



REPUBLIC OF THE PHILIPPINES
CITY OF GAPAN
PROVINCE OF NUEVA ECIJA

CITIZEN'S CHARTER
2026 (3rd Edition)



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I. Mandate

Gapan City ensures the preservation and enrichment of culture, promotion of health and safety, enhance the right of the people to a balance ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order and the convenience of inhabitants.

II. Vision:

A progressive, agro-industrial and tourism-oriented City to attain the status as a premiere business center in the South of Nueva Ecija with law abiding, healthy and God-fearing constituency in a safe and ecologically-sound and disaster-resilient environment, governed by competent and united leaders providing effective and efficient services to its constituents.

III. Mission:

To recognize as a most progressive city and become a business center in the south of Nueva Ecija, with modern malls, industrial centers strategically located in the locality and premium hospitals that will contribute to all our Gapanense and also for all unfortunate constituents that can afford to have their health support/assistance; looking after the welfare of its constituents by providing quality services in the holistic growth of the populace through the constant development of humane and professional civil servants imbued with high moral and ethical standards to promote excellent services and engaging meaningful public transportation that values health, safety and sustainability while recognizing the needs of the constituents to continually seek for organizational development and empowerment.



IV. Service Pledge:

We, the Local Officials, Department Heads and Employees of the City of Gapan, Province of Nueva Ecija, hereby commit to provide the highest possible quality public services and pledge to achieve what is promised in this Citizens' Charter. Specifically, we will:

- Serve with integrity and accountability
- Be prompt and timely
- Be polite and courteous
- Be consistent in applying the rules
- Demonstrate sensitivity and appropriate behavior and professionalism
- Provide feedback mechanism and act on complaints the soonest

The afore-cited services of all departments of the City of Gapan will at all times be acted promptly by concerned personnel to ensure efficient and effective services for guaranteed citizens' satisfaction. However, if there are circumstances that may impede the smooth flow of services to be rendered to the concerned citizen, an allowable period for extension is hereby permitted through undertaking the hereunder possible mechanisms, to wit:

1. Provision of written notice of the reason for the disapproval and the list of specific requirements which the client failed to submit.
2. Provision of a written notice of the date and time on when the party will return to secure his requested document.
3. Provision of periodic update on status of request to the requesting claimant through phone call or text message to ensure them that their request is not futile and being acted upon.

All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



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OFFICE OF THE CITY MAYOR

External Services



1. Issuance of Mayor's Clearance and Certificate of Good Moral Character

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance		Gapan City Police Station		
Barangay Clearance		Barangay of Residence		
Court Clearance		Municipal Trial Court (MTC)		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Recording of Letter of Request Submitting of Letter of Request along with the required documents to the employee-in-charge.	1.1 The Staff of the Mayor's Office will receive the required documents and check for completeness.	None	2 minutes	Office Staff Office of the City Mayor
	1.2 The Staff of the Mayor's Office will prepare the clearance or certification.	None	5 minutes	Office Staff Office of the City Mayor
	1.3 The City Administrator will review and approve the clearance or certification.	None	2 minutes	City Administrator Office of the City Administrator
2. Releasing of Clearance. One copy is filed and released.	2. The Staff of the Mayor's Office will release the clearance or certification.	None	1 minute	Office Staff Office of the City Mayor
Total		None	10 minutes	



2. Issuance of Permit on All Advertising and Promotional Activities

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Business Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Requests Submitting of Letter to the Office of the City Mayor, copy furnished the Office of the City Planning, General Services and Engineering Office for the specifications and the site/plan of all the involved projects within the City premises.	1.1 Receive and record the request.	None	2 minutes	Office Staff Office of the City Mayor
	1.2 The City Administrator or her authorized representative will approve the permit.	None	6 minutes	City Administrator Office of the City Administrator
2. Releasing of Permits Received the Released Copy of Permits for the ff: - A Copy for CPDO. - A Copy for the City Engineering Office. - A Copy for the General Services Office.	2. The Staff of the Mayor's Office will release the permit copy furnished the CPDO, City Engineering Office & the General Services Office	None	2 minutes	Office Staff Office of the City Mayor
Total		None	10 minutes	



3. Issuance of Permits for the Conduction of Motorcades, Parades & Processions

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Our clients are groups and other entities who wish to stage shows or concerts, motorcades, parades within the city premises are required to get permits from the City Mayor's Office for the scheduling of the said activities and coordination with the Traffic Management Division, Philippine National Police(PNP), Gapan City Public Market Supervisor and employees and the caretakers of the Gapan City Plaza.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor indicating the ff: schedules, parade route plan & purpose of activities.		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Recording of Letter of Request	1.1 The employee-in-charge will file and record the Request Letter.	None	2 minutes	Office Staff Office of the City Mayor
	1.2 The employee-in-charge will prepare the permit.	None	5 minutes	Office Staff Office of the City Mayor
	1.3 The City Administrator will approve the permit.	None	2 minutes	City Administrator Office of the City Administrator
2. Releasing of Mayor's Permit	2. The Staff of the Mayor's Office will release the permit and file a copy.	None	1 minute	Office Staff Office of the City Mayor
	Total	None	10 minutes	



4. Availing of Public Customer Assistance

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Endorsement: • Personal Data Sheet& • Barangay Certification For Recommendation (Job): • Personal Data Sheet and Resume • Police Clearance • Past Employment Record • Service Records For Referrals: • Request Letter • Barangay Clearance For Financial Assistance (Burial & Medical) • Medical Certificate • Death Certificate • Barangay Clearance • Certificate of Indigency (from their respective Barangay Captains)		Applicant / Client Applicant's / Client's Respective Barangay Applicant / Client Gapan City Police Station Previous Employer Previous Employer Applicant / Client Applicant's / Client's Respective Barangay City Health Office City Civil Registrar Applicant's Respective Barangay Applicant's Respective Barangay Applicant's Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements, along with the request.	1.1 The Staff of the Mayor's Office will receive the request and the required documents and check for completeness.	None	2 minutes	Office Staff Office of the City Mayor
	1.2 The Staff of the Mayor's Office will prepare the clearance or certification.	None	5 minutes	Office Staff Office of the City Mayor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The City Mayor will review and approve the clearance or certification.	None	2 minutes	<i>City Mayor</i> Office of the City Mayor
2. Releasing of Mayor's clearance or certification	2. The Staff of the Mayor's Office will release the clearance or certification and file a copy.	None	1 minute	<i>Office Staff</i> Office of the City Mayor
	Total	None	10 minutes	



5. Use of Government Facilities (Gapan City Gym, Gapan City Plaza, Gapan City Auditorium)

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the City Mayor indicating the date, time and purpose of activity.		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request for scheduling of the activity.	1. The Staff of the Mayor's Office will receive the request.	None	2 minutes	Office Staff Office of the City Mayor
	1.1 The Staff of the Mayor's Office will prepare the permit.	None	5 minutes	Office Staff Office of the City Mayor
	1.2 The City Mayor will approve the permit.	None	2 minutes	City Mayor Office of the City Mayor
2. Releasing of permit.	2. The Staff of the Mayor's Office will release the permit and file a copy.	None	1 minute	Office Staff Office of the City Mayor
Total		None	10 minutes	



OFFICE OF THE SANGGUNIANG PANLUNGSOD

External Services



1. Accreditation of Civil Society Organizations

Schedule of Availability of Service: Month of August
Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Highly Technical Application
Type of Transaction:	G2C
Who may avail:	Any Duly Organized Group
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application	Concerned CSO
2. Duly accomplished Application Form for Accreditation	Office of the Sangguniang Panlungsod Secretary
3. Duly approved Board Resolution signifying intention for Accreditation for the purpose of representation in the local special body	Concerned CSO
4. Certificate of Registration	Concerned CSO
5. List of current officers	Concerned CSO
6. Minutes of Annual Meetings of the immediately preceding year as certified by the organization's board secretary or Certification from the board secretary certifying the annual meeting's conduct, including the date, location, attendees, and agenda	Concerned CSO
7. Annual Accomplishment Report for the immediately preceding year	Concerned CSO
8. Financial Statement, at the minimum, signed by the executive officers of the organization, of the immediately preceding year, and indicating therein other information such as revenue, expenses and the source(s) of funds.	Concerned CSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of Application to the Office of Sangguniang Panlungsod Secretary and secure Application Form	1. Receive the Letter of Application and provide applicants the official Application Form	None	5 minutes	SP Secretary Records Officer II Administrative Officer II Loc. Leg. Staff Officer II Office of the Sangguniang Panlungsod
2. Submit duly accomplished application form and other essential requirements	2.1 Verify the completeness and authenticity of submitted documents	None	5 minutes	SP Secretary Records Officer II Administrative Officer II Loc. Leg. Staff Officer III Office of the Sangguniang Panlungsod
	2.2 Record the documents received			
	2.3 Calendar the application for corresponding action by the Sangguniang Panlungsod		5 minutes	SP Secretary Records Officer II Office of the Sangguniang Panlungsod
	2.4 Forward to the concerned SP Committee		2 minutes	Presiding Officer of the Sanggunian Office of the Sangguniang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Attend and participate in committee hearings called for by the concerned SP Committee	3.1 Review and Deliberation by the Committee and the Sangguniang Panlungsod for corresponding legislative measures	None	5-15 working days	<i>SP Committee on Cooperatives, People Empowerment SP Member as Collegial Body Office of the Sangguniang Panlungsod</i>
	3.2 If the application is approved, notify the client that the application has been approved and prepare the Certificate of Accreditation to be signed by the Presiding Officer of the Sangguniang Panlungsod If the application is disapproved /denied, issue notice to the client stating therein the reason/s for disapproval/denial of the request for accreditation		24 hours	<i>SP Secretary Records Officer II Local Legislative Staff Officer III Legislative Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Return to the Office upon receipt of notice and get the Certificate of Accreditation	4. Issue the Certificate of Accreditation to the client and record it in a logbook	None	5 minutes	<i>SP Secretary Records Officer II Local Legislative Staff Officer III Administrative Assistant I Office of the Sangguniang Panlungsod</i>
	Total	None	14- 21 days	



2. Land Reclassification

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Office of the Sangguniang Panlungsod	
Classification:	Highly Technical Application	
Type of Transaction:	G2C	
Who may avail:	Interested Lot Owner/S	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for land reclassification addressed to the Presiding Officer		Concerned Land Owner
2. Request Letter to City Assessor		Concerned Land Owner
3. 1 st Endorsement from City Assessor		Office of the City Assessor
4. Inspection Report from City Assessor		Office of the City Assessor
5. Zoning Clearance		City Planning & Development Office
6. Certified True Copy of Transfer Certificate of Title, and/or other documents establishing ownership of the land		Register of Deeds
7. Original Copy of Vicinity Map/Lot Plan		Land Surveyor
8. Original or Certified True Copy of Tax Declaration (Updated)		Office of the City Assessor (Gapan City Hall)
9. Original or Certified True Copy of Tax Payments Certificate (Updated)		Office of the City Treasurer (Gapan City Hall)
10. Barangay Clearance		Barangay Hall where the applicant resides
11. Original Copy of Affidavit of Non-Tenancy <i>(Additional requirement from Sangguniang Panlalawigan)</i>		Concerned Land Owner (Notarized)
12. Original Copy of Certification from Barangay Chairman for the conduct of public hearing <i>(Additional requirement from Sangguniang Panlalawigan)</i>		Barangay Hall where the property is located



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Original Copy of Certification from the BARC Chairman	Barangay Hall where the property is located
14. Original or Certified True Copy of Barangay Resolution approving the Reclassification(<i>Additional requirement from Sangguniang Panlalawigan</i>)	Barangay Hall where the property is located
14. Original Copy of Certification from NIA that the land is not irrigated or irrigable and/or subject to future irrigation project(<i>Additional requirement from Sangguniang Panlalawigan</i>)	NIA District Office
15. Original Copy of Certification from DAR/MARO that the land is not subject of Voluntary Offer of Sale, Voluntary Land Transfer or Notice of Coverage, and that the reclassification of the property will not prejudice the rights of any agrarian reform beneficiary	Department of Agrarian Reform Office
15. Original Copy of Certification from DA that includes: a. Total area of existing agricultural lands in Gapan City and that it has not yet exceeded the maximum percentage of 10% of the total agricultural land allowed to be reclassified. b. That such lands are not classified as non-negotiable for conversion or reclassification under AO 20 (1992); & c. That land ceases to be economically feasible and sound for agricultural purposes.	Office of the City Agriculturist (Gapan City Hall)
16. Original Copy of Certification from DENR that the land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound.(<i>Additional requirement from Sangguniang Panlalawigan</i>)	DENR Regional Office III (San Fernando, Pampanga)
17. Photos of Location	Concerned Land Owner
<i>Note: Submit four (4) original/certified true copies and thirteen (13) photo copies of the abovementioned relevant documents/certifications and collate them into sets accordingly.</i>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of Application to the Office of Sangguniang Panlungsod Secretary attached therewith the the required documents and certifications	1.1 Verify the completeness and authenticity of the submitted documents	None	5 minutes	<i>SP Secretary Administrative Officer II Local Legislative Staff Assistant I Administrative Assistant I Office of the Sangguniang Panlungsod</i>
	1.2 Calendar the application for corresponding action by the Sangguniang Panlungsod		5 minutes	<i>SP Secretary Records Officer II Office of the Sangguniang Panlungsod</i>
	1.3 Forward to the concerned SP Committee		2 minutes	<i>Presiding Officer of the Sanggunian Office of the Sangguniang Panlungsod</i>
2. Attend and participate in committee / public hearings called for by the concerned SP Committee	2.1 Ocular inspection, 2.2 Committee hearing/s, and 2.3 Committee Reports to SP Body, and 2.4 SP deliberations for corresponding legislative measure.		2 weeks or more depending on the length of review and deliberation of Committee and the SP Members as a whole.	<i>Committee on Houssing and Land Utilization SP Members as a Collegial Body SP Secretary Office of the Sangguniang Panlungsod</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.5 If the application is approved, an ordinance will be enacted reclassifying the subject property. If the application is disapproved/denied, issue notice to the client stating therein the reason/s for disapproval/denial of the application for reclassification 2.6 Have the following signed the enacted ordinance: SP Members (optional) SP Secretary SP Presiding Officer 2.7 Have the enacted ordinance approved/signed by the City Mayor - If enacted ordinance approved/signed by the City Mayor, inform the client/s to get a copy of		1 day or more depending on the availability of the signatories 1-10 days (unless the enacted ordinance is vetoed by the City Mayor) Within 24 hours	<i>SP Secretary Records Officer II Local Legislative Staff Officer III Legal Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod</i> <i>City Mayor</i> <i>SP Secretary Legal Assistant III Administrative Assistant I</i> <i>SP Secretary Administrative Officer II Records Officer II Administrative Assistant I</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	the approved ordinance If enacted ordinance disapproved / denied by the City Mayor, inform the client/s thru letter stating therein reason/s.			Office of the Sangguniang Panlungsod
3. Return to the Office upon receipt of notice to get a copy of the approved ordinance reclassifying the property applied and have it published in a newspaper of general circulation in the Province of Nueva Ecija	3.1 Issue approved Ordinance to the client and record it in a logbook. Inform the Client to have the Ordinance published, and later furnish the Office of the Sangguniang Panlungsod proof of its publication.	None	5 minutes	SP Secretary Administrative Officer II Records Officer II Administrative Assistant I Office of the Sangguniang Panlungsod
	3.2 Prepare transmittal to the Sanggunian Panlalawigan once proof of publication of the Ordinance is submitted by the client to the Office of the Sangguniang Panlungsod		5 minutes	SP Secretary Administrative Officer II Local Legislative Staff Officer III Legal Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	3.3 Transmit the Ordinance to the Sangguniang Panlalawigan for corresponding review		1 hour	<i>SP Secretary Administrative Officer II Local Legislative Staff Officer III Legal Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod</i>
	3.4 Inform the client upon receipt of the result of review made by the Sangguniang Panlalawigan on the Ordinance		Within 30 days	<i>SP Secretary Administrative Officer II Office of the Sangguniang Panlungsod</i>
	Total	None	21-60 days	



3. Review of Barangay Ordinances

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Highly Technical Application		
Type of Transaction:		G2G		
Who may avail:		Sangguniang Barangays of Gapan City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Original Copies of Barangay Ordinance/s subject for review and proof of public hearing/s made before the passage of the Barangay Ordinance		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Furnish the Office of the Sangguniang Panlungsod two (2) original copies of Barangay ordinance subject for review with proofs of public hearing.	1.1 Receive and verify the completeness and authenticity of documents submitted	None	5 minutes	SP Secretary Administrative Officer II Local Legislative Staff Officer III Records Officer II Office of the Sangguniang Panlungsod
	1.2 Calendar the subject Ordinance for review		5 minutes	SP Secretary Records Officer II Office of the Sangguniang Panlungsod
	1.3 Forward to the concerned SP Committee		2 minutes	Presiding Officer of the Sanggunian Office of the Sangguniang Panlungsod
2. Attend and participate in committee hearing called for by the concerned SP Committee	2.1 Review and Deliberation by the Committee on the subject Barangay Ordinance		1 week or more	Committee on Ordinance and Legal Matters SP Secretary Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.2 Committee reports its findings and recommendation to the SP Body -If the SP Body finds the subject ordinance in accordance with law and not in conflict with any existing City Ordinances they will pass a Resolution declaring its validity. Otherwise, they will return the subject Ordinance to the concerned Sangguniang Barangay with their comments and recommendation. 2.3 Have the following signed the Resolution passed: SP Members (optional) SP Secretary SP Presiding Officer			<i>Committee on Ordinance and Legal Matters</i> <i>SP Secretary</i> <i>Office of the Sangguniang Panlungsod</i> <i>SP Members as Collegial Body</i> <i>SP Secretary</i> <i>Office of the Sangguniang Panlungsod</i>
			1 day or more depending on the availability of the signatories	<i>SP Secretary</i> <i>Administrative Officer II</i> <i>Local Legislative Staff Officer III</i> <i>Legislative Assistant III</i> <i>Administrative Assistant I</i> <i>Office of the Sangguniang Panlungsod</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Return to the Office upon receipt of notice to get a copy of the approved SP Resolution declaring the validity of the subject Barangay Ordinance	3. Issue the approved Resolution to the client and record it in a logbook	None	5 minutes	<i>SP Secretary</i> <i>Administrative Officer II</i> <i>Local Legislative Staff Officer III</i> <i>Legislative Assistant III</i> <i>Administrative Assistant III</i> <i>Office of the Sangguniang Panlungsod</i>
	Total	None	14-30 days	



4. Receive and Hear Administrative Complaint Against Elective Barangay Officials

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Highly Technical Application		
Type of Transaction:		G2C		
Who may avail:		Any Person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) original copies of a verified or sworn written complaint against elective barangay official/s		Concerned complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit three (3) original copies of a verified or sworn written complaint against elective barangay official/s to the Office of the Sanggunian Secretary, copy furnished the Office of the City Mayor and the City Local Government Operations Officer (CLGOO)	1.1 Receive and verify the completeness and authenticity of documents submitted	None	5 minutes	<i>SP Secretary Administrative Officer II</i> Office of the Sangguniang Panlungsod Secretary
	1.2 Upon receipt of the administrative complaint, the Sangguniang Secretary shall forthwith issue the corresponding summons to the respondent.	None	within 7 days	<i>SP Secretary Office of the Sangguniang Panlungsod Secretary</i>
	1.3 The respondent/s shall be required to submit his/her/their verified answer to the administrative complaint against him/her/them.	None	Within 15 days upon receipt of the notice or summon	<i>SP Secretary Office of the Sangguniang Panlungsod</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.4 When issues are joined, calendar the Case for corresponding action by the Sanggunian 1.5 Forward/refer the Case to the concerned SP Committee who will act as <i>Investigating Authority</i>	None	5 minutes 2 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary <i>Presiding Officer of the Sanggunian</i> Office of the Sangguniang Panlungsod Secretary
2. Attend and participate in committee called for by the concerned SP Committee / Investigating Authority	2.1 The <i>Investigating Authority</i> will determine whether there is <i>prima facie</i> case or probable cause to warrant the institution of formal administrative proceedings. If there exists no <i>prima facie</i> evidence against the respondent, the Sanggunian may <i>motu proprio</i> dismiss the case. If there exists <i>prima facie</i> case, summon the parties to a PRELIMINARY CONFERENCE	None	Within 20 days	<i>Concerned SP Committee</i> Office of the Sangguniang Panlungsod <i>SP Members as a Collegial Body</i> Office of the Sangguniang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	for an attempt to settle the case. If NO settlement made between parties, the Investigating Authority shall commence its FORMAL INVESTIGATION.			
	2.2 FORMAL INVESTIGATION Conduct of hearing/s	None	Within 90 days	<i>Committee on Good Government, Public Ethics and Accountability (Investigating Authority)</i> Office of the Sangguniang Panlungsod
	2.3 The Investigating Authority submits its written report to the SP Body which contains: Findings and Recommendation with a Draft decision / resolution. The SP Body will act on the recommendation of the Investigating Authority.	None	Within 30 days	<i>SP Members as a Collegial body</i> Office of the Sangguniang Panlungsod
	2.4 Have the following signed the Resolution passed: SP		1 day or more depending on the availability of the	<i>SP Secretary</i> <i>Administrative Officer II</i> <i>Local Legislative</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Return to the Office upon receipt of notice to get a copy of the SP decision via Resolution to the Case filed.	Members (optional), SP Secretary, SP Presiding Officer 3.1 Issue / Serve a copy of the approved Resolution or Decision to parties involved and other concerned agencies	None	signatories 5 minutes	<i>Staff Officer III Legal Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod SP Secretary Administrative Officer II Local Legislative Staff Officer III Legislative Assistant III Administrative Assistant I Office of the Sangguniang Panlungsod</i>



5. Issuance of Copies of Sangguniang Panlungsod Documents

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Highly Technical Application			
Type of Transaction:	G2C			
Who may avail:	Any Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request indicating therein the following information: Name, Address, Document/s needed, and Purpose.		<i>Request Form</i> is available at the Office of the Sangguniang Panlungsod Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Go to the Office of the Sangguniang Panlungsod Secretary to formally request for a copy of the needed SP documents. Request Form is available if needed.	1. Check and clarify the details of the client's request. If the document/s requested requires more time to look into the Sanggunian Records, the client may be requested to come back at a specified date and time to have a copy of the document/s needed (if available)	None	5 minutes	<i>SP Secretary Records Officer II Administrative Officer II</i> Office of the Sangguniang Panlungsod Secretary
2. Wait while the Records Section searches the document/s requested.	2.1 Look for the requested document/s. If found, have it photocopied.	None	5 minutes or more depending on the nature of the document/s needed	<i>Records Officer ii Local Legislative Staff Officer III Legislative Assistant III Administrative Officer II</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Receive a photocopy of the requested document/s if available.	3.1 Issue the documents requested and record it in a logbook	None	5 minutes	Office of the Sangguniang Panlungsod Secretary SP Secretary Records Officer II Administrative Officer II Office of the Sangguniang Panlungsod Secretary
	Total	None	15 minutes – 24 hours	



OFFICE OF THE CITY LEGAL OFFICER

External Services



1. Filing of Administrative Complaints

For filing of administrative complaints against Gapan City Government Officials or employees.

Office or Division:		Office of the City Legal Officer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
2. Supporting Documents / Records		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the required documents to the Receiving section	1. Receive the required documents and check for completeness	None	20 minutes	<i>Administrative Assistant IV (Bookbinder IV)</i> Office of the City Legal Officer
TOTAL		None	20 minutes	



2. Request for Free Legal Advice

The Office of the City Legal Officer gives free legal advice to Gapan City Constituents. The client will register and be interviewed by the receiving clerk. An assessment form will be given to the client. The form will be the basis by the City Legal Officer in referring the client to the appropriate lawyer.

Office or Division:		Office of the City Legal Officer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Gapan City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Registration in the logbook.	1.1 Referral of assignment	None	5 minutes	<i>Receiving Clerk</i> Office of the City Legal Officer
2. Filling up of form.	2.1 Interview of client.	None	10 minutes	<i>Receiving Clerk</i> <i>Administrative Assistant IV</i> <i>(Bookbinder IV)</i> Office of the City Legal Officer
	2.2 Refer to the designated officer for assignment	None	5 minutes	<i>Receiving Clerk</i> Office of the City Legal Officer
	2.3 Evaluation of request for assignation	None	10 minutes	<i>Designated Officer</i> Office of the City Legal Officer
	2.4 Review of facts of the request	None	1 hour	<i>City Legal Officer</i> Office of the City Legal Officer
	2.5 Rendering of legal advice	None	30 minutes	<i>City Legal Officer</i> Office of the City Legal Officer
TOTAL		None	2 hours	



3. Request for Affidavit and Other Legal Documents

The Office of the City Legal Officer gives free legal advice to Gapan City Constituents. The client will register and be interviewed by the receiving clerk. An assessment form will be given to the client. The form will be the basis by the City Legal Officer in referring the client to the appropriate lawyer.

Office or Division:		Office of the City Legal Officer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Gapan City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopies of valid ID (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Registration in the logbook.	1.1 Interview of client.	None	10 minutes	<i>Receiving Clerk</i> Office of the City Legal Officer
2. Filling up of form.	2.1 Referral of assignment	None	5 minutes	<i>Designated Officer</i> Office of the City Legal Officer
	2.2 Preparation of affidavit	None	5 minutes	<i>Designated Legal Researcher</i> Office of the City Legal Officer
	2.4 Notarization	None	10 minutes	<i>City Legal Officer</i> Office of the City Legal Officer
	2.5 Release of affidavit	None	10 minutes	<i>Receiving Clerk</i> <i>Administrative Assistant IV</i> <i>(Bookbinder IV)</i> Office of the City Legal Officer
TOTAL		None	40 minutes	



4. Submission of Requests for Legal Opinions and Representation

For requests seeking legal opinion and/or representation, the concerned party must submit a written request with supporting documents.

Office or Division:		Office of the City Legal Officer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Gapan City Residents and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request for legal opinion or representation		LGU-Gapan City Departments/Office seeking legal opinion/representation		
2. Supporting documents/records		LGU-Gapan City Departments/Office seeking legal opinion/representation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the required documents to the receiving section	1.1 Receive the required documents and check for completeness	None	5 minutes	<i>Receiving Clerk</i> Office of the City Legal Officer <i>Designated Email Administrator</i> Office of the City Legal Officer
TOTAL		None	5 minutes	



OFFICE OF THE CITY AGRICULTURIST

External Services



1. Assistance on Subsidized Seeds

The City Agriculture Office provides information on the availability and varieties of the Subsidized Certified Seeds. The information may be provided by the Agricultural Technologist (AT) / Agricultural Extension Workers assigned to a particular barangay.

Office or Division:	Office of the City Agriculture			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Farmers / Farm Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be included in the Master list of Farmers.		Office of the City Agriculturist		
2. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist/ A.E.W.'s and states his/her purpose. Client will wait for the confirmation if he/she is qualified	1. Interview about client queries. The Agricultural Technologist/ A.E.W.'s verifies if Applicant is Included in the Masterlist/RSBSA	None	4 minutes	<i>Agricultural Technologist/AEW</i> Office of the City Agriculturist
2. Sign the required Forms, pay the corresponding amount.	2.1 Collect the Payments and issues a chit.	PHP 700.00	3 minutes	<i>Agricultural Technologist/AEW</i> Office of the City Agriculturist
3. Give the Chit to the releasing Officer	3.1 The releasing Officer will get the chit and release the Certified Seeds	None	2 minutes	<i>Releasing Officer</i> Office of the City Agriculturist
TOTAL		PHP 700.00	9 minutes	



2. Issuance of Certification for Land

Re-Classification

In accordance with Section 20 of R.A. 7160 The Local Government Code of 1991 as clarified and implemented by Memorandum Circular No.54 Series of 1993, A City or Municipality may through an ordinance passed by the Sanggunian Panlungsod after conducting public hearings for the purpose, authorize the reclassification of agricultural lands and provide for the manner of their utilization or disposition in the following cases;

1) when the land ceases to be economically feasible and sound for agricultural purposes as determined by the Department of Agriculture or 2) where the land shall have substantially greater economic value for residential, commercial or industrial purposes as determined by the Sanggunian concerned:

Provided, that such reclassification shall be limited to the following percentage of the total agricultural land area at the time of the passage of the ordinance.

- a. For component Cities and First to Third Class Municipalities, ten percent (10%)
- b. The Local Government Unit shall, in conformity with existing laws, continue to prepare their respective Comprehensive land use plans enacted through zoning

Land are not classified as non-negotiable for conversion or Reclassification under AO 20 (1992) and the land ceases to be economically feasible and sound for agricultural purposes.

Office or Division:	Office of the City Agriculturist	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All Farmers / Farm Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for reclassification address to Presiding Officer		Office of the SangguniangPanlungsod
2. Certified true Copy of Transfer Certificate of Title		Office of the Registry of Deeds
3. Original Copy of Affidavit of Non – Tenancy		Office of the DAR/MARO
4. Original Copy of Certification from BARC Chairman		Office of the BARC Chairman
5. Original Copy of Certification from DAR/MARO		Office of the DAR/MARO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist State his/her purpose	1.1 Interview about client queries	None	2 minutes	<i>Agricultural Technologist</i> Office of the City Agriculturist
2.Submit requirements	2.1 Verify and inspect submitted documents	None	1 day	<i>Agricultural Technologist</i> Office of the City Agriculturist
3.Client sign the required Forms, pay the corresponding fee and receive the requested certificate	3.1 Collect the Payments and issues Official Receipt. The Agricultural Technologist and the City Agriculturist will sign and issue the Certification for Land Re-classification	PHP 110.00	5 minutes	<i>Agricultural Technologist</i> <i>City Agriculturist</i> Office of the City Treasurer
	TOTAL	PHP 110.00	1 day & 7 minutes	



3. Technical Assistance on Crop Production

Agricultural Technologist (AT's) /Agricultural Extension Workers conduct regular field monitoring and inspection in different barangays of the City to answer client queries Regarding; Seed selection, Pest and Disease Management, Irrigation Management and Post-Harvest Facilities.

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Farmers / Farm Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be included in the Master list of Farmers		Office of the City Agriculturist		
2. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist State his/her purpose	Interview about Client queries	None	2 minutes	<i>Agricultural Technologist / AEW's Officer of the Day</i> Office of the City Agriculturist
2. Sign the Fits Log Book, clearly print name, address and purpose	Provides information and or technical assistance to the client	None	5 minutes	<i>Agricultural Technologist</i> Office of the City Agriculturist
TOTAL		None	7 minutes	



4. Technical Assistance on Soil Analysis

The City Agriculturist Office (CAO) provides soil analysis service so that the farmers can determine the types of Agricultural Inputs required before planting of any crops.

Office or Division:	Office of the City Agriculturist			
Classification:	Hig			
Type of Transaction:	G2C			
Who may avail:	All Farmers / Farm Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Soil samples		Farmers / Farm Owner		
2. Must be included in the Masterlist of Farmers		Office of the City Agriculturist		
3. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Collect soil sample and air dry them in a clean and ventilated room for 7 days	Verify samples for contamination	None	2 minutes	<i>Agricultural Technologist/AEW's Officer of the Day</i> Office of the City Agriculturist
2. Submit soil samples for analysis	Received the soil samples then label it name of farmer, farm location, crops and area to be planted	None	3 minutes	<i>Agricultural Technologist</i> Office of the City Agriculturist
	The soil Coordinator brings the sample to the Soils Laboratory Science City of Munoz, Nueva Ecija.	None	10 days	<i>Bureau of Soil and Water Management Laboratory</i>
TOTAL		None	10 days & 5 minutes	



OFFICE OF THE CITY ASSESSOR

External Services



1. Issuance of Certified Copy of Tax Declaration

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill-up request form	1.1 The Assessor's Office Staff will prepare the order of payment of certified copy of document	None	2 minutes	Computer Operator I Administrative Aide I Office of the City Assessor
	1.2 Duty staff will locate the records and prepare the requested documents.	None	5 minutes	Administrative Aide I Administrative Aide III Office of the City Assessor
	1.3 Records officer will verify the requested documents.	None	5 minutes	Records Officer IV Office of the City Assessor
	1.4 The City Assessor / Records Officer will check and sign the document	None	5 minutes	City Assessor / Records Officer IV Office of the City Assessor
2. Payment of fees	2. The staff of the office of the Treasurer will received the necessary payment.	PHP 30.00 per certified copy of tax declaration	2 minutes	Revenue Collection Clerk II Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Releasing of certified copy of documents	3. Office Staff of the Assessor's Office will release the copy of document.	None	1 minute	<i>Administrative Aide I</i> Office of the City Assessor
	TOTAL	PHP 30.00 per certified copy of tax declaration	20 minutes	



2. Transfer of Ownership

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Real Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo copy of Transfer of Certificate of Title (TCT)		To be provided by the client/owner		
2. Certification Authorizing Registration (CAR)		Bureau of Internal Revenue (BIR)		
3. Real Property Tax Payment / Clearance		Office of the City Treasurer		
4. Transfer Tax Receipt payment		Office of the City Treasurer		
5. Blue print copy of subdivision plan if newly subdivided		From Geodetic Engineer who conducted subdivision survey		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of requirements.	1.1 The Assessor's Office Staff will assess the completeness of the required documents	None	5 minutes	<i>Administrative Aide I</i> Office of the City Assessor
	1.2 The Assessor's Office Staff will prepare the order of payment.	None	2 minutes	<i>Administrative Aide I</i> Office of the City Assessor
	1.3 Appraisal and Assessment Section will prepare Field Appraisal & Assessment Sheet (FAAS) and Tax Declaration (TD).	None	15 minutes	<i>Computer Operator I</i> <i>Tax Mapping Aide I</i> Office of the City Assessor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.4 The City Assessor will verify the FAAS and TD.	None	5 minutes	<i>City Assessor</i> Office of the City Assessor
	1.5 The City Assessor will review and approve the tax declaration.		5 minutes	<i>City Assessor</i> Office of the City Assessor
2. Payment of fees	2. The staff of the Office of the City Treasurer will received the necessary payment.	PHP 50.00 per Tax Declaration	2 minutes	<i>Revenue Collection Clerk II</i> Office of the City Treasurer
3. Releasing of certified copy of documents	3. Assessor's Office Staff will release the copy of Tax Declaration.	None	1 minute	<i>Administrative Aide I</i> Office of the City Assessor
	TOTAL	PHP 50.00 per Tax Declaration	35 minutes	



3. Issuance of Certification of No Improvement / No Property / No Record / Landholding

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Request Form		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Fill up request form	1.1 The Assessor's Office Staff will prepare the order of payment and certification of No Improvement / No property / No record / landholding.	None	2 minutes	Computer Operator I Office of the City Assessor
	1.2 Duty Staff will verify the records and prepare the requested documents.	None	10 minutes	Administrative Aide II Administrative Aide I Office of the City Assessor
	1.3 Records Officer will verify the requested documents.	None	5 minutes	Records Officer IV Office of the City Assessor City Assessor /
	1.4 City Assessor / Records Officer will check and sign the document.	None	5 minutes	City Assessor Records Officer IV Office of the City Assessor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Payment of fees	2.1 The Staff of th Office of the City Treasurer will received the necessary payment	PHP 30.00 per certification	2 minutes	<i>Revenue Collection Clerk II</i> Office of the City Treasurer
3. Releasing of certified copy of documents	3.1 Office Staff of the Assessor's Office will release the copy of document	None	1 minute	<i>Administrative Aide I</i> Office of the City Assessor
	TOTAL	PHP 30.00 per Tax Declaration	20 minutes	



4. Tax Mapping

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the services		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Fill up request form	1.1 The Assessor's Office Staff will deliver the request form to the Tax Mapper.	None	1 minute	Watchman / Office of the City Assessor
	1.2 The Tax Mapper will search the location of the property in the tax map.	None	5 minutes	Tax Mapper / Office of the City Assessor
	1.3 Tax Mapper present the tax map to the client and pin point the location of the property	None	2 minutes	Tax Mapper / Office of the City Assessor
TOTAL		None	8 minutes	



5. Re-assignment / Cancellation of Assessment

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the request	1.1 The Assessor's Office Staff will deliver to the Appraisal and Assessment section.	None	1 minute	<i>Executive Assistant III</i> Office of the City Assessor
	1.2 Appraisal and Assessment Section will conduct site inspection.	None	1 hour (depending on the location)	<i>Watchman I</i> <i>Construction & Maintenance Foreman</i> Office of the City Assessor
	1.3 In-charge staff will prepare inspection report.	None	20 minutes	<i>Tax Mapper I</i> Office of the City Assessor
	1.4 The City Assessor will review and approve the cancellation / re-assignment	None	5 minutes	<i>City Assessor</i> Office of the City Assessor
	TOTAL		1 hour & 26 minutes (depending on the location)	



6. Segregation / Consolidation of Lots

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo copy of Title		To be provided by the client		
2. Tax Receipts		Office of the City Treasurer		
3. Approved Subdivision / Consolidation Plan		From Geodetic Engineer who conducted the subdivision survey.		
4. Tax Declaration Fee		Office of the City Treasurer.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the request	1.1 The Assessor's Office Staff verifies submitted documents.	None	1 minute	Computer Operator I Office of the City Assessor
	1.2 Assessor's Office staff will prepare order of payment.	None	1 minute	Computer Operator I Office of the City Assessor
	1.3 Appraisal and Assessment will prepare the segregated consolidated Title.	None	15 minutes	Computer Operator I Bookbinder III Office of the City Assessor
	1.4 Assessor's Office staff will cancel previous Tax Declaration.	None	2 minutes	Administrative Aide II Office of the City Assessor
	1.5 City Assessor will check, sign and approve the newly prepared Tax Declaration.	None	5 minutes	City Assessor Office of the City Assessor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Payment of fees	2.1 The Staff of the Office of the City Treasurer will received the necessary payment	PHP 50.00 per title	2 minutes	<i>Revenue Collection Clerk II</i> Office of the City Treasurer
3. Releasing of certified copy of documents	3.1 Office Staff of the Assessor's Office will release the copy of document	None	1 minute	<i>Bookbinder III</i> Office of the City Assessor
	TOTAL		27 minutes	



**BUSINESS PERMIT & LICENSE DIVISION,
OFFICE OF THE CITY MAYOR
External Services**



1. Issuance of Business Permit (Renewal)

Office or Division:		Office of Business Permit and Licensing Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Application Form		BPLO		
Income Tax Return for ITR (for Renewal)		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment/ Approval	1. Receive the required documents and check for completeness.	Based on type of business on capitalization (new enterprises) annual gross receipts (existing enterprises)	1 minute	Office Staff BPLO Office
2. Payment of Business Tax, Fees and other Charges & Bureau of Fire Protection (fire clearance)	2. Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form. After payment proceed to the Business One Stop Shop (BOSS) and submit Assessment Form/Billing, along with all requirements and signed by the following departments in the Business One Stop Shop: -City Planning & Development Coordinator -City Engineer (building inspection) - City Health Officer (sanitary inspection) - SSS - Pag-ibig	Based on capitalization (new enterprise) Individual Health Certificate PHP 80.00/ employee Environmental Inspection Fee PHP 100.00 Local Share (Fire Code) PHP 100.00 Retailer / Wholesaler/ Manufacturer / Service	10 minutes	Office Staff Treasurer Office Fire Department CPDO Staff Office of the CPDC City Building Officer Office of the City Engineering City Health Officer Office of the City Health



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive Business Permit / Business Plate/Sticker	3. The Staff of the BPLO will release the clearance or certification.	Business Plate / Sticker PHP120.00 Sanitary Permit PHP 150.00 Scale /Weights and measure Small Scale Enterprise PHP 30.00 Medium Scale Enterprise PHP 40.00 Large Scale Enterprise PHP 100.00 Gasoline Station per pump PHP 100.00	1 minute	<i>Licensing Officer II</i> BPLO
	TOTAL	Based on business type & capitalization	12 minutes	



2. Retiring a Business License

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Business Closure			Barangay	
Affidavit of Closure			Enterprises	
Business Plate & Certificate (Current Year If Any)			Enterprises	
2551m/ltr/Quarterly Vat Payment(If Any)			Bureau Of Internal Revenue	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application / Payment Verification	1. Secure Application for Business Retirement Form and submit requirements for retiring a business, while taxpayers' payment history is verified by the staff.	Based on type of business annual gross receipts	10 minutes	Office Staff BPLO Office
2. Client Follow-up	2. Follow up status of application and pay taxes due, if any.	None	5 minutes	Office Staff Treasurer's Office
3. Issuance of Certificate	3. The Staff of the BPLO Office will release the clearance or certification.	None	5 minutes	Office Staff BPLO Office
TOTAL			20 minutes	



3. Applying/Renewing a Public Utility Tricycle Franchise

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form for Franchise with approval of TODA President			Toda President	
Photocopy of OR-CR			Land Transportation Office	
Photocopy of Voter's I.D.			COMELEC	
Photocopy of Driver's License			Land Transportation Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	1. Secure Application form from TRO. Accomplish the form and submit requirements	TAXES AND FEES {NEW} Initial Registration PHP 50.00 Driver's ID PHP 50.00 Plate Number PHP 100.00 Filing Fee PHP 50.00 Franchise PHP 200.00 Total PHP 450.00	10 minutes	Office Staff Business Permit and License Division
2. Inspection and Verification	2. The Staff of the BPLO Office inspect and verified Motorcycle engine number, chassis number		10 minutes	Office Staff Business Permit and License Division
3. Assessment of Fees and Charges, Approval of MTOP Application	3. The Staff of the BPLO Office prepares the payment assessment	{RENEWAL } Driver's ID PHP 25.00 Filing Fee PHP 80.00 Sticker PHP 50.00 Total PHP 155.00	10 minutes	Office Staff Business Permit and License Division
4. Payment of Fees.	Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		5 minutes	Office Staff Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Issuance of MTOP	5. BPLO Officer and staff release Franchise Plate, and Franchise I.D.		5 minutes	Office Staff Business Permit and License Division
	Total		40 minutes	



4. Applying for “Service Only” Sticker for Private Utility Tricycles

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of OR-CR		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	1. Secure Application form from TRO. Accomplish the form and submit requirements	Fees and Charges Registration Fee PHP 150.00	10 minutes	Office Staff Business Permit and License Division
2. Inspection and Verification	2. The Staff of the BPLO Office Inspect and verified Motorcycle engine number, chassis number		10 minutes	Office Staff Business Permit and License Division
3. Assessment of Fees and Charges, Approval of Service Only Application	3. The Staff of the BPLO Office prepares the payment assessment		10 minutes	Office Staff Business Permit and License Division
4. Payment of Fees.	4. Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		5 minutes	Office Staff Treasurer's Office
5. Issuance of Service Only Sticker	5. BPLO Officer and staff release Service Only Sticker		5 minutes	Office Staff Treasurer's Office
Total		PHP 150.00	40 minutes	



OFFICE OF THE CITY CIVIL REGISTRAR

External Services



1. Requesting for Certified True Copy of Birth, Marriage, Death Certificate, and Civil Registry Documents.

Civil Registry documents such as birth, marriage & death certificates may be availed of by securing a certified transcript or photocopy from the Office of the City Civil Registrar.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Persons allowed to request documents (Rule 24 of Adm. Order No.1 series of 1993) a) the concerned person himself/herself or any person authorized by him/her; b) his/her spouse, parents, siblings or guardian or institution legally in-charge of him/her if he/she is a minor; c) the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parent's or other circumstances surrounding his/her birth, and d) in case of a person's death, the nearest kin e) any authorized person
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request of document(birth, marriage and death) 1. Valid Id: - Philippine Identification (PhilID /ePhilID) - Voter's ID - Driver's License - Philippine Passport - UMID Card (SSS / GSIS) - Postal ID - Senior Citizen ID - PWD ID - School ID - TIN ID 2. Authorization and ID of the document owner together with the requester's ID, if the requester is not any of the ff: a. the owner of the document b. his/her parent c. his/her spouse	- Philippine Statistics Authority (PSA) - COMELEC (Local Office) - Land Transportation Office (LTO) - Department of Foreign Affairs (DFA) - SSS or GSIS Office - PHLPost (Post Office) - Office of the Senior Citizens Affairs (OSCA) - Persons with Disability Affairs Office (PDAO) - School, College, or University - Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to LCRO and approach the frontline staff at Window 1 and request copy of the document needed and fill up the request slip	Checks for the availability of the document being requested and informs the client to pay applicable fees if the document requested is available		7 minutes	<i>Admin. Aide III Admin Aide I Admin Asst. I</i> Office of the City Civil Registrar
2. Pay the corresponding fee at the City Treasurer's Office		Birth Certificate- PHP 50.00/copy Marriage Cert.- PHP 50.00/copy Death Cert.- PHP 50.00/copy	5 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
3. Presents the official receipt to the LCRO staff & Releasing of documents	3.1 Prepares the requested document and forwards to the CCR the prepared document 3.2 Reviews the document and certifies as true copy the photocopied document Issues the document.		5 minutes 2 minutes	<i>Admin. Aide III Admin Aide I Admin Asst. I</i> Office of the City Civil Registrar <i>City Civil Registrar</i> Office of the City Civil Registrar <i>Admin. Aide III Admin Aide I Admin Asst. I</i> Office of the City Civil Registrar



	Total	Birth Certificate- PHP 50.00/copy Marriage Cert.- PHP 50.00/copy Death Cert.- PHP 50.00/copy	19 minutes	
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**Fees to be paid is based on Kapasyahan Blg. 18, Taon 2005*



2. On Time Registration of Certificate of Live Birth

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents of new born babies/Hospital or Clinic Administrators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. If the birth occurred in a hospital or clinic or similar institution - Accomplished Mun. form No. 102 (COLB) Certificate of Live Birth duly signed by the attendant at birth - Certificate of Marriage of parents (if applicable) 2. If the birth occurred at home - Accomplished COLB pre-registration form - Personal appearance of attendant at birth (physician/midwife/nurse/hilot) Additional requirement if the child was born illegitimate: - Affidavit of Admission of Paternity - Affidavit to Use the Surname of the Father - Sworn Attestation of Mother (if child's age is 7-17 yrs old) 3. Valid Identification of Informant and other signatories: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID	Hospital/clinic or similar institution LCRO/PSA LCRO LCRO / Notary Public LCRO / Notary Public LCRO / Notary Public Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits the required supporting documents to the verifier at Window 2	1.1 Evaluates the documents for completeness	None	10 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Office of the City Civil Registrar
	1.2 Verify the non-availability of birth record on file		15 minutes	<i>Admin. Aide III</i> Office of the City Civil Registrar
	1.3 Encodes birth data to PHILCRIS Database			
	1.4 Print four (4) copies of Certificate of Live Birth			
2. Signs in the appropriate space/box provided in the accomplished COLB - Informant - Child's father (if the child is illegitimate) - Attendant at birth	Sign in the appropriate space/box provided in the COLB - Prepared by - Received by - Registered at - Assign registry number	None	10 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Office of the City Civil Registrar <i>Acting City Civil Registrar</i> Office of the City Civil Registrar
3. Claims the duly registered Certificate of Live Birth (Registrant/Mother/Father/ or Authorized representative)	Releases the owner's copy of the registered Certificate of Live birth	None	3 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Office of the City Civil Registrar
Total		None	38 minutes	



3. Delayed Registration of Certificate of Live Birth (COLB)

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants for delayed registration of birth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any two (2) of the following documents showing clearly the paternity between the father and the child ✓ Baptismal certificate ✓ School records(nursery,kindergarten or elementary) ✓ SSS/GSIS records of parents ✓ Medical records ✓ Employment records of parents	
2. Affidavit of two disinterested persons for delayed registration	LCRO / Notary Public
3. Certificate of Marriage of Parents (optional)	LCRO
4. Negative Certification of birth issued by PSA	PSA
Additional requirement if the child was born illegitimate: ✓ Affidavit of Acknowledgement/Admission of Paternity ✓ Affidavit to use the Surname of the Father	LCRO / Notary Public
5. Valid identification of informant and other signatories	
Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID	Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)
6. 10-day posting for delayed registration of birth	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Accomplishes the COLB pre-registration form and submits it together with the supporting documents	1.1 Verifies for the non-availability of birth record on file	None	10 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Office of the City Civil Registrar
	1.2 Evaluates the authenticity and completeness of the submitted supporting documents			
	1.3 Encodes birth data to PHILCRIS Database	None	15 minutes	<i>Admin. Aide III</i> Office of the City Civil Registrar
	Prints four (4) copies of Certificate of Live Birth			
2. Reviews for the correctness of entries and signs in the appropriate space/box provided in the accomplished COLB - Informant - Child's father (if the child is illegitimate) - Attendant at birth	Sign in the appropriate space/box provided in the COLB - Prepared by - Received by - Registered at - Give claim slip	None	10 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> <i>City Civil Registrar</i> Office of the City Civil Registrar
3. Claims the duly registered Certificate of Live Birth after the 10-day posting period (Registrant/Mother/Father/ or Authorized representative)	Releases the owner's copy of the registered Certificate of Live birth	None	3 minutes	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Office of the City Civil Registrar
	Total	None	38 minutes	



4. On Time / Late Registration of Certificate of Marriage

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Solemnizing Officers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For on-time registration;				
1. Accomplished and duly signed Certificate of Marriage (4 copies) 2. CRASM		Solemnizing officer		
For late registration;				
1. Accomplished and duly signed Certificate of Marriage (4 copies) 2. Affidavit for late registration of marriage ✓ Solemnizing officer ✓ Husband/Wife 3. CENOMAR 4. CRASM		Solemnizing officer Notary Public PSA Solemnizing officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits the complete set of Certificate of Marriage and the supporting documents (for late registration)	1.1 Verifies for the completeness of entries and signatures in the COM 1.2 Signs in the appropriate space/box provided in the COM • Received by • Registered at (after 10-day posting period for late registration) • Assigns registry number	None	15 minutes	Admin. Aide I City Civil Registrar Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Claims the duly registered Certificate of Marriage • After 20 minutes for on-time registration • Within 3 days after the 10-day posting period for late registration	2.1 Releases the owner's copy of the registered Certificate of Marriage	None	5 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
	Total	None	20 minutes	



5. On Time / Late Registration of Certificate of Death

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Relative of deceased persons / Hospital Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For on-time registration;				
1. Four (4) copies of Certificate of Death duly signed by : ✓ Informant ✓ Attendant at death ✓ Embalmer (if applicable) ✓ City Health Officer 2. CRASM		City Health Office (if the death occurred at home and was not attended by a physician) Administrator of the Hospital Clinic or similar institution Where the death occurred		
For late registration;				
1. Four (4) copies of Certificate of Death duly signed by the City Health Officer 2. Negative Certification of Death 3. Affidavit for delayed registration of Death		LCRO / City Health Office PSA LCRO / Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits the complete set of Certificate of Marriage and the supporting documents (for late registration)	1.1 Verifies for the completeness of entries and signatures in the COM 1.2 Signs in the appropriate space/box provided in the COM • Received by • Registered at (after 10-day posting period for late registration) • Assigns registry number	None	15 minutes	<i>Admin. Assistant I</i> <i>City Civil Registrar</i> Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Claims the duly registered Certificate of Death • After 20 minutes for on-time registration • Within 3 days after the 10-day posting period for late registration	2.1 Releases the owner's copy of the registered Certificate of Death	None	5 minutes	<i>Admin. Assistant I</i> Office of the City Civil Registrar
	Total	None	20 minutes	



6. Issuance of Marriage License

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Contracting parties (Bride/Groom)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-registration application for marriage license form		LCRO		
2. Pre-marriage Counseling Certificate/Family Planning		PMOC Team		
3. Certified true copy of Certificate of Live Birth		LCRO / PSA		
4. CENOMAR (Certificate of No Record of Marriage)		PSA		
5. Valid Identifications and 2x2 picture of applicants				
6. Parents advice for parties 21 years but under 25 years old		LCRO		
7. Parents consent for parties 18 years to 20 years old		LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits the accomplished pre-registration application for marriage license form and complete requirements	1.1 Verifies for the completeness of entries in the pre-registration form 1.2 Encodes data to PHILCRIS; reviews and prints the application for marriage license 1.3 Gives the order of payment slip		20 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
2. Pays for the applicable fees at the treasury office		Application for marriage license fee PHP 250.00	5 minutes	<i>Office Clerk</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Submits the Official Receipt Signs in the appropriate space provided in the AML before the administering officer (both parties)	3.1 Administer oath		5 minutes	<i>City Civil Registrar</i> Office of the City Civil Registrar
	3.2 Advises the client on the date of release of the of the Marriage License Gives claim slip		5 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
4. Claims the Marriage License within 3 days after the 10-day posting period (on the date indicated in the claim slip)	4.1 Issues the Marriage License and the applicants copy of AML and other attachments	PHP 2.00	5 minutes	<i>Admin. Aide I</i> <i>City Civil Registrar</i> Office of the City Civil Registrar
	Total	PHP 252.00	40 minutes	



7. Processing Petition for Correction of Clerical Error in Birth / Marriage / Death Certificate Pursuant to RA 9048

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Civil registry document owners / authorized persons with SPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not less than 2 public or private documents upon which the correction shall be based;				
1. Baptismal certificate		Church		
2. Voter's affidavit		COMELEC		
3. Employment record		Employer		
4. GSIS/SSS record		GSIS / SSS		
5. Medical Record		Hospital / Clinic		
6. Business record				
7. Valid identification				
8. Civil Registry records of ascendants		LCRO / PSA		
9. Certificate of Land Titles		Registry of deeds		
10. Insurance policy		Insurance company		
11. NBI/Police clearance, and others				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceeds to LCRO, approaches the screener / interviewer and submits the required documents for petition for correction of clerical error on birth, marriage and death certificate and the supporting documents	1.1 Receives and evaluate the case for CSE.	None	15 minutes	Admin. Aide / Office of the City Civil Registrar
	1.2 Reviews the submitted documents and types the petition for signature of the document owner		5 minutes	
2. Pays for the corresponding fee/s to the City Treasurer's Office	1.2 Instructs the client to pay for the corresponding fees.	Filing Fee PHP 1,000.00	5 minutes	Revenue Collection Clerk Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Submits the official receipt to the LCRO	Acts on the petition within 5 days after the 10-day posting period Endorses the approved or impugned petition to the Civil Registrar General Informs the petitioner of the status of hi/her petition upon receipt of the Civil Registrar General's (CRG) decision		15 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
	Total	PHP 1,000.00	40 minutes	



8. Processing Petition for Correction of Clerical Error in the Entry In Day/Month in the Date of Birth and Correction in the Entry of Sex in the Certificate of Live Birth Pursuant to RA 10172

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Civil registry document owners / authorized persons with SPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of the birth certificate or certified transcription or the certified true copy of the page of the registry book containing the entry or entries sought to be corrected	LCRO/PSA
2. Both the PSA and LCRO copy shall be submitted to determine consistency of entries in both copies	LCRO/PSA
3. Earliest school record or earliest school documents. In case where the petitioner/document owner never entered school, an affidavit attesting to the facts of his/her birth shall be submitted	Elementary/High School
4. Medical records	Hospital/Health Facility
5. Baptismal Certificate and other documents issued by religious authorities	Church
6. Clearance or a certification that the owner of the document has no pending administrative, civil or criminal case, which shall be obtained from the following; • Employer, if employed. If in case the petitioner at the time of filing of the petition is not employed, an Affidavit of Non-employment shall be submitted. • National Bureau of Investigation • Philippine National Police	Employer(if employed) Notary public NBI PNP
7. Proofs of Publication • Copy of the newspaper clipping of the published petition • Affidavit of publication from the publisher	Newspaper publisher Newspaper publisher
8. In case of correction of sex, the petition shall be supported with a Medical Certification issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant	Government Physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceeds to LCRO, approaches the screener / interviewer and submits the required documents for petition for correction of clerical error on birth, certificate and the supporting documents	1.1 Receives and evaluate the case for CSE.	None	15 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
	1.2 Reviews the submitted documents and types the petition for signature of the document owner		5 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
2. Pays for the corresponding fee/s to the City Treasurer's Office	1.2 Instructs the client to pay for the corresponding fees	Filing Fee PHP 3,000.00	5 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
3. Submits the official receipt to the LCRO	3.1 Issues Notice of Publication		7 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar <i>City Civil Registrar</i> Office of the City Civil Registrar
4. Submits the proofs of Publication	4.1 Receives the newspaper clippings and affidavit of publication			<i>Admin. Aide I</i> Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.2 Acts on the petition within 5 days after the 10-day posting period and upon receipt of the Proofs of Publication Endorses the approved or impugned petition to the Civil Registrar General Informs the petitioner of the status of hi/her petition upon receipt of the Civil Registrar General's (CRG) decision		15 minutes	<i>City Civil Registrar</i> Office of the City Civil Registrar
	Total	PHP 3,000.00	47 minutes	



9. Processing Petition for Change of First Name in the Certificate Of Live Birth Pursuant to RA 9048

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Civil registry document owners / authorized persons with SPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of the birth certificate or certified transcription or the certified true copy of the page of the registry book containing the entry or entries sought to be corrected	LCRO/PSA
2. Both the PSA and LCRO copy shall be submitted to determine consistency of entries in both copies	LCRO/PSA
3. Earliest school record or earliest school documents. In case where the petitioner/document owner never entered school, an affidavit attesting to the facts of his/her birth shall be submitted	Elementary/High School
4. Medical records	Hospital/Health Facility
5. Baptismal Certificate and other documents issued by religious authorities	Church
6. Clearance or a certification that the owner of the document has no pending administrative, civil or criminal case, which shall be obtained from the following; • Employer, if employed. If in case the petitioner at the time of filing of the petition is not employed, an Affidavit of Non-employment shall be submitted. • National Bureau of Investigation • Philippine National Police	Employer(if employed) Notary public NBI PNP
7. Proofs of Publication • Copy of the newspaper clipping of the published petition • Affidavit of publication from the publisher	Newspaper publisher Newspaper publisher



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceeds to LCRO, approaches the screener / interviewer who then will provide the list of required documents	1.1 Receives and evaluate the case for CCE	None	15 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
2. Submit all the required documents for petition for correction of clerical error on birth, marriage and death certificate and the supporting documents	2.1 Reviews the submitted documents and types the petition for signature of the document owner	None	5 minutes	
3. Pays for the corresponding fee/s to the City Treasurer's Office	3.1 Instructs the client to pay for the corresponding fees	Filing Fee P3,000.00	5 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
4. Submits the official receipt to the LCRO	4.1 Issues Notice of Publication	None	7 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar <i>Acting City Civil Registrar</i> Office of the City Civil Registrar
5. Submits the proofs of Publication	5.1 Receives the newspaper clippings and affidavit of publication	None		<i>Admin. Aide I</i> Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.2 Acts on the petition within 5 days after the 10-day posting period and upon receipt of the Proofs of Publication Endorses the approved or impugned petition to the Civil Registrar General Informs the petitioner of the status of hi/her petition upon receipt of the Civil Registrar General's (CRG) decision	None	15 minutes	<i>Acting City Civil Registrar</i> Office of the City Civil Registrar
	Total	PHP 3,000.00	47 minutes	



10. Registration of Legal Instruments: R.A. 9255/ R.A. 9858

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Civil registry document owners / authorized persons with SPA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Birth Certificate		PSA		
2. Affidavit of Acknowledgement / Admission of Paternity		LCRO / Notary Public		
3. Affidavit to Use the Surname of the Father (AUSF)		LCRO / Notary Public		
4. Joint Affidavit of Acknowledgement and Legitimation of Natural Child by Subsequent Marriage		LCRO / Notary Public		
5. Marriage Contract		Church		
6. Certificate of No Marriage (CENOMAR)		PSA		
7. Affidavit of Consent of the Child, if 18 years old or over at the time of the filing of the document		LCRO / Notary Public		
8. Private handwritten instrument and any two (2) of the following: - Baptismal - Employment Records - SSS / GSIS Records - Insurance Records - Certificate of Membership in any Organization - School Records		Church Employment Agencies SSS / GSIS Insurance Companies People's Organization Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceeds to LCRO, approaches the screener / interviewer who then will provide the list of required documents	1.1 Receives and evaluate the registrable document and Issues the order of payment	None	15 minutes	Admin. Aide / Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Submit all the required documents for petition for correction of clerical error on birth, marriage and death certificate and the supporting documents	2.1 Reviews the submitted documents	None	5 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar
3. Pays for the corresponding fee/s to the City Treasurer's Office	Instructs the client to pay for the corresponding fees	PHP 200.00 PHP 80.00 (endorsement)	5 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
4. Proceeds to register the document	4.1 Issues endorsement and certification with certified copies of the documents	None	30 minutes	<i>Admin. Aide I</i> Office of the City Civil Registrar <i>Acting City Civil Registrar</i> Office of the City Civil Registrar
Total		PHP 280.00	55 minutes	



10. Registration of Legal Instruments: Court Decisions

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Civil registry document owners / authorized persons with SPA		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Court Decision 2. Certificate of Finality 3. Certificate of Registration 4. Certificate of Authenticity 5. Annotated and Un-annotated Copies the subject Document 6. Endorsement to the proper Government Agencies			Court which renders the Decision Court which renders the Decision LCRO LCRO LCRO LCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceeds to LCRO, approaches the screener / interviewer and submits the Court Decision and Certificate of Finality	1.1 Receives and evaluate the registrable document and Issues the order of payment	None	5 minutes	Admin. Aide / Office of the City Civil Registrar
	1.2 Reviews the submitted documents and types the petition for signature of the document owner	None	3 minutes	
2. Pays for the corresponding fee/s to the City Treasurer's Office	2.1 Receive payment	Filing Fee PHP 200.00 CTC PHP 100.00	5 minutes	Revenue Collection Clerk Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Waits for the release of the registered Court Decision	3.1 Certifies every page of the documents as True Copies And issues certificates of registration, authenticity and 1 st Endorsement. Annotated and un-annotated copies will be issued if warranted that is if the subject document is registered in LCR Gapan City.	None	30-45 minutes	<i>Acting City Civil Registrar</i> Office of the City Civil Registrar
	Total	PHP 300.00	45-58 minutes	



OFFICE OF THE CITY ENGINEER

External Services



1. Issuance of Building Permit

A Building Permit is issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition, or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and its Implementing Rules and Regulations and the Local Zoning Ordinance.

Office or Division:	Office of the City Engineer	
Classification:	Standard Building Structure: 1-Storey Building – Complex 2-Storey Building and above – Highly Technical	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Building/Structure:		
1. Permit Forms: - Architectural Permit (5 copies), originally signed & sealed by duly Licensed & Registered Architect. - Structural Permit (5 copies), originally signed & sealed by duly Licensed & Registered Civil / Structural Engineer - Electrical Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Electrical Engineer - Mechanical Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Mechanical Engineer - Sanitary/Plumbing Permit (5 copies), originally signed & sealed by duly Licensed & Registered Sanitary Engineer/Plumbing - Electronic Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Electronics Engineer Note: All permit forms must be filled-up completely and must be signed by the professionals concerned and the building owner/applicant.		Architect Professional Civil Engineer Professional Electrical Engineer Professional Mechanical Engineer Professional Sanitary Engineer/Master Plumber Professional Electronics Engineer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. 5 sets of Complete Drawing Plans - Drawn in A3 and/or blueprint paper originally signed & sealed by duly Licensed & Registered Professionals. - Should use scale not less than 1:100 and must be readable for evaluation.	Concerned Licensed & Registered Professionals
3. Detailed Cost Estimates / Bill of Quantities - 5 copies originally signed & sealed by duly Licensed & Registered Concerned Professional	Concerned Licensed & Registered Professionals
4. Detailed Technical Specifications - 5 copies originally signed & sealed by duly Licensed & Registered Concerned Professional	Concerned Licensed & Registered Professionals
5. Photocopy, with Three (3) Specimen Signatures and One (1) Dry Seal of recent Identification (PRC) and Tax Receipt (PTR) of the Professional/s	Concerned Licensed & Registered Professionals
6. Certified True Copy of Original Certificate of Title/Transfer Certificate of Title - Four (4) Photocopies	Office of the City Assessor, Ground Floor City Hall, Brgy. Bayanihan, Gapan City
7. Latest Tax Declaration - Four (4) Photocopies	Office of the City Assessor, Ground Floor City Hall, Brgy. Bayanihan, Gapan City
8. Current Tax Clearance & Receipt	Office of the City Treasurer, Ground Floor City Hall, Brgy. Bayanihan, Gapan City
9. In Case the applicant is Not the registered owner of lot: - Four (4) copies-Duly notarized copy of the Contract of Lease or Absolute Deed of Sale.	Building Owner
10. Construction logbook with signature/s of the Project-in-Charge Professional/s	Building Owner
11. Clearance / Permit from the Barangay which has the jurisdiction of the proposed project.	Building Owner



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
12. Photos in three (3) angles/views of the area where the proposed project will be constructed		Building Owner		
13. Standard signboard (3feet x 4 feet)		Building Owner		
14. Blue Ring Binder, Legal – 3inches (11"x13.7"x3")		Building Owner		
15. Zoning and Locational Clearance		Office of the City Planning & Development Officer		
16. Fire Safety Evaluation Certificate (FSEC)		Bureau of Fire, Gapan City Hall Compound, Brgy. Bayanihan, Gapan City		
17. Construction Safety and Health (COSH) Program		Department of Labor and Employment (DOLE), Palayan City, Nueva Ecija		
18. Additional Requirements: Environmental Compliance Certificate (ECC) for environmentally critical projects		Department of Environmental and Natural Resources (DENR), Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of Requirements	Receive the requirements and check their completeness	None	5 Days & 30 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
2. Payment	Assess Building Fees and Charges, Prepare order of payment. Advise the client to proceed to City Treasurer's Office for payment	See Table below on Schedule of Fees and Charges	20 minutes	<i>Cashier</i> Office of the City Treasurer
3. Releasing	Release the Building Permit	None	10 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
TOTAL		Based on Table Below	5 Days & 60 minutes	



SCHEDULE OF FEES AND OTHER CHARGES:

- Construction/addition/renovation/alteration of buildings/structures under Groups and Sub-divisions shall be assessed as follows:

a. Division A-1

Area in square meters	Fee per square meter (in Philippine Peso)
i. Original complete construction up to 20 sq. meters	2.00
ii. Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction	2.40
iii. Above 20 – 50 sq. meters	3.40
iv. Above 50 – 100 sq. meters	4.80
v. Above 100 – 150 sq. meters	6.00
vi. Above 150 sq. meters	7.20

b. Division A-2

Area in square meters	Fee per square meter (in Philippine Peso)
i. Original complete construction up to 20 sq. meters	3.00
ii. Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction	3.40
iii. Above 20 – 50 sq. meters	5.20
iv. Above 50 – 100 sq. meters	8.00
v. Above 100 – 150 sq. meters	8.00
vi. Above 150 sq. meters	8.40

c. Divisions B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/I-1 and J-1,2,3

Area in square meters	Fee per square meter (in Philippine Peso)
i. Up to 5,000	23.00
ii. Above 5,000 – 6,000	22.00
iii. Above 6,000 – 7,000	20.50
iv. Above 7,000 – 8,000	19.50
v. Above 8,000 – 9,000	18.00
vi. Above 9,000 – 10,000	17.00
vii. Above 10,000 – 15,000	16.00
viii. Above 15,000 – 20,000	15.00
ix. Above 20,000 – 30,000	14.00
x. Above 30,000	1



d. Divisions C-2/D-1, 2, 3

Area in square meters	Fee per square meter (in Philippine Peso)
i. Up to 5,000	12.00
ii. Above 5,000 – 6,000	11.00
iii. Above 6,000 – 7,000	10.20
iv. Above 7,000 – 8,000	9.60
v. Above 8,000 – 9,000	9.00
vi. Above 9,000 – 10,000	8.40
vii. Above 10,000 – 15,000	7.20
viii. Above 15,000 – 20,000	6.60
ix. Above 20,000 – 30,000	6.00
x. Above 30,000	5.00

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories(Section 3.a to 3.d)

ELECTRICAL FEES: The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures.

a. Total Connected Load (kVA)

	Fee (in Philippine Peso)
i. 5 kVA or less	200.00
ii. Over 5 – 50 kVA	200.00 + 20.00/kVA
iii. Over 50 – 300 kVA	1,100.00 + 10.00/kVA
iv. Over 300 – 1,500 kVA	3,600.00 + 5.00/kVA
v. Over 1,500 – 6,000 kVA	9,600.00 + 2.50/kVA
vi. Over 6,000 kVA	20,850.00 + 1.25/kVA

b. Total Transformer/Uninterrupted Power Supply (UPS) / Generator Capacity (kVA)

	Fee (in Philippine Peso)
i. 5 kVA or less	40.00
ii. Over 5 – 50 kVA	40.00 + 4.00/kVA
iii. Over 50 – 300 kVA	220.00 + 2.00/kVA
iv. Over 300 – 1,500 kVA	720.00 + 1.00kVA
v. Over 1,500 – 6,000 kVA	1,920.00 + 0.50kVA
vi. Over 6,000 kVA	4,170.00 + 0.25kVA



c. Pole /Attachment Location Plan Permit

	Fee (in Philippine Peso)
i. Power Supply Pole	
ii. Guying Attachment	30.00/attachment

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
i. Residential	PHP 15.00	PHP 15.00
ii. Commercial/Industrial	PHP 60.00	PHP 36.00
iii. Institutional	PHP 30.00	PHP 12.00

e. Formula for Computation of Fees: The Total Electrical Fees shall be the sum of Sections 4a to 4d of this Rule.

f. Forfeiture of Fees: If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5 – MECHANICAL FEES

a. Refrigeration , Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof	PHP 40.00
ii. Ice Plants, per ton or fraction thereof	PHP 60.00
iii. Packaged/Centralized Air Conditioning Systems: up to 100 tons, per ton	PHP 90.00
iv. Every ton or fraction thereof above 100 tons	PHP 40.00
v. Window type air conditioners, per unit	PHP 60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan	PHP 40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually	



For Evaluation Purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.1):

1.10 kW per ton, for compressors up to 5 tons capacity

1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity

0.97 kW per ton, for compressors above 50 tons capacity

For Ice Making (refer to 5.a.2):

3.50 kW per ton, for compressors up to 5 tons capacity

3.25 kW per ton, for compressors above 5 tons up to 50 tons capacity

3.00 kW per ton, for compressors above 50 tons capacity

For Air Conditioning (refer to 5.a.3):

0.90 kW per ton, for compressors 1.20 tons to 5 tons capacity

0.80 kW per ton, for compressors above 5 tons up to 50 tons capacity

b. Escalators and Moving Walks, Funiculars and the like:

i. Escalator and moving walk, per linear meter or fraction	PHP 10.00
ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof	PHP 20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters	PHP 10.00
iv. Funicular, per linear meter or fraction thereof	PHP 200.00
a. Per lineal meter travel	PHP 20.00
v. Cable car, per linear meter or fraction thereof	PHP 40.00
a. Per lineal meter travel	PHP 5.00

c. Elevators, per unit

i. Motor driven dumbwaiters	PHP 600.00
ii. Construction elevators for materials	PHP 2,000.00
iii. Passenger elevators	PHP 5,000.00
iv. Freight elevators	PHP 5,000.00
v. Car elevators	PHP 5,000.00

d. Boilers, per kW

i. Up to 7.50 kW	PHP 500.00
ii. Above 7.50 kW to 22 kW	PHP 700.00
iii. Above 22 kW to 37 kW	PHP 900.00
iv. Above 37 kW to 52 kW	PHP 1,200.00
v. Above 52 kW to 67 kW	PHP 1,400.00
vi. Above 67 kW to 74 kW	PHP 1,600.00
vii. Every kW or fraction thereof above 74 kW	PHP 5.00



Note:

- Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
- Steam from this boiler used to propel any prime-mover is exempted from fees.
- Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.0.70 kW per ton, for compressors above 50 tons capacity Pressurized water heaters, per unit ----- PHP 200.00
- Water sump and sewage pumps for commercial/industrial use, Per kW or fraction thereof----- PHP 60.00
- Automatic fire sprinkler system, per sprinkler head----- PHP 4.00
- Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:
 - Every kW up to 50 kW ----- PHP 25.00
 - Above 50 kW up to 100 kW ----- PHP 20.00
 - Every kW above 100 kW ----- PHP 3.00
- Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet ----- PHP 20.00
- Gas Meter per unit----- PHP 100.00
- Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:
 - Up to 50 kW ----- PHP 10.00
 - Above 50 kW to 100 kW ----- PHP 12.00
 - Every above 100 kW or fraction thereof ----- PHP 3.00
- Pressure Vessels, per cu. Meter or fraction thereof ----- PHP 60.00
- Other Machinery/Equipment for Commercial/Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof ----- PHP 60.00
- Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof ----- PHP 10.00
- Weighing Scale Structure, per ton or fraction thereof----- PHP 50.00

Note: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

PLUMBING FEES

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole UNIT ---- PHP 24.00

b. Every fixture in excess of one unit:

- | | | |
|------|--------------------------|----------|
| i. | Each water closets ----- | PHP 7.00 |
| ii. | Each floor drain ----- | PHP 3.00 |
| iii. | Each sink ----- | PHP 3.00 |
| iv. | Each lavatory ----- | PHP 7.00 |



- v. Each faucet ----- PHP 2.00
vi Each shower head ----- PHP 2.00

c. Special Plumbing Fixtures:

1) Each Slop Sink	PHP 7.00
2) Each urinal	PHP 4.00
3) Each bath tub	PHP 7.00
4) Each grease trap	PHP 7.00
5) Each garage trap	PHP 7.00
6) Each bidet	PHP 4.00
7) Each dental cuspidor	PHP 4.00
8) Each gas-fire water heater	PHP 4.00
9) Each drinking fountain	PHP 2.00
10) Each bar or soda fountain sink	PHP 4.00
11) Each laundry sink	PHP 4.00
12) Each laboratory sink	PHP 4.00
13) Each fixed-type sterilizer	PHP 2.00

d. Each water meter ----- PHP 2.00

- 12 to 25 mm Ø ----- PHP 8.00
- Above 25 mm Ø ----- PHP 10.00

e. Construction of septic tank, applicable in all Groups:

- Up to 5.00 cu. meters of digestion chamber ----- PHP 24.00
- Every cu. Meter or fraction thereof excess of 5.00 cu. Meters -- PHP 7.00

ELECTRONICS FEES

a. Central Office switching, equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching / routing / distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications.	PHP 2.40 per port
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b. Broadcast station for radio and tv for both commercial and training purposes, CATV headed, transmitting/receiving/ relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel / vehicle location.	PHP 1,000.00 per location
c. Automated teller machines ticketing, vending and other types of electronic dispensing machines telephone booths, pay phones, coin changers, location or direction finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus / equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically controlled apparatus or devices, whether located indoors or outdoors.	PHP 10.00 unit
d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected.	PHP 2.40 per outlet
e. Station/terminal/control point/port/central of remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcements/background, music / paging/ conference systems and the like, CATV/MATV/CCTV and off-air television, electronically- controlled conveyance systems, building automation management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected.	PHP 2.40 per termination



f. Studios, auditoriums, theatres, and similar structures for radio and TV broadcast, recording, audio/video reproduction / simulation and similar activities.	PHP 1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission / reception	PHP 1,000.00 per structure
h. Electronic or electrically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc.	PHP 50.00 per unit
i. Poles and attachment: - o Per Pole (to be paid by pole owner) - o Per attachment (to be paid by any entity who attaches to the pole of others)	PHP 20.00 PHP 20.00
j. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above.	PHP 50.00 per unit

ACCESSORIES OF THE BUILDING/STRUCTURES FEES

a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais, and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a to 3.d of this schedule).

b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (₱0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.

c. Bank and Records Vaults with interior volume up to 20.00 cum ----- PHP 20.00
 • in excess of 20.00 cu. Meters ----- PHP 8.00

d. Swimming Pools, per cu. Meter or fraction thereof:

i. Group A Residential	PHP 3.00
ii. Commercial/Industrial Groups B,E,E,G	PHP 36.00
iii. Social/Recreational/Institutional Groups C,D,H,I	PHP 24.00



iv. Swimming pools improved from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.		
v. Swimming pool shower rooms/locker rooms:		
(a) Per unit or fraction thereof		PHP 60.00
(b) Residential Group A		PHP 6.00
(c) Group B,E,F,G		PHP 18.00
(d) Group C,D,H		PHP 12.00

- e. Construction of firewalls separate from the building:
- Per sq. meter or fraction thereof ----- PHP 3.00
 - Provided, that the minimum fee shall be ----- PHP 48.00
- f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

Use of Character/Occupancy	Self-Supporting	Trilon Guyed
i. Single detached dwelling units	PHP 500.00	PHP 150.00
ii. Commercial/Industrial (GROUPS B,E,F,G) up to 10.00 meters in height	PHP 2,400.00	PHP 240.00
a. Every meter or fraction thereof in excess of 10.00 meters	PHP 120.00	PHP 12.00
iii. Education/Recreational/Institutional (GROUPS C,D,H,I) up to 10.00 meters in height	PHP 1,800.00	PHP 120.00
a. Every meter or fraction thereof in excess of 10.00 meters	PHP 120.00	PHP 12.00

- g. Storage Silos, up to 10.00 meters in height ----- PHP 2,400.00
- Every meter or fraction thereof in excess of 10.00 meters ----- PHP 150.00
 - Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e of this schedule
- h. Construction of Smoker stacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:



i. Smokestacks, up to 10.00 meters in height, measured from the base (a) every meter or fraction thereof in excess of 10.00 meters	PHP 240.00 PHP 12.00
ii. Chimney up to 10.00 meters in height, measured from the base (a) every meter or fraction thereof in excess of 10.00 meters	PHP 48.00 PHP 2.00

- i. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas ----- PHP 48.00
- j. Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume ----- PHP 12.00
- k. Construction of reinforced concrete or steel tanks or above ground:

GROUPS A and B, up to 2.00 cu. meters	PHP 12.00
i. Every cu. meter or fraction thereof in excess of 2.00 cu. meters	PHP 2.00
ii. For all other than GROUPS A and B, up to 10.00 cu. meters (a) every cu. m. or fraction thereof in excess of 10.00 cu. m.	PHP 480.00 PHP 24.00

- l. Construction of Water and Waste Water Treatment Tanks:
(Including Cisterns, Sedimentation and Chemical Treatment Tanks)
Per cu. meter of volume ----- PHP 7.00
- m. Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:

i. Above ground, up to 10.00 cu. meters Every cu. meter or fraction thereof in excess of 10.00 cu. meters	PHP 480.00 PHP 24.00
ii. Underground, up to 20.00 cu. meters Every cu. meter or fraction thereof in excess of 20.00 cu. meters	PHP 540.00 PHP 24.00



n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:

i. Underground, per cu. meter or fraction thereof of excavation	PHP 3.00
ii. Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank	PHP 3.00
iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section	

o. Booths, Kiosks, Platforms Stages and the like, per sq.m. or fraction thereof of floor area

i. Construction of permanent type	PHP 10.00
ii. Construction of temporary type	PHP 5.00
iii. Inspection of knock-down temporary type, per unit	PHP 24.00

ACCESSORY FEES

- a. Establishment of Line and Grade all sides fronting or abutting streets, esteros, rivers, and creeks, first 10.00 meters ----- PHP 24.00
 i. Every meter or fraction thereof in excess of 10.00 meters ----- PHP 2.40
- b. Ground Preparation and Excavation Fee
 i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP & EP) for foundation, subject to the verification, inspection and review by the Line and

(a) Inspection and Verification Fee	PHP 200.00
(b) Per cu. meter of excavation	PHP 3.00
(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	PHP 50.00
(d) Per cu. meter of excavation for foundation with basement	PHP 4.00
(e) Excavation other than foundation or basement, per cu. meter	PHP 3.00
(f) Encroachment of footings or foundations of buildings / structures to public areas as permitted, per sq.m. or fraction thereof of footing or foundation encroachment.	PHP 250.00

c. Fencing Fees:

i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof	PHP 3.00
ii. In excess of 1.80 meters in height per lineal meter fraction thereof	PHP 4.00
iii. Made of indigenous materials, barbed, chicken or hog wires, per lineal meter	PHP 2.40



d. Construction of Pavements, up to 20.00 sq. meters -----PHP 24.00

e. In excess of 20 sq. meter or fraction thereof of paved areas intended for commercial / industrial /institutional use, such as parking and sidewalk areas, gasoline stations premises, skating rinks, pelota courts, tennis and basketball courts and the like- PHP 3.00

f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month -----PHP 240.00

i. Every sq. meter or fraction thereof in excess of 20.00 sq. meter ---PHP 12.00

g. Erection of Scaffolding Occupying Public Areas, per calendar month.

i. Up to 10.00 meters in length	PHP 150.00
ii. Every lineal meter or fraction thereof in excess of 10.00 meters	PHP12.00

h. Sign Fees:

i. Erection and anchorage of display surface, up to 4.00 sq. meters -- PHP 120.00 of signboard area

(a) Every sq. meter or fraction thereof in excess of 4.00 sq.m. ----- PHP 24.00

ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	PHP 36.00	PHP 52.00
Illuminated	PHP 24.00	PHP 36.00
Others	PHP 15.00	PHP 24.00
Painted On	PHP 9.60	PHP 18.00

iii. Annual Renewal Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	PHP 36.00, min. fee shall be PHP 124.00	PHP 46.00, min. fee shall be PHP 200.00
Illuminated	PHP 18.00, min. fee shall be PHP 72.00	PHP 38.00, min. fee shall be PHP 150.00
Others	PHP 12.00, min. fee shall be PHP 40.00	PHP 20.00, min. fee shall be PHP 110.00
Painted-on	PHP 8.00, min. fee shall be PHP 30.00	PHP 12.00, min. fee shall be PHP 100.00



Repair Fees:

i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meters, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all GROUPS	PHP 5.00
ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures in square meters, such as floorings, ceilings and roofing, shall be assessed in accordance with the following rate, For all GROUPS	PHP 5.00
iii. Repairs on building/structures in all GROUPS costing more than five thousand pesos (₱5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to replace with same or new substitute and labor)	

j. Raising of Building/Structures Fee:

i. Assessment of fees for raising of any building/structures shall be based on the new usable area generated.

ii. The fees to be charged shall be as prescribed under Sections 3.a to 3.e of this schedule, whichever GROUP applies.

k. Demolition/Moving of Building/Structures Fees, per sq. meter of area or dimension involved

i. Building in all GROUPS per sq. meter floor area	PHP 3.00
ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences	PHP 4.00
iii. Structures of up to 10.00 meters in height (a) Every meter of portion thereof in excess of 10.00 meters	PHP 800.00 PHP 50.00
iv. Appendage of up to 3.00 cu. meter/unit (a) Every cu. meter or portion thereof in excess of 3.00 cu.m.	PHP 50.00 PHP 50.00
v. Moving Fee, per sq. meter of area of building/structure to be moved	PHP 3.00



2. Issuance of Occupancy Permit

Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:	Office of the City Engineer	
Classification:	Standard Building Structure: 1-Storey Building – Complex 2-storey building and above - Highly Technical	
Type of Transaction:	G2C, G2G, G2B	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Completion from the Building Officials		- Building Owner or Applicant
2. Certificate of Completion – Mechanical, Electrical, and Sanitary / Plumbing Permits		- Building Owner or Applicant
3. Logbook of Building Construction and Building Inspection Sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer		- Building Owner or Applicant
4. Certificate of Final Electrical Inspection		- City Engineer's Office
5. Red Ring Binder, Legal – 3inches (11"x13.7"x3")		- Building Owner or Applicant
6. Final Fire Safety Inspection Report by the Bureau of Fire Protection		-Bureau of Fire Protection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of Requirements	1.1 Receive the requirements and check their Completeness.	None	5 Days & 20 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	1.2 If requirements are complete, proceed to:	None		<i>Building Inspector</i> Office of the City Engineer
	1.3 Conduct on-site electrical inspection			
2. Payment	2.1 Assess Occupancy Fees and Charges and prepare order of payment. Advice the client to proceed to City Treasurer's Office for payment	See Table below	20 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
3. Releasing	3.1 Release the Certificate of Occupancy.	None	10 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	TOTAL	Based on Table Below	5 Days & 50 minutes	



SCHEDULE OF FEES:

1 – Certificates of Use or Occupancy (Table II.G.1 for Fixed Costing)

a. Division A-1 and A-2 Buildings:

i. Costing up to PHP 150,000.00	PHP 100.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 200.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 400.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 800.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2,3 ,4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i. Costing up to PHP 150,000.00	PHP 200.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 400.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 800.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 1,000.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to PHP 150,000.00	PHP 150.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 250.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 600.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 900.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 900.00

d. Divisions J-1 Buildings:

i. With floor area up to 20.00 sq. meters	PHP 50.00
ii. With floor area above 20 up to 500 sq. meters	PHP 240.00
iii. With floor area above 500 up to 1,000 sq. meters	PHP 360.00
iv. With floor area above 1,000 up to 5,000 sq. meters	PHP 480.00
v. With floor area above 5,000 up to 10,000 sq. meters	PHP 1,200.00
vi. With floor area above 10,000 sq. meters	PHP 2,400.00

e. Division J-2 Buildings:

i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.

ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d above.

iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:



a. First 10.00 meters of height from the ground	PHP 800.00
b. Every meter or fraction thereof in excess of 10.00 meters	PHP 50.00

- f. Change in Use/Occupancy, per sq. meter or fraction thereof of
area affected ----- PHP 5.00



**OFFICE OF THE CITY ENVIRONMENT AND
NATURAL RESOURCES
External Services**



1. Request for Waste Disposal Certificate

Waste Disposal Certificate is issued to business owners who are securing Environmental Compliance Certificate from the DENR as requirement for the operation of their business establishments.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Business Permit		Business Permit and Licensing Office		
2. Application Form		City Environment and Natural Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Verifies the submitted documents & Prepares Certificate	None	4 minutes	<i>ENRO Staff</i> Office of the City ENRO
2. Payment of fees	Issue Official Receipt	PHP 150.00	3 minutes	<i>Cashier</i> Office of the City Treasurer
3. Receive Certificate	Approve/issue certificate		3 minutes	<i>Acting City ENRO</i> Office of the City ENRO
	Total	PHP 150.00	10 minutes	



2. Request for Action Regarding Water, Air or Land Pollution

Proper action is undertaken regarding water, air or land pollution complaints made by the public.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written complaint or filled-p complaint slip endorsed by the Punong Barangay		Barangay Hall where the pollution occurs.		
2. Photo Documentation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint and photos.	1. Verifies the submitted documents and log complaint.	None	3 minutes	<i>City ENRO Staff</i> Office of the City ENRO
2. Complainant narrates details of complaint	2.1 Validates complain	None	2 minutes	<i>City ENRO Staff</i> Office of the City ENRO
	2.2 Approval and releasing of mission order to take action on the complaint.	None	3 minutes	<i>Acting City ENRO</i> Office of the City ENRO
Total		None	8 minutes	



3. Request for CENRO Endorsement for Tree Cutting / Tree Pruning Permit

CENRO Endorsement is being issued to the public who seeks permit to cut / prune trees inside their real property from the DENR.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the City DENR-CENRO, Cabanatuan City		Client		
2. Copy of land titles or tax declaration of the property where tree is planted		City Assessor's Office		
3. Picture of tree to be cut or punned/ trimmed		Client		
4. Certificate of no-objection from the barangay		Barangay Hall where the tree to be cut or pruned is located		
5. Inspection report of assigned CENRO staff		Environment and Natural Resources Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and requirements	Verifies the submitted documents and prepares endorsement	None	3 minutes	<i>City ENRO Staff</i> Office of the City ENRO
2. Payment of fee	Issue Official Receipt	PHP 150.00	3 minutes	<i>Cashier</i> Office of the City Treasurer
3. Receive Endorsement	Sign & Issuance of Endorsement	None	2 minutes	<i>Acting City ENRO</i> Office of the City ENRO
TOTAL		PHP 150.00	7 minutes	



LOCAL DISASTER RISK REDUCTION MANAGEMENT COUNCIL



1. Emergency Response (24/7 Operation)

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All residents of Gapan City and non-residents needing emergency services within the area of responsibility of Gapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency Call by way of landline, mobile and handheld radio communication to Gapan City Emergency hotlines		Within the Area of Responsibility of Gapan City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CDRRM Office any untoward incident and all the details below through any means of communications in the locality What: When: Where:	1.1 Records all the details of any untoward incidents	None	3-5 minutes	<i>Emergency Responders / CDRMO staff</i> Local Disaster Risk Reduction Management Council
	1.2 Prepositioning of materials, supplies, equipment and other supplies needed for the response.	None	1 minute	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	1.3 Proceed to the area of concern. Attend to the reported untoward incident / emergency situation.	None	ASAP	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council



CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
	1.4 Application of needed services & first aid treatment depending on the severity of the cases. If possible, endorse to agency concern or transfer to the nearest health facilities.	None	ASAP	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	1.5 Documentation	None	2 minutes	<i>Emergency Responders / CDRMO staff</i> Local Disaster Risk Reduction Management Council
	1.6 Endorsement to the attending health staff/facility for proper medication/care depending on the nature and extent of the damage from the accident	None	ASAP	<i>First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	Total	None	ASAP	



2. Capacity Development

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All residents of Gapan City and non-residents needing emergency services within the area of responsibility of Gapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request for Disaster Preparedness and Disaster Prevention/Mitigation services		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
1. Submit request letter for the required training, seminar or drills	1.1 Study the request capacity development such as : Topic – Date – Time – Venue –	None	10-15 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	1.2 Coordinate with other partner agencies for the resource speakers or trainers	None	1-2 days	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	1.3 Coordinate with the requesting party for the confirmation/finalization of the training or seminar	None	20 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council



CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
	1.4 Prepare project proposal or project design of the said training or seminar for the needed supplies, meals & venue	None	1-2 days	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	1.5 Prepare the needed materials and all the details for the training proper	None	2 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	TOTAL	None	1 day & 33 minutes to 2 days & 39 minutes	



**OFFICE OF THE CITY HUMAN RESOURCE
MANAGEMENT
External Services**



1. Pre-Employment (Job Vacancies)

Open to anyone provided that they there is a vacant position and the applicants meet the qualifications & requirements needed for the job vacancies.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter to the City Mayor		To be provided by the applicant		
2. Duly accomplished Personal Data Sheet (Form 212) with picture		To be provided by the applicant		
3. Photocopy of supporting documents such as trainings & eligibility.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and resume specifying the target position together with the requirements.	1.1 Receive the application letter and forward the same to the City Mayor.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	1.2 Receive the application from Office of the City Mayor		5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	1.3 Conduct pre-screening, prepare list of qualified applicants.			
2. Wait for Advice/Notice: Applicants who meet the minimum QS will be advised and called for an interview by the HRMPSB.	2. Applicants who meet the minimum QS will be advised and called for an interview by the HRMPSB.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	2.1 HRMPSB Screens & interview the applicants who are qualified for the position.	None	20 minutes	<i>HRMPSB Gapan City Hall</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.2 The applicant selected by the HRMPSB will be informed about the selection and will be asked to submit the necessary documents for the appointment.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
3. If applicant is selected: Submit additional requirements.	3. Receive and review documents submitted	None	10 minutes	<i>Bookbinder IV & HRMO III Office of the City Human Resource Management</i>
	3.1 Prepare and process appointment papers		1 hour	<i>HRMO III Office of the City Human Resource Management</i>
	3.2 Sign appointment papers		1 hour	<i>HRMO III Office of the City Human Resource Management</i>
				<i>Acting City Accountant Office of the City Accountant</i> <i>Department Head of Office Concerned</i> <i>City Mayor Office of the City Mayor</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	3.3 Forward appointment to the Civil Service Commission Field Office 3.4. Conduct orientation / briefing	None	20 minutes	<i>Bookbinder IV & HRMO III</i> Office of the City Human Resource Management <i>HRMO III</i> Office of the City Human Resource Management
	TOTAL	None	3 hours &10 minutes	



2. Leave Administration

Office or Division:		City Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		City Hall Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished leave form (CS Form 6) Vacation leave should be applied 5 days before the date of leave		HRMO		
2. Medical and other supporting documents.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 3 copies of Leave Form (CS Form 6) and have the respective department head sign for recommending approval of the leave	1. Receive the application for leave, compute the leave credits, record and sign leave application.	None	5 minutes	<i>Bookbinder IV</i> Office of the City Human Resource Management
2. Proceed to the Office of the City Mayor for the approval of leave.	2. Sign for approval of leave.	None	2 minutes	<i>City Mayor</i> Office of the City Mayor
TOTAL		None	7 minutes	



3. Issuance of Service Record & Certificate of Employment

Office or Division:		City Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		City Hall Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form for issuance of Service Record/ Certificate of Employment.	1.1 Receive request and prepare the needed document	None	5 minutes	HRMO Staff Office of the City Human Resource Management
	1.2 Proofread the document.	None	2 minutes	HRMO Staff & HRMO III Office of the City Human Resource Management
2. Receive duly signed Service Record / Certificate of Employment	2. Sign and release the document.	None	1 minute	HRMO III Office of the City Human Resource Management
TOTAL		None	8 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE

External Services



1. Referral and Placement

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Jobseekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume / Application Letter		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register / Fill up National Skills Registration Program Form (NSRP).	1.1 Counseling 1.2 Issue referral letter to companies with vacancies.	None	15 minutes	<i>PESO Manager PEO Staff Office of the City PEO Manager</i>
TOTAL		None	15 minutes	



2. Special Program for Employment of Students (SPES)

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume with picture		To be provided by the applicant		
2. Birth Certificate		To be provided by the applicant		
3. Barangay Certificate of Indigency		Applicant's respective Barangay		
4. Certificate of Grades with General Weighing Average		Applicant's School		
5. BIR Certificates of Tax Exemptions		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to PESO.	1.1 Assessment and evaluation of the applicants based on the requirements submitted.	None	5 minutes	<i>PESO Staff</i> Office of the City PESO Manager
	1.2 Orientation of Qualified Applicants	None	1 hour	<i>PESO Manager</i> Office of the City PESO Manager
TOTAL		None	1 hour and 5 minutes	



3. Special Recruitment Activity (SRA), Local Recruitment Activity (LRA) and Job Fair

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Local and Overseas Recruitment Agencies / Companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter of Intent addressed to the City Mayor thru the PESO Manager		To be provided by the applicant		
2. Job Order		To be provided by the applicant		
3. Business Permit /License		To be provided by the applicant		
4. Company Profile		To be provided by the applicant		
5. Certificate of SEC Registration		To be provided by the applicant		
6. Authority from POEA to conduct SRA and to join Job Fair		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the client's logbook and submit the requirements.	1.1 Give the log book to the client. Assess and evaluate the completeness of the required documents.	None	5 minutes	<i>PESO Staff & PESO Manager Office of the City PESO Manager</i>
	1.2 Verify the authenticity of the submitted requirements.	None	10 minutes	<i>PESO Staff & Acting PESO Manager Office of the City PESO Manager</i>
	1.3 Preparation of approval letter and schedule of SRA/LRA/Job Fair	None	5 minutes	<i>PESO Manager Office of the City PESO Manager</i>
2. Receive the approval letter	2. Sign and release the approval letter	None	5 minutes	<i>City Mayor Office of the City Mayor</i>
TOTAL		None	25 minutes	



4. Government Internship Program

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		18-30 years old at least High School Graduate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		To be provided by the applicant		
2. Diploma		To be provided by the applicant		
3. Valid ID		To be provided by the applicant		
4. ATM		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the client's logbook and submit the requirements.	1.1 Give the log book to the client. Assess and evaluate the completeness of the required documents.	None	5 minutes	<i>PESO Staff & PESO Manager</i> Office of the City PESO Manager
	1.2 Verify the authenticity of the submitted requirements.	None	10 minutes	<i>PESO Staff & PESO Manager</i> Office of the City PESO Manager
	1.3 Preparation of approval letter and schedule of SRA/LRA/Job Fair	None	1 hour	<i>PESO Manager</i> Office of the City PESO Manager
	TOTAL	None	1 hour & 15 minutes	



**OFFICE OF THE CITY PLANNING &
DEVELOPMENT COORDINATOR
External Services**



1. Issuance of Locational Clearance

Office or Division:	Office of the City Planning & Development Coordinator	
Classification:	Simple	
Type of Transaction:	G2G/G2C/G2B	
Who may avail:	All Enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form for Zoning Clearance, duly notarized		Office of the CPDC
2. Vicinity Map (include major landmarks within 200m radius)		To be provided by the applicant
3. Site Development Plan		To be provided by the applicant
4. Lease Contract (if the place is being rented)		To be provided by the applicant
5. Local ECC (Environmental Compliance Certificate)		City ENRO
6. ECC from DENR-EMB		DENR-EMB
7. Site Clearance from Health Officer		City Health Officer
8. Barangay Resolution		From the Barangay concerned
9. Consent of non-objection from majority of occupants and owners of properties		To be provided by the applicant
10. Engineering Plans		To be provided by the applicant
11. Estimated Cost and Bill of Materials		To be provided by the applicant
12. Authorization of person allowed to follow-up the clearance		To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter together with the requirements.	1.1 The CPDO Staff will assess the completeness of required documents.	None	6 minutes	Office Staff Office of the CPDC
	1.2 The CPDO staff and CPDC will do research, verification and site inspection.	None	1hour	Office Staff & CPDC Office of the CPDC
	1.3 The CPDO staff will prepare, process and record the Locational Clearance.	None	5 minutes	Office Staff & CPDC Office of the CPDC
2. Payment of Fees.	2.1 The Staff of the Office of the Treasurer will receive the necessary payment.	A. Single Residential: 1. PHP 100,00 and below – PHP 288.00 2. Over PHP 100,000 to PHP 200,000 - PHP 576.00 3. Over PHP 200,000 – PHP 720.00 + 1/10 of 1% in excess of PHP 200,00.00	1 minute	Office Staff Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 The CPDC will approve the Locational Clearance.	B. Apartments/ Townhouse s:	1 minute	CPDC Office of the CPDC
3. Releasing of Locational Clearance	3. The CPDO Staff will release the clearance and file the documents.	1. PHP P500,000 and below – PHP 1,440.00 2. Over PHP 500,000 to PHP 2 Million 3. Over 2 Million – PHP 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors) C. Dormitories: 1. PHP 2 Million and below - PHP 3,600.00	1 minute	Office Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		2. Over PHP 2 Million - PHP 3,600.00 + (1/10 of 1% of cost in excess of PHP 2 Million regardless of the number of floors. D. Institutional 1. Below PHP 2 Million - PHP 2,880.00 2. Over PHP 2 Million - PHP 2,880.00 + (1/10 Of 1% of cost in excess of P 2 Million E. Commercial Industrial and Agro – Industrial: 1. Below PHP 100,000 - PHP 1,440.00 2. Over PHP 100,000 to PHP 500,000 - PHP 2,160.00 3. Over PHP 500,000 - PHP 2,880.00 4. Over PHP 1 Million – PHP 2 Million – PHP 4,320.00		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		5. Over PHP 2 Million - PHP 7,200.00 + (1/10 of 1% of cost in excess of PHP 2 Million) F. Special Uses / Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.) 1. Below PHP 2 Million - PHP 7,200.00 + (1/10 of 1 % of cost in excess of PHP 2 Million) 2. Over PHP 2 Million - PHP 7,200.00 + (1/10 of 1 % of cost in excess of PHP 2 Million)		
	Total	Based on the type of construction & Bill of Materials	1 hour & 14 minutes	



2. Issuance of Certificate of Site Zoning Classification

Site Zoning Certificate is required in applying for Land Reclassification, Land Conversion, PALC, ECC, LGU Head Endorsement.

Office or Division:	Office of the City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G/G2C/G2B			
Who may avail:	Land Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Zoning Coordinator / City Planning and Development Coordinator.		To be provided by the applicant		
2. Vicinity map including clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks with a radius of at least 500 meters duly signed by a geodetic/civil engineer or architect.		To be provided by the applicant		
3. Photocopy of TCT or any proof of ownership, or right over the property, latest tax declaration and latest tax receipt.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter together with the requirements.	1.1 The CPDO Staff will assess the completeness of required documents.	None	5 minutes	CPDO Staff Office of the CPDC
	1.2 The CPDO staff and CPDC will do research, review and verification.	None	2 hours	CPDO Staff Office of the CPDC
	1.3 The CPDO staff will prepare, process and record the Certificate for Zoning Classification	None	10 minutes	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of Fees.	2. The Staff of the Office of the Treasurer will receive the necessary payment.	PHP 720.00 per hectare	2 minutes	<i>City Treasurer Staff</i> Office of the City Treasurer
3. Applicant receives the Certificate of Site Zoning Classification.	3. The CPDC Staff will approve and issue the Certificate for Site Zoning Classification.	None	1 minute	<i>CPDC</i> Office of the CPDC
	Total	PHP 720.00 per hectare	2 hrs. & 18 minutes	



3. Issuance of Zoning Clearance for Business Permit

Enterprises are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Office or Division:	Office of the City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License Application Form 2. Picture of the establishment (Front view) 3. Vicinity Map 4. TCT 5. Tax Declaration 6. Tax Receipt. 7. Lease Contract (If rented)		Business Permit and License Division To be provided by the applicant To be provided by the applicant To be provided by the applicant Office of the City Assessor Office of the City Treasurer To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDO, and present your Business License Application Form	1.1 Receive the application form and assess the completeness of the required documents.	None	10 minutes	CPDO Staff Office of the CPDC
	1.2 Zoning official checks the location of the business against the land use plan.	None	5 minutes	CPDC Office of the CPDC
	1.3 Site Inspection (optional) If site inspection is required, frontline officer refers the same to the	None	1 hour	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Zoning Administrator, zoning official or their authorized representative. Site inspection is usually required for new enterprises.			
	1.4 Processing of Documents. CPDO Staff will process and records transaction.	None	5 minutes	CPDO Staff Office of the CPDC
	1.5 The Zoning Administrator approves the clearance; and signs the Business License Application Form.	None	2 minutes	CPDC / Zoning Administrator Office of the CPDC
	Total	None	1 hour & 22 minutes	



4. Securing Data from the City Planning and Development Office

Information about the city and its development plans are available at the CPDO.

Information available includes:

- Socio-Economic Profile
- Land Use Plan
- Economic Development Plan
- Other City Statistics

Office or Division:		Office of the City Planning & Development Coordinator		
Classification:		Simple		
Type of Transaction:		G2C/G2B/G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Identification Card		To be provided by the applicant To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry. Approach a frontline staff that will refer you to the person in charge of the data being requested.	1.1 Verify Information Availability. Person in charge verifies if information required is available.	None	5 minutes	CPDO Staff Office of the CPDC
	1.2 Access information. If data is available, the client will be requested to wait while the person-in-charge accesses the information. Otherwise, the client will be referred to other probable sources of information.	None	5 minutes	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review and Verification. Person in charge reviews and verifies the information to be given.	None	5 minutes	<i>CPDO Staff</i> Office of the CPDC
2. Photocopy Documents.	2. If the client needs to photocopy documents, he/she be asked to leave an ID card to the CPDO Staff before he/she can take the documents out of the office.	None	15 minutes	<i>CPDO Staff</i> Office of the CPDC
3. Register in the Logbook. Sign a logbook for record purposes. If documents were photocopied, return the original documents and retrieve your ID card.	3. Retrieve the photocopied documents and release the ID card of the client.	None	2 minute	<i>CPDO Staff</i> Office of the CPDC
TOTAL		None	32 minutes	



5. Securing Development Permit (DP) for Subdivision Project

All subdivision developer are required secure Development Permit (DP) for its subdivision projects

Office or Division:	Office of the City Planning & Development Coordinator
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Subdivision Developer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applicant's letter of application	To be provided by the applicant
2. Documents of ownership and financial	To be provided by the applicant
3. Certified Xerox Copy of the Joint Venture Agreement (JVA), if the project is a joint undertaking between a landowner and a housing developer;	To be provided by the applicant
4. Development plan	To be provided by the applicant
5. Engineering Plans consisting of: ➤ Water System Layout Plan ➤ Power Supply System Plan ➤ Drainage and Sewer System Plan ➤ Road System Plan ➤ Site Grading Plan	To be provided by the applicant
6. List of names of duly licensed professionals	To be provided by the applicant
7. Waste Management Plan, for both solid and liquid waste;	To be provided by the applicant
8. Gapan Water District Certification / Clearance	Gapan City Water District
9. NEECO I comment on the proposed Power Supply System;	NEECO I
10. Certified True Copy of DAR Conversion Order, or DAR Clearance	DAR
11. DENR Environmental Compliance (ECC), or Certificate of Non-Coverage (CNC), whichever is applicable	DENR-EMB
12. Traffic Impact Assessment (TIA), for subdivision projects 30 hectares and above.	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with complete requirements.	1.1 Receive the letter of request and assess the completeness of the required documents.	None	30 minutes	<i>CPDO Staff</i> Office of the CPDC
	1.2 Review and Evaluation. Zoning personnel conducts review, site visits and complete evaluation of application.	None	1 day	<i>CPDO Staff & CPDC</i> Office of the CPDC
	1.3 Submission of consolidated evaluation report to SP/members of Land Use Committee.	None	1 day	<i>CPDC</i> Office of the CPDC
	1.4 Sanggunian Panlungsod Approval	None	Maximum of 10 days	<i>SP Members</i> Office of the Sangguniang Panlungsod
2. Payment of fees.	2. The Staff of the Office of the Treasurer will receive the necessary payment.	Processing Fee – PHP 360.00 per ha. Or a fraction thereof Additional Fee on Floor Area of housing component	2 minutes	<i>City Treasurer Staff</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Release of Development Permit.	3. Issuance of Permit. After SP approval, DP Certificate will be issued to be signed by CPDC and City Mayor.	Inspection Fee - PHP 1,500.00 / ha. regardless of density	2 minutes	CPDC Office of the CPDC
	Total	Based on the land area	12 days & 34 minutes	



OFFICE OF THE CITY HEALTH OFFICER

External Services



1. Issuance of Health/Medical Certificate

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees in Government offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment to Government Offices 1. Result of Chest X-ray (original) 2. Result of Complete Blood Count (CBC) 3. Result of Urinalysis 4. Result of Drug Test 5. Result of Fecalalysis (for food handlers only) 6. Neuropsychiatric exam 7. Certification Fee		Any laboratory of choice		
For Medical Certificate: 1. Result of Chest X-ray (original)		Any laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of Medical Certificate forms. Go to the City Health Office (CHO)/City Health Unit (CHU)	1.1 Personnel instruct client to pay required certification fee and present Official Receipt. Vitals signs will be done.	None	2-5 minutes	Health Personnel City Health Office
	1.2 Register Client Personnel accomplish certificate form and refers client to the doctor.			
	1.3 The doctor will then review all laboratory exams.	None	1-5 minute	City Health Officer City Health Office



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issuance of Certificate	2.1 Doctor examines and assesses the client. If found physically fit, signs the medical certificate. Health or Medical Certificate is issued to client.	None	7-10 minutes	City Health Officer City Health Office
	Total	None	10 to 20 minutes	



2. Issuance of Health Card

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Health cards are issued to operators and employees after physical examination and completion of the necessary laboratory examination results.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For non-food handlers: 1. Chest x-ray, bring plate and original result with one xerox copy. (Result must not be more than one year at the time of application) 2. One piece 1 x 1 picture If renewal, bring old health card		Any laboratory of choice		
For food handlers: 1. Requirements number 1 to 4 2. Fecalysis/stool exam (result should not be more than 3 months)		Any laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the City Health Office	1.1 Sanitation Inspector/Health Personnel assess completeness of requirements, if applicant have satisfactory laboratory results, will ask applicant to pay the necessary fee.	None	5 minute	Sanitary Inspector Office of the City Health Officer
	1.2 Present Official receipt of Health Card fee		1 minute	Records Officer / Office of the City Treasurer
	1.3 Accomplish Health Card		1 minute	Sanitary Inspector Office of the City Health Officer
	1.4 Register Client's health card control number in the logbook		1 minute	Sanitary Inspector Office of the City Health Officer



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Submit accomplished health card to City Health Officer for Signature	None	1 minute	<i>City Health Officer</i> Office of the City Health Officer
	1.6 Release of Health Card		1 minute	<i>Sanitary Inspector</i> Office of the City Health Officer
	TOTAL	None	10 minutes	



3. Securing Sanitary Permit

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		The City Health Office issues a Sanitary Permit to operate for all business establishments after the actual inspection and completion of other requirements like Health Cards of all employees. All enterprises are required to secure a Sanitary Permit upon application for Business Permit to ensure that the enterprise complies with the City Sanitation Code and other relevant health-related ordinance.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to City Health Office	1.1 Applicant consults the sanitation personnel and states his/her purpose.	None	1-2 minutes	Sanitary Inspector Office of the City Health Officer
	1.2 The sanitation personnel review the documents. Determines how many workers are employed by the business and present employee's health cards.	None	5 minutes	Sanitary Inspector Office of the City Health Officer
	1.3 Sanitation personnel will process and record the documents and schedule inspection of business establishment.	None	5 minutes	Sanitary Inspector Office of the City Health Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 A site inspection visit of the establishment is scheduled to check if they have complied with the Sanitation Code	None	Actual	<i>Sanitary Inspector</i> Office of the City Health Officer
	1.5 Frontline personnel submit the documents for signature by the City Health Officer.	None	2 minutes	<i>City Health Officer II</i> Office of the City Health Officer
2. Issuance	2.1 Issuance of Sanitary Permit to operate business	None	2 minutes	<i>Sanitary Inspector</i> Office of the City Health Officer
	TOTAL	None	17 minutes	



4. Signing Unattended Deaths or Home Deaths

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Clients or families that need the signature of the doctor for the death certificates of their deceased family member		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring death certificate to City Health Office (CHO)/City Health Unit(CHU)	1.1 Health Personnel checks if death certificate was properly filled-up and signed by informant	PHP 100	3 minutes	<i>Records Officer /</i> Office of the City Treasurer
	1.2 Doctor interviews informant as to cause of death or symptoms that were complained by the deceased before death, then certifies death	None	5-10 minutes	<i>Health Personnel</i> <i>Medical Doctors</i> Office of the City Health Officer
	TOTAL	PHP 100.00	8 to 13 minutes	



5. Request for Medical Check-Up/ Consultation

Office or Division:		City Health Units I,II,III,IV		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Open to all individuals who needs medical check ups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory exam results		Any Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Health/Barangay centers	1. Information/Frontline Desk Patient goes to the information or frontline desk and states chief complaints/illness/ general information, retrieve records.	None	3-5 minutes	BHWs MidwifeAides City Health Units I,II,III,IV
2. Patient tells the staff of what services she/he wants	2.1 Assessment Vital Signs Consultation (Laboratory if needed)	None	10-15 minutes	Health Personnel.- Nurses, Midwives, Rural Health Physician Med Tech. City Health Units I,II,III,IV
	2.2 Pharmacy provides medicine		3 minutes	Dispensing Officer Office of the City Health Officer
	TOTAL	None	16 to 23 minutes	



6. Request for Dental Services (Check-Up/Consultation)

Office or Division:		City Health Unit I		
Classification:		Simple		
Type of Transaction:		Consultation checkup for patient with dental problems		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to dental clinic patient goes to the frontline Personnel of the Dental Services And state his/her purpose	1.1 City Health Personnel gets the vital sign.	None	3 minutes	<i>Midwife or BHW</i> City Health Unit I
	1.2 Recording Data		2 minutes	<i>Dental Aide</i> City Health Unit I
	1.3 Dental Care Treatment or Extraction Releasing of Patient	None	10-15 minutes	<i>Dentist</i> City Health Unit I
	1.4 Pharmacy provide medicines	None	3 minutes	<i>Dispensing Officer</i> City Health Office
	TOTAL	None	18 to 23 minutes	



6. Request for Laboratory Test

Office or Division:		Libreng Diagnostic Center ng Gapan City		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Open to all individuals who needs laboratory test		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the latest laboratory request from designated physician that is due within a month	1.1 Laboratory aide interview the patient for laboratory request for validation	None	1-2 minutes	<i>Laboratory Aide or any personnel available at the time</i> Libreng Diagnostic Center ng Gapan City
2. Patient will sit for blood sample extraction or get a urine cup for urinalysis	2.1 Laboratory Medical Technologist will start the extraction of blood or giving urine cups to get the sample from patients	None	1-2 minutes	<i>Medical Technologist</i> Libreng Diagnostic Center ng Gapan City
	2.2 Laboratory Staff will record the patient in LIS then the Medical Technologist will run the sample in our Automated Machine or check manual in Microscope	None	1 hour	<i>Medical Technologist</i> Libreng Diagnostic Center ng Gapan City



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Patient will be come back to Laboratory Lobby to get the results	Laboratory Staff will give the results to the patient	None	1 minute	<i>Laboratory Aide or any personnel available at the time</i> Libreng Diagnostic Center ng Gapan City



**OFFICE OF THE CITY SOCIAL WELFARE AND
DEVELOPMENT
External Services**



1. Availing of Assistance in Crisis Situation

The City Social Welfare and Development Office (CSWDO) provides emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Burial Assistance-Photocopy of relative's Death Certificate/Barangay Certification and funeral contract		Barangay Funeral Parlor (where the family rendered the services)		
Food and Transportation Assistance-Police blotter, in case client is a victim of pickpockets		Police Station		
Medical Assistance-Doctor's Prescription/Certificate of Confinement/Statement of Account		Hospital (where the patient was admitted)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration - register your name on the logbook	1. The CSWD staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer interviews.	2.1 CSWDO Staff will interview the client.	None	2 minutes	Office Staff CSWD Office
	2.2. CSWDO staff prepares a Certificate of Eligibility, the social worker will assess your needs and sign the certificate of eligibility	None	2 minutes	Office Staff CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. The social worker refers you to the following for free service a. medicines - City Health Unit b. Funeral Parlor - burial assistance c. Transport Companies - transportation assistance d. Hospital bill	None	5 minutes	Office Staff CSWD Office
	2.4. CSWD Staff will prepare the voucher	None	5 minutes	Office Staff CSWD Office
	2.5. CSWD Staff will process the signature of the voucher.	None	1 day	Office Staff CSWD Office
3. Wait for the release of the voucher.	3. The CSWD Officer will give it to the client.	None	1 minute	OIC-CSWD Officer CSWD Office
	TOTAL	None	1 day & 16 minutes	



2. Securing a Social Case Study Report

The Philippine Charity Sweepstakes Office (PCSO) and other government hospitals and NGO which provides indigents with laboratory and surgical assistance.

Before a beneficiary can avail of this assistance, he/ she is required to secure a Social Case Study Report From the CSWDO.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate/Medical Abstract		Hospital		
Barangay Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Interview - Register your name on the logbook and your purpose.	1.1 CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
	1.2 The Social Worker will interview to get the pertinent information	None	5 minutes	CSWD Officer CSWD Office
2. Home Visit - Home visit follows, if necessary.	2. CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	Office Staff CSWD Office CSWD Officer CSWD Office
3. Wait for the Preparation Approval and Release of Social Case Study Report	3. CSWD Staff will prepare the Social Case Study Report. CSWDO chief approves report. You are then, given your copy.	None	5 minutes	Office Staff CSWD Office
TOTAL		None	41 minutes	



3. Promoting Welfare of Socially Disadvantaged Women

The City Social Welfare and Development Office (CSWDO) answers disadvantaged women's need for the prevention and eradication of exploitation, domestic violence and all forms of abuse against women.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		-battered women -rape victims -victims of sexual abuse -victims of involuntary prostitution -maltreated women -women who are emotionally-disturbed		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification from the doctor or attending Physician.			Doctor/Attending Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose. Answer the Interview.	1.1 A CSWD Staff will assist the client. 1.2. The Social Worker will interview to get the pertinent information.	None	10-16 minutes	<i>Office Staff</i> CSWD Office <i>CSWD Officer</i> CSWD Office
2. Wait for the Assessment of the Social Worker regarding the case.	3. The Social Worker will then take action according to the Case such as: -rescue victims -counseling - assistance in - securing medico-legal services and reporting to the Philippine National Police for police blotter	None	1 hour	<i>CSWD Officer</i> CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	-assistance in filing case -referral to other service agencies for temporary shelter and custodial care -financial assistance			
4. Wait for Home Visit	4. A CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	CSWD Officer CSWD Office
	TOTAL	None	1 hour & 41 minutes to 1 hour & 46 minutes	



4. Availing of Care and Protection for Children under Difficult Circumstances

The City Social Welfare and Development Office (CSWDO) assist children and youth whose basic needs have been victims of any form of child abuse.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		-street children -abandoned and neglected children -physically-abused children -sexually-abused children -victims of rape, incest and acts of lasciviousness -emotionally-abused children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose. Answer the Interview.	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
	1.2 The Social Worker will interview to get the pertinent information.	None	10-15 minutes	CSWD Officer CSWD Office
2. Wait for the Assessment of the Social Worker regarding the case.	3. The Social Worker will then take action according to the Case such as: -rescue victims -counseling - assistance in - securing medico-legal services and reporting to the Philippine National Police for police blotter -assistance in filing case	None	1 hour	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	-referral to other service agencies for temporary shelter and custodial care -family reconciliation			
4. Wait for Home Visit	4. A CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	CSWD Officer CSWD Office
	TOTAL	None	1 hour & 41 minutes to 1 hour & 46 minutes	



5. Availing of Disaster Relief Assistance

The City Social Welfare and Development Office (CSWDO) pro-actively provide assistance to individuals and families who are victims of natural or man-made calamities such as typhoons, floods and fire.

* SERVICE COVERAGE

CSWDO disaster relief assistance covers:

- distribution of relief goods
- delivery of free food commodities to evacuation centers
- provision of limited housing materials for families whose homes have been totally damaged
- counseling for individuals and families who have been emotionally and psychologically depressed by disaster
- financial assistance (Emergency Shelter Assistance)

The office also facilitates the provision of financial assistance from government offices (e.g. Department of Social Welfare and Development, Office of Civil Defense) and other agencies to the families of disaster casualties.

Office or Division:		City Social Welfare and Development Office		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Victims of Fire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay or Police Blotter or Certification from the Bureau of Fire		Barangay/Police Station/Bureau of Fire		
Barangay Certification of Residency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer the Interview	2.1 The Social Worker will interview to get the pertinent information.	None	10-15 minutes	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. CSWDO staff prepares a Certificate of Eligibility, the social worker will assess your needs and sign the certificate of eligibility	None	1 minute	CSWD Officer CSWD Office
	2.3. The social worker refers you to the following for free service a. medicines - City Health Unit b. Funeral Parlor - burial assistance c. Transport Companies - transportation assistance d. Hospital bill	None	5 minutes	Office Staff CSWD Office
	2.4. a CSWD Staff will prepare the voucher	None	10 minutes	Office Staff CSWD Office
	2.5. A CSWD Staff will process the signature of the voucher	None	3 days	Office Staff CSWD Office
3. Wait for the release of voucher.	3. The CSWD Officer will give it to the client.	None	1 minute	CSWD Officer CSWD Office
	TOTAL	None	3 days & 28 minutes to 3 days & 33 minutes	



6. Securing a Certificate of Indigency

A Certificate of Indigency is required by the Public Attorney's Office (PAO) before it can accept program beneficiaries. The PAO, an office run by the Department of Justice (DOJ), provides free legal assistance to indigents. Required by the (City Registrar's Office) to Provide free filing fee for the correction of clerical errors on birth certificates and marriage certificates.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Residency		Barangay		
Certification of Non-Ownership of Real Property		City Assessor's Office		
Certificate as a Non-tax Filer		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 A CSWD Staff will assist the client and check the requirements.	None	1 minute	Office Staff CSWD Office
2. Wait for the preparation of Certificates.	2.1 CSWD Staff will prepare the Certificate of Indigency in 2 copies.	None	3 minutes	Office Staff CSWD Office
3. Wait for the approval and release of the Certificate. Affix your signature in the Log Book after you get your copy.	3.1 Social Worker approves/signs the Certificate of Indigency. Client receives the copy.	None	4 minutes	CSWD Officer CSWD Office
	3.2 A CSWD Staff will release and log the Certificate in the Log Book.		2 minutes	Office Staff CSWD Office
TOTAL		None	10 minutes	



7. Provision of Pre Marriage Counselling

Pre - Marital and Family Planning Counselling. In compliance with Executive Order 209, article 16 Family Code of the Philippines, City ordinance 3167, Series of 1974, and Pres. Decree 965, state that all would be couples are required to undergo Pre-Marital and Family Planning Counselling for the issuance of their marriage license from the City Civil Registrar Office after the ten (10) days publication period. Would be couples cannot married without the certificate that they have undergone counselling.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application of Marriage License		Office of the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. With your partner, proceed to the CSWD Office for registration and Pre-Marriage Counseling Office at the City Health Office.	1. A CSWD Staff will assist the client	None	5 minutes	Office Staff CSWD Office Office Staff City Health Office
2. Submit to Family Planning Counseling and Assessment	2. The Staff will start the Counseling Session.	None	2 – 3 hours	Office Staff CSWD Office Office Staff City Health Office
3. After the counseling session, receive the Pre-Marriage Counseling Certificate and sign in the logbook.	3. The Social Worker approves/signs the Certificate of Pre-Marriage Counseling. Client receives the copy.	None	2 minutes	CSWD Officer CSWD Office
TOTAL		None	2 hours & 7 minutes to 3hours & 7 minutes	



8. Availing of Assistance on RA 8972 known as Solo Parents Welfare Act of 2000

SOLO PARENT any individual (women) who falls under any of the following categories.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		A woman who gives birth as a result of rape or crimes against chastity. Parents left solo or alone with the responsibility of parenthood. • due to death of spouse • while the spouse is detained or is serving for a criminal conviction for at least 1 year • due to physical and/ or mental incapacity of spouse as certified by a public medical practitioner • due to legal separation or de facto separation from spouse as long as he / she is entrusted with the custody of the children • due to declaration of nullity or annulment of marriage as decreed by court as long as she/he is entrusted with the custody of the children • due to abandonment of spouse for at least one (1) year • unmarried mother/father who has preferred to keep and rear her/his children instead of having other care for them or give them up to a welfare institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Office of the Local Civil Registry		
Barangay Certification		Barangay		
Court Order		Department of Justice		
Medical Certificate		Hospital		
2 pcs. 1x1 Picture		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application Form. Submit the requirements. Answer the interview.	1.1 A CSWD Staff will assist the client	None	5 minutes	Office Staff CSWD Office
	1.2. A CSWD staff will review the presented requirements.	None	2 minutes	Office Staff CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The Social Worker will interview the client to get the pertinent information if ever there is a need for Social Case Study Report.	None	5 minutes	CSWD Officer CSWD Office
2. Wait for the preparation of the Social Case Study Report.	2.1 A CSWD Staff will prepare the Social Case Study Report.	None	5 minutes	Office Staff CSWD Office
3. Wait for the release of the Solo Parent's Identification Card.	3.1 A CSWD staff will make the Solo Parent's Identification Card.	None	15 minutes	Office Staff CSWD Office
4. After getting the Solo Parent's Identification Card, sign in the Log Book.	4.1 A CSWD staff will assist the client.	None	1 minute	Office Staff CSWD Office
	TOTAL	None	33 minutes	



OFFICE OF THE CITY TREASURER

External Services



1. Payment of Transfer Taxes

TRANSFER TAXES are paid for transactions involving transfer of ownership of real property. The tax should be paid within 60 days from the date of execution of the deed as regards sale, barter, donation or any mode of transferring ownership; or from the date of the decedent's death, in case of transfer by succession

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Real Property Tax Declaration		Office of the City Assessor		
Transfer of Certificate of Title		Office of the City Assessor		
Deed of Sale, Donation, Exchange, Judicial Settlement, Affidavit of Consolidation		Office of the City Assessor		
Current Year Real Property Tax Payment (Official Receipt)		Office of the City Treasurer		
Real Property Tax (RPT) Clearance or any applicable documents proving transfer of property ownership		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the assigned personnel at the Assessor's Office.	1.1 Verifies the required documents & assesses the tax due.	None	8 minutes	<i>Records Officer IV</i> Office of the City Assessor
2. Pay the assessed tax due to the assigned collector at the Office of the City Treasurer (Window 3 or 4)	2.1 Issue Official Receipt to the client.	50% of 1% of the total consideration or fair market value, whichever is higher and 30 pesos for certification fee.	1 minute	<i>CTO Staff</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit photocopy of the required documents to the City Treasurer	3.1 Receives and approves the Transfer tax Certification.	None	2 minutes	<i>City Treasurer</i> Office of the City Treasurer
	TOTAL	Depends on the fair market value of the property	11 minutes	



2. Payment of Real Property Tax

OWNERS of land and building have to pay Real Property Tax (RPT) annually. Real property tax payments are made at the Land Tax Division of the City Treasurer's Office. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given for prompt and advance payments.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Latest Real Property Tax Payment (Official Receipt)		Office of the City Treasurer		
2. Notice of Assessment and Tax Bills (NTAB) or Real Property Tax Order of Payment (RPTOP)		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents copy of latest O.R. or Notice of Assessment and Tax Bills (NTAB) to the Land Tax Division at the City Treasurer's Office.	1.1 Verifies the correctness of the NTAB or RPT O.R. and checks the latest payment.	None	3 minutes per ARP/TD	<i>Administrative Aide I</i> <i>Watchman I</i> Office of the City Treasurer
	1.2. Computes the tax due.	None	2 minutes per ARP/TD	<i>Administrative Aide I</i> Office of the City Treasurer
2 Present the tax bill to the collector and pay the taxes due	1. Issue Official Receipt to the client.	Based on the assessed value of real property.	4 minutes per receipt depends on the ARP/TD	<i>Administrative Aide IV (Bookbinder II)</i> Office of the City Treasurer
	TOTAL	Based on the assessed value of real property.	9 minutes per ARP/TD	



3. Real Property Tax Certification of Payment

A certificate of Real Property Tax payments is required in certain transactions (e.g. securing a business permit) to prove that taxes on RPT have been paid and updated.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Real Property Tax Payment (OR)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Land Tax Division of the City Treasurer's Office.	1. Verifies the completeness of payment	None	2 minutes per ARP/TD	<i>Administrative Aide I</i> <i>Watchman I</i> Office of the City Treasurer
2. Pay Certification 2 or 3.	2. Issue Official Receipt to the client.	PHP 50.00 per certification	1 minute	<i>CTO Staff</i> <i>Administrative Aide I</i> Office of the City Treasurer
3. Present the Official Receipt to the assigned personnel.	3.1 Prepare Certification of Full Payment.	None	3 minutes per ARP/TD	<i>Administrative Aide I /</i> <i>Watchman I</i> Office of the City Treasurer
	3.2 Approves Certification	None	1 minute	<i>Acting City Treasurer</i> Office of the City Treasurer
	3.3 Issue certificate to the taxpayer.	None	1 minute	<i>Administrative Aide I</i> Office of the City Treasurer
TOTAL		PHP 50.00 per certification	8 minutes per ARP/TD	



4. Business Permit

The Business Permit and Licensing Office take charge of the assessment of Business Tax, fees and charges for the business tax and other miscellaneous fees & charges due to the City Government (including Franchise Tax & Motorized Operators Permit Fees).

A certificate of Real Property Tax payments is required in certain transactions (e.g. securing a business permit) to prove that taxes on RPT have been paid and updated.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW BUSINESS: 1. DTI (Single Prop.) or SEC Reg. (Corp.) 2. Barangay Business Clearance 3. SSS Clearance 4. Environmental Compliance Certificate 5. BFP Clearances and Certificates 6. Philhealth		DTI Barangay (where the Business is located) SSS CPDO Bureau of Fire Philhealth		
RENEWAL OF BUSINESS PERMIT: 1. Previous Year's Business Permit Assessment / Billing 2. Income Tax Return/Audited Financial Statement 3. SSS Clearance 4. Fire Inspection 5. Philhealth 6. Barangay Business Clearance 7. Pag-ibig Clearance		BPLO BIR SSS Bureau of Fire Philhealth Barangay (where the Business is located) PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the duly Accomplished and Assessed Application Form (BPLO) and completely signed by authorized signatories at Business One Stop Shop to the assigned personnel at CTO.	1. Computes amount due for CTC and issue Official Receipt of the same.	Based on the gross receipts or earnings derived from business during the preceding year.	3 minutes	<i>Records Officer I Administrative Aide I Office of the City Treasurer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the tax due for the Business Permit to the assigned collector (Windows 2 or 3)	2. Accepts payment and issue Official Receipt.	Based on the assessment of gross taxable receipts or capital investment for newly established business.	1 minute	CTO Staff Office of the City Treasurer
3. Present Official Receipt to the Frontline Personnel (BPLO)	3. Issue Mayor's Permit and Business Plate to the client.	None	1 minute	BPLO Personnel Office of the City Business Permit and Licensing Officer
	TOTAL	Based on the assessment of gross taxable receipts or capital investment for newly established business.	5 minutes	



5. Fees and Charges

All Regulatory Fees, Charges and other Impositions are paid to the assigned collector at the City Treasurer's Office. Order of Payments are prepared by other offices and then presented to the collector for payment. (e.g. Birth Cert., Building Permit, Zoning Fees, Tax Declaration, etc.)

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		From the Office Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment and pay the fees to the assigned collector at the Payment Counter (Windows 2 or 3) of the City Treasurer's Office.	1. Accepts payment and issue Official Receipt	Based on the fees and charges to be paid	2 minutes	CTO Staff Office of the City Treasurer
2. Proceed to the Office you first transacted for the completion of your purpose				
	TOTAL	Based on the fees and charges to be paid	2 minutes	



6. Community Tax Certificate

A Community Tax Certificate (CTC) is required for an individual or Corporation.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			From the Office/Department concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Treasurer's Office (Windows 1 or 4) and fill up the data sheet provided at the counter to expedite the preparation of the CTC.	1. The assigned collector will determine the tax due for the year and will write all the data to the BIR Form 0016 bearing the CTC No. and issues same upon payment.	- Based on the salaries or gross receipt or earnings derived from exercise of profession or pursuit of any occupation. - Based on the gross receipts or earnings derived from business during the preceding year.	4 minutes	<i>Records Officer I Administrative Aide I</i> Office of the City Treasurer
2. Affix signature or thumbmark.				
	TOTAL	Based on the salaries or gross receipt or earnings derived from exercise of profession or pursuit of any occupation.	2 minutes	



**OFFICE OF THE CITY GENERAL SERVICES
OFFICER
External Services**



1. Procurement of Office Supplies / Spare Parts / Motor Oil / Other Supplies

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (P.R.) 3 copies		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request to the Office of the GSO	1.1 Review contents, recording & P.R. No. assignment	None	5 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.2 Canvassing Preparation of Canvass, Canvassing of items/services	None	15 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.3 Opening of Canvass: Preparation of Award and other attachments (voucher, award, purchase order, acceptance and inspection report, waste material report (if applicable))	None	10 minutes	<i>Bids and Awards Committee</i>
	1.4 Recording & releasing of Approved Purchase Order / Advance PO	None	3 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
	TOTAL	None	33 minutes	



2. Procurement of Government Vehicles / Equipment / Other Supplies > 50,000.00 and < 600,000.00

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (P.R.) 3 copies		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request to the Office of the GSO	1.1 Review contents, recording & P.R. No. assignment	None	5 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.2 Posting of Purchase Request to PhilGEPS	None	5 minutes/ 3 days (maturity time for posting)	<i>Bids and Awards Committee Secretariat</i>
	1.3 Opening of Canvass: Preparation of Award and other attachments (voucher, award, purchase order, acceptance and inspection report, waste material report (if applicable))	None	10 minutes	<i>Bids and Awards Committee</i>
	1.4 Recording & releasing of Approved Purchase Order / Advance PO	None	3 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
TOTAL		None	23 minutes	



3. Securing of Property Clearance

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Property Clearance to the GSO	1.1 Printing of Accountabilities	None	5 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.2 Assessment of Item: Preparation of Transfer / Reissuance of ARE/ICS	None	12 minutes	<i>Acting City GSO Administrative Assistant</i> Office of the City General Services Officer
	1.3 Approval / Signing of Property clearance and transfer / reissuance of ARE/ICS	None	3 minutes	<i>Acting City GSO Administrative Assistant</i> Office of the City General Services Officer
	TOTAL	None	20 minutes	



4. Releasing of Property Return Slip (PRS) / Inventory and Inspection of Unserviceable Equipment

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment/Items to be returned		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return item to the GSO	1.1 Assess items to be returned	None	20 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.2 Preparation of PRS & I&I	None	12 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.3 Review contents and Approval of PRS & I&I	None	3 minutes	<i>Acting City GSO</i> Office of the City General Services Officer
	TOTAL	None	35 minutes	



5. Request for Emission Testing

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emission Testing to the GSO	1.1 Inform offices for Emission testing two days prior to testing.	None	5 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.2 Assist service vehicle drivers for emission testing	None	2 days	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.3 Secure emission testing certification. Release emission testing result and processing for payment	None	5 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	TOTAL	None	2 days & 10 minutes	



6. Processing of Repairs and Maintenance of Vehicle

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Repair		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request for repair to the GSO	1.1 Check contents of letter request for approval.	None	10 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
	1.2 Approval of Letter Request	None	3 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.3 Send the Vehicle for maintenance/ repair	None	1 day	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	TOTAL	None	1 day & 13 minutes	



GAPAN CITY COLLEGE

External Services



1. ISSUANCE OF CERTIFICATE OF REGISTRATION

Certificate of Registration is issued to students who are officially enrolled in Gapan City College and as requirement for scholarship purposes.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1.1 Receive and review the accomplished request form	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	<i>Data Encoder</i> GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student	First Request – FREE Second and succeeding request PHP 50.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	<i>Frontline Staff</i> GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Process request	None	2 minutes	<i>Record's Staff</i> Gapan City College
	2.3 Secure authorized signature	None	2 minutes	<i>Registrar</i> Gapan City College
3. Claim request	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> Gapan City College
	Total	PHP 50.00	30 minutes	



2. Issuance of Certificate of Currently Enrolled

Certificate of Currently Enrolled is issued to students as a requirement for scholarship purposes.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished request form			Office of the Registrar	
2. Personal Appearance			Applicant (Student)	
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID			Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1.1 Receive and review the accomplished request form 1.2 Record request in the system and print out the Order of Payment	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
		First Request – FREE Second and succeeding request PHP 50.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	<i>Frontline Staff</i> GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim request	2.2 Process request	None	2 minutes	<i>Record's Staff</i> GCC Registrar
	2.3 Process request	None	2 minutes	<i>College Registrar</i> GCC Registrar
	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 50.00	20 minutes	



3. Issuance of Certificate of Certificate of Grades

Certificate of Grades is issued to students as a requirement for scholarship purposes

Office or Division:	Gapan City College – Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request form with clearance together the requirements.	1.1 Receive and review the accomplished request form	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	<i>Data Encoder</i> GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request PHP 50.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	<i>Frontline Staff</i> GCC Registrar
	2.2 Print out the claim slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check, verify, and evaluate student records	None	1 day	<i>Record's Staff</i> GCC Registrar
	2.4 Secure authorized signature	None	1 day	<i>College Registrar</i> GCC Registrar
3. Claim request	3.1 Release request to the student	None	3 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 50.00	2 days, 19 minutes	



4. ISSUANCE OF CERTIFICATE OF GENERAL WEIGHTED AVERAGE (GWA)

Certificate of General Weighted Average (GWA) is issued to students as a requirement for employment and board examination purposes.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	2 minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	Data Encoder GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request Php 100.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	Frontline Staff GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Print out the claim slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check, verify, and evaluate student records	None	1 day	<i>Record's Staff</i> GCC Registrar
	2.4 Secure authorized signature	None	1 day	<i>College Registrar</i> GCC Registrar
3. Claim request	3.1 Release request to the student	None	2 Minutes	<i>Frontline Staff</i> GCC Registrar
	Total	PHP 100.00	2 days, 18 minutes	



5. ISSUANCE OF CERTIFICATION, AUTHENTICATION, VERIFICATION (CAV)

Issuance of Certification, Authentication, and Verification (CAV) request of students is issued as a requirement for employment and board examination purposes.

Office or Division:	Gapan City College – Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	5 Minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 Minutes	Data Encoder GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE	10 minutes	<i>Frontline Staff</i> GCC Registrar
		Second and succeeding request Php 30.00 (Based on Board Resolution No. 04 S. 2024)		
	2.2 Print out the Claim Slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check and verify the documents	None	15 minutes	<i>Record's Staff</i> GCC Registrar
	2.4 Process CAV	None	5 minutes	<i>College Registrar</i> GCC Registrar
3. Claim request	2.5 Secure authorized signature	None	1 day	<i>Frontline Staff</i> GCC Registrar
	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> GCC Registrar)
	Total	PHP 30.00	1 day, 41 minutes	



6. ISSUANCE OF CERTIFICATE OF UNITS EARNED

Certificate of Units Earned is issued to students for employment purposes.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished request form			Office of the Registrar	
2. Personal Appearance			Applicant	
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID			Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request form with clearance together the requirements.	1.1 Receive and review the accomplished request form	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	<i>Data Encoder</i> GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request PHP 50.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	<i>Frontline Staff</i> GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Print out the claim slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check, verify, and evaluate student records	None	1 day	<i>Record's Staff</i> GCC Registrar
	2.4 Secure authorized signature	None	1 day	<i>College Registrar</i> GCC Registrar
3. Claim request	3.1 Release request to the student	None	3 minutes	<i>Frontline Staff</i> GCC Registrar
	Total	PHP 50.00	2 days, 19minutes	



7. ISSUANCE OF CERTIFICATE OF COMPLETION

Certificate of Completion is issued to students as a requirement for employment purposes.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished request form			Office of the Registrar	
2. Personal Appearance			Applicant	
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID			Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	5 minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	Data Encoder GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request Php 50.00 (Based on Board Resolution No. 04 S. 2024)	10 minutes	Frontline Staff GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim request	2.2 Print out the Claim Slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check, verify and process request	None	1 day	<i>Record's Staff</i> GCC Registrar
	2.4 Secure authorized signature	None	1 day	<i>College Registrar</i> GCC Registrar
	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 50.00	2 days, 21 minutes	



8. TRANSCRIPT OF RECORDS

Transcript of Record is issued to students as a requirement for general purposes.

Office or Division:	Gapan City College – Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
4. 1 pc. of latest 2x2 photos in formal pose with white background		Student		
5. Authorization letter, photocopy of ID of the student and representative		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	5 Minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	Data Encoder GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request PHP 150.00 /page (Based on Board Resolution No. 04 S. 2024)	10 Minutes	<i>Frontline Staff</i> GCC Registrar
3. Claim the requested TOR as scheduled, indicated in the claim stub.	2.2 Print out the Claim Slip	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	2.3 Check against file copy of grades	None	3 days	<i>Record's Staff</i> GCC Registrar
	2.4 Final check of Grades	None	3 days	<i>Record's Head</i> GCC Registrar
	2.5 Secure authorized signature	None	4 days	College Registrar GCC Registrar
	2.6 Record document for release	None	3 minutes	<i>Data Encoder</i> GCC Registrar
	2.7 Do quality control of TOR before release	None	5 minutes	<i>Frontline Staff</i> GCC Registrar
	3.1 Release request to the student/ representative	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 150.00/ Page	10 days, 29 minutes	



9. ISSUANCE OF HONORABLE DISMISSAL

Honorable Dismissal is issued to students as a requirement for transferring to other school/college.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished request form			Office of the Registrar	
2. Personal Appearance			Applicant	
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID			Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	5 minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment	None	2 minutes	Data Encoder GCC Registrar
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request PHP 100.00/page (Based on Board Resolution No. 04 S. 2024)	10 minutes	Frontline Staff (GCC Registrar)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Process request	None	2 minutes	<i>Record's Staff</i> GCC Registrar
	2.3 Process request	None	2 minutes	<i>College Registrar</i> GCC Registrar
3. Claim request	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 100.00	23 minutes	



10. ISSUANCE OF REQUEST LETTER OF OFFICIAL TRANSCRIPT OF RECORDS/FORM 137

Request letter of TOR and Form 137 is issued to students as one of the requirements of the institution.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1.1 Receive and review the accomplished request form	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
	1.2 Record request in the system.	None	2 minutes	<i>Data Encoder</i> GCC Registrar
	1.3 Process request	None	2 minutes	<i>Record's Staff</i> GCC Registrar
	1.4 Secure authorized signature	None	2 minutes	<i>College Registrar</i> GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Claim request	2.1 Release request to the student	None	2 minutes	Frontline Staff GCC Registrar
	Total	None	10 Minutes	



11. ISSUANCE OF CERTIFICATE OF GRADUATION

Certificate for graduation is issued to Alumni graduates as a requirement for employment.

Office or Division:		Gapan City College – Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Office of the Registrar		
2. Personal Appearance		Applicant		
3. Valid Id: Philippine Identification (PhilID /ePhilID) Voter's ID Driver's License Philippine Passport UMID Card (SSS / GSIS) Postal ID Senior Citizen ID PWD ID School ID TIN ID		Philippine Statistics Authority (PSA) COMELEC (Local Office) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) SSS or GSIS Office PHLPost (Post Office) Office of the Senior Citizens Affairs (OSCA) Persons with Disability Affairs Office (PDAO) School, College, or University Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request.	1.1 Receive and review the accomplished request form	None	5 minutes	Frontline Staff GCC Registrar
	1.2 Record request in the system and print out the Order of Payment.	None	2 minutes	Data Encoder GCC Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay to the cashier and present the Order of Payment	2.1 Issuance of official receipt and return to the Registrar's Office to record the official receipt number in the system and return the OR to the student.	First Request – FREE Second and succeeding request PHP 50.00/page (Based on Board Resolution No. 04 S. 2024)	10 minutes	<i>Frontline Staff</i> GCC Registrar
	2.2. Check, verify, and evaluate student records	None	2 minutes	<i>Record's Staff</i> GCC Registrar
	2.3 Process request	None	2 minutes	<i>Record's Staff</i> GCC Registrar
	2.4 Secure authorized signature	None	2 minutes	<i>College Registrar</i> GCC Registrar
3. Claim request	3.1 Release request to the student	None	2 minutes	<i>Frontline Staff</i> GCC Registrar
Total		PHP 50.00	25 Minutes	



OFFICE OF THE CITY BUDGET OFFICER

Internal Service



1. Processing of Obligation Request (OBR)

Ensure Fiscal sustainability, effective resource allocation and efficient government operation across PPAs

Office or Division:		Office of the City Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Employees, LGU Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LCE approved Purchase Request.		City GSO, Mayor's Office		
2. OBR shall be prepared in three copies to be distributed as follows: <i>Original – to be attached to the DV</i> <i>Duplicate – Budget Unit</i> <i>Triplicate – Accounting Unit</i>		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher to the receiving clerk.	1. Check the completeness of ALOBS and record it in the logbook.	None	5 minutes	<i>Receiving Clerk</i> Office of the City Budget Officer
2. Transfer ALOBS to encoding personnel	Verify and check the existence of appropriation for each expenditure to its respective account / fund then forward ALOBS to the City Budget Officer	None	5 minutes	<i>Encoding Clerk</i> Office of the City Budget Officer <i>Recording Clerk</i> Office of the City Budget Officer <i>City Budget Officer</i> Office of the City Budget Officer
3. Receive the obligated OBR and sign in the logbook.	3. Release / return ALOBS to concerned person / personnel	None	2 minutes	<i>Recording Clerk</i> Office of the City Budget Officer
TOTAL		None	12 minutes	



OFFICE OF THE CITY BUDGET OFFICER

External Service



2. Preliminary Review of Barangay Budget

Ensure compliance of barangays with the budgeting rules and regulations.

Office or Division:		Office of the City Budget Officer		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		Employees, LGU Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Message		City Budget Office		
2. Appropriation Ordinance		City Budget Office		
3. Budget Form 1,2,3,4,5,6,7 & 8		City Budget Office		
4. Approved Annual Investment Plan		City Budget Office		
5. Procurement Plans (ASPP, AEPP Form 001)		City Budget Office		
6. Gender and Development		City Budget Office		
7. Barangay Development Plan		City Treasurer's Office		
8. SK budget approved TFYD Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approves Annual Barangay Budget	1. Check the completeness of submitted approved Annual Barangay Budget	None	5 days	<i>Receiving Clerk</i> Office of the City Budget Officer
2. Endorsement to the Sangguniang Panlungsod for favorable review.	2. Transmitted to the Sangguniang Panlungsod the approved Annual Barangay Budget	None	10 minutes	<i>City Budget Officer</i> Office of the City Budget Officer
TOTAL		None	5 days & 10 minutes	



OFFICE OF THE CITY VETERINARIAN

External Services



1. Accessing Veterinary Services

The City Veterinary Office provides veterinary services for livestock, poultry and small/companion animals- dogs and cats in particular. Veterinary services cover consultation, vaccination and deworming (such as: Antirabies vaccine, New Castle Disease vaccine Hog Cholera Vaccine and etc.), treatment and animal disease monitoring and surveillance.

Clients may bring their livestock , poultry and small/companion animals directly to the CVO for treatment; or request that services be scheduled for the area.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Household; companion/small animal owners; backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for free veterinary services.	1.1 Go directly to the CVO, bringing along your livestock/pet for treat. Logging-in at the Client's Daily Log Book. OR 1.2 Request that services to be scheduled for your area.	None	5 minutes	<i>Administrative Aide</i> Office of the City Veterinarian <i>Veterinarian I / Acting City Veterinarian; Vaccinator</i> Office of the City Veterinarian
2. Interview/ assessment and consultation	2.1 Veterinarian take the animal's medical history, conducts physical examination and laboratory test/s	None	Scheduled services: Next day Walk-In Clients:	<i>Veterinarian I / Acting City Veterinarian; Administrative Aide</i> Office of the City Veterinarian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(if possible), does a tentative diagnosis, and request for both owner's and animal's information		5 to 30 minutes Urgent Request: (e.g. calving) Immediate Response	
3. Availing Free Treatment/ Vaccination/ Deworming and other veterinary services.	3.1. Veterinarian treats the animal, provides you with relevant information and prescribes medicine for home medication, if any. Whenever available, veterinary supplies are provided by the CVO. Otherwise, you will have to secure these on your own expense.	None		<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
	TOTAL	None	Walk-In Client: 35 minutes Scheduled Home Service: next day and/or 1-2 days	



2. Issuance of Veterinary Health Certificate

The City Veterinary Office provides veterinary services for livestock, poultry and small/companion animals- dogs and cats in particular. Veterinary Health Certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs/cats before they can be shipped to other areas.

Livestock Shipping Permits, along with Health Certificates, are required from shippers before cattle, carabao, swine, poultry and other livestock can be transported outside the city.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Household; companion/small animal owners; backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Client's Respective Barangay	
2. Certificate of Ownership (for Livestock and Poultry animals)			Client's Respective Barangay and/or Office of the City Veterinarian	
3. Vaccination Records			Any Veterinary Clinic and/or Office of the City Veterinarian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Veterinary Health Certificate	1.1 Logging-in at the Client's Daily Log Book. Check the completeness of the submitted requirements.	None	5 minutes	<i>Administrative Aide</i> Office of the City Veterinarian
Bring the animal/s to the CVO and request for issuance of the Veterinary Health Certificate for both companion and farm animals	1.1.1 For companion animals, bring the "Veterinary Health Card/; for poultry animals, bring Vaccination Card";	None		<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian
For swine and livestock, especially large cattle/carabao, you may request that the certifying officer visit the animal at the farm area.	1.1.2 For swine and livestock animal, bring the	None		<i>Veterinarian I / Acting City Veterinarian</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	“Certificate of Ownership that can be acquire at the respective Brgy. Office. 1.2 Inspection. The Acting City Veterinarian together with the CVO staff will inspect and will do a Physical Examination on the said animal/s and ensures that they do not have any communicable disease and is apparently healthy. 1.3 Preparation of certification Veterinarian prepares and approves the certification attaches the requirements above.		Walk-in clients, companion animals: 5 minutes; Scheduled Home Service, livestock/ poultry animals: May vary depending on travel time/ 1 day	Office of the City Veterinarian <i>Veterinarian I / Acting City Veterinarian; CVO staff</i> Office of the City Veterinarian <i>Administrative Aide</i> Office of the City Veterinarian
	TOTAL	None	Walk-in clients, companion animals: 10 minutes; Scheduled Home Service, livestock/ poultry animals: May vary depending on travel time / 1 day	



3. Issuance of Death Certificate

Death Certificates for livestock are needed for crop and livestock insurance companies before they can process claims of indemnity.

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Backyard raiser / farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Client's Respective Barangay		
2. Certificate of Ownership (for Livestock and Poultry animals)		Client's Respective Barangay and/or Office of the City Veterinarian		
3. Picture of the animal		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate Report to the CVO the death of the livestock and request for the issuance of death certificate.	1.1 Logging-in at the Client's Daily Log Book.	None	25 minutes May vary depending on travel time/ 1 day	<i>Administrative Aide</i> Office of the City Veterinarian
	1.2 Inspection and photographic evidence The City Veterinarian and the CVO staff will go to the area where the dead livestock is being held. He validates the cause of death.			<i>Veterinarian I / Acting City Veterinarian; CVO staff</i> Office of the City Veterinarian
	1.3 Preparation of certification. Veterinarian prepares a Necropsy Report. The City Veterinarian certifies this.			<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Submission to insurance company. Submit the report/certification along with the requirements above, to your livestock insurance company. The livestock insurance company revalidates the cause of death and processes your insurance claim.	None	1 day	<i>Veterinarian I /</i> <i>Acting City</i> <i>Veterinarian</i> Office of the City Veterinarian
	TOTAL	None	2 days & 25 minutes	



4. Animal Branding Registration

Along with Large Ruminants Registration are required from livestock raisers of cattle, carabao and horse can be registered and enrolling an Animal Branding Registration.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate		Office of the City Veterinarian		
2. Certificate of Ownership (for Livestock and Poultry animals)		Client's Respective Barangay and/or Office of the City Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for brand name registration	1. Secure sample of brand name	None	10 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
2. Pay the necessary service fee. Proceed to Treasurer's Office	2. Receive payment.	PHP 105.00/head	2 minutes	<i>Records Officer /</i> Office of the City Treasurer
3. Bring O.R. to Livestock Inspector	3.1 Record copies of brand name	None	5 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
	3.2 Livestock Technician process the application	None	5 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
	3.3 Go back the following day to claim registration. Release copy of brand name.			
TOTAL		PHP 105.00	22 minutes	



5. Animal Quarantine Checkpoint

Animal Quarantine Checkpoint is essential and is being implemented by the office responsible at the local government unit to ensure that their locality is safe from any emerging or outbreak diseases such African Swine Fever in hogs and Avian influenza among poultry birds.

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Backyard raiser/farmers; Hog/Livestock Traders/Meat Vendor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate		Any certifying Farm Veterinarian/Veterinarian		
2. Shipping Permit		Provincial Veterinary Office/ DA-RFO III		
3. Certificate of Free Status: Avian influenza and/or African Swine Fever		Department of Agriculture-Bureau of Animal Industry (DA-BAI) / Department of Agriculture Regional Field Office III (DA-RFO III)		
4. Animal Disease Monitoring Compliance Certificate (ADMCC)		DA-BAI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Backyard raiser/farmers; Hog/Livestock Traders/Meat Vendor will stop for an inspection. The said client must secure and present the following checklist requirements in order to passed through on the conducted animal quarantine inspection/ checkpoint such as: a. Veterinary Health	1.1 Conducting an Inspection and Checking of papers/requirements.	None	10 minutes	Veterinarian I / Acting City Veterinarian; CVO Staff Office of the City Veterinarian
	1.2 Issue VHC by a veterinarian from the farm and concurred by a certifying Municipal/City Veterinarian of the locality	None	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Certificate (VHC) b. Negative AI or ASF Laboratory Result c. Shipping Permit. d. Certificate of Free Status: Avian influenza and/or African Swine Fever e. Securing an Animal Disease Monitoring Compliance Certificate (ADMCC)				
	TOTAL	None	15 minutes	



6. Free Deworming and Mass Antirabies Vaccination

To provide free veterinary services such as Deworming and Mass Vaccination of Antirabies vaccine (annually) to every barangay of Gapan City.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Household; companion/small animal owners; backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The said barangay and the client must register to the CVO.	1.1 Animal registration. 1.2 Followed by an actual Administration of Antirabies vaccine and/or deworming.	None	7 days per barangay	<i>Veterinarian I / Acting City Veterinarian and City Veterinary Staff Office of the City Veterinarian</i>
	TOTAL	None	7 days per Barangay	

7. Availing Slaughtering Services of Hog/Livestock and Issuance of Meat Inspection Certificate



Livestock/hogs to be sold in the Local Wet Market are to be slaughtered at Gapan City Slaughterhouse. Livestock/hog raisers have to bring the animals for ante-mortem examination before they are to be slaughtered; and to be followed by a post-mortem examination before the meat will be traded at Gapan City Wet Market.

Office or Division:	Office of the City Veterinarian			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Hog/Livestock Traders/Meat Vendor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate		Office of the City Veterinarian; Other LGU's Municipal Agriculture Office/City Veterinary Office		
2. Barangay Clearance in case of Large Ruminants and/or Certificate of Ownership or Transfer (Cattle/Carabao)		Client's Respective Barangay and/or Office of the City Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of Hog/Livestock Animal and keeping it at the holding pen.	1.1 Register at the guard on duty. Logging-in at the Client's Daily Log Book.	None	5 minutes	<i>Guard on duty</i>
	1.2 Acquiring Veterinary Health Certificate from a certifying Veterinarian			<i>Administrative Aide; CVO staff Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
	1.3 Present documents and hog/livestock animal for ante-mortem inspection.		10 minutes	<i>Meat Inspector on duty/ Adm. Aide of Abattoir</i>
	1.4 Abattoir personnel place the		10 minutes	<i>Meat Inspector on duty/</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	livestock in a holding pen for further observation and animal's surveillance 1.5 Guard on duty prepares a job order and schedule of slaughtering		10 minutes	<i>Adm. Aide of Abattoir</i> <i>Guard on duty</i>
2. Butchering of livestock and Post-mortem Inspection	2.1 Butchering of livestock: • Hogs • Carabaos/ Cattle/Horse 2.2 Post mortem Inspection and Branding. Meat is inspected for possible diseases for post mortem inspection and branding. Afterwards meat is branded to show that the hog/livestock meat was slaughtered at the abattoir. 2.3 Weighing and Assessment of Fees Meat is weighed, meat weigher issues a Gate Pass showing the amount to be paid by the client.		50 minutes 1 hour and 30 minute 10 minutes 5 minutes	<i>Assigned Butchers</i> <i>Meat Inspector on duty/ Adm. Aide of Abattoir</i> <i>Assigned Butchers and/or Meat Inspector on duty/ Adm. Aide of Abattoir</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Issuance of Fees and Meat Inspection Certificate	3.1 Meat Inspector issues certificate of inspection upon issuance of fees and Meat Inspection Certificate.		5 minutes	Revenue Collector of Abattoir
	3.2 Show the Gate Pass to the collectors and pay the required fees, you will be issued an official receipt	Slaughter fee: • Fattener: PHP 100.00 • Sow: PHP 150.00	5 minutes	Assigned Collectors
	3.3 Guard on duty will get your Gate Pass and inspect the required fees of the official receipt.	• Cattle: PHP 280.00 Carabao: PHP 280.00	5 minutes	Guard On Duty
	Guard on duty will get your Gate Pass and you will be allowed to bring slaughtered livestock out of the abattoir.			
	TOTAL		1 hour and 55 minutes to 2 hours and 35 minutes	



OFFICE OF THE CITY ACCOUNTANT

External Services



1. Pre-Audit of Payroll/Disbursement Voucher for Claims, Remittances, Supplies, Infrastructure Projects and Other Government Transactions

This is to review the required supporting documents to be attached on the vouchers which depends on the nature of the disbursements. The availability and source of funds is also checked before the approval of the disbursement.

Office or Division:		Office of the City Accountant		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Suppliers, Employees and Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent supporting documents in accordance with COA Circular 2012-01, Revised Documentary Requirements for Common Government Transactions		Requesting Office / Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit disbursement vouchers and its supporting documents.	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Verify as to the existence of appropriation and allotment through approved and duly signed OBR.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Evaluate the completeness / validity and legality of documents attached, and checked the correctness of mathematical computation.	None	15 minutes	<i>Administrative Aide IV</i> Office of the City Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.4 Return the disbursement voucher to the office concerned if it lacks supporting documents / requirements and if there is an error in computation.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
2. Comply the necessary documents and bring back the disbursement voucher to the Office of the City Accountant	2.1 Review of disbursement vouchers with lacking documents and/or concerns needed for compliance.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.2 Assign corresponding voucher number	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.3 Review and sign financial documents.	None	10 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.4 Prepare the transmittal of disbursement vouchers and supporting documents.	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.5 Release and forward disbursement voucher to office of the City Treasurer.	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	Total	None	50 minutes	



2. Preparation of Accountant's Advice for Check Issued

The Accountant's Advice is the final step in the releasing of check. The Advice indicates the payee's name and amount and the check number. The said document upon approval by the Accountant will be submitted to the Land Bank of the Philippines for recording purposes.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	Suppliers & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed checks		Office of the City Accountant		
2. Disbursement Vouchers with completed supporting documents		Office of the City Accountant		
3. Advice of checks issued		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Office of the City Treasurer forwards the required documents.	1.1 Receive and record approved checks.	None	2 minutes	<i>Staff in Charge</i> Office of the City Accountant
	1.2 Prepare Accountant's Advice of Local Check Issued.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Sign the Accountant's Advice.	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Deliver Accountant's Advice to the Bank.	2. Release validated Accountant's Advice to the City Treasurer's Office with corresponding approved checks.	None	3 minutes	<i>Staff in Charge</i> Office of the City Accountant
TOTAL		None	12 minutes	



3. Issuance of Certificate of Final Tax and Creditable Tax Withheld from Suppliers and Contractors.

Final tax and Creditable Tax are withheld in conformity with the National Internal Revenue Code. The Certificate of Tax withheld is given upon the request of the suppliers / creditors.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G, G2B		
Who may avail:		Suppliers & Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Identification No. (TIN)		Office of the City Accountant		
2. Photocopy of paid disbursement voucher		Suppliers & Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the logbook and state request.	1.1 Prepare the requested document.	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Prepare the requested document.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Sign the certificate of tax withheld.	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Claim certificate	2. Release the BIR Forms (Forms 2306, 2307)	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
TOTAL		None	11 minutes	



4. Facilitate Submission of Barangay Reports.

The Barangay Treasurer shall prepare a Transmittal Letter and submit to the Office of the City Accountant the Barangay Reports with the original copies of the Disbursement Vouchers and Supporting documents for recording in the books of accounts and the preparation of barangay financial statements.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Barangays of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter		Barangay		
2. Punong Barangay Certification		Barangay		
3. Barangay Reports		Barangay		
4. Disbursement Vouchers with supporting documents		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Disbursement Vouchers and the supporting documents to the employee-in-charge for evaluation and review.	1.1 Evaluate and review the submitted documents.	None	7 minutes	<i>Administrative Assistant I</i> <i>Administrative Assistant III</i> Office of the City Accountant
	1.2 Receive the evaluated and reviewed financial documents and sign the transmittal letter.	None	3 minutes	<i>Acting City Accountant</i> Office of the City Accountant
TOTAL		None	10 minutes	



OFFICE OF THE CITY ACCOUNTANT

Internal Services



5. Issuance of Certificate of Income Tax Withheld from Employees

Employees income taxes are withheld in conformity with the National Internal Revenue Code. The Certificate of Income Tax withheld is annually given to employees to show proof that the tax due had been paid.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Identification No. (TIN)		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the logbook and state request.	1.1 Prepare the requested document.	None	6 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Sign and review the certificate of tax withheld.	None	3 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Claim certificate	2. Release the BIR Forms (Forms 2306, 2307)	None	1 minute	<i>Administrative Aide IV</i> Office of the City Accountant
TOTAL		None	10 minutes	



6. Issuance of Certificate of PhilHealth, Pag-ibig and GSIS Premiums / Certificate of Multi-Purpose and Salary Loans

This certificate is issued upon the request of employees for reconciliation purposes of premiums, loan application, loan renewal and repayment.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth No. and MDR		Office of the City Accountant		
2. Pag-ibig No.		Office of the City Accountant		
3. GSIS BP No.		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Make a request for the issuance of certificate.	1.1 Prepare and verify the data of payments from the available records of remittance file.	None	7 minutes	<i>Administrative Assistant III</i> Office of the City Accountant
	1.2 Sign/Approve the certification	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Receive the certificate requested	2. Issue the certification to the requesting employee	None	1 minute	<i>Administrative Assistant III</i> Office of the City Accountant
TOTAL		None	10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form to be provided by the personnel in charge at the lobby and put it in the feedback and complaints drop box.
How feedbacks are processed	The Human Resource Management Office through its authorized personnel will be the one to open and collect the feedback from the drop box every Friday. The HRMO will consolidate the feedback, verify their nature and refer the same to the office concerned.
How to file a complaint	To file a complaint, fill up the complaint form which is available at the lobby and drop the filled-up complaint form at the feedback and complaint drop box.
How complaints are processed	The Human Resource Management Office through its authorized personnel will be the one to open and collect the feedback and complaints from each drop box every Friday. The HRMO will consolidate the complaint/s, verify their nature and refer the same to the office concerned.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 8478 50930 PCC: 8888 CCB: 0908-881-6565



FEEDBACK AND COMPLAINTS MECHANISM (Gapan City College)	
How to send feedback	Clients may provide feedback through the following channels: • Accomplishing the feedback form available at the GCC- Office of the Registrar. • Sending an email to officeoftheregistrar.gcc@gmail.com • Dropping suggestions or comments in the designated feedback box located at GCC- Office of the Registrar
How feedbacks are processed	• The registrar's staff collects and reviews feedback regularly. • Concerns or suggestions requiring immediate action are forwarded to the appropriate office for resolution. • Acknowledgment of feedback may be sent via email or phone, if necessary. • Improvements based on feedback are considered for service enhancement.
How to file a complaint	Clients may file a complaint through the following means: • Submitting a written complaint to the Registrar with details of the concern. • Sending an email with the complaint details to officeoftheregistrar.gcc@gmail.com • Contacting the designated complaint officer through (044) 325-2707.
How complaints are processed	• The Registrar's Office reviews the complaint and verifies the details. • If necessary, an investigation is conducted, and the concerned personnel are notified. • Resolution is determined based on findings, and appropriate action is taken. • The complainant is informed of the resolution or any further steps needed.
Contact Information of CCB, PCC, ARTA	For further assistance, you may also reach out to the following: • Civil Service Commission – Contact Center ng Bayan (CCB): 165-65 • Presidential Complaint Center (PCC): 8888 • Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph Hotline: 1-ARTA (2782)



Office	Address	Contact Information
Office of the City Mayor	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-779-9911
Office of the Sangguniang Panlungsod	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0927-175-3606
Office of the City Legal Officer	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-555-4500
Office of the City Agriculturist	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0906-557-0555
Office of the City Assessor	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0998-560-7603
Business Permit & License Division	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0976-010-0189
Office of the City Civil Registrar	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0960-245-5378
Office of the City Engineer	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-119-4306
Office of the City Environment & Natural Resources	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-119-4306
Local Disaster Risk Reduction Management Council	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-622-3159
Office of the City Human Resource Management	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0929-864-4287



Office	Address	Contact Information
Public Employment Service Office	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0923-743-4511
Office of the City Planning & Development Coordinator	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-700-6139
Office of the City Health Officer	2 nd Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0917-622-3159
Office of the City Social Welfare & Development	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0906-220-2041
Office of the City Treasurer	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0906-216-5696
Office of the City General Services Officer	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0952-483-0401
Gapan City College	Gapan City College Bayanihan, Gapan City	0936-817-4494
Office of the City Budget Officer	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0936-817-4494
Office of the City Veterinarian	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0965-476-8344
Office of the City Accountant	Ground Floor, Gapan City Hall, Km 92 Maharlika Highway, Bayanihan, Gapan City	0923-743-4511