

# 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			
CHÉCKLIST OF RE	QUIREMENTS	W	HERE TO SECU	RE
Documents for su		Office / Ager	ncy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS IBLE
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	Administrat ive Officer I / Job Order Employee Office of the Sanggunia ng Panlungso d
	Receive the document by affixing the date and time of receipt, document number and signature of receiving staff.	None	10 minutes	Administrat ive Officer I / Job Order Employee Office of the Sanggunia ng Panlungso d
	Forward document to the Secretary to the Sanggunian for proper disposition / action	None	10 minutes	Administrat ive Officer I / Job Order Employee Office of the Sanggunia ng Panlungso d
	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	o Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	WI	HERE TO SECUR	E
Identification Card		Office ID, Sc	hool ID, Any gove	ernment
		issued ID		
<ol><li>Letter request</li></ol>		School, Offic	e / Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
Sign in the Client Logbook of the office.	Give the logbook to the client.	None	10 minutes	Assigned employee as Officer of the Day Office of the Sangguni ang Panlungso d
2. Submit / present letter request.	2. Receive letter request.	None	15 minutes	LLSO III / Legal Aide Office of the Sangguni ang Panlungso d
	Research requested data.  4. Issues payment	None PHP 5.00	2 days for current year Resolutions, Ordinances or Appropriation Ordinances / 5 days for past years 1 hour	LLSO III / Legal Aide Office of the Sangguni ang Panlungso d LLSO III /
	order for payment to the City Treasurer's Office.	per photocopy / page PHP 50.00 per page	Tiloui	Legal Aide Office of the Sangguni ang

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		for certified		Panlungso
		true copy		d
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	LLSO III / Legal Aide Office of the Sangguni ang Panlungso d
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	LLSO III / Legal Aide Office of the Sangguni ang Panlungso d
	Total:	PHP55.00	2 days, 2	
			hours and 35 minutes	



#### 1) Inspection of unit

i) ilispectio					
Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit				
Classification:	Simple				
Type of	G2C – Government t	o Citizen			
Transaction:					
Who may	Operators / Drivers o	f tricycles, taxicles	and pedicab		
avail:					
CHECKLIST O	F REQUIREMENTS		HERE TO SECU	RE	
Duly notarized a		Sangguniang Par	nlungsod		
renewal of France		Congguniana Donlunggod			
Certificate of Fra		Sangguniang Par			
	of the Previous Year	Sangguniang Par			
	OR) and Certificate	Land Transportat	ion Office		
	CR) in the case of				
Insurance covera	and taxicle for hire	Droforred Incures	oco Agonov / Offic	0	
	/ inspection report	Sangguniang Par	nce Agency / Offic	<u>C</u>	
Latest Cedula	/ mapechon report	City Treasurer's (			
Barangay Cleara	nce	Barangay			
Police Clearance		Philippine National Police			
White folder (lon		Trinippine National Folice			
CLIENT	AGENCY	FEES TO BE	PROCESSING	PERSON	
STEPS	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Submit	1. Check the	None	10 minutes	Senior	
application for	submitted			Transportation	
inspection of	documents			Regulation	
unit	together with			Officer II	
	the attached			Office of the	
	requirements.			Sangguniang	
	2 Inapact Unit for	None	1 hour	Panlungsod Senior	
	2. Inspect Unit for Roadworthiness	None	1 hour	Transportation	
	(If unit is found			Regulation	
	to be defective,			Officer II /	
	not roadworthy			Authorized	
	or did not			Inspector	
	comply with			Office of the	
	Ordinance No.			Sangguniang	
	0005-2012, as			Panlungsod	
	amended, the				
	application will				
	be held in				
	abeyance until				
	correction of				
	defects.	None	10 minutes	Conica	
	3. Re-evaluation of	None	10 minutes	Senior Transportation	
	application and assessment of			Regulation	
	fees			Officer II	
	1000			Office of the	
				Sangguniang	
				Panlungsod	

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	4. Issues payment	None	10 minutes	Transportation
	of fees			Regulation
				Officer II
				Office of the
				Sangguniang
				Panlungsod
Pay the		Tricycle for hire	1 hour	Cashier
required fees		or taxicle for		City Treasurer's
at the City		hire:		Office
Treasurer's		1. Annual		
Office by		Supervision		
showing the		Fee –		
order of		PHP150.00 per		
payment.		unit		
"Make sure		2. Certificate on		
to secure		Safety and		
Official		Roadworthiness		
Receipt that		- PHP50.00 per		
will be		unit		
issued upon		3. City Plate –		
payment.		PHP250.00 per		
βω)σ		unit		
		G. I.I.		
		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		
	A 1 534 :	unit	00 : :	0'6 - 14
	Approval of Mayor's	None	30 minutes	City Mayor
	Permit			City Mayor's
			10	Office
	Release of the	None	10 minutes	Senior
	Mayor's Permit			Transportation
	and City Sticker			Regulation
	1			Officer II
	1			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			g Unit
Classification:	Simple			
Type of	G2C – Government t	o Citizen		
Transaction:				
Who may avail:	Operators / Drivers o			
	REQUIREMENTS		WHERE TO SEC	URE
Duly notarized applic Franchise	ation for renewal of	Sanggunian	g Panlungsod	
Certificate of Franchi	se		g Panlungsod	
Mayor's Permit of the	Previous Year		g Panlungsod	
Official Receipt (OR)		Land Transp	ortation Office	
Registration (CR) in t				
for-hire and taxicle fo				
Insurance coverage of			surance Agency /	Office
Roadworthiness / ins	pection report		g Panlungsod	
Latest Cedula			er's Office / Baran	igay
Barangay Clearance		Barangay	ational Delia	
Police Clearance			ational Police	
Prosecutor's Clearan	ce	City Prosecu		
Inspection Report	hook and sides)	Sangguniang Panlungsod		
Pictures of Unit (front White folder (long)	, back and sides)			
Additional requirement	nte for ronowal and			
transfer of franchise:	ilis idi lenewai and			
	iate family – proof of			
	oirth or marriage			
certificate)	oaa.go			
,	ndary hulog – copy of			
	og agreement; duly			
notarized app	lication for transfer			
	n the part of the			
transferee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Check the	None	10 minutes	Senior
application	submitted			Transportation
together with the	documents			Regulation
complete	together with			Officer II
requirements	the attached			Office of the
(two (2) months	requirements.			Sangguniang
before the				Panlungsod
expiration of the				
franchise				
a. renewal of				
franchise				
b. renewal and				
transfer of				
franchise				

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- within immediate family Through boundary hulog agreement	2. Verify / evaluate	None	30 minutes	Senior
	submitted application	NOTIC		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

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	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  Pedicabfor-hire 1. Operator's permit – PHP150.00 (1-3 units)  Renewal and transfer of franchise: 1. Operator's PHP150.00 (1-3 units)  Renewal and transfer of franchise: 1. Operator's PHP150.00 (1-3 units)  Renewal and transfer of franchise: 1. Operator's PHP150.00 (1-3 units)	1 hour	Cashier City Treasurer's Office

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Release o	f None	20 minutes	Senior
Certificate o	f		Transportation
Franchise			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 Paplungsod – Franchising Unit

Office or Division:	Office of the Sangguniang Panlungsod – Franchising Unit			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Operators / Drivers of tricycles, taxicles and pedicab			
CHECKLIST OF R			WHERE TO SEC	URE
Certificate of Franchis			g Panlungsod	
Official Receipt (OR)		Land Transp	ortation Office	
Registration (CR) of c				
sales invoice of the no				
of tricycle-for-hire and		0	. Davidson and	
Roadworthiness / insp	•	Sangguniang	g Panlungsod	
Picture of Unit (front,	,			
Photocopy of Driver's	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit application	Check the	None	10 minutes	Senior
together with the	submitted			Transportation
complete	documents			Regulation
requirements	together with the			Officer II
	attached			Office of the
	requirements.			Sangguniang Panlungsod
	Verify / evaluate	None	30 minutes	Famuriysou
	submitted	INOTIC	30 111111111111111111111111111111111111	
	application			
	Inspect Unit for	None	1 hour	Authorized
	Roadworthiness (If			Inspector
	unit is found to be			Office of the
	defective, not			Sangguniang
	roadworthy or did			Panlungsod
	not comply with			
	Ordinance No.			
	0005-2012, as			
	amended, the			
	application will be			
	held in abeyance			
	until correction of			
	defects.	NI -	00 '	0- 1
	Re-evaluation of	None	30 minutes	Senior
	application			Transportation



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				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. Change of Certificate— PHP150.00 / units 2. Order for Dropping and Substitution of Unit — PHP 150.00 per unit	1 hour	Cashier City Treasurer's Office
		Pedicab- for-hire 1. Change of Certificate		
		PHP150.00 / units 2. Order for dropping and substitution of unit PHP100.00 per unit		
	Release of the Certificate of Franchise and Order for Dropping and Substitution of Motor Unit.	None	30 minutes	Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Total:		3 hours and 40 Minutes	

#### 4) Application for ID for Drivers

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



Who may avail:	Operators / Drivers of tricycles, taxicles and pedicab		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
One (1) piece 2x2 picto	ure		
Filled up registration			
Photocopy of Franchis	е		
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	Senior Transportation Regulation Officer II 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	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Preparation of the ID	None	30 minutes	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	PHP50.00	10 minutes	Cashier City Treasurer's Office
<i>p</i> = 1,000 mm	Release of the ID	None	20 minutes	Senior Transportation Regulation Officer II Office of the Sangguniang Panlungsod
	Total:	PHP 50.00	3 hours and 10 minutes	



FEEDBACK AND	COMPLAINTS MECHANISM
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office.
	Contact No. 742-6136 or Email at <a href="mailto:splegazpi2016@gmail.com">splegazpi2016@gmail.com</a>
How feedbacks are processed	Every Friday, the Administrative Officer opens the drop box and complies and records all feedback submitted.
	Feedback requiring answers are forwarded to the Vice-Mayor.
	The answer of the Office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact the following telephone number: 742-6136
How to file a complaint	Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office.
	Complaints can also be filed via email at <a href="mailto:splegazpi2016@gmail.com">splegazpi2016@gmail.com</a> . Make sure to provide the following information:  - Name of person being complained - Incident - evidence
	For inquiries and follow-ups, clients may contact the following telephone number: 742-6136
How complaints are processed	The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.
	The Administrative Officer forward the complaint to the Vice-Mayor for investigation.

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	The Vice-Mayor will make the necessary
	action and give feedback to the client.
Contact Information of	HON. OSCAR ROBERT H. CRISTOBAL
SANGGUNIANG	CP Number: 0939-923-6997
PANLUNGSON-LEGISLATIVE OFFICE	MA. LETICIA B. BELLO
011102	City Secretary
	CP Number: 0917-770-3307
	0999-988-9950
	Email Address: splegazpi2016@gmail.com