



**OFFICE OF THE SANGGUNIANG PANLUNGSOD
SECRETARIAT B.**



1. Receive Documents

Service Information

Office or Division:	Office of the Sangguniang Panlungsod – Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents for submission		Office / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits document and obtain receiving copy with tracking number.	1. Receive / read / check completeness of documents and its attachments (if any)	None	30 minutes	<i>Administrative Officer I / Job Order Employee</i> Office of the Sangguniang Panlungsod
	Receive the document by affixing the date and time of receipt, document number and signature of receiving staff.	None	10 minutes	<i>Administrative Officer I / Job Order Employee</i> Office of the Sangguniang Panlungsod
	Forward document to the Secretary to the Sanggunian for proper disposition / action	None	10 minutes	<i>Administrative Officer I / Job Order Employee</i> Office of the Sangguniang Panlungsod
	Total:	None	50 Minutes	



1. Technical Assistance and Research

Service Information

Office or Division:	Office of the Sangguniang Panlungsod – Technical Assistance and Research Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card		Office ID, School ID, Any government issued ID		
2. Letter request		School, Office / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook of the office.	1. Give the logbook to the client.	None	10 minutes	<i>Assigned employee as Officer of the Day</i> Office of the Sangguniang Panlungsod
2. Submit / present letter request.	2. Receive letter request.	None	15 minutes	<i>LLSO III / Legal Aide</i> Office of the Sangguniang Panlungsod
	3. Research requested data.	None	2 days for current year Resolutions, Ordinances or Appropriation Ordinances / 5 days for past years	<i>LLSO III / Legal Aide</i> Office of the Sangguniang Panlungsod
	4. Issues payment order for payment to the City Treasurer's Office.	PHP 5.00 per photocopy / page PHP 50.00 per page	1 hour	<i>LLSO III / Legal Aide</i> Office of the Sangguniang



		for certified true copy		Panlungsod
3. Pay the required fees at the City Treasurer's Office by showing the order for payment. "Make sure to secure Official Receipt that will be issued upon payment."	3. Check the official receipt	None	10 minutes	<i>LLSO III / Legal Aide</i> Office of the Sangguniang Panlungsod
4. Return to the Office of the Sangguniang Panlungsod for the processing and release of documents.	4. Present the photocopied documents to the Sanggunian Secretary or his duly authorized representative with attached official receipt for signature (if client is requesting for a certified true copy) then release the requested document to the client.	None	1 hour	<i>LLSO III / Legal Aide</i> Office of the Sangguniang Panlungsod
	Total:	PHP55.00	2 days, 2 hours and 35 minutes	



1) Inspection of unit

Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Operators / Drivers of tricycles, taxicles and pedicab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly notarized application for renewal of Franchise		Sangguniang Panlungsod		
Certificate of Franchise		Sangguniang Panlungsod		
Mayor's Permit of the Previous Year		Sangguniang Panlungsod		
Official Receipt (OR) and Certificate of Registration (CR) in the case of tricycle-for-hire and taxicle for hire		Land Transportation Office		
Insurance coverage of the unit		Preferred Insurance Agency / Office		
Roadworthiness / inspection report		Sangguniang Panlungsod		
Latest Cedula		City Treasurer's Office / Barangay		
Barangay Clearance		Barangay		
Police Clearance		Philippine National Police		
White folder (long)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for inspection of unit	1. Check the submitted documents together with the attached requirements.	None	10 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	2. Inspect Unit for Roadworthiness (If unit is found to be defective, not roadworthy or did not comply with Ordinance No. 0005-2012, as amended, the application will be held in abeyance until correction of defects.	None	1 hour	Senior Transportation Regulation Officer II / Authorized Inspector Office of the Sangguniang Panlungsod
	3. Re-evaluation of application and assessment of fees	None	10 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod



	4. Issues payment of fees	None	10 minutes	<i>Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
Pay the required fees at the City Treasurer's Office by showing the order of payment. "Make sure to secure Official Receipt that will be issued upon payment.		Tricycle for hire or taxicle for hire: 1. Annual Supervision Fee – PHP150.00 per unit 2. Certificate on Safety and Roadworthiness – PHP50.00 per unit 3. City Plate – PHP250.00 per unit Pedicab-for-hire: 1. Annual Supervision Fee – PHP60.00 per unit 2. Certificate on Safety and Roadworthiness – PHP30.00 per unit 3. City Plate – PHP200.00 per unit	1 hour	<i>Cashier</i> City Treasurer's Office
	Approval of Mayor's Permit	None	30 minutes	<i>City Mayor</i> City Mayor's Office
	Release of the Mayor's Permit and City Sticker	None	10 minutes	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
			3 hours and 10 minutes	



2) Submission of application for Renewal of Franchise and application for renewal of franchise

Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Operators / Drivers of tricycles, taxicab and pedicab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly notarized application for renewal of Franchise		Sangguniang Panlungsod		
Certificate of Franchise		Sangguniang Panlungsod		
Mayor's Permit of the Previous Year		Sangguniang Panlungsod		
Official Receipt (OR) and Certificate of Registration (CR) in the case of tricycle-for-hire and taxicab for hire		Land Transportation Office		
Insurance coverage of the unit		Preferred Insurance Agency / Office		
Roadworthiness / inspection report		Sangguniang Panlungsod		
Latest Cedula		City Treasurer's Office / Barangay		
Barangay Clearance		Barangay		
Police Clearance		Philippine National Police		
Prosecutor's Clearance		City Prosecutor's Office		
Inspection Report		Sangguniang Panlungsod		
Pictures of Unit (front, back and sides)				
White folder (long)				
Additional requirements for renewal and transfer of franchise: <ul style="list-style-type: none"> - Within immediate family – proof of relationship (birth or marriage certificate) - Through boundary hulong – copy of boundary hulong agreement; duly notarized application for transfer of franchise on the part of the transferee 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application together with the complete requirements (two (2) months before the expiration of the franchise a. renewal of franchise b. renewal and transfer of franchise	1. Check the submitted documents together with the attached requirements.	None	10 minutes	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod



- within immediate family Through boundary hulong agreement				
	2. Verify / evaluate submitted application	None	30 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	3. Inspect Unit for Roadworthiness (If unit is found to be defective, not roadworthy or did not comply with Ordinance No. 0005-2012, as amended, the application will be held in abeyance until correction of defects.	None	1 hour	Senior Transportation Regulation Officer II Authorized Inspector Office of the Sangguniang Panlungsod
Attend seminar conducted every Tuesday, 2:30 P.M. at the SP Session Hall Note: Temporarily suspended due to the pandemic.	Conduct seminar	None	2 hours	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Transmittal of the application to the Office of the Vice-Mayor for inclusion in the regular session of SP Legazpi	None	30 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Committee review action	None	30 minutes	Committee on Public Utilities / Transportation Regulation Officer II Sangguniang Panlungsod
	Passage of a resolution	None		Sanggunian Members



	approving the application			Sangguniang Panlungsod
	Preparation of the certificate of franchise upon receipt of the approved Resolution to be signed by the Vice-Mayor	None		Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
Pay the required fees at the City Treasurer's Office by showing the order of payment. "Make sure to secure Official Receipt that will be issued upon payment.	Upon follow-up, assessment of fees	Tricycle for-hire Renewal of franchise 1. Operator's Permit – PHP300.00 (1-3 units) Renewal and transfer of franchise 1. Operator's Permit – PHP300.00 (1-3 units) 2. Transfer – PHP150.00 per unit Pedicab-for-hire 1. Operator's permit – PHP150.00 (1-3 units) Renewal and transfer of franchise: 1. Operator's Permit – PHP150.00 (1-3 units) 2. Transfer – PHP100.00 per unit	1 hour	Cashier City Treasurer's Office



	Release of Certificate of Franchise	None	20 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Total:		6 hours	

3) Submission of application for Change of Certificate of Franchise and Order for Dropping and Substitution of Motor Unit

Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Operators / Drivers of tricycles, taxicabs and pedicab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Franchise		Sangguniang Panlungsod		
Official Receipt (OR) and Certificates of Registration (CR) of old and new unit or sales invoice of the new unit, in the case of tricycle-for-hire and taxicab-for-hire		Land Transportation Office		
Roadworthiness / inspection report		Sangguniang Panlungsod		
Picture of Unit (front, back and 2 sides)				
Photocopy of Driver's ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application together with the complete requirements	Check the submitted documents together with the attached requirements.	None	10 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Verify / evaluate submitted application	None	30 minutes	
	Inspect Unit for Roadworthiness (If unit is found to be defective, not roadworthy or did not comply with Ordinance No. 0005-2012, as amended, the application will be held in abeyance until correction of defects.	None	1 hour	Authorized Inspector Office of the Sangguniang Panlungsod
	Re-evaluation of application	None	30 minutes	Senior Transportation



				<i>Regulation Officer II</i> Office of the Sangguniang Panlungsod
Pay the required fees at the City Treasurer's Office by showing the order of payment. "Make sure to secure Official Receipt that will be issued upon payment.	Upon follow-up, assessment of fees	Tricycle for-hire Renewal of franchise: 1. Change of Certificate – PHP150.00 / units 2. Order for Dropping and Substitution of Unit – PHP 150.00 per unit Pedicab-for-hire 1. Change of Certificate – PHP150.00 / units 2. Order for dropping and substitution of unit PHP100.00 per unit	1 hour	<i>Cashier</i> City Treasurer's Office
	Release of the Certificate of Franchise and Order for Dropping and Substitution of Motor Unit.	None	30 minutes	<i>Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
	Total:		3 hours and 40 Minutes	

4) Application for ID for Drivers

Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Operators / Drivers of tricycles, taxicabs and pedicab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) piece 2x2 picture				
Filled up registration				
Photocopy of Franchise				
Driver's License				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled up registration form	Check the submitted form together with the attached requirements.	None	10 minutes	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
	Attendance by the applicant to the seminar conducted every Tuesday, 2:30 p.m. at the SP Session Hall	None	2 hours	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
	Preparation of the ID	None	30 minutes	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
Pay the required fees at the City Treasurer's Office by showing the order of payment. "Make sure to secure Official Receipt that will be issued upon payment.	Upon follow up, assessment of fees	PHP50.00	10 minutes	<i>Cashier</i> City Treasurer's Office
	Release of the ID	None	20 minutes	<i>Senior Transportation Regulation Officer II</i> Office of the Sangguniang Panlungsod
	Total:	PHP 50.00	3 hours and 10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office.</p> <p>Contact No. 742-6136 or Email at slegazpi2016@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Vice-Mayor.</p> <p>The answer of the Office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 742-6136</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office.</p> <p>Complaints can also be filed via email at slegazpi2016@gmail.com. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 742-6136</p>
How complaints are processed	<p>The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p>
	<p>The Administrative Officer forward the complaint to the Vice-Mayor for investigation.</p>



	The Vice-Mayor will make the necessary action and give feedback to the client.
Contact Information of SANGGUNIANG PANLUNGSON-LEGISLATIVE OFFICE	HON. OSCAR ROBERT H. CRISTOBAL CP Number: 0939-923-6997 MA. LETICIA B. BELLO City Secretary CP Number: 0917-770-3307 0999-988-9950 Email Address: slegazpi2016@gmail.com