barangay Resolution na nagpapatibay sa BDRRM Plan)</i></li> <li>• Issue certification of review.</li> <li>• Photocopy documents for record keeping and release the approved BDRRM Plan and supporting documents, <i>nakasupportang dokumento)</i></li> </ul>			
		<b>TOTAL</b>	<b>1 hour &amp; 6 mins.</b>	

**Review and Certification of Barangay Disaster Risk Reduction and Management Fund (AIP) *Pagsusuri at pag-apruba ng Barangay Disaster Risk Reduction and Management Pondo (AIP)***

<b>Office or Division:</b>	CDRRMO -Research and Planning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials and other authorized individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Draft of proposed Programs, Projects and activities for the year. <i>(Iminungkahing plano ng Barangay DRRM para sa darating na taon)</i></li> <li>• Approved BDRRM Plan</li> </ul>			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit drafted AIP <i>(Isumite ang inihandang draft ng AIP)</i>	Receive and record AIP. <i>(Tanggapin ang AIP at mga kalakip o mga dokumentong sumusuporta.)</i>	None <i>(wala)</i>	1 minute	Cris John V. Hufana



			<i>(Isang minuto)</i>	LDRRMO-II, <i>Research and Planning</i> Receiving Staff
	<ul style="list-style-type: none"> <li>Review and evaluate Programs, Projects and activities incorporated on the approved BDRRMP and make clarification if necessary. <i>(Suriin at tasin ang BDRR Plan at gumawa ng paglilinaw kung kinakailangan)</i></li> <li>Check the following: <i>(Suriin ang mga sumusunod:)</i> <ol style="list-style-type: none"> <li>Completeness and validity of supporting documents <i>(Pagkakumpleto at bisa ng mga nakasuportang dokumento)</i></li> <li>Correct allocation of programs, projects and activities under Disaster Prevention and Mitigation, Disaster preparedness, Disaster Response and Disaster Rehabilitation and Recovery (70% mitigation Fund and 30% Quick Response Fund) <i>(Wastong alokasyon ng mga programa, proyekto at mga aktibidad sa ilalim ng Disaster Prevention and Mitigation, Disaster preparedness, Disaster Response and Disaster Rehabilitation and Recover(70% mitigation Fund and 30% Quick Response Fund)</i></li> </ol> </li> </ul>	None <i>(wala)</i>	30 minute s <i>(isang oras)</i>	Cris John V. Hufana LDRRMO-II, <i>Research and Planning</i> Receiving Staff
Submit final Annual Investment Plan <i>(Tanggapin ang aprubadong AIP)</i>	<ul style="list-style-type: none"> <li>Receive and record copy of AIP.</li> </ul>	None <i>(wala)</i>	5 minutes	Cris John V. Hufana



	<p><i>(Tanggapin at itala ang kopya AIP)</i></p> <ul style="list-style-type: none"> <li>• Issue certification of review. <i>(Mag-isyu ng sertipikasyon ng pagsusur)</i></li> <li>• Photocopy documents for record keeping and release the certified AIP <i>( Magpa-xerox ng mga dokumento para sa pagtatala at ilabas ang sertipikadong AIP)</i></li> </ul>		<i>(limang minute)</i>	LDRRMO-II, Research and Planning Receiving Staff
		<b>TOTAL</b>	<b>36 mins.</b>	

**Provision of immediate response to any untoward incident reported or monitored (Emergency Medical, Search and Rescue, Fire Auxiliary Services)**  
*(Pagbibigay ng agarang tugon sa anumang hindi inaasahang insidente na naiulat o namonitor (Emergency Medical, Search and Rescue, Fire Auxiliary Services)."*

<b>Office or Division:</b>	CDRRMO -Operation and Warning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Isabela City Constituents/ other requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Phone Calls		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBL E</b>
Call the CDRRMO emergency hotline Number 099-777-88881 <i>(Tawagan ang CDRRMO emergency hotline Number 099-777-88881)</i>	Accepts phone call <i>(Tanggapin ang tawag sa telepono)</i>	None <i>(wala)</i>	1 minute <i>(isang minuto)</i>	Dispatch on duty
Discussion on incident situation and patient information <i>(Pagtalakay sa pangyayari ng aksidente at impormasyon ng pasyente)</i>	<b>For vehicular accident:</b> Gather vital information on Location or landmark, type of accident, number of victim/s identified on the scene, extent of injury, name and address of caller, advice the caller	None	2 minute	Dispatch on duty



	<p>afterwards not to leave the victim until the responders arrives. <i>(Para sa aksidente sa sasakyan: Kumuha ng mahalgang impormasyon tungkol sa lokasyon o landmark, uri ng aksidente, bilang ng mga biktima na nakita sa lugar, antas ng pinsala, pangalan at address ng tumatawag, pagkatapos ay payuhan ang tumatawag na huwag iwanan ang biktima hanggang sa dumating ang mga responders.)</i></p> <p><b>For medical Assistance:</b> Gather vital information, Patient Name, Age, Address, Civil Status, Birth date, chief complaint, past medical history, medications, name and address of caller, advice caller afterwards not to leave the patient until the responders arrives. <i>(Para sa tulong medikal: Kumuha ng mahalgang impormasyon, Pangalan ng pasyente, Edad, Address, Katayuang Sibil, Araw ng kapakanakan, punong reklamo, nakaraang kasaysayan ng medikal, gamot, pangalan at address ng tumatawag pagkatapos ay payuhan ang tumatawag na huwag iwanan ang biktima hanggang sa dumating ang mga responders.)</i></p> <p><b>For SAR/FAS Assistance:</b> Gather information on the location and type of incident, name and address of caller. Para sa SAR/FAS Assistance: <i>(Kumuha ng mahalgang impormasyon tungkol sa lokasyon at uri ng aksidente,</i></p>		
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	<i>pangalan at address ng tumatawag)</i>			
	Alert and Dispatch EMS team/ SAR unit/FAS team. <i>(Maging alerto at ipadala ang EMS team/ SAR yunit/FAS team)</i>	None <i>(wala)</i>	1 minute <i>(isang minuto)</i>	Kris Joan L. Foliente LDRRMO-II Operations & Warning
	<ul style="list-style-type: none"> <li>Upon arrival at the scene: team leader conduct survey of scene, identifies the number of victim/patient, and maintains communication with the dispatcher. <i>(Pagdating sa lugar ng pinangyarihan ng aksidente: ang team lider ay magsasagawa ng survey sa lugar ng pinangyarihan ng aksidente, alamin ang bilang ng mga biktima/pasyente at panatilihin ang komunikasyon sa dispatcher.)</i></li> <li>Coordinate with the Bureau of Fire Protection for further instructions <i>(Pagdating, makipag-ugnayan sa Bureau of Fire Protection para sa karagdagang tagubilin.)</i></li> </ul>	None <i>(wala)</i>	1 minute <i>(isang minuto)</i>	EMS team, FAS team and WaSAR team Leaders
Providing immediate care <i>(Pagbibigay ng agarang pangangalaga)</i>	Provide necessary care/first aid, identifies action to maintain or preserve life. <i>(Pagbibigay ng kinakailangang pangangalaga/pangunag lunas, alamin ang nararapat na aksyon upang panatilihin ang buhay.)</i>	None <i>(wala)</i>	variable (depends on the case) <i>(nakadepende sa lokasyon)</i>	EMS Team/first Aider



			n ng pasyente)	
Inform team for the hospital of choice ( <i>pagbigay-alam sa koponan ang napiling ospital.</i> )	Coordinate with hospital of choice; endorse patient/victim to Nurse on duty. ( <i>Makipag-ugnayan sa napiling ospital ng pasyente; i-endorso ang pasyente/biktima sa Nars na naka-duty</i> )	None ( <i>wala</i> )	1 minute ( <i>Isang minuto</i> )	Dispatch EMS Team leader
		<b>TOTAL</b>	<b>6 minutes</b>	

### Patient Transport Services via Sea Ambulance

(*Paglipat ng mga pasyente sa mga napiling ospital sa pamamagitan ng sasakyang pandagat*)

<b>Office or Division:</b>	CDRRMO -Operation and Warning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Isabela City Constituents/ other requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phone Call: must have a referral note from the hospital stating the reason for transfer/ diagnosis & medications given. ( <i>Tawag sa Telepono: kinakailangan ang referral note mula sa ospital na nagsasaad ng dahilan para sa paglilipat/diagnosis at mga gamot na ibinigay</i> )			Operations and Warning Section ( <i>Seksyon ng Operasyon at Pagpapaalala</i> )	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Call the CDRRMO emergency hotline Number 099-777-88881 ( <i>Tumawag sa CDRRMO emergency hotline Number 099-777-88881</i> )	Accepts phone call ( <i>Tanggapin ang tawag sa telepono</i> )	None ( <i>wala</i> )	1 minute ( <i>isang minuto</i> )	Dispatch on duty
Discussion on patient transport information with the local hospitals. ( <i>Pagtalakay tungkol sa impormasyon sa paglipat ng pasyente sa mga lokal na ospital.</i> )	Gather information like; Name, Age, Address, Civil Status, Chief complaint/diagnosis of the patient. Verify coordination of local hospitals to the	None ( <i>wala</i> )	5 minutes ( <i>limang minuto</i> )	Kris Joan L. Foliente LDRRMO-II Operations & Warning





	receiving Hospitals/ Ambulance in Zamboanga City. <i>(Kumuha ng mahalgang impormasyon, Pangalan ng pasyente, Edad, Address, Katayuang Sibil, Araw ng kapakanakan, punong reklamo/diagnosis ng pasyente. I-verify ang koordinasyon ng mga lokal na ospital sa mga tumatanggap na ospital/ambulansya sa lungsod ng Zamboanga.)</i>			Dispatch on duty
	Alert and Dispatch EMS/ WASAR team on duty ( <i>Maging alerto at ipadala ang EMS/ WASAR team on duty</i> )	None <i>(wala)</i>	1 minut e <i>(Isang minuto )</i>	Nazies W. Maulod LDRRMO-II Dispatch on duty
Providing immediate care <i>( Pagbibigay ng agarang pangangalaga)</i>	Monitor/provide necessary care/first aid, identifies action to maintain or preserve life. <i>(Pagbibigay ng kinakailangang pangangalaga/pangunag lunas, alamin ang nararapat na aksyon upang panatilihin ang buhay.)</i>	None <i>(wala)</i>	10 minut es <i>(samp ung minuto )</i>	EMS/WASAR Team
Patient transfer from local hospital to Zamboanga City ( <i> Paglipat ng pasyente mula sa lokal ospital patungo sa lungsod ng Zamboanga</i> )	Endorse patient care to receiving ambulance in Zamboanga City ( <i>I- endorso ang pangangalaga ng pasyente sa tumatanggap na ambulansya sa lungsod sa Zamboanga</i> )	None <i>(wala)</i>	40 minut es <i>(kware nta minuto )</i>	EMS Team leader
		<b>TOTAL</b>	<b>57 minut es</b>	

**Conduct of Ocular Inspection and Risk Assessment of Falling Hazards (Trees)  
(Pagsasagawa ng Ocular Inspeksyon sa mga mapanganib na mga  
puno/istruktura)**



<b>Office or Division:</b>	CDRRMO -Operation and Warning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Request letter or thru our email (<a href="mailto:cdrmoisabela@gmail.com">cdrmoisabela@gmail.com</a>) (<i>Sa pamamagitan ng hiling na liham o sa email ng CDRRMO</i>)(<a href="mailto:cdrmoisabela@gmail.com">cdrmoisabela@gmail.com</a>)</p> <p>Request letter must contain the following: (<i>Ang hiling na liham ay dapat na naglalaman ng mga sumusunod:</i>)</p> <ul style="list-style-type: none"> <li>• Addressed to the Head of CDRRMO (<i>I-address ang liham sa CDRRMO Head</i>)</li> <li>• Provide accurate details on the location, type of tree and reason for assessment. (<i>Ibigay ang tamang detalye tungkol sa lokasyon, uri ng puno, at dahilan ng pagsusuri.</i>)</li> </ul>		Operations and Warning Seksyon ng Operasyon at Pagpapaalala		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter or fill up request form ( <i>magsumite ng hiling na liham Punan ang form ng kahilingan kalakip ang hiling na liham</i> )	Receive and log the request ( <i>Tanggapin at itala ang liham.</i> )	None	1minute	Receiving staff
Wait for approval from the Head of CDRRMO ( <i>Hintayin ang pahintulot na galing sa CDRRMO Head</i> )	Process the request for approval. Assign assessment team to handle the request, instruct the assessment team to act on the request in coordination with the requesting party and notify the Barangay officials concerned. ( <i>Magtalaga ng CCAM team upang asikasuhin ang kahilingan, makipag-ugnayan sa humihiling at ipagbigay-alam sa mga kinauukulang opisyal ng Barangay.</i> )	None (wala)	5 mins ( <i>Limang minuto</i> )	Kris Joan L. Foliente LDRRMO-II Operations & Warning
Wait for assessment team	The assessment team will conduct an on-site tree hazard	None (wala)	1 to 2 days	Kris Joan L. Foliente



	<p>assessment <i>(ang assessment team ay magsasagawa ng masusing pagsusuri ng mga puno sa itinakdang lugar.)</i></p>		<p>depend on the location (<i>isa-dalawang araw depende sa lokasyon</i>)</p>	<p>CDRRMO-II Operations &amp; Warning</p> <p>Gilbert Guevarra Assessment Team</p>
	<p>Assessment team submits report and recommendation. This report will include details of the trees assessed, their condition, and any identified risks. <i>(Ang assessment team ay magsusumite ng ulat at rekomendasyon. Kasama sa ulat na ito ang mga detalye ng mga punong sinuri, ang kanilang kalagayan, at anumang natukoy na panganib.)</i></p>			
	<p>Assessment report along with recommendation will be submitted to the operations chief for review and report to the CDRRMO head for the necessary actions to be taken based on the findings. <i>(Ang ulat ng pagtatasa kasama ang rekomendasyon ay isusumite sa punong tagapamahala ng operasyon para sa pagsusuri at i-ulat sa pinuno ng CDRRMO para sa mga kinakailangang hakbang na gagawin batay sa mga natuklasan.)</i></p>			
	<p>Once request is approved, requester will be informed about the finding. <i>(Kapag naaprubahan ang kahilingan, ang humiling ay ipapaalam tungkol sa natuklasan)</i></p>			



Release of assessment report and Proceed to City General Services Office <i>(Pumunta sa tanggapan sa City GeneralOffice)</i>	Inform the requesting party on the findings and any recommendation for action that needs to be taken. <i>(Ipaalam sa humiling na partido ang mga natuklasan at anumang rekomendasyon para sa aksyon na kailangang gawin.)</i>	None <i>(wala)</i>	20mins <i>(Bente minute)</i>	Kris Joan L. Foliente LDRRMO-II Operations & Warning Dispatch
	Advise the requesting party to proceed to CGSO for further assistance or action <i>(Sabihan ang humihingi na magtungo sa CGSO para sa karagdagang tulong o aksyon)</i>			
		<b>TOTAL</b>	1 hr & 23mins.	

**Request to view of Closed-Circuit Television (CCTV) footage (*Paghiling na makita ang mga kuha ng Closed-Circuit Television (CCTV)*)**

<b>Office or Division:</b>	CDRRMO -Operations and Warning (Command Center)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Secure request letter and blotter report		Isabela City Police Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up request form and attach required documents <i>("Punan ang form at kalakip ang mga kinakailangang dokumento.")</i>	Accepts and record request <i>(Tanggapin at itala ang request)</i>	None <i>(wala)</i>	1minute <i>(Isang minuto)</i>	Receiving staff
	Review the submitted request form and	None <i>(wala)</i>	1minute	Kris Joan L. Foliente,



	documents. Upon verification the request will be forwarded to the CDRRMO head for approval. <i>(Suriin ang isinuniteng form at mga dokumento. Pagkatapos ng pag beripika, ang request ay ipapasa sa pinuno ng CDRRMO para sa pag-apruba.)</i>		<i>(Isang minuto)</i>	
Approval from the CDRRMO head ( <i>Hintayin ang pahintulot na galing sa pinuno CDRRMO</i> )	Client may now proceed to CCTV viewing section. <i>(Ang Kliyente ay maari nang pumunta sa CCTV viewing section upang tingnan ang CCTV footage na may kaugnayan sa insidente.)</i>	None <i>(wala)</i>	1 hour or more <i>(isang oras o higit pa)</i>	Command Center on duty
			<b>1 hr &amp; 2 min.</b>	

**Request Soft Copy of Closed-Circuit Television (CCTV) footage (*Paghiling ng kopya ng CCTV footage;*)**

<b>Office or Division:</b>	CDRRMO -Operations and Warning (Command Center)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Provide a request letter and secure blotter report from Isabela City Police Station. (<i>Magbigay ng liham at kumuha ng blotter report mula sa Isabela City Fire Sation.</i>)</li> <li>2. Provide a letter requesting CCTV soft copy addressed to CDRRMO head (<i>Magbigay ng isang liham na humihiling ng kopya ng CCTV na naka-address sa pinuno ng CDRRMO</i>)</li> <li>3. USB</li> </ol>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>Fill up request form and submit along with the letter and other required documents <i>(Punan ang form ng kahilingan at ipasa kasama ang sulat at iba pang kinakailangang dokumento.)</i></p>	<p>Accepts and record request <i>(Tanggapin at itala ang request)</i></p>	<p>None <i>(wala)</i></p>	<p>2minute <i>(dalawang minute)</i></p>	<p>Receiying staff</p>
	<p>Review the submitted request form and documents. Upon verification the request will be forwarded to the CDRRMO head for approval. <i>(Suriin ang isinuniteng form ng kahilingan at mga dokumento. Kapag nakumpirma, ang kahilingan ay ipapasa sa pinuno ng CDRRMO para sa pag-apruba.)</i></p>			
<p>Approval from the Head of Office <i>(Hintayin ang pahintulot na galing sa CDRRMO Head)</i></p>	<p>Assign Command Center on duty to handle the request <i>(Magtalaga ng tao na naka-duty sa Command Center upang hawakan ang request)</i></p>	<p>None <i>(wala)</i></p>	<p>1 minute <i>(Isang minuto)</i></p>	<p>Kris Joan L. Foliente, Operations and Warning</p>
<p>Client affixes their signature in waiver</p>	<p>Issue waiver form to the client, ensuring that all necessary details are included. <i>(Mag-isyu ng waiver form sa kliyente, siguraduhing nakapaloob ang lahat ng kinakailangang detalye.)</i></p> <p>Explains the contents, purpose, and implications of the waiver to the client, addressing</p>	<p>None <i>(wala)</i></p>	<p>5 minutes <i>(limang minuto)</i></p>	<p>Kris Joan L. Foliente  Command Center staff on duty</p>



	<p>any questions or concerns. <i>(Ipinapaliw nag ng kawani ang nilalaman, layunin, at kahulugan ng waiver sa kliyente at sinasagot ang anumang katanungan o alalahanin.)</i></p> <p>The client is given time to review the document, and the staff ensures that the client fully understands the terms before signing. <i>(Binibigyan ng sapat na oras ang kliyente upang suriin ang dokumento, at sinisiguro ng kawani na nauunawaan ng kliyente ang mga kundisyon bago ito pumirma.)</i></p> <p>The signed waiver is collected, logged, and filed accordingly for documentation and reference. <i>(Binibigyan ng sapat na oras ang kliyente upang suriin ang dokumento, at sinisiguro ng kawani na nauunawaan ng kliyente ang mga kundisyon bago ito pumirma.)</i></p>			
<p>Client will provide USB for the soft copy <i>(Magbigay ns USB)</i></p>	<p>On duty personnel save the copy of CCTV footage requested. <i>(Ang on duty personnel ay kinakailangang i-save ang kopya ng CCTV footage.)</i></p>	<p>None <i>(wala)</i></p>	<p>2 minutes <i>(dalawang minuto)</i></p>	<p>Command Center on duty</p>



	Secure client signature in outgoing files/soft copy logbook <i>(I-secure ang lagda ng kliyente sa mga outgoing files/soft copy logbook)</i>			
			<b>5 minutes</b> <i>(Limang minuto)</i>	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback <i>(Paano magpadala ng feedback)</i>	Thru letter, email ( <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a> ) suggestion box or feedback forms provided by the office. <i>(Sa pamamagitan ng liham, email <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a>, suggestion box o feedback forms na galling o ibinibigay ng opisina)</i>
How feedbacks are processed <i>(Paano pinoproseso ang feedback)</i>	Feedback either positive or negative is process on a monthly basis and discussed through the meeting to improve the services of the office <i>(Ang feedback positibo man o negatibo ay pinoproseso sa buwanang batayan at tinalakayan ito sa miting upang mapabuti ang mga serbisyo ng opisina.)</i>
How to file a complaint <i>(Paano magsampa ng reklamo)</i>	Thru letter, email ( <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a> ), letter or phone call <i>(Sa pamamagitan ng liham, email <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a>, o tumawag sa aming telepono)</i>
complaints are processed <i>(Paano pinoproses ang reklamo)</i>	Conducting investigations to verify if the complaints are valid and taking necessary action. <i>(Magsagawa ng imbestigasyon para ma-verify ang bisa ng reklamo at gumawa ng kinakailangang aksyon hinggil dito.)</i>
Contact Information of CDRRMO <i>(Contact Information ng CDRRMO)</i>	( Hotline # 099-777-88881, or email at ( <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a> ) <b><i>(Hotline 099-777-88881, o mag-email sa <a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a>)</i></b>

### LIST OF OFFICE *(LISTAHAN NG OPISINA)*

OFFICE	ADDRESS	CONTACT INFORMATION
Isabela City Disaster Risk Reduction and Management Office	ACC Building, Binuangan Barangay Isabela City, Basilan Province	<b><u>Hotline Number:</u></b> <u>099-777-88881</u>  <b><u>Email:</u></b> <u><a href="mailto:cdrrmoisabela@gmail.com">cdrrmoisabela@gmail.com</a></u>  <b><u>Facebook Page:</u></b> Isabela City Disaster Risk Reduction and Management Office



**ISABELA CITY TOURISM OFFICE**  
**EXTERNAL SERVICES**



## 1. Assists and Accommodate Visitors (Local and Foreign)

- Assists visitors in terms of travel routes, accommodations and local custom perfect for their visit.
- Secures visitors' safety and security
- Prepare necessary things needed by the visitors
- Implement enjoyable and worth having tours around the Island.
- Ensures proper coordination with transport availability and cost.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Everyone			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Tour Package and Boating</li> <li>• Lampinigan and Isabela City Forest Park Pass</li> <li>• Updated sheets on tourism enterprises such as room rates, food establishment and activities</li> <li>• Updated boat schedules and fares</li> <li>• Proposed Itinerary for tourists to be finalized with tour guides</li> </ul>			<p>Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan</p> <p>HAP Isabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan FB: @isabelacitytourism Email: isabelacity.tourism@gmail.com</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check agency's Website, FB page or visit ICTO or Tourism Assistance Center	<p>1.1 Welcome Visitors at the Isabela City Tourism Office or Tourism Assistance Center</p> <p>1.2 Assigned focal person to assist the needs of the visitors: pass, accommodation, assign tour guide and bangkeros, museum tour</p>	<p>There will be NO fee to be collected in the Isabela City Tourism Office or TAC.</p> <p>Externally, here are the cost which will be paid directly to the stakeholders:</p> <p>P500/tour guide/ day to be paid</p>	<p>20 minutes to one day</p> <p>*2 days for the processing of police officer's assistance and escort</p>	<p>Claudio M. Ramos II City Tourism Officer</p> <p>Michelle A. Acosta Tourism Associate-Operations</p>



	<p>1.3 Process necessary travel and visitor's requirement such as police assistance (for Lampinigan travel)</p> <p>1.4 Endorse visitors to accredited tourist guide, bangkeros and accommodation enterprises</p> <p>1.5 Tour guide links and arrange with White Beach, Malamawi and Marang Marang Floating Cottage.</p> <p>*For foreign guests, copy of the passport and other pertinent documents must be sent to the local police office</p>	<p>directly to the tour guide, (as agreed in the Tour Guide Seminar)</p> <p>P300 Sadlufan Boat Cruise to be paid directly to the guide. (inclusion in the proposed Revenue Code of Isabela City.)</p> <p>Boat and food Shall be directly paid to the stakeholders</p>		
TOTAL			2 days and 20 mins	



## 2. Request for Tourism Culture and Artistic Data and Statistics of Isabela

- It serves as a monitoring tool by which changes in tourism industry can be tracked over a period of time.
- Can be used as a way to measure whether a policy is effective or not.
- Can be used to enhance the design for marketing strategies.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Government Agencies, LGU's and other Government Entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Intent / Request Letter</li> </ul>			<p>Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan</p> <p>HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan</p> <p>Email: <a href="mailto:isabelacity.tourism@gmail.com">isabelacity.tourism@gmail.com</a></p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1. The letter should be received accordingly and will be endorsed to the head of Office  2. Letter will be evaluated. Response should be given as soon as possible and should not reach more than three days without any action	There will be NO fee to be collected in the Isabela City Tourism Office or TAC.	5 days (depending on the request)	Claudio M. Ramos II City Tourism Officer  Hazel P. Tan Bookbinder IV Tourism Associate-Statistics
<b>TOTAL</b>			<b>4</b> days	



### 3. Request for Tourism Culture and Artistic Videos and Photos of Isabela City

- Allows to boost promotion of the Local's identity; culture, tradition, and arts
- Can establish a tone and character to connect Isabela to other places – to the world

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Government Agencies, LGU's and other Government Entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Letter of Intent / Request Letter</li> </ul>			Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan  HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan  Email: isabelacity.tourism@gmail.com	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1. The letter should be received accordingly and will be endorsed to the head of Office  2. Letter will be evaluated  Response should be given as soon as possible and should not reach more than three days without any action	There will be NO fee to be collected in the Isabela City Tourism Office or TAC.	2 days	Rodolfo W. Ricablanca II SAA-II, Marketing Promotions
<b>TOTAL</b>			<b>1 days</b>	



#### 4. Request for Support to Cultural Activities

➤ The Isabela City Tourism Office supports the Local Community in their milestone through cultural events and activities. To foster a community of diverse culture coming together as one in celebrating platforms of similarities and bridge avenues of differences. It also creates awareness on the importance of arts, culture and heritage in the awakening of Filipino spirit in Isabela City.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Government Agencies, LGU's and other Government Entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Intent / Request Letter</li> </ul>			Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan  HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan  Email: isabelacity.tourism@gmail.com	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1. The letter should be received accordingly.  2. Endorsed to Admin Division for evaluation and check for availability of materials.  3. Submit to the Head of Office for approval.	None	5 minutes  1 day  10 minutes	Grace Flores Messenger/Records Division  Maria Cecilia P. Salcedo AA II-Admin Division  Claudio M. Ramos II City Tourism Officer
<b>TOTAL</b>			1 day and 15 minutes	



## **ISABELA CITY TOURISM OFFICE**

### **INTERNAL SERVICES**





## 1. Events and Activation Management and Implementation

➤ Ensuring that effective and quality event management, organization and implementation shall be done. Monitoring and evaluation to cover as basis for other events. Secures the full completion process of every part of the event marketing program from start to finish.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	LGU-Isabela de Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Intent / Request Letter</li> </ul>			Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan  HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan  Email: isabelacity.tourism@gmail.com	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1. The letter should be received accordingly.	None	5 minutes	Grace Flores Messenger-Records Division
2. A letter of intent will be sent to the City Mayor's Office, copy furnished to ICTO.	2. Endorsed to Admin Division for evaluation and check necessary attachments.		20 minutes	Maria Cecilia P. Salcedo AA II-Admin Division
3. Memorandum and minutes of the meeting: Assignment	3. Submit to the Head of Office for approval.		20 minutes	Claudio M. Ramos II City Tourism Officer
<b>TOTAL</b>			45 minutes	



## 2. Support to other offices through events, activities.

➤ Becomes a support when a partner office needs a help in preparing the program and legwork. The Isabela City Tourism Office will be a support office in realizing the LGU's goals and objectives through events, activations and other endeavors in ensuring service for Isabela de Basilan.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	LGU-Isabela de Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Intent / Request Letter</li> </ul>			Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan  HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan Email: isabelacity.tourism@gmail.com	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1. The letter should be received accordingly.	None	10 minutes	Grace Flores Messenger-Records Division
2. A letter of intent will be sent to the City Mayor's Office, copy furnished to ICTO.	2. Endorsed to Admin Division for evaluation and prepares necessary documents/ attachments.		20 minutes	Maria Cecilia P. Salcedo AA II-Admin Division
3. Memorandum and minutes of the meeting: Assignment	3. Submit to the Head of Office for approval.		10 minutes	Claudio M. Ramos II City Tourism Officer
<b>TOTAL</b>			<b>40 minutes</b>	



### 3. Online and On-Ground Marketing Promotions of the City.

➤ Isabela City Tourism Office Facebook Page has one of the numerous numbers of followers making it visible, accessible and useful in Media Promotions. Conducting events and programs relevant to the promotion of culture, traditions and the arts of Isabela; Food exhibit, Skills and Management Programs for the Bangkero's, programs for the IP's of Isabela.

<b>Office or Division:</b>	Isabela City Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	LGU-Isabela de Basilan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Intent / Request Letter</li> </ul>			Isabela City Tourism Office Address: Isabela City Hall Complex, Sunrise, Isabela de Basilan  HAPIsabela Tourism Assistance Center Address: James Walter Strong Boulevard, Port Area, Isabela de Basilan  Email: isabelacity.tourism@gmail.com	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. A letter of intent will be sent to the Tourism Office addressed to the Mayor or to the head of Office	1.The letter should be received accordingly.	None	10 Minutes	Grace Flores Messenger-Records Division
2. A letter of intent will be sent to the City Mayor's Office, copy furnished to ICTO.	2. Endorsed to Marketing Promotions Division for evaluation.		20 minutes	Rodolfo W. Rica Blanca II SAA II-Marketing Promotions
	3. Submit to the Head of Office for approval.		10 minutes	Claudio M. Ramos II City Tourism Officer
<b>TOTAL</b>			<b>40 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>Clients are encouraged to accomplish feedback forms &amp; drop them at the designated drop boxes located Public Assistance Complaint Desk</p>
<b>How feedbacks are processed</b>	<p>The Office of the City Information and the Office City Human Resource through its authorized personnel jointly open and collect the feedback from each drop box every Friday for recording verify their nature and refer the same to the office concerned.</p> <p>Feedbacks are then evaluated to determine its merit or identify feedbacks that requires immediate action/answer;</p> <p>Feedbacks that require action will be endorsed to the concerned Branch/Division/Unit for appropriate action. The answer or action taken by the office is then relayed to the complainant;</p> <p>Otherwise, feedbacks are compiled and records all feedbacks received.</p>
<b>How to file a complaint</b>	<p>You may submit your written complaint through: Postal mail : City Legal Office City Hall Complex, Sunrise Barangay, Isabela City;</p> <p>Email <a href="mailto:isabelacitylegal@gmail.com">isabelacitylegal@gmail.com</a>;</p> <p>Or, you can proceed in person at the City Information Office, 2<sup>nd</sup> Floor City Hall Complex, Isabela City Basilan</p> <p>Important information is required in order to help us evaluate your complaint. We can best respond to you and assist you better if you will provide the following information:</p> <ol style="list-style-type: none"> <li>1. Name of the Person(s) Complained of, his/her position;</li> <li>2. Details of the issue(s) being raised, including the narration of relevant facts and evidence which shows the acts allegedly committed by CLO or its employee(s);</li> <li>3. Documentary evidence (if any);</li> <li>4. Name of Witness (if any);</li> <li>5. Complainant's name, complete address, and contact number.</li> </ol>
<b>How complaints are processed</b>	<p>The Admin Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office/personnel for their explanation.</p>



	<p>The Admin Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Admin Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following contact number: CLO Admin Mobile Number: 09199254496</p>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) <b>PCC:</b> 8888 <b>CCB:</b> 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Office of the City Mayor	Isabela City Hall Complex, Sunrise Village	<a href="mailto:mayor@isabelacity.gov.ph">mayor@isabelacity.gov.ph</a>
Sangguniang Panlungsod Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:sp@isabelacity.gov.ph">sp@isabelacity.gov.ph</a> 09171863640
City Human Resource Management Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:chrmo@isabelacity.gov.ph">chrmo@isabelacity.gov.ph</a> 09178659384
City Planning & Dev't. Coordinator's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:Cpdo@isabelacity.gov.ph">Cpdo@isabelacity.gov.ph</a>
City Civil Registrar's Office	Isabela City Hall Complex, Sunrise Village	Email: <a href="mailto:isabelacity.civilregistrar@gmail.com">isabelacity.civilregistrar@gmail.com</a>  FB Page: <a href="https://facebook.com/isabelacity.civilregistrar">https://facebook.com/isabelacity.civilregistrar</a>
City General Services Office	Isabela City Hall Complex, Sunrise Village	0916-178-6073
City Budget Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:isabelacitybudgetoffice@yahoo.com">isabelacitybudgetoffice@yahoo.com</a> 09778151407
City Information Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:cio_isabela@gmail.com">cio_isabela@gmail.com</a> ; <a href="mailto:foi_isabelacity@gmail.com">foi_isabelacity@gmail.com</a> CIO Hotline Number: 09171431737
City Legal Office	Isabela City Hall Complex, Sunrise Village	CIO: <a href="mailto:isabelacitylegal@gmail.com">isabelacitylegal@gmail.com</a> CLO Admin Mobile Number: 09199254496



PESO Manager's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:Peso.hapisabela@gmail.com">Peso.hapisabela@gmail.com</a> 09051900151
City Treasurer's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:lguisabelacitytreasury@gmail.com">lguisabelacitytreasury@gmail.com</a>
City Accountant's Office	Isabela City Hall Complex, Sunrise Village	09366751525
City Assessor's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:Cityassessor@isabelacity.gov.ph">Cityassessor@isabelacity.gov.ph</a> 09271751349
City Health Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:Mhrn_ismael@yahoo.com">Mhrn_ismael@yahoo.com</a>
City Social Welfare & Dev't. Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:cswdoisabela@gmail.com">cswdoisabela@gmail.com</a>
City Population's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:populationofficeisabelacity@gmail.com">populationofficeisabelacity@gmail.com</a> ; CPO Hotline Number: 09214279771
City Agricultures Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:isabelacityagriculturistoffice@gmail.com">isabelacityagriculturistoffice@gmail.com</a> 09171124804
City Engineer's Office	Isabela City Hall Complex, Sunrise Village	<a href="mailto:Cityengineer1105@gmail.com">Cityengineer1105@gmail.com</a> 09275188275
Isabela City Tourism Office (Main Office)	Isabela City Tourism Office Isabela City Hall Complex, Sunrise, Isabela de Basilan	Email: <a href="mailto:isabelacity.tourism@gmail.com">isabelacity.tourism@gmail.com</a> FB: @isabelacitytourism CP #: 09171732937
City Veterinary Office	Isabela City Hall Complex, Sunrise Village	<b>Email us : <a href="mailto:cityvet.isabelacity@gmail.com">cityvet.isabelacity@gmail.com</a></b> <b>Office Hotline: 09654020894</b>
City Cooperative Office	2 <sup>nd</sup> floor, Infirmary Bldg., Cityhall Complex, Isabela City, Basilan	+63 965952 8404 <a href="mailto:citycoopoffice.lguisabelacity@gmail.com">citycoopoffice.lguisabelacity@gmail.com</a>
Isabela City Disaster Risk Reduction and Management Office	ACC Building, Binuangan Barangay Isabela City, Basilan Province	<b>Hotline Number:</b> <b>099-777-88881</b> <b>Email:</b> ( <a href="mailto:cdrmoisabela@gmail.com">cdrmoisabela@gmail.com</a> ) <b>Facebook Page:</b> Isabela City Disaster Risk Reduction and Management Office