



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



## 1. Receive Documents

### Service Information

|  |  |                        |                        |  |
|--|--|------------------------|------------------------|--|
| <b>Office or Division:</b>   | Office of the Sangguniang Panlungsod – Administrative Services Division  |                        |                        |  |
| <b>Classification:</b>   | Simple   |                        |                        |  |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen  |                        |                        |  |
| <b>Who may avail:</b>  | All  |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b> |  |
| 1. Documents for submission  |  |                        | Office / Agency        |  |
|  |  |                        |                        |  |
|  |  |                        |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. 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><br>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><br>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><br>Office of the Sangguniang            |



|  |               |             |                   |            |
|--|---------------|-------------|-------------------|------------|
|  |               |             |                   | Panlungsod |
|  | <b>Total:</b> | <b>None</b> | <b>50 Minutes</b> |            |

## 1. Technical Assistance and Research

### Service Information

|  |   |  |                                      |  |
|--|---|--|--------------------------------------|--|
| <b>Office or Division:</b>                   | Office of the Sangguniang Panlungsod – Technical Assistance and Research Division |  |                                      |  |
| <b>Classification:</b>                       | Simple  |  |                                      |  |
| <b>Type of Transaction:</b>                  | G2C – Government to Citizen   |  |                                      |  |
| <b>Who may avail:</b>                        | All   |  |                                      |  |
| <b>CHECKLIST OF REQUIREMENTS</b>             |   | <b>WHERE TO SECURE</b>                         |                                      |  |
| 1. Identification Card                       |   | Office ID, School ID, Any government issued ID |                                      |  |
| 2. Letter request                            |   | School, Office / Agency                        |                                      |  |
|  |   |  |                                      |  |
| <b>CLIENT STEPS</b>                          | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                         | <b>PROCESSING TIME</b>               | <b>PERSON RESPONSIBLE</b>  |
| 1. 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><br>Office of the Sangguniang Panlungsod |
| 2. Submit / present letter request.          | 2. Receive letter request.  | None   | 15 minutes                           | <i>LLSO III / Legal Aide</i><br>Office of the Sangguniang Panlungsod                   |
|  | 3. Research requested data.   | None   | 2 days for current year Resolutions, | <i>LLSO III / Legal Aide</i>   |



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|--|--|---|--|---|
|  |  |   | Ordinances or Appropriation Ordinances / 5 days for past years | Office of the Sangguniang Panlungsod                          |
|  | 4. Issues payment order for payment to the City Treasurer's Office.  | PHP 5.00 per photocopy / page<br>PHP 50.00 per page for certified true copy | 1 hour   | LLSO III / Legal Aide<br>Office of the Sangguniang 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   | LLSO III / Legal Aide<br>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   | LLSO III / Legal Aide<br>Office of the Sangguniang Panlungsod |
|  | <b>Total:</b>  | <b>PHP55.00</b>   | <b>2 days, 2 hours and 35 minutes</b>                          |   |



### 1) Inspection of unit

|  |   |                                     |                        |   |
|--|---|-------------------------------------|------------------------|---|
| <b>Office or Division:</b>   | Office of the Sangguniang Panlungsod – Franchising Unit                   |                                     |                        |   |
| <b>Classification:</b>   | Simple  |                                     |                        |   |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen   |                                     |                        |   |
| <b>Who may avail:</b>  | Operators / Drivers of tricycles, taxicabs and pedicab                    |                                     |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>              |                        |   |
| 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          |                        |   |
| White folder (long)  |   |                                     |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>              | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 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<br>Office of the Sangguniang Panlungsod |
|  | 2. Inspect Unit for Roadworthiness (If unit is found                      | None                                | 1 hour                 | Senior Transportation Regulation  |



|   |   |   |            |  |
|---|---|---|------------|--|
|   | 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. |   |            | <i>Officer II /<br/>Authorized<br/>Inspector</i><br>Office of the<br>Sangguniang<br>Panlungsod               |
|   | 3. Re-evaluation of application and assessment of fees  | None  | 10 minutes | <i>Senior<br/>Transportation<br/>Regulation<br/>Officer II</i><br>Office of the<br>Sangguniang<br>Panlungsod |
|   | 4. Issues payment of fees   | None  | 10 minutes | <i>Transportation<br/>Regulation<br/>Officer II</i><br>Office of the<br>Sangguniang<br>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:<br>1. Annual Supervision Fee – PHP150.00 per unit<br>2. Certificate on Safety and Roadworthiness – PHP50.00 per unit<br>3. City Plate – PHP250.00 per unit<br><br>Pedicab-for-hire:<br>1. Annual Supervision Fee – PHP60.00 per unit | 1 hour     | <i>Cashier</i><br>City Treasurer's<br>Office   |



|  |  |   |                        |   |
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|  |  | 2. Certificate on Safety and Roadworthiness – PHP30.00 per unit<br>3. City Plate – PHP200.00 per unit |                        |   |
|  | Approval of Mayor's Permit                     | None  | 30 minutes             | City Mayor<br>City Mayor's Office   |
|  | Release of the Mayor's Permit and City Sticker | None  | 10 minutes             | Senior Transportation Regulation Officer II<br>Office of the Sangguniang Panlungsod |
|  |  |   | 3 hours and 10 minutes |   |

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

| <b>Office or Division:</b>   | Office of the Sangguniang Panlungsod – Franchising Unit |                                     |  |
|--|---|-------------------------------------|--|
| <b>Classification:</b>   | Simple  |                                     |  |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen                             |                                     |  |
| <b>Who may avail:</b>  | Operators / Drivers of tricycles, taxicabs and pedicab  |                                     |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>              |  |
| 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"> <li>- Within immediate family – proof of relationship (birth or marriage certificate)</li> <li>- Through boundary hulong – copy of boundary hulong agreement; duly notarized application for transfer of franchise on the part of the transferee</li> </ul> |   |                 |                 |  |
| 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<br>a. renewal of franchise<br>b. renewal and transfer of franchise <ul style="list-style-type: none"> <li>- within immediate family</li> <li>Through boundary hulong agreement</li> </ul>  | 1. Check the submitted documents together with the attached requirements.                                   | None            | 10 minutes      | <i>Senior Transportation Regulation Officer II</i><br>Office of the Sangguniang Panlungsod |
|   | 2. Verify / evaluate submitted application  | None            | 30 minutes      | <i>Senior Transportation Regulation Officer II</i><br>Office of the Sangguniang Panlungsod |
|   | 3. Inspect Unit for Roadworthiness (If unit is found to be defective, not roadworthy or did not comply with | None            | 1 hour          | <i>Senior Transportation Regulation Officer II</i><br><i>Authorized Inspector</i>          |





|   |  |   |            |  |
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|   | Ordinance No. 0005-2012, as amended, the application will be held in abeyance until correction of defects.         |   |            | Office of the Sangguniang Panlungsod   |
| Attend seminar conducted every Tuesday, 2:30 P.M. at the SP Session Hall<br><b>Note: Temporarily suspended due to the pandemic.</b> | Conduct seminar  | None  | 2 hours    | Senior Transportation Regulation Officer II<br>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<br>Office of the Sangguniang Panlungsod            |
|   | Committee review action  | None  | 30 minutes | Committee on Public Utilities / Transportation Regulation Officer II<br>Sangguniang Panlungsod |
|   | Passage of a resolution approving the application  | None  |            | Sanggunian Members<br>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<br>Office of the Sangguniang Panlungsod            |
| Pay the required fees at the City Treasurer's Office by showing the order of  | Upon follow-up, assessment of fees   | Tricycle for-hire<br>Renewal of franchise<br>1.<br>Operator's | 1 hour     | Cashier<br>City Treasurer's Office   |



|   |  |   |                       |  |
|---|--|---|-----------------------|--|
| <p>payment. "Make sure to secure Official Receipt that will be issued upon payment.</p> |  | <p>Permit – PHP300.00 (1-3 units)</p> <p>Renewal and transfer of franchise<br/>1.<br/>Operator's Permit – PHP300.00 (1-3 units)</p> <p>2. Transfer – PHP150.00 per unit</p> <p>Pedicab-for-hire<br/>1.<br/>Operator's permit – PHP150.00 (1-3 units)</p> <p>Renewal and transfer of franchise:<br/>1.<br/>Operator's Permit – PHP150.00 (1-3 units)</p> <p>2. Transfer – PHP100.00 per unit</p> |                       |  |
|   | <p>Release of Certificate of Franchise</p> | <p>None</p>   | <p>20 minutes</p>     | <p><i>Senior Transportation Regulation Officer II</i><br/>Office of the Sangguniang Panlungsod</p> |
|   |  | <p><b>Total:</b></p>  | <p><b>6 hours</b></p> |  |



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

|   |   |                            |                        |  |
|---|---|----------------------------|------------------------|--|
| <b>Office or Division:</b>  | Office of the Sangguniang Panlungsod – Franchising Unit   |                            |                        |  |
| <b>Classification:</b>  | Simple  |                            |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen   |                            |                        |  |
| <b>Who may avail:</b>   | Operators / Drivers of tricycles, taxicabs and pedicab  |                            |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>     |                        |  |
| 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  |   |                            |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>     | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| Submit application together with the complete requirements  | Check the submitted documents together with the attached requirements.  | None                       | 10 minutes             | <i>Senior Transportation Regulation Officer II</i><br>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 | None                       | 1 hour                 | <i>Authorized Inspector</i><br>Office of the Sangguniang Panlungsod                        |



|   |  |   |            |  |
|---|--|---|------------|--|
|   | held in abeyance until correction of defects.  |   |            |  |
|   | Re-evaluation of application   | None  | 30 minutes | <i>Senior Transportation Regulation Officer II</i><br>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<br>Renewal of franchise:<br>1. Change of Certificate – PHP150.00 / units<br>2. Order for Dropping and Substitution of Unit – PHP 150.00 per unit<br><br>Pedicab-for-hire<br>1. Change of Certificate – PHP150.00 / units<br>2. Order for dropping and substitution of unit PHP100.00 per unit | 1 hour     | <i>Cashier</i><br>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><br>Office of the Sangguniang Panlungsod        |



|  |               |  |                                   |  |
|--|---------------|--|-----------------------------------|--|
|  | <b>Total:</b> |  | <b>3 hours and<br/>40 Minutes</b> |  |
|--|---------------|--|-----------------------------------|--|

#### 4) Application for ID for Drivers

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|--|--|------------------------|------------------------|---|
| <b>Office or Division:</b>   | Office of the Sangguniang Panlungsod – Franchising Unit  |                        |                        |   |
| <b>Classification:</b>   | Simple   |                        |                        |   |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen  |                        |                        |   |
| <b>Who may avail:</b>  | Operators / Drivers of tricycles, taxicabs and pedicab   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |                        |   |
| One (1) piece 2x2 picture  |  |                        |                        |   |
| Filled up registration   |  |                        |                        |   |
| Photocopy of Franchise   |  |                        |                        |   |
| Driver's License   |  |                        |                        |   |
|  |  |                        |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| Submit filled up registration form   | Check the submitted form together with the attached requirements.                                    | None                   | 10 minutes             | Senior Transportation Regulation Officer II<br>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<br>Office of the Sangguniang Panlungsod |
|  | Preparation of the ID  | None                   | 30 minutes             | Senior Transportation Regulation Officer II<br>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 | Upon follow up, assessment of fees   | PHP50.00               | 10 minutes             | Cashier<br>City Treasurer's Office  |



|                      |                   |                  |                               |   |
|----------------------|-------------------|------------------|-------------------------------|---|
| issued upon payment. |                   |                  |                               |   |
|                      | Release of the ID | None             | 20 minutes                    | Senior Transportation Regulation Officer II<br>Office of the Sangguniang Panlungsod |
|                      | <b>Total:</b>     | <b>PHP 50.00</b> | <b>3 hours and 10 minutes</b> |   |

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b> |  |
|--|--|
| 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<br/>Email at <a href="mailto:slegazpi2016@gmail.com">slegazpi2016@gmail.com</a></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                  | Answer the client complaint form and drop it at the designated drop box at the Public  |



|  |   |
|--|---|
|  | <p>Assistance and Complaints Desk of the office.</p> <p>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:</p> <ul style="list-style-type: none"><li>- Name of person being complained</li><li>- Incident</li><li>- evidence</li></ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 742-6136</p> |
| How complaints are processed                                     | The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.   |
|  | <p>The Administrative Officer forward the complaint to the Vice-Mayor for investigation.</p> <p>The Vice-Mayor will make the necessary action and give feedback to the client.</p>  |
| Contact Information of SANGGUNIANG PANLUNGSON-LEGISLATIVE OFFICE | <p><b>HON. OSCAR ROBERT H. CRISTOBAL</b><br/>CP Number: 0939-923-6997</p> <p><b>MA. LETICIA B. BELLO</b><br/>City Secretary<br/>CP Number: 0917-770-3307<br/>0999-988-9950<br/>Email Address: <a href="mailto:splegazpi2016@gmail.com">splegazpi2016@gmail.com</a></p>  |