



CITY GOVERNMENT OF LEGAZPI

**CITIZEN'S CHARTER HANDBOOK
2024 (2nd EDITION)**



CITY GOVERNMENT OF LEGAZPI

CITIZEN'S CHARTER 2024 (2nd Edition)

2024 STRATEGY MAP



VISION:

LEGAZPI CITY: A PREMIER CONVENTION DESTINATION IN THE PHILIPPINES.



MISSION:

The City Government of Legazpi promotes inclusive economic growth and sustainable development through **effective** and **efficient** services strengthened by the active participation of all stakeholders, within a safe environment.

CORE VALUES



Integrity



Common Good



Commitment



Competence

STRATEGIC OBJECTIVES

CUSTOMER PERSPECTIVE

Promotes distinct Bicolano experience

Attract investors for tourist facilities and activities

Strengthen mechanisms to ensure orderly, peaceful and safe environment

PROCESS EXCELLENCE PERSPECTIVE

Establish and efficient "concierge" system

Strengthen regulation of tourist related services

Institutionalize a customer service culture

EMPLOYEE PERSPECTIVE

invest in City hall -wide retooling and skills upgrading program

CITIZEN PERSPECTIVE

Stimulate pride as Legazpeños

Prioritize job opportunities for Legazpeños

FINANCIAL PERSPECTIVE

Effective and efficient utilization of resource

CORE VALUES



01

INTEGRITY

Our actions and decisions are guided by the highest ethical standard.

COMMON GOOD

02

We selflessly uphold the general welfare of all.

03

COMMITMENT

We fulfill our mandate with perseverance, compassion and flexibility.

COMPETENCE

04

We continuously upgrade our knowledge and skills in order to provide excellent service.

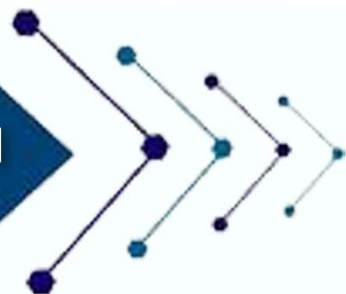
CREDO

WE BELIEVE THAT...

GOD, IN HIS INFINITE WISDOM AND GENEROSITY, GUIDES EVERY MAN TOWARDS THE PATH OF HAPPINESS AND THE GOOD LIFE. OUR COUNTRY IS ENDOWED WITH BOUNTIFUL RESOURCES AND ITS PEOPLE GIFTED WITH STERLING QUALITIES OF PATIENCE, INTELLIGENCE AND STRENGTH TO MEET WHATEVER CHALLENGE MAY COME THEIR WAY. TRUE DEVELOPMENT IS BEST GUIDED BY THE DEMOCRATIC IDEALS OF SOCIAL JUSTICE, FREEDOM AND PEOPLE EMPOWERMENT. WITH ITS RICH RESOURCES AND FAVORABLE GEOGRAPHIC LOCATION, LEGAZPI CITY IS ENDOWED WITH THE POSSIBILITY OF SERVING AS CENTER OF TRADE AND INDUSTRY IN SOUTHERN LUZON, IN SUPPORT OF THE NATIONAL DEVELOPMENT VISION. THE CITY GOVERNMENT OF LEGAZPI PROPELLED AS IT IS BY THE COMMITTED AND VISIONARY LEADERSHIP OF ITS OFFICIALS WILL BE ABLE TO BRING THE COMMUNITY TO HIGHER LEVELS OF ACHIEVEMENT FOR THE GOOD OF ALL. THE WORKERS IN THE CITY GOVERNMENT OF LEGAZPI ARE ALL COMMITTED TO SERVE THE PEOPLE TO THE BEST OF THEIR ABILITY IN AN ATMOSPHERE OF MUTUAL RESPECT AND DIGNITY. PERSONAL DISCIPLINE, INDUSTRY AND PERSEVERANCE OF EVERY LEGAZPEÑO SHALL ENABLE US TO HELP ACHIEVE THE BEAUTIFUL AND INTRINSIC VISION OF THE CITY'S FUTURE.



CITY GOVERNMENT OF LEGAZPI





OFFICE MANDATE

CITY MAYOR'S OFFICE (CMO)

1. Exercise of general supervision and control overall programs, project, services and activities of LGU;
2. Enforce all laws and ordinances relative to the governance of the LGU in the exercise of corporate powers; and
3. Ensure the delivery of basic services and provision of adequate facilities

CMO – CITY COOPERATIVE DEVELOPMENT OFFICE

(1) Formulate measures for consideration of the Sanggunian and provide technical assistance and support to the Mayor, as the case may be, in carrying out measure to ensure the delivery of basic services and provision of facilities through the development of cooperatives, and in providing access to such services and facilities.

(2) Develop plans and strategies on cooperative programs and projects and implemented them upon approval thereof by the Mayor, as the case may be.

(3) Assist in the promotion, organization, supervision and development of cooperatives.

(4) Assist cooperatives in establishing linkages with NGAs and NGOs involved in the promotion and integration of the concept of cooperatives in the livelihood project of the people and other community services.

(5) Front liner in cooperatives organization, rehabilitation or viability enhancement particularly during and in aftermath of man-made and natural calamities, to aid in their survival and if necessary, subsequent rehabilitation.

(6) Recommend to the Sanggunian, and advice the Mayor, as the case may be, on all other matters relative to cooperatives development and viability-enhancement which will provide the livelihood and quality of life of the people.

(7) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



CMO- URBAN POOR AFFAIRS

The Urban Poor Affairs is mandated to implement RA 7279 Urban Development and Housing Act (UDHA Act of 1992) particularly focusing on socialized housing and resettlement programs for the city's underprivileged and homeless citizens and informal settlers.

CMO- CITY TOURISM SERVICES DIVISION

The City Tourism Services Division is mandated to encourage, promote and help develop tourism as one major socio-economic activity to generate local employment and increase the economic status with a collaborative approach to sustainable and inclusive Tourism Development. The City Tourism Services Division assures the safe, convenient, enjoyable stay and travel of foreign and local tourists in the city.

CMO- ECONOMIC ENTERPRISE MANAGEMENT DIVISION

To regulate the operation and maintenance of public market, and enforce strict compliance of ordinance relative to the operation and management of the Public Market.

CITY ADMINISTRATOR'S OFFICE

1. Provide support to the Local Chief Executive in the exercise of general supervision and control over all programs, projects services and activities of the LGU; enforcing all laws and ordinances relative to the governance of the LGU in the exercise of corporate powers; and ensuring the delivery of basic services and the provision of adequate facilities.
2. Assist and coordinate with the local officials in matters relative to the management and the city government administration.

CITY TREASURER'S OFFICE

The City Treasurer's Office takes custody and exercise proper management of the funds of the Local Government Unit. Take charge of the disbursement of all Local Government funds entrusted to him by law. Inspect private commercial and industrial establishment in relation to the implementation of tax ordinances and maintain and update the tax information system of the Local Government Unit.



CITY ACCOUNTANT'S OFFICE

To take charge of both the Accounting and Pre-audit Services and act as custodian of the books of accounts of the Local Government Unit; Review supporting documents before preparation of vouchers to determine completeness of requirements; and Prepare and submit financial statements to the Local Chief Executive and the Sanggunian.

CITY BUDGET OFFICE

The City Budget Office provides for periodic review and disclosure of the budgetary status of the local government and carries out all City Government activities under a comprehensive development and fiscal planning prepared, authorized and executed in accordance with prevailing status, administrative regulations and the principles of sound fiscal policy; Review and consolidate budget proposals of different departments and offices of the LGU; Assist the LCE in the Preparation of the annual and supplemental budgets; and study and evaluate budgetary implications of the proposed legislation and submits comments and recommendation thereon.

CITY PLANNING AND DEVELOPMENT OFFICE

1. Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council.
2. Conduct continuing studies, researches and training programs necessary to evolve plans and programs for implementation.
3. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies and promote people participation in development planning.
4. Monitor and evaluate the implementation of the different development programs, projects and activities in the Local Government Unit concerned.
5. Prepare comprehensive plans and other development planning documents for the consideration of the local development council.
6. Analyze the income and expenditure patterns and formulate and recommend fiscal plans and policies for consideration of the finance committee.

CITY LEGAL OFFICE

(1) Formulate measures for the consideration of the Sanggunian and provide legal assistance and support to the mayor in carrying out the delivery of basic services and provisions of adequate facilities as provided for under Section 17 of the Local Government Code;



(2) Develop plans and strategies upon approval thereof by the mayor to implement the same, particularly those which have to do with programs and projects related to legal services which the mayor is empowered to implement and which the sanggunian is empowered to provide for under the Local Government Code;

In addition to the foregoing duties and functions, the legal officer shall:

(i) Represent the local government unit in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party: Provided, That, in actions or proceedings where a component city or municipality is a party adverse to the provincial government or to another component city or municipality, a special legal officer may be employed to represent the adverse party;

(ii) When required by the mayor or sanggunian, draft ordinances, contracts, bonds, leases and other instruments, involving any interest of the local government unit and provide comments and recommendations on any instrument already drawn;

(iii) Render his opinion in writing on any question of law when requested to do so by the mayor or sanggunian;

(iv) Investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office, and recommend appropriate action to the mayor or sanggunian, as the case may be;

(v) Investigate or cause to be investigated any person, firm or corporation holding any franchise or exercising any public privilege for failure to comply with any term or condition in the grant of such franchise or privilege, and recommending appropriate action to the mayor or sanggunian, as the case may be;

(vi) When directed by the mayor, or sanggunian, initiate and prosecute in the interest of the local government unit concerned any civil action on any bond, lease or other contract upon any breach or violation thereof; and

(vii) Review and submit recommendations on ordinances approved and execute orders issued by component units;

(3) Recommend measures to the sanggunian and advise the mayor on all other matters related to upholding the rule of law;

(4) Be in the frontline of protecting human rights and prosecuting any violations thereof, particularly those which occur during and in the aftermath of man-made or natural disasters or calamities; and

(5) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



GENERAL SERVICES OFFICE

To encourage the practice of courtesy plus honesty along ethical standards; to promote respect for work and the use of new acceptable idea or technology to attain efficiency and economy; to enhance inter-office and clientele relations thru coordination and cooperation; and to optimize personnel career advancement thru trainings or studies.

CITY HUMAN RESOURCE MANAGEMENT OFFICE

The City Human Resource Management Office shall have the duty to ensure that all personnel actions, issues and concerns related to human resource and development in the City Government of Legazpi shall be in accordance with the Civil Service law, rules and regulations, and other pertinent issuances.

CITY ASSESSOR'S OFFICE

Ensure all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed. Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties in the LGU, and issues, upon request of any interested party, certified copies of assessment records of real property and all other records relative to its assessment

CITY VETERINARY OFFICE

The Legazpi City Veterinary Office is mandated to promote and safeguard the health and well-being of animals within the city. This includes implementing programs related to animal health, ensuring food safety in the livestock industry, controlling and preventing the spread of animal diseases, preventing and controlling rabies, and providing support and services to livestock poultry raisers and the community. Additionally, the office may be involved in various projects aimed at sustainable agriculture, livelihood development, public health and to mitigate food insecurity.

CITY HEALTH OFFICE

“City Health deals with promotive, preventive and rehabilitative aspects of public health community.”



OFFICE OF THE CITY CIVIL REGISTRAR

Develop plans and strategies for the efficient and effective implementation of the civil registration programs and projects in the City.

CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE

The City Disaster Risk Reduction and Management Office is mandated to ensure disaster risk reduction through prevention, mitigation and preparedness; disaster response through timely and effective response and early recovery; and building back better through disaster rehabilitation and recovery

CITY ENGINEER'S OFFICE

Provide technical advice to the Mayor on policies, objectives, techniques and procedures in engineering services and project management and take charge of all infrastructure development, public works and other engineering matters.

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

The State is committed to the care, protection and rehabilitation of that segment of the country's population (individual, family and community) which has the least in life in terms of physical, mental and social well being and needs social welfare assistance and social work intervention to restore their normal functioning and participation in community affairs. The functions as per R.A. 7160 (Local Government Code of 1991):

- Identify the basic needs of the needy, the disadvantaged and the impoverished, develop and implement appropriate measures to alleviate their problems and improve their living conditions;
- Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures to deter further abuse and exploitation;
- Facilitate the implementation of welfare programs for disabled, elderly and rehabilitation of prisoners and parolees, the prevention of drug addiction, the prevention of juvenile delinquency and such other activities.



INTERNAL AUDIT SERVICE OFFICE

The Internal Audit Service of the City Government of Legazpi shall have the duty to safeguard resources against loss, misuse and damage; check accuracy and reliability of accounting data; promote adherence to managerial policies and compliance with laws and regulations to ensure a sound and orderly conduct of public affairs and management of public resources.

LEGAZPI CITY HOSPITAL

The Legazpi City Hospital, a department of the City Government of Legazpi, is mandated to lead the health sector towards providing quality health care in protecting the health of all Legazpeños.

CITY AGRICULTURE OFFICE

To promote sustainable agri-fishery productivity and profitability by empowering the farming and fishing communities through modernized technology and community-based agriculture; Formulate measures and ensure the delivery of basic agricultural services and provision of adequate facilities relative to agricultural services; and Ensure maximum assistance and access to resources in the production, processing and marketing of agricultural, aqua-cultural and marine products are extended to farmers, fishermen and local entrepreneurs.

OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES

Committed to provide services that would promote ecological balance in order to maintain a wholesome and hygienic environment along the framework of sustainable development.

PUBLIC EMPLOYMENT SERVICE OFFICE

The Public Employment Service Office or PESO is a non-fee charging multi-employment service facility or entity established or accredited pursuant to Republic Act No. 8759 otherwise known as the PESO Act of 1999. To carry out full employment and equality of employment opportunities for all, and for this purpose, to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local levels there shall be established in all capital towns of provinces, key cities, and other strategic areas a Public Employment Service Office, Hereinafter referred to as PESO, which shall be community-based and maintained largely by local



government units (LGUs) and a number of non-governmental organizations (NGOs) or community-based organizations (CBOs) and state universities and colleges (SUCs). The PESOs shall be linked to the regional offices of the Department of Labor and Employment (DOLE) for coordination and technical supervision, and to the DOLE central office, to constitute the national employment service network.

BUSINESS PERMITS & LICENSING OFFICE

The Business Permit & Licensing Office handles the issuance of business permit & licenses, tricycle operators permit and other non-revenue miscellaneous permit as well as formulate and implement policies and proactive measures to increase local employment, draw local and foreign investments and increase local revenues.

SANGGUNIANG PANLUNGSOD (LEGISLATIVE)

Approved Ordinances and passes Resolutions necessary for an effective and efficient government; generates and maximizes use of resources and revenues for priority development plans; regulates activities related to the use of land, buildings and other structures; enacts Ordinances, approves Resolutions, appropriate funds that would enhance the economic, social and political development of the City and general welfare of the inhabitants.

SANGGUNIANG PANLUNGSOD (SECRETARIAT)

Take charge of the Office of the Secretary to the Sanggunian, attend meetings of the Sanggunian and keep journals of its proceedings, keep books of records of all enacted Ordinances and Resolutions adopted.

GENDER AND DEVELOPMENT (GAD) DIVISION

- a. coordinates and implements all GAD-related activities in Legazpi City.
- b. provides administrative and logistical services, and
- c. the preparation and documentation of GAD Focal Point System and GAD TWG meetings.
- d. strengthen the City Governance thrusts,
- e. uphold the rights of women and
- f. ensures the participation and involvement in the city's development plans and implementation in gender responsive policies, mechanism and support system.



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LEGAZPI CITY HOSPITAL

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OFFICE OF THE CITY MAYOR
External Services



1. Assistance to Client and Delivery of Basic Services

Assistance to all External and Internal clients on matter relating to the City Government

Office or Division:	OFFICE OF THE CITY MAYOR			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Prescription		Hospital/ Private Clinic		
Certificate of Death		Office of the Civil Registrar		
Certificate of Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assistance to clients seeking queries, advises complaint, medical/ financial/ burial/ educational assistance	1.1 Receive 1.2 Review 1.3 Endorse	None	10 mins *Processing time for one client being serve at one time	<i>Admin Aide IV Admin Aide I Admin Officer V Chief of Staff Executive Assistant IV</i>
Receiving of Incoming communication for Local Chief Executive	1.1 Receive 1.2 Record 1.3 Forward to LCE 1.4 Endorse	None	15 mins *May vary depending on the availability of documents approved by the LCE	<i>Admin Aide I Chief of Staff Admin Aide IV Executive Assistant IV</i>
Releasing of Outgoing communication	1.1 Receive 1.2 Record 1.3 Release	None	10 mins *Releasing of signed documents	<i>Admin Aide I Community Affairs Assistant II</i>



			may vary depending on the approval of LCE	<i>Admin Assistant I</i>
Appointment of meeting, wedding, courtesy call, and speaking engagement to LCE	1.1 Receive 1.2 Schedule	None	10 mins *May vary depending on the flow of discussion per meeting	<i>Chief of Staff</i> <i>Community Affairs Assistant II</i> <i>Admin Aide IV</i>
Receiving and releasing of financial document	1.1 Receive 1.2 Review 1.3 Record 1.4 Forward to LCE/ EA 1.5 Release	None	20 mins *Releasing of signed documents may vary depending on the approval of LCE	<i>Admin Aide IV</i> <i>Admin Aide I</i> <i>Admin Officer V</i> <i>Executive Assistant IV</i>
Accommodation for the use of Legazpi City Centers (Legazpi City Convention Center, Ibalong Centrum for Recreation, Ibalong Conference Room, Gregorian Basketball Court)	1.1 Receive request letter 1.2 Check availability 1.3 For LCE approval 1.4 Reserve	None	10 mins	<i>Admin Officer V</i> <i>Executive Assistant IV</i>
	Total		1 hr., & 15 mins.	

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 Complaint Desk located at the City Hall lobby



How feedbacks are processed	The person in charge opens the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices.
How to file a complaint	Complaints may be filled in writing or in person to Mayor Atty. Alfredo A. Garbin Jr.
How complaints are processed	Upon evaluation and investigation, the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Office of the City Mayor	2 nd Floor City Hall Compound Legazpi City	Atty. Alfredo A. Garbin Jr. (052) 732-7988



**CITY MAYOR'S OFFICE
CITY COOPERATIVE DEVELOPMENT OFFICE**



Assistance to Clients

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Advice or Inquiry			
Who may avail:	PO's, NGO's, GA's, Community / Residents of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients request and queries initially determined within 5 minutes upon approval.	Client is referred to the City Cooperative Development Officer within 5 minutes upon arrival.	Free	5 minutes	<i>Administrative Aide I</i>
2. Clients request for Orientation, Pre-Registration Seminar referred to City Cooperative Development Office.	Briefing / Advice rendered within the day of inquiry.	Free	5 – 30 minutes	<i>Community Affairs Assistant II</i>
		Total	35 mins	

Pre-Registration Seminar

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Orientation			
Who may avail:	PO's, NGO's, GA's, Community / Residents of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct of Pre-Membership Seminar (PRS) / Orientation on Coop Development Organization.	Orientation seminar prepared / conducted to would-be coop members for within 10 days upon receipt of request.	N/A	4 hours orientation	<i>Community Affairs Assistant II</i>
		Total	4 hours	

Preparation / Registration of Documents

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Documentary Services			
Who may avail:	Would-be Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Constitutions and By-laws prepared and filled-up economic survey, surety bond and members' information sheet attached to all documents, received and referred to the City Cooperative Development Office upon receipt of registration documents with no omission.	Registration of documents, checked / reviewed and referred to City Cooperative Development Officer for endorsement to Cooperative Development Agency for approval and registration within 3 days upon receipt of documents.	Free	5 days	<i>Community Affairs Assistant II</i>
		Total	5 days	



Regulatory Reports

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Technical Services Assistance in the preparation of Regulatory Reports			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all regulatory reports / documents needed to the City Cooperative Development Office for checking and review.	Checked, Validate and reviewed required reports upon received / completion forwarded and referred to CDA before due date.	Free	1 day / Coop	<i>Community Affairs Assistant II</i>
		Total	1 day	

Trainings / Workshops

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Conduct of Trainings			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submitted approved Registration	Conducts / facilitate			



documents to City Cooperative Development Office for inclusion in the lists of registered cooperatives and availment of trainings.	trainings / seminars for enhancements and development of cooperatives. Checked / reviewed transmitted lists of registered cooperatives for inclusion in the trainings to be conducted within the year.	Cooperative Fund	16 hours required by CDA	<i>Administrative Aide I</i> <i>Community Affairs Assistant II</i>
		Total	16 hours	

Cooperative Tax Exemptions

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Tax Incentives Services			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Tax Exemption	Checked/reviewed and validated application for tax exemption to be forwarded at BIR.	P 500.00 (BIR)	10 mins.	<i>Administrative Aide I</i>



2. Filing of Business Permit	List of Registered Cooperatives forwarded to Business Center by City Cooperative Dev't Office for filing of Business Permit for reference.	None	10 mins.	<i>Administrative Aide I</i>
		Total	20 mins.	

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.
How feedbacks are processed	<p>Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to City Cooperative Development Office.</p> <p>The answer of the Office is then relayed to the citizen through email, call or text message.</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 . Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident



	<p>- evidence</p> <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. E-mailed complaints are printed for submission to and appropriate action by the Office.</p> <p>The Administrative Officer forward the complaint to the City Cooperative Development Office for investigation.</p> <p>The Administrative Officer will make the necessary action and give feedback to the client.</p>
Contact Information of City Cooperative Development Office	<p>A. CMO Special Services – City Cooperative Development Office 3rd Floor, Main Building</p> <p>Gina Marie A. Belchez 09103339650</p>



CITY MAYOR'S OFFICE
City Economic and Investment Promotions Division

External Services



ASSISTANCE TO LOCAL & FOREIGN INVESTORS AVAILING INCENTIVES

Office or Division:	City Economic & Investment Promotions Division
Classification:	Simple Transaction
Type of Transaction:	Government to Client
Who may avail:	Local & Foreign Investors
Checklist of Requirement:	Where to Secure:
1. Application for Registration under the Legazpi City Investment Incentive Code of 2019	CEIPD
2. Documentary Requirements:	
If Single Prop: a) Copy of Business Name Registration b) Clearance c) Environmental Compliance Certificate (ECC), if applicable d) Copy of Audited Financial Statements, if the business is already existing	<ul style="list-style-type: none"> - DTI - DOLE/NLRC - DENR
If Partnership/Corporation a) Certified True Copy of Certificate of Registration issued by SEC b) Articles of Incorporation and by-laws c) Environmental Compliance Certificate (ECC), if applicable d) Certificate of Good Standing e) Resolution authorizing the filing of Application by the Applicants Board of Directors f) Copy of Audited Financial Statements (if existing)	<ul style="list-style-type: none"> - Securities & Exchange Commission (SEC) - DOLE/NLRC - Securities & Exchange Commission (SEC) - CEIPD
For Enterprises registered under an existing incentives law a) Certified True Copy of the BOI Certificate of Registration b) Copy of documents submitted to the appropriate registration	<ul style="list-style-type: none"> - DTI/BOI



Agency pertaining to their registration				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and requirements	1.1 Receive and initial review of the completeness of the duly accomplished forms with requirements	-	10 mins.	Admin. Assistant
	1.2 Evaluate & validate submitted requirements for acceptance	-	1 hour	LEIPO
	1.3 If disapproved, inform the client of the reason thereof & recommend assessment	-	10 mins.	
	1.4 If acceptable, issuance of Letter of Acceptance	-	10 mins.	
	1.5 Endorse application to the Board for review/evaluation	-	3 days	LEIPO/Le gazpi Investme nt & Incentive Board (LIIB)
	1.6 If disapproved, notify applicant thru SMS	-	5 minutes	LEIPO
	1.7 If approved, notify applicant thru SMS of payment of Registration Fee	-		
2. Pay Registration Fee	2.1 Proceed to CTO for payment	1,000.00	10 minutes <i>*Under normal circumstances per transaction</i>	Cashier
3. Claim Certificate	3.1 Validate OR	-	5 mins	LEIPO
	3.2 Issue Notice of Approval	-	10 minutes	
	3.3 Brief Applicant on Compliance	-	15 minutes	
	TOTAL	1,000.00	3 days, 2 hours and 15 mins.	



FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
City Economic & Investment Promotions Division (CEIPD)	2/F, City Hall Bldg., Rizal St., Legazpi City	MA. THERESA D. NUÑEZ <i>Local Economic Development & Investment Promotions Officer (LEDIPO)</i> Tel. No. 742-3990 Mobile: 09989903898 Email: matheresanunez1969@gmail.com



CITY MAYOR'S OFFICE
CITY TOURISM SERVICES DIVISION



1. Assistance to Tourists, Researchers, Organizations and Other Agencies

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, tourists, researchers, entities and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD) and register in the guestbook	1.1. Entertain queries of the client, Endorses client to the City Tourism Officer / Officer-In-Charge	None	10 mins.	<i>Officer-of-the-Day</i> <i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i> <i>Watchman I;</i> <i>Administrative Aide I</i>
	1.2. Entertain queries on tour guiding, events and other tourism related activities	None	40 mins.	<i>City Tourism Officer</i> <i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i>
TOTAL:		None	50 mins.	

2. Events Coordination

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, tourists, researchers, entities and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter request addressed to the City Mayor		None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook and submit letter request	1.1. Endorses client to the City Tourism Officer	None	10 mins.	<i>Assigned Officer-of-the-Day</i> <i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i> <i>Watchman I;</i> <i>Administrative Aide I</i>
	1.2. Entertain queries of the client, checks calendar of activities and schedules the event	None	40 mins.	<i>City Tourism Officer</i>
TOTAL:		None	50 mins.	

3. Securing of Mayor's Permit for Legazpi City Tour Guides

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Legazpi City Tour Guides			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Official Receipt of Mayor's Permit Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>1.1 Guide the client to the City Treasurer's Office (CTO) to pay for the Mayor's Permit Fee</p>	<p>P100.00 – Mayor's Permit P25.00 – PTR Surcharge (at the CTO)</p>	<p>2 mins.</p>	<p><i>Assigned Officer-of-the-Day</i> <i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i></p>
<p>2. Return to City Tourism Office and present the Official Receipt</p>	<p>2.1 Prepare Mayor's Permit</p>	<p>None</p>	<p>5 mins.</p>	<p><i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i></p>
	<p>2.2 Forward to City Mayor's Office (CMO) for Signature of the City Mayor</p>	<p>None</p>	<p>45 mins</p>	<p><i>City Mayor's Office</i></p>
	<p>2.3 Release of Mayor's Permit</p>	<p>None</p>	<p>2 mins.</p>	<p><i>Assigned Officer-of-the-Day</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>54 mins.</p>	

4. Tour Assistance to Organizations, Guests, etc.

Office or Division:	City Tourism Services Division	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	Clients, tourists, researchers, entities and other agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Letter request addressed to the City Mayor 	None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook and submit letter request	1.1. Entertain queries of the client, Endorses client to the City Tourism Officer	None	10 mins.	<i>Assigned Officer-of-the-Day</i> <i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i>
	1.2. Entertain queries of the client, checks calendar of activities and schedules the necessary tour requested	None	40 mins.	<i>City Tourism Officer</i>
TOTAL:		None	50 mins.	

5. Assistance to Tourism-Related Enterprises re: Statistics Report and/or DOT-Accreditation

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients from Tourism-Related Enterprises (TREs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>1.1. Entertain queries of the clients, orient/coach TREs in the preparation of statistics report and/or guides them the processes in applying for DOT Accreditation</p>	<p>None</p>	<p>30 mins.</p>	<p><i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i> <i>Watchman I;</i> <i>Administrative Aide I</i></p> <p><i>City Tourism Officer</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>30 mins.</p>	

6. Manning at the Tourist Information and Assistance Desk located at Bicol International Airport (BIA)

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients from Tourism-Related Enterprises (TREs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> None 		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>1.2. Entertain queries of the clients</p>	<p>None</p>	<p>30 mins.</p>	<p><i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>30 mins.</p>	

<p>FEEDBACK AND COMPLAINTS MECHANISM</p>	
<p>How to send feedback</p>	<p>Standard Feedback Form</p>
<p>How feedbacks are processed</p>	<p>When the feedback form is being filled up by the client the feedback will be sent to the to the Chief of Office</p>
<p>How to file a complaint</p>	<p>Write a Complaint Letter</p>



How complaints are processed	Complain letter can be personally handed, mailed thru post office or electronic mail (e-mail) to the Chief of Office
Contact Information of CCB, PCC, ARTA	May dial CSC hotline 8888, email: info@arta.gov.ph

Office	Address	Contact Information
City Tourism Services Division	Brgy. 13, Ilawod, Rizal Street, Old Albay District, Legazpi City	legazpitourismservices@gmail.com legazpitourismservicesdivision@gmail.com legazpitourismstatistics@gmail.com



CITY MAYOR'S OFFICE
ECONOMIC ENTERPRISE MANAGEMENT DIVISION
Albay Public Market



1. MARKET CLEARANCE

It is a document issued to attest that the monthly stall rental is fully paid. The same is presented/submitted as a requisite document for the renewal of the annual business permit.

Office or Division:	CMO-EEMD Albay Public Market			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	Albay Market Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Community Tax Certificate (CTC)			City Treasurer's Office / Barangay	
2. Current Mayor's Permit (1 photocopy)			Business Permit Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the day	1.1 Acknowledge the client	none	3 minutes	Administrative Aide IV
2. Submit the business permit to receiving personnel or Officer In-Charge	2.1 Receive and check the documents	none	5 minutes	Administrative Aide I
	2.2 Preparation of Lease Contract	none	15 minutes	Administrative Aide I
3. Sign the Lease Contract	3. Signing of Lease Contract	none	10 minutes	Market Supervisor IV
4. Wait for the release of the lease contract	4. Forwards the Lease Contract to the City Mayor's Office for signature	none	1-3 days	Administrative Aide I
	TOTAL	none	3 days and 33 minutes	



2. Preparation of Lease Contract

Contract signing between the stall holder/s and City Government of Legazpi

Office or Division:	CMO-EEMD Albay Public Market			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Albay Market Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verification of Payment of Market Rental			Market Office	
2. Original copy of Official Receipt (O.R). of Market Clearance Fee			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the day/receiving personnel	1.1 Acknowledge the client	none	3 minutes	Officer of the day
2. Submit the O.R. of Market Clearance fee to receiving personnel or Officer In-Charge	2.1 Receive and check the requirements	none	5 minutes	Administrative Aide I
3. Wait for the verification of rental payment		none	5 minutes	Administrative Aide I
	3.1 Preparation of Market Clearance	none	10 minutes	Administrative Aide I
	3.2 Signing of Market Clearance	none	5 minutes	Market Supervisor IV
4. Wait the release of Market Clearance	4.1 Releasing of Market Clearance	none	1 minute	



	4.2 Recording and Filing of Duplicate copy Market Clearance	none	5 minutes	Administrative Aide I
	TOTAL	none	34 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Answer the client feedback form and drop it at the designated drop box of the Albay Public Market Office.
How feedbacks are addressed	Discuss the issues and come up with solutions
How to file a complaint	Written complaint or verbal complaint is filed at the Market office
How complaints are processed	Appearance of the complainant and respondent during the preliminary conference.
Contact Information	Ralph Vincent L. Lasin Market Supervisor IV



CITY MAYOR'S OFFICE
ECONOMIC ENTERPRISE MANAGEMENT DIVISION
(Legazpi Public Market)



APPLICATION FOR LEASE MARKET STALL				
This service is for business investor or applicant who wants to be a market stall holder in Legazpi City Public Market				
Office or Division		EEMD Legazpi City Public Market		
Classification		Simple Transaction		
Type of Transactions		G2C - Government to Citizens		
Who may Avail		Any individuals		
Checklist of Requirements		Where To Secure		
		EEMD Legazpi City Public Market Office		
Valid Id		Applicant		
Barangay Clearance		Barangay Official		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire at Legazpi City Market Office if there vacant and Surrendered Stalls	Orient and Provide Checklist of Requirements	None	3 minutes	Market OIC/Supervisor
2. Submit Requirements	1. Receive and check the application form 2. Inform the Client of the Schedule of the awarding of the vacant stall.	None	5 minutes	LCPM Office Personnel



	Discuss all the policies of the Public Market and mode of schedule of payment		10 minutes	Legazpi City Market Officer In charge
3. Pay Goodwill (amount may vary upon the collection of the Stall)	Receive Payment. Release Official Receipt	Goodwill/Occupancy Cereals - P 25,000 Carenderia - P25,000 Dried Fish- P25,000 Vegetables - P25,000 Fish - P25,000 Meat - 40,000 Personal Effects - P40,000		City Treasure's Office

PROCESSING OF STALL AWARD FOR TRANSFER AND SUCCESSION

Office or Division	EEMD Legazpi City Public Market
Classification	Simple Transaction/ Complex Transactions
Type of Transactions	G2B - Government to Business
Who may Avail	Legitimate adjudicated market stallholders in the city public market who want to transfer their lease awards to their successors due to reasons of death or incapacity of an adjudicated stall holders.
Checklist of Requirements	Where To Secure
1. Transferor/Succession (due to death and incapacity)	Applicant/ Client
1.a Deed of Transfer (- Notarized (for Transfer only)	Applicant/ Client
1.b Death Certificate or affidavit of incapacitated adjudicated stallholders (for Succession only)	Applicant/ Client



1. c Original/Certified True copy of Stall award		Applicant- Client / Record Section		
1.d Proof of payment of Business taxes and fees and Business permit		Applicant- Client/ City Treasurer's Office		
1. e Proof of Payments of rental fees (last 3 months)		Applicant-Client /Record Section		
1.f Waiver of rights of legal spouse or legitimate son/s or daughter/s		Applicant-Client		
2. Transferee/Successor		Applicant-Client /Record Section		
2.a Notarized Application Forms		Market Administrator/Supervisor, City Public Market		
2.b Proof of Residency (any of the following -Barangay Certificate of Residency, Voter's ID, SSS Driver's Licence		Barangay Hall/ Appropriate Government Agency		
2.c Copy of Birth Certificate		City Civil Registrar/Philippine Statistics Office		
2.d 2 x2 ID picture		Applicant/Client		
2. e Personal Appearance for Interview		Applicant/Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get and Accomplish application forms to least market stall	Receive, Review endorses	None	5 min	Clerk, Public Market Office
2. Submit Accomplish application form	Signed application form and endorse	None	2 min	Clerk, Public Market Office



NONE	Evaluates documents and record of payment and violations. Submit to Market Committee for approval	None	10 min	Market Administrator, Market Committee
3. Wait for approval of the application (you will be notified by the market Administrator or his duly authorized representative	Screenings of applicants	None		Market Administrator, Market Committee
Receives approved Stall Award and pay corresponding fees of market stall and contract of Lease.	Releases Stall Award. Issue order of payment and Official Receipt	GoodWill/Occupancy 1 Cereals - P 25,000 2. Carenderia - P25,000 3. Dried Fish- P25,000 4. Vegetables - P25,000 5. Fish - P25,000 6. Meat - 40,000 7. Personal Effects - P40,000	5 minutes	Clerk , Public Market Office

APPLICATION TO MARKET STALL RENEWAL OF LEASE

This service is for Stallholders who request for the renewal of Lease for their cease operation.

Office or Division	EEMD Legazpi City Public Market
Classification	Simple Transaction
Type of Transactions	G2C - Government to Citizens
Who may Avail	Stall Holders
Checklist of Requirements	Where To Secure



		EEMD Legazpi City Public Market Office		
Valid Id		Stall Holders		
Barangay Clearance		Barangay Official		
Client Steps	Agency Action	Fees to be Collected	Processing Time	Person Responsible
Provide & submit duly notarized application form with 2x2 pictures	Check and verify the market stall record and compute the outstanding balance if there is any	None	3 minutes	Legazpi City Public Market Personnel
Secure market clearance	Verification of market record and Business Permit	None	5 minutes	Legazpi City Public Market Personnel
	Instruct the Client to pay at the City Treasurer's Office for the certification and the outstanding balance if there is any		3 minutes	Legazpi City Public Market OIC /Supervisor
payment of market Clearance	Issue official receipt	P50,00	3 minutes	CTO
Present Official Receipt and receive certification	Contract of Lease Approval & Signature of the Chief of office	None		Legazpi City Public Market Personnel



	Submit contract of Lease to City Treasurer's Office and City Mayor for Signature	None		City Treasurer's Office/Mayor's Office
Receive Approve and Singned Lease of Contract.	Release Lease of Contract	None	3 minute	Legazpi City Public Market Personnel

COMPLAINTS MAY FILED IN WRITING ADDRESS TO : Hon. Atty. Alfredo A. Garbin, Jr. City Mayor/Mr. Ronald H. Pasano , LOIII/OIC Legazpi City Public Market , LCPM Office Legazpi City

Clients with pending documents are advised to follow-up the next working day, pending ocuments due tounsual circumstances beyond the control of this office.

SERVICE PLEDGE: We are committed to serve with efficiency , accountability, sencerity, honesty and transparency at all times

For inquiries, feedbacks, suggestions, Recommendations as well as Complaints, you may send to: **Mr. RONALD H. PASANO, OIC Legazpi City Public Market , LCPM Office Legazpi City/CP no: 09192729466**



CITY MAYOR'S OFFICE MUSEO DE LEGAZPI

External Services



• External Services

1. Receiving Tourists and Other Visitors

Office or Division:	Museo de Legazpi			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Clients, Students, Tourists and Other Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and register in the Logbook	1.1. Receives the client and gives a short overview on the rules to follow inside the museum	None	30 minutes.	<i>All Museo Staff</i>
TOTAL:		None	30 minutes	

2. Technical Assistance to Researchers

Assistance is provided to assist researchers in the completion of academic requirements.

Office or Division:	Museo de Legazpi			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, Students, Tourists and Other Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/ data	Grants request/ schedules interview and provides data needed.	None	Two (2) hours	<i>Museum Curator</i>
TOTAL:		None	2 hours	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area.</p> <p>or</p> <p>Contact info:</p>
How feedback is processed?	<p>Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen or institution.</p> <p>For inquiries and follow-ups, clients may contact the following email address:</p> <p>museodelegazpi@yahoo.com</p>
How to file complaint?	<p>To file a complaint against the Museo de Legazpi, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none">- Full name, address and contact information of the Complainant- Narrative of the Complaint- Evidences- Name of the Person being Complained



	<p>Send all complaints against the Museo de Legazpi, through writing on the COMPLAINT FORM (CSC Form #3) or to museodelegazpi@yahoo.com</p> <p>For follow-ups or inquiries, the contact information are as follows: museodelegazpi@yahoo.com</p>
How complaint is processed?	<p>The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.</p>
Contact Information of Museo De Legazpi	<p>MARITES V. TAGLE-PASA, DPA OIC/CHRM Officer/ Museum Curator Designate Email Address: museodelegazpi@yahoo.com</p>



CITY MAYOR'S OFFICE
URBAN POOR AFFAIRS OFFICE

Internal and External Services



1. Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter received by the City Mayor's Office with attached referral slip of the City Mayor (2 copies)		City Mayor's Office		
Attendance Records		Urban Poor Affairs Office		
Monthly inventory list		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas	1.1 Assist the applicants to write a letter to the City Mayor requesting for slot in the relocation/re-settlement sites.	None	15 to 20 minutes	SOO IV/ UPAO Coordinator Registration Officer IV
	1.2 Interview and assign batch number and require the applicants to make daily follow-up by personally reporting to our office and affix their signature in the attendance sheet.	None	15 minutes	Registration Officer IV Administrative Officer I
	1.3 Determine the qualified applicants to be awarded a slot in the relocation/	None	3 days	SOO IV/ UPAO Coordinator Registration Officer IV



	resettlement sites upon completion of the required number of follow-ups and orientation of the terms and conditions of occupancy.			
	1.4 Conduct monthly monitoring/ site inspection of the actual occupants in the relocation and resettlement sites.	None	3 days	SOO IV/ UPAO Coordinator
	1.5 Confiscate the slot from the beneficiaries who were found out to have violated the terms and conditions of occupancy.	None	3 days	SOO IV/ UPAO Coordinator
		Total	9 days & 35 mins.	

2 Acquisition, Appraisal and Disposition of the City owned/ acquired properties (land)

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Documents		City Appraisal Committee		
Print-out of the payment schedule		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acquisition, Appraisal and Disposition of the	2.1 Process documentary requirements of	None	45 days	SOO IV/ UPAO Coordinator



City owned/ acquired properties (land)	applicants on the City owned/ acquired properties. 2.2 Prepare the schedule of payments of the appraised value made by the Appraisal Committee for lots offered for sale through socialized housing on installment scheme and the corresponding penalties for past due.	None	7 days	SOO IV/ UPAO Coordinator Administrative Aide I
		Total	52 days	

3 Extending Technical Assistance

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sketch Plan		Urban Poor Affairs Office		
Certification		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Extending Technical Assistance	3.1 Prepare subdivision plans and schemes upon the receipt of complete documents.	None	20 days	SOO IV/ UPAO Coordinator
	3.2 Assist in the formation of Homeowners Association.	None	20 days	SOO IV/ UPAO Coordinator
	3.3 Initiate dialogue/ negotiation with	None	3 days	SOO IV/ UPAO Coordinator



	<p>the landowners and informal settlers regarding the implementation of land banking.</p> <p>3.4 Validate the application for ALECO & LCWD service connection and check if the applicant is included in the list of beneficiaries of particular site.</p>	None	10-15 minutes	<p>SOO IV/ UPAO Coordinator</p> <p><i>Administrative Aide I</i></p>
	<p>3.5 Prepare, issue and sign the requested certification of the qualified applicants for ALECO and LCWD service connection.</p>	None	10 minutes	SOO IV/ UPAO Coordinator
	<p>3.6 Prepare, issue and countersign the certification of full payment for the City owned/ acquired properties (land) to be signed by the City Treasurer and City Mayor.</p>	None	7 days	SOO IV/ UPAO Coordinator
	<p>3.7 Prepare, issue and sign other certifications for whatever purpose it may serve.</p>	None	10 minutes	SOO IV/ UPAO Coordinator



	3.8 Initiate the implementation of RA 7279 (UDHA)	None	45 days	SOO IV/ UPAO Coordinator
		Total	95 days & 35 mins	

4 Assistance to Clients

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Cards		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Assistance to Clients	Attend/ answer queries of clients/ applicants.	None	5 – 20 minutes	SOO IV/ UPAO Coordinator Registration Officer IV Administrative Aide I
		Total	20 mins.	

5 Receiving of Incoming Communications

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Communications		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receiving of Incoming Communications	5.1 Attend/ answer queries of clients/ applicants. 5.2 Endorse letter communications to concerned personnel and file upon thereof	None	5 minutes	Administrative Aide I



		Total	5 mins.	
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6 Releasing of Outgoing Communications

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Communications		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Releasing of Outgoing Communications	6.1 Record, release and file duly acted upon letter/ communications, requests and queries after approval of the UPAO Coordinator and other concerned signatories.	None	5 minutes	<i>Administrative Aide I</i>
		Total	5 mins.	

7 Meetings/ Coordination with National Agencies (NGA's)

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meetings/ Memorandum, Others		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



7. Meetings/ Coordination with National Agencies (NGA's)	7.1 Initiate meeting/ coordination with NHA for lands required for socialized housing.	None	7 days	SOO IV/ UPAO Coordinator
	7.2 Prepare/ distribute notice of meetings.		3 days	Registration Officer IV Administrative Aide I
	7.3 Submit minutes/ resolutions of the meeting undertaken.		7 days	SOO IV/ UPAO Coordinator Registration Officer IV
		Total	17 days	

8 Support on Financial Assistance

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls/ Vouchers		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Support on Financial Assistance	8.1 Assist in the preparation of documentary requirements for relocation or financial assistance to evictees/displac ed by development.	None	2-3 days	SOO IV/ UPAO Coordinator Administrative Aide I
	8.2 Prepare, sign and submit	None	2-3 days	SOO IV/ UPAO Coordinator



	financial documents such as payroll, vouchers, and obligation requests with complete attachments.			<i>Administrative Aide I</i>
		Total	6 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through available feedback forms
How feedbacks are processed	Referred to Engr. Augusto B. Ante, SOO IV/UPAO Coordinator
How to file a complaint	Formal Letter indicating therein the subject of complaint
How complaints are processed	Referred to Engr. Augusto B. Ante, SOO IV/UPAO Coordinator
Contact Information of UPAO	

Office	Address	Contact Information
Urban Poor Affairs Office	City Hall Compound, Legazpi City	



CITY MAYOR' OFFICE INFORMATION TECHNOLOGY DIVISION

External Services



- **External Services**

1. Technical Assistance to Researchers

Researchers from academe, government agencies and private entities shall have official request as to their needed data.

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)			
Who may avail:	Academes, Private Entities, Government Agencies, City offices and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researchers with official request goes to the Information Technology Office to ask for technical assistance	1. Information Systems Analyst III verifies/checks the request as to availability of data	None	2 minutes	<i>Information Systems Analyst III</i>
	2. Information Technology Officer II coordinate with concerned office and ask permission as to release of data being requested	None	5 minutes	<i>Information Technology Officer II</i>
	3. Information Systems Analyst III extract from database the requested data and release to the researcher.	None	5 minutes	<i>Information Systems Analyst III</i>
3. Researcher/s received the data and concur that the same are correct.	4. Information Systems Analyst III ask the researcher to receive the data officially	None	3 minutes	<i>Information Systems Analyst III</i>
TOTAL:		None	15 minutes	



**City Mayor's Office
Information Technology Division**

Internal Services



1. Request for Computer, Printer, Internet and Network Repair or Troubleshooting

Legazpi City hall employees shall request technical assistance for their respective offices.

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Offices and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Information Technology Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. City hall employee goes to the Information Technology Office to ask for technical assistance	1. Information Systems Analyst III / Senior Administrative Assistant II verifies/checks the area that needs assistance and their concern	None	20 minutes	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
2. City hall employee demonstrates the Issue or technical Problem	2. Visits the area with concern and physically inspect the problem	None	20 minutes	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
3. City hall Employee concurs that the technical Issue is resolved	3. Troubleshoots the technical issue and ensures that the problem is solved	None	8 hours	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
TOTAL:		None	8 Hours & 40 minutes	



2. Request for CCTV (Close-Circuit Television) Repair or Troubleshooting

Legazpi 911 Command Center employee shall request technical assistance.

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Offices and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Information Technology Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Command Center staff reports to the Information Technology Office for any faulty CCTV Cameras	1. Information Technology Officer II verifies/checks the CCTV camera that needs assistance and their concern	None	25 minutes	<i>Information Technology Officer II</i>
2. Command Center staff for further instructions	2. Visits the area with concern and physically inspect the problem	None	3 hours	<i>Senior Administrative Assistant II</i>
3. Command Center staff concurs that the technical issue is resolved	3. Troubleshoots the technical issue and ensures that the problem is solved	None	8 hours	<i>Senior Administrative Assistant II</i>
TOTAL:		None	1 day, 3 hours & 25 minutes.	



BUSINESS PERMIT & LICENSING OFFICE



1. Application for New Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for New Business Permit		
<p>CHECKLIST OF REQUIREMENTS:</p> <p>Applicants for new business permits shall comply with the requirements listed in the unified application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability.</p> <ol style="list-style-type: none"> 1. 1 original duly filled-out Application Form 2. 1 original copy of Sketch of Business Location 3. 1 original and 1 photocopy of Certificate of Occupancy of the new space/building where business is located. The original copy shall be returned to the applicant after verification. 4. 1 original and 1 photocopy of DTI/SEC/CDA Certificate. The original shall be returned to the applicant after verification. 5. 1 original copy of Notarized Lease Contract (if leasing) / Letter of Authorization or Consent from the owner. <p>Other possible requirements for new application:</p> <ul style="list-style-type: none"> ▪ 1 original and 1 photocopy of Market Clearance for Market Stall Holders. The original copy shall be returned to the applicant after verification. 		<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • Owner of the business entity • Owner of the business entity/Office of the Building Official/City Engineer's Office • DTI/SEC/CDA • Albay/Legazpi Market Administration 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>Step 1: Filing, Verification, Evaluation and Assessment</p> <p>Location: Business Center (New Applications)</p>	<p>If application is deemed eligible, the Action Officer encodes the pertinent data.</p>	<p>None</p>		<p>Communication Affairs Assistant I</p>



<p>1. Submit accomplished and signed application form and requirements to the receiving officer.</p>	<ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>			<p>Admin. Aide III</p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p> <p>Location: Business Center (Payment)</p> <p>2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		<p>CTO Collector/s</p>
<p>Step 3: Claim the Business Permit and other Clearances.</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area.</p>	<p>3.1 Checks the Official Receipt and</p>	<p>None</p>	<p>Applicant shall receive the following:</p> <ol style="list-style-type: none"> 1. Locational clearance for the business 2. Mayor's Permit to 	<p>Administrative</p>



3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form	Accomplished Feedback Form. 3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.		operate the business.	Officer I
	Total		3 days (maximum)	

2. Application for Renewal of Business Permit

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Applicant for Renewal of Business Permit

<p>CHECKLIST OF REQUIREMENTS:</p> <ol style="list-style-type: none"> 1. 1 original and 1 photocopy of Proof of Income (latest income statement from the Bureau of Internal Revenue (BIR) or Audited Financial Statement) (The original shall be returned to the applicant after verification.) 2. 1 original copy of Market Clearance for market stall holders. The market clearance shall be returned to the applicant upon release of the business permit. 3. 1 original and 1 photocopy of Cert. of Authority or Valid Provisional Cert. of Authority for Head Office of Pawnshop and Money Service Business (JMC No.1 	<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • BIR/Accounting Firm • Market Office • BSP
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<p>Series of 2019) The original shall be returned to the applicant upon verification.</p> <p>4. 1 original and 1 photocopy of BSP Letter on the Issuance of Code for Pawnshops Offices and Money Service Business other than Head Office. The original shall be returned to the applicant upon verification.</p>		<ul style="list-style-type: none"> BSP 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Maximum PROCESSING TIME	PERSON/S RESPONSIBLE
<p>Step 1- Filing, Verification & Assessment</p> <p>Location: Business Center (Receiving Area)</p> <p>1.1 Applicant submits the complete requirements for verification and assessment to the receiving officer.</p>	<p>1.1 If an application is deemed eligible, the Action Officer encodes the pertinent data.</p> <ul style="list-style-type: none"> <i>Electronically submits the application to the BPLO for approval.</i> <i>CTO Assessor will electronically assess the taxes and fees.</i> <i>Action Officer prints the application form and tax order of payment and release the same with the feedback form for submission when claiming the permit.</i> <p>If an application is deemed ineligible, proper documentation of findings will be given to him/her.</p>	None		<p>PRIORITY LANE Admin. Aide III</p> <p>EXPRESS LANE Licensing Inspector II</p> <p>EXPRESS LANE Admin. Aide VI</p> <p>BULK LANE Administrative Assistant VI</p> <p>BULK LANE Administrative Assistant I</p>
<p>Step 2: Pay Taxes & Regulatory Charges</p>				CTO Collector/s



<p>Location: Business Center Payment Location: Business Center (Payment)</p> <p>2.1 Applicant pays the computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 CTO personnel receives payment, prepares, and issues Official Receipt.</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
<p>Step 3: Claim the Business Permit</p> <p>Location: Business Permits & Licensing Office Lane 8</p> <p>3.1 Applicant proceeds to the releasing area and present the duly accomplished feedback form.</p>	<p>3.1 BPLO releasing officer requests the submission of Accomplished Feedback Form</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker.</p>	<p>None</p>		<p>Administrative Officer I</p>
		<p>Total</p>	<p>2 hours (maximum)</p>	



3. Online Application for New Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Online Applicant for New Business Permit		
CHECKLIST OF REQUIREMENTS: Note: The requirements for face-to-face application for new business permit are the same as those for online new.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1- Application, Processing, Verification and Assessment Location: Business Permits & Licensing Office. 1.1 Applicant logs in to legazpi.gov.ph to download the electronic copy of the Application Form, fill it up and send the same to legpermit@gmail.com 1.2 If the requirements are complete, client waits for the confirmation message from Action Officer and wait for further instructions.	1.1 Action Officer requests the client for the e-copy of the following documentary requirements: a. Filled-out and signed Application Form signed by Business Owner. 1.2 If deemed eligible, Action Officer advises client to send required documents before			Online New Licensing Inspector I Online New Licensing Inspector I



	<p>proceeding to the next step.</p> <p>1.3 The Action Officer, upon receiving the complete requirements, processes the sent documents and sends the Tax Order of Payment (TOP)/Assessment Record) sent by the Action Officer in City Treasurer's Office to the client.</p> <p>1.4 Action Officer advises the client to pay online thru Land Bank of the Philippines (LBP) or DBP; GCASH or PAYMAYA by following the instructions as provided on their websites or pay at the Treasurer's Office Payment area.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p> <p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
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STEP 2: Payment of Taxes and Fees

Location: City Treasurer's Office

2.1 If the client opts to pay online, he or she should type in the Application Number icon in the required space, which can be found in the Tax Order of Payment (Assessment Record) sent to him/her.

2.2 Client selects payment options by filling-in the needed information then proceed to click the Pay Now icon to select the type of payment he or she chooses.

2.3 If the client opts to pay in City Treasurer's Office, he/she brings his/her Tax Order of Payment/Assessment Record and pay the taxes and fees.

2.4 Client sends the Official Receipt to legpermit@gmail.com and waits for further instructions from Action Officer.

2.1 Land Bank & DBP Staffs, GCash and PayMaya processes the payment of the client.

2.3 City Treasurer's Office Revenue Collection Officer processes the payment & issue the Official Receipt.

2.4 If the client paid online, Action Officer advises client to

Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007

None

Land Bank or DBP Staffs, GCash or Paymaya.

Revenue Collection Officers - City Treasurer's Office (CTO)



<p>STEP 3: Releasing of Mayor's Permit Electronic Copy of the Permit shall be emailed to the applicant, or the applicant shall claim the permit at Lane 8 BPLO Releasing Staff.</p> <p>3.1 If a representative will claim the Business Permit, Action Officer advises the client to let his representative bring with him/her an Authorization Letter.</p>	<p>send the Official Receipt Number or copy of the Official Receipt to legpermit@gmail.com</p> <p>2.5 Once validated with CTO, the Action Officer sends advance copy of the Permit to client & advises him/her to proceed to BPLO Lane 8 to claim the Permit.</p> <p>3.1 Action Officer in Lane 8 asks for copies of the following documents: a. Accomplished Customer's Feedback Form. b. Authorization Letter (If a representative will claim the Mayor's Permit)</p>			<p>Licensing Inspector I</p> <p>Licensing Inspector I</p> <p>Admin. Officer I</p>
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	Total		3 days (maximum)	
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4. Online Application for Renewal of Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Online Applicant for Renewal of Business Permit		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. 1 copy of Updated Application Form with updated number of employees – food & non-food (delivery vehicle if applicable) 2. 1 copy of Proof of income. <ol style="list-style-type: none"> 2.1. Income Statement from BIR / Income Tax Return from the previous year. Quarterly Income Tax Return Annual Income Tax Return 2.2. Audited financial statement. 3. 1 copy of Market Clearance for market stall holders. 4. 1 copy of Cert. of Authority or Valid Provisional Cert of Authority for Head Office of Pawnshop and Money Service Business (JMC No.1 Series of 2019) 5. 1 copy of BSP Letter on the Issuance of Code for Pawnshops Offices and Money Service Business other than Head Office 		<ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • BIR • Market Office • BSP • BSP 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Go to legazpi.gov.ph. 2. Click on the Business Permit Application tab. 				



<p>3. Provide the information requested in the fillable forms.</p> <p>4. Download the latest application form.</p> <p>5. Fill out application form.</p> <p>6. Attach requirements and send to legpermit@gmail.com</p> <p>7. Request for the Business Tax Order</p>	<ul style="list-style-type: none"> Action Officer provides the Business Tax Order of Payment 			<p>Licensing Inspector I</p> <p>Licensing Inspector I</p>
<p>8. Proceed to the Cash Receipts Division, City Treasurer's Office</p>	<ul style="list-style-type: none"> Approval of the Business Permit Application Issuance of the Business Permit at the 	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		<p>Revenue Collection Officer – City Treasurer's Office (CTO)</p> <p>City Mayor's Office</p> <p>Admin. Officer I</p>



	Business Permits & Licensing Office			
	Total		1 hour and 30 minutes	

5. Tricycle Operators' Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Tricycle Operators' Permit		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. 1 duly filled out Application form. 2. 1 original copy of Cedula. 3. 1 original copy of Dropping and substitution if change motor. 4. 1 original copy of Special Power of Attorney (SPA) (if available) 5. 1 original copy of Franchise Certificate (if renewed, change name, or transferred) 6. 1 original copy of marriage contract or birth certificate if application is filed by the immediate family. 7. 1 original copy of death certificate if franchise holder is dead. <p>The original copy shall be returned to the applicant after verification.</p>		<ul style="list-style-type: none"> • BPLO • City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Client presents the requirements for verification.	1.1 Action Officer verifies the requirements and gives client the vehicle inspection report form and advises to proceed to the defined inspection area.	None		Job Order Clerk Job Order Clerk



<p>1.2 Client returns with the accomplished vehicle inspection report.</p>	<p>1.2 PSO/designated tricycle inspectors inspect the unit for its road worthiness.</p>			
<p>1.3 Client goes back to BPLO.</p>	<p>1.3 Action officer verifies the inspection report and gives client the assessment/order of payment.</p>			
<p>1.4 Client proceeds to the City Treasurer's Office to pay the fees.</p>		<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		<p>Rev. Collection Officers - City Treasurer's Office</p>
<p>1.4 Client returns to BPLO and submits the Official Receipt from City Treasurer's Office</p>	<p>1.4 Action Officer checks the Official receipt. Mayor's Permit is then encoded and printed in 2 copies.</p>			<p>Job Order Clerk</p>
	<p>1.5 Action Officer forwards the documents to the authorized persons for signature: a. BPLO b. LCE</p>			<p>Job Order Clerk</p>



1.6 Client returns to BPLO to claim the Mayor's Permit together with the sticker and other documents.	1.6 Action Officer releases the Mayor's Permit and client affixes his signature in the logbook.			
	Total		1 hour (maximum)	

6. Mayor's Clearance

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Mayor's Clearance		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE: BPLO		
<ol style="list-style-type: none"> 1 Original copy of the following documents: <ol style="list-style-type: none"> 1. Police Clearance 2. Barangay Clearance 3. City Court Clearance 4. City Prosecutor's Clearance <p>The said document shall be returned to the applicant together with the mayor's clearance issued.</p> 		PNP Barangay City Court City Prosecutor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Location: Business Permits & Licensing Office 1.1 Client asks for the list of requirements in securing the Mayor's Clearance	1.1 Action Officer gives client the checklist to be accomplished and refer the client to City Treasurer's for the assessment/payment of fees.	None		Officer of the Day - BPLO Rev. Collection Officers - City Treasurer's Office



<p>1.2 Client proceeds to CTO to pay the clearance fee.</p> <p>1.3 Client secures all the requirements.</p> <p>1.4 Client goes back to Business Permit & Licensing Office and submits the documents mentioned above including the Official Receipt from City Treasurer's Office.</p> <p>1.4 Client goes to the City Mayor's Office for the local chief executive's signature.</p>	<p>1.4 Action Officer checks the completeness of the submitted documents. If complete, clearance is printed in 2 copies and BPLO affix initial in the document.</p> <p>1.4 Action Officer instructs the client to go to the Mayor's Office for the City Mayor's signature</p>			<p>Admin Aide I</p> <p>City Mayor's Office</p>
	Total		20 minutes (maximum)	

7. Non-Revenue Miscellaneous Permit

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client



Who may avail:		Applicant for Non-Revenue Miscellaneous Permit		
CHECKLIST OF REQUIREMENTS: 1. 1 original Letter Request and Endorsement from City Engineering Office (CEO)		WHERE TO SECURE: Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Client presents the Endorsement from City Engineering to Officer of the Day	1.1 Officer of the Day receives the endorsement and direct the client to concerned Action Officer. Action Officer checks the endorsement and prepares the document in 2 copies & instructs the client to pay the corresponding fees at the City Treasurer's Office.	Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007		Officer of the day - BPLO
1.2 Client pays the corresponding fees.	1.2 Action Officer/s in City Treasurer prepares the Official Receipt.			Admin Assistant I
1.3 Client receives the original copy from the Action Officer.	1.3 Action Officer requests the client to sign			Revenue Collection Officer – City Treasurer's Office (CTO)



	<p>the document before the Head of Office signs the final copy.</p> <p>1.4 Action Officer gives the original copy to client.</p> <p>1.5 Action Officer files duplicate copy.</p>			Asuncion C. Viñas CGDH-1 BPLO
	Total		30 minutes (maximum)	

8. Application for Certified True Copy of Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Certified True Copy of Business Permit		
CHECKLIST OF REQUIREMENTS: 1 original and 1 photocopy of the document to be authenticated.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client fills out the request form provided. by the BPLO Officer of the day.</p> <p>2. Client proceeds to pay the required fees to the City Treasurer's Office.</p>		Amount of fees and taxes to be paid in the Tax Order of Payment issued by		<p>Information</p> <p>Revenue Collection Officer – City Treasurer's Office (CTO)</p>



3. Client returns to claim the requested document.	The Officer validates the document before releasing	the CTO with reference to City Ordinance No. 13-2007		Information
	Total		10 minutes (maximum)	

9. Application for Additional Line of Business (same location/area)

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Applicant for Additional Line of Business
<p>CHECKLIST OF REQUIREMENTS: Applicants of new business permits shall comply with the requirements listed in the unified application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability.</p> <p>5.1. 1 copy of Duly filled-out Application Form</p> <p>5.2. 1 copy of Sketch of Business Location.</p> <p>5.3. 1 Photocopy of DTI/SEC/CDA Certificate</p> <p>Other possible requirements for new application:</p>	<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • Owner of the business entity • DTI/SEC/CDA • Albay/Legazpi Market Administration



<ul style="list-style-type: none"> ▪ 1 original copy of Market Clearance and Contract of Lease for Market Stall Holders. ▪ 1 original copy of Valid Lease Contract/Authority/Certification/Notice of Award from the property owner; if business location is not owned, (<i>The building/space owner should have a valid business permit as lessor or real estate rental</i>) The original copy shall be returned to the applicant upon release of the business permit. 		<ul style="list-style-type: none"> • Owner of the business entity 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>Step 1: Filing, Verification, Evaluation and Assessment</p> <p>Location: Business Center (New Applications) 1.0 Submit accomplished and signed application form and requirements to the receiving officer.</p>	<p>If application is deemed eligible, the Action Officer encodes the pertinent data.</p> <ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>	None		<p>Licensing Inspector </p> <p>Licensing Inspector </p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt.</p>	<p>Amount of fees and taxes to be paid in the</p>		<p>CTO Collector/s</p>



<p>Location: Business Center (Payment)</p> <p>2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
<p>Step 3: Claim the Business Permit and other Clearances.</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area</p> <p>3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form</p>	<p>3.1 Checks the Official Receipt and Accomplished Feedback Form.</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.</p>	<p>None</p>	<p>1. Mayor's Permit to operate the business</p>	<p>Administrative Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



10. Online Application for Additional Line of Business (same location/area)

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Additional Line of Business		
CHECKLIST OF REQUIREMENTS: Note: The requirements for face-to-face application for additional line of business are the same as those for online application.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1- Application, Processing, Verification and Assessment Location: Business Permits & Licensing Division</p> <p>1.1 Client logs in to legazpi.gov.ph to download the electronic copy of the Application Form, fill it up and send the same to legpermit@gmail.com</p> <p>1.2 If the requirements are complete, client waits for the confirmation message from</p>	<p>1.1 Action Officer requests the client for the e-copy of the following documentary requirements: A. Filled-out and signed Application Form signed by Business Owner</p> <p>1.2 If deemed eligible, Action Officer advises client to send required documents before</p>			<p>Licensing Inspector I</p> <p>Licensing Inspector I</p>



<p>Action Officer and wait for further instructions.</p>	<p>proceeding to the next step. 1.3 Action Officer upon receiving the complete requirements, processes the sent documents and sends the Tax Order of Payment (TOP)/Assessment Record) sent by the Action Officer in City Treasurer's Office to the client. 1.4 Action Officer advises client to pay online thru Land Bank of the Philippines (LBP) or DBP; GCASH or PAYMAYA by following the instructions as provided on their websites or pay at the Treasurer's Office Payment area.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
<p>STEP 2: Payment of Taxes and Fees Location: City Treasurer's Office 1.4 If client opts to pay online, client type in the Application Number icon</p>		<p>Amount of fees and taxes to be</p>		



<p>in the required space which can be found in the Tax Order of Payment (Assessment Record) sent to him/her.</p> <p>1.5 Client selects payment options by filling-in the needed information then proceed to click the Pay Now icon to select the type of payment he chooses.</p> <p>1.6 If the client opts to pay in City Treasurer's Office, he/she brings his/her Tax Order of Payment/Assessment Record and pay the taxes and fees.</p> <p>2.4 Client sends the Official Receipt to legpermit@gmail.com and waits for further instructions from Action Officer.</p>	<p>2.1 Land Bank & DBP Staffs, GCash and PayMaya processes the payment of the client</p> <p>2.3 City Treasurer's Office Revenue Collection Officer processes the payment & issue the Official Receipt</p> <p>2.4 If the client paid online, Action Officer advises client to send the Official Receipt Number or copy of the Official Receipt to legpermit@gmail.com.</p> <p>2.5 Once validated with CTO, the Action Officer sends advance copy of the</p>	<p>paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p> <p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p> <p>None</p>		<p>Land Bank or DBP Staffs, GCash, Paymaya</p> <p>Revenue Collection Officers - City Treasurer's Office (CTO)</p> <p>Licensing Inspector I</p> <p>Licensing Inspector I</p>
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<p>STEP 3: Releasing of Mayor's Permit Electronic Copy of the Permit shall be emailed to the applicant, or the applicant shall claim the permit at Lane 8 BPLO Releasing Staff.</p> <p>3.1 If a representative will claim the Business Permit, Action Officer advises the client to let his/her representative bring with him/her an Authorization Letter.</p>	<p>Permit to client & advises her to proceed to BPLO Lane 8 to claim the Permit.</p> <p>3.1 Action Officer in Lane 8 asks for copies of the following documents:</p> <p>a. Accomplished Customer's Feedback Form</p> <p>b. Authorization Letter (If representative will claim the Mayor's Permit)</p>			<p>Admin. Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	

11. **Request for Certification of Business Record**

<p>Office or Division:</p>	<p>Business Permit & Licensing Office</p>
<p>Classification:</p>	<p>Simple</p>
<p>Type of Transaction:</p>	<p>Government to Client</p>
<p>Who may avail:</p>	<p>Applicant for Certification of Business Record</p>



CHECKLIST OF REQUIREMENTS: Request form		WHERE TO SECURE: Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the request form then submit the form once done.	Officer checks the form and advises client to proceed to the Treasurer's Office for payment.			Job Order Clerk
2. Client proceeds to pay the required fees at the City Treasurer's Office		Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007		Revenue Collection Officer – City Treasurer's Office (CTO)
3. Client returns to present the official receipt to claim the requested copy of record/document.	Officer releases the record requested by the Client as soon as the payment is done.			Admin. Officer I
	Total		30 Minutes (maximum)	

12. Application for Transfer of Location/Business Address

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Applicant for Transfer of Location/Business Address
CHECKLIST OF REQUIREMENTS: Applicants of new business permits shall comply with the requirements listed in the unified	WHERE TO SECURE:



application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability.

1. 1 copy of Duly filled- out Application Form.
2. 1 copy of Sketch of Business Location.
3. 1 original copy of Certificate of Occupancy of the new space/building where business is located.
4. 1 Photocopy of DTI/SEC/CDA Certificate
5. 1 original copy Fire Safety Inspection Certificate (FSIC) for occupancy *(also submit a copy of the fire insurance policy, if available)*

The original copy shall be returned to the applicant upon release of the business permit.

Other possible requirements for new application:

- 1 original copy of Market Clearance and contract of Lease for Market Stall Holders
- 1 original copy of Valid Lease Contract/Authority/Certification/Notice of Award from the property owner if business location is not owned. *(The building/space owner should have a valid business permit as lessor or real estate rental)*

The original copy shall be returned to the applicant upon release of the business permit.

- Requirements that may be determined upon evaluation of the application, such as:
 - a. 1 original copy of Affidavit of No Improvement/Electrical Plan (for change of use)
 - b. 1 original copy of Affidavit of non-objection/Manifestation on business operation (non-conforming use per Zoning Ordinance);
 - c. 1 original copy of Environmental Compliance Certificate/ Certificate of Non-coverage (hazardous/ project of national significance)

- City's website: <https://legazpi.gov.ph/services//> or Business Center
- Owner of the business entity
- Owner of the business entity/Office of the Building Official/City Engineer's Office
- DTI/SEC/CDA
- Bureau of Fire Protection

- Albay/Legazpi Market Administration
- Owner of the business entity

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
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<p>Step 1: Filing, Verification, Evaluation and Assessment</p> <p>Location: Business Center (New Applications) 1.2 Submit accomplished and signed application form and requirements to the receiving officer.</p>	<p>If application is deemed eligible, the Action Officer encodes the pertinent data.</p> <ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>	<p>None</p>		<p>Licensing Inspector </p> <p>Licensing Inspector </p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p> <p>Location: Business Center (Payment) 2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		<p>CTO Collector/s</p>



<p>Step 3: Claim the Business Permit and other Clearances</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area.</p> <p>3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form.</p>	<p>3.1 Checks the Official Receipt and Accomplished Feedback Form</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.</p>	<p>None</p>	<p>Applicant shall receive the following:</p> <ol style="list-style-type: none"> 1. Locational clearance for the business 2. Mayor's Permit to operate the business 	<p>Administrative Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	

Procedure for Filing Complaint

<p>FEEDBACK AND COMPLAINTS MECHANISM</p>	
<p>How to send feedback</p>	<p>Call or Text at: 0915-872-7722 Email at: legpermit@gmailcom Accomplish Feedback form</p>
<p>How feedbacks are processed</p>	<ol style="list-style-type: none"> 1. Clients are given the Feedback Form based on the number of services they availed whether online or face to face transaction. If they availed one or two services, they are given 1 form for each of the service/s they availed. 2. The service provider collect these forms at the end of the transaction day and submitted to the Admin. Officer for recording.



	<p>3. These are then collated per quarter and averaged as to the rating each client gave per service availed.</p> <p>3. The collated rating per quarter are then presented under the Client Satisfaction Measurement (CSM) Report to get the office' rating.</p> <p>4. This report is then submitted to the City Human Resource Management Office (CHRMO) for the collation of the agency's rating to be presented under the Harmonized CSM Report which will be submitted to the ARTA Authority.</p>
<p>How to file a complaint</p>	<p>Complaints may be filed in writing or in person. You may send a letter of complaint addressed to Ms. Asuncion C. Viñas CGDH-1 BPLO or email it at legbplo@gmail.com</p> <p>You may also call or text your complaint at: 0915-872-7722.</p>
<p>How complaints are processed</p>	<p>The following steps are followed in the processing of complaints:</p> <ol style="list-style-type: none"> 1. In the Client Satisfaction Measurement (CSM) Survey Form, the client (online/walk-in) can air their complaints/suggestions through online or face to face. These complaint/s are assessed as to what action/s shall be taken. 2. The Head of Office calls the attention of the concerned service provider to verify the veracity of the complaint. 3. When the complaint is checked as to its veracity, the Head of Office will then act on the complaint. This can fall under the light offense or grave offense depending on the commission of the act. The City Human Resource Management Office if called to assist can apply their corresponding sanction/s. 4. If the client asks for an appropriate action in the form of a letter, he/she shall be given appropriate feedback



	as to the action/s applied to rectify the act which need to be addressed
Contact Information of Contact Center ng Bayan, PCC, ARTA.	Text Contact Center ng Bayan at 0908-881-6565 or Call at 1-6565* or you may Log-on to www.contactcenterngbayan.gov.ph For concerns or complaints call ARTA at (02) 8478-5099 or text 0969-257-7242/0928-690-4080 or you may send your complaints to complaints@arta.gov.ph

Office	Address	Contact Information
BPLO	Business Center, City Hall, Legazpi City	0915-872-7722



CITY ACCOUNTANT'S OFFICE



External Services - Barangay Operations

Service Information

Office or Division:	Barangay Operations Division			
Classification:	Highly Technical			
Type of Transaction:	Frontline Services			
Who may avail:	Barangay Officials / Linked Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. AF51 (Official Receipts)	City Treasurer's Office			
2. CTC (Community Tax Certificate)	City Treasurer's Office			
3. Journal Entry Vouchers (JEV)	Respective Barangay Units			
4. Trial Balance	City Accountant's Office Barangay Division			
5. Financial Statements	City Accountant's Office Barangay Division			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Technical Assistance to Barangay Operation.	1.1 Consultation & Coaching/ Mentoring of Barangay Officials regarding flow of transaction and other Barangay Operations.	None	30 Minutes - 1 Hour	<i>Admin Officer V</i> <i>Admin Officer IV</i> <i>City Accountant</i>
2. Monitoring of Barangay Collections and Deposits.	2.1 Verify AF51/ CTC issued by the Barangay Treasurer. 2.2 Prepare and posting of Journal Entry Vouchers of Barangay Transactions. 2.3 Prepare JEV of Brgy Share for posting, and Disbursement Voucher for transfer to Brgy's depository Bank. 2.4 Distribution of Income (Brgy RPT Share)	None	30 Minutes – 1 Hour 1 – 3 days 1 – 3 days	Job Order Employee <i>Admin Officer V</i> <i>Admin Officer IV</i> Admin Aide I Admin Aide I City Accountant



<p>3. Issuance of Barangay Certification</p>	<p>3.1 Preparation of Certificate of Underestimated Income as per request.</p> <p>3.2 Issuance of Certificate of Income,</p>	<p>None</p>	<p>30 Minutes as per request</p> <p>30 Minutes as per request</p>	<p><i>Admin Officer V</i></p> <p><i>Admin Officer IV</i></p>
<p>4. Preparation of Financial Statements and other Financial Reports.</p>	<p>4.1 Received Disbursement Vouchers</p> <p>4.2 Prepare Journal Entry Vouchers for disbursements.</p> <p>4.3 Post transaction details in Journal of Barangay Transactions</p> <p>4.4 Preparation of Trial Balances and Financial Statements</p>	<p>None</p>	<p>30 minutes</p> <p>30 minutes – 1 hour</p> <p>1 – 20 days</p>	<p>Job Order Employees</p> <p><i>Admin Officer V</i></p> <p><i>Admin Officer IV</i></p>
<p>5. Submission to Commission on Audit, Financial Reports, Records, Documents.</p>	<p>5.1 Submission to COA Trial Balances. Bank Reconciliation Statements.</p> <p>5.2 Transmittal of Disbursement Vouchers and Collections.</p>	<p>None</p>	<p>On or before the 20th of ensuing month</p> <p>1 – 20 days</p>	<p><i>Admin Officer V</i></p> <p><i>Admin Officer IV</i></p> <p><i>Job Order Employees</i></p> <p>City Accountant</p>

Internal Services – Accounting Services/Accountability



Service Information

Office or Division:	Accounting Services/Accountability Division			
Classification:	Highly Technical			
Type of Transaction:	Frontline Services			
Who may avail:	Payee/Creditor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts and Deposit Slip		City Treasurer's Office		
2. Report of Daily Collections & Deposits		City Treasurer's Office		
3. Journal Entry Vouchers		City Accountant's Office		
4. Cash & Check Disbursement Journal		City Accountant's Office		
5. Liquidation Report		City Accountant's Office		
6. Accountant's Advice		City Accountant's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recording and monitoring of Collections and deposits.	1.1 Official Receipts and Deposit Slips, & Report of collections and deposits for General Fund, Trust Fund and Special Education Fund verified, check, distributed, recapitulated and encoded.	None	1 – 3 days	SAO <i>Admin Officer II</i> <i>Admin Officer V</i> <i>Admin Officer IV</i>
2. Encoding of Report of Daily Collection and Deposits	2.1 Report of Daily Collections & Deposits of Special Education Fund and General Fund encoded to Cash Receipt Journal. 2.2 Journal Entry Voucher for Distributed Income of General Fund, with Report of Collection & Deposits prepared & encoded.	None	1 – 3 days 1 – 3 days	SAO <i>Admin Officer II</i> <i>Admin Officer V</i> <i>Admin Officer iV</i> <i>Admin Aide I</i>



<p>3. Encoding of Journal Entry Vouchers and Preparation of Cash / Check Disbursement Journal</p>	<p>3.1 Disbursement Vouchers/Payrolls of Special Education/General Fund/Economic Enterprise received from City Treasurer's Office reviewed, detached and encoded, Journal Entry Vouchers to Journal Check Issued and Cash Disbursement Journal</p> <p>3.2 Check/Cash Disbursement Journal and Cash Disbursements Journal of General Fund/MBTS/Special Education Fund prepared, summarized and recapitulated, and signed by City Accountant.</p> <p>3.3 Disbursement Vouchers/Payrolls, Report of Collection and Deposit/Official Receipts, Deposit Slips, Journal Entry Vouchers and Liquidation Reports binded and submitted to Commission on Audit</p>	<p>None</p>	<p>1 – 20 days</p>	<p>SAO</p> <p><i>Admin Officer V</i></p> <p>Admin Officer II</p> <p>Admin Officer II</p> <p><i>City Accountant</i></p> <p><i>JOB ORDER</i></p>
<p>4. Posting of transactions to General Subsidiary</p>	<p>4.1 Check/Cash Disbursement Journal and Cash Receipt Journal of Special Education Fund and</p>	<p>None</p>	<p>1- 20 days</p>	<p>Contractual Employee</p> <p>SAO</p>



Ledgers and other records	General Fund posted to General Ledger. 4.2 Disbursement Vouchers/Payrolls and Report of Collection and deposits of General Fund/MBTS/Special Education Fund and TRUST FUND posted to Subsidiary/General Ledgers.			Admin Officer II Admin Officer II
5. Monitoring Report on Cash Advance/Preparation of report.	5.1 Monitoring Report on Cash Advance for Special Education Fund, Trust Fund, General Fund prepared, reviewed, signed and submitted.	None	7 – 10 Days	SAO Admin Officer II Admin Aide III City Accountant
6. Unserviceable Property Plant & Equipment Report.	6.1 Preparation of Journal Entry Vouchers for Unserviceable Property Plant & Equipment for General Fund and Special Education Fund.	None	7 – 10 Days	SAO City Accountant JOB ORDER
7. Computation and Preparation of Schedule and Journal Entry Voucher for Depreciation of Property Plant & Equipment.	8.1 Monthly Depreciation of Property Plant and Equipment of General Fund and Special Education Fund computed and prepared. 8.2 Journal Entry Voucher for Depreciation Expense of General Fund and Special Education Fund computed and signed.	None	2 days	SAO Accountant III City Accountant Job Order Employees



8	Preparation/ Encoding/ Printing of summary of monthly remittances.	<p>9.1 Encoding of mandatory contributions to GSIS, PHIC and HDMF remittance system and loan re-payments.</p> <p>9.2 Online submission of mandatory deductions to concern agencies.</p> <p>9.3 Printing of Hard copy for submission.</p> <p>9.4 Preparation and review of summary of remittance.</p> <p>9.5 Disbursement Voucher prepared, signed and processed.</p> <p>9.6 Check issued for payment of remittances of mandatory deductions and loan remittance to concern agencies</p>	None	<p>1 – 3 days</p> <p>1 – 3 days</p> <p>1 – 3 days</p> <p>Admin Asst. II</p> <p>Admin Aide VI</p> <p>Admin Asst II</p> <p>Job Order Employees</p> <p>Admin Aide IV</p>
9	Preparation/ Issuance of Accountant's Advice	10.1 Accountant's Advice prepared, reviewed, signed and transmitted to Banks	None	<p>Daily</p> <p>Admin Aide III</p> <p>City Accountant</p> <p>Job Order Employee</p>



11 Postng to Individual Subsidiary Ledgers/ Index of Payments for GSIS & PHIC contributions/	11.1 Posting of premium/ contribution and loan re-payment to individual subsidiary ledgers of plantilla,	None	1 – 7 days	Admin Asst. II Admin Aide I



premiums and loan re-payments.	contractual and job order personnel.			
12. Issuance of HDMF Certificate, Loan Remittance and Net Take Home Pay.	<p>11.1 Certificate of Net Take Home Pay for loan applications for HDMF MPL & Calamity Loan of Permanent, Contractual and Job Order, prepared, reviewed and signed as per request.</p> <p>11.2 Prepared Life & Retirement Premium remittance Statement Certificate as per request</p> <p>11.3 PHIC remittance prepared reviewed and signed</p>	None	<p>1 – 3 days</p> <p>1 – 7 days</p> <p>1 – 7 days</p>	<p><i>Admin Aide VI</i></p> <p>Admin Asst II</p> <p><i>Admin Asst. II</i></p> <p><i>Admin Aide I</i></p>
13. Issuance of Tax Certificate to creditors.	12.1 Certificate of tax withheld for Gov't Money Payments prepared, signed upon request.	None	30 minutes	<p>Admin Aide I</p> <p>City Accountant</p>

Internal Services – Internal Resource Management/Financial Resource Management Division



Service Information

Office or Division:	Internal Resource Management/Financial Resource Management Division			
Classification:	Highly Technical			
Type of Transaction:	Frontline Services			
Who may avail:	Link Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Financial Statement (Quarterly & Annually)	City Accountant's Office			
2. Report of Daily Collections	City Accountant's Office			
3. Real Property Tax Collections	City Accountant's Office			
4. Bank Statement	Accredited Banks			
5. Disbursement Vouchers and Obligation Request	City Accountant's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Financial Statements and other related records for submission to Commission on Audit.	1.1 Trial Balance of Trust Fund, General Fund prepared, reviewed and signed for submission to Commission on Audit.	None	1 – 20 days	City Accountant
	1.2 Quarterly Financial Statement Reports of General Fund and Special Education Fund, including Trial Balance, Statement of Financial Performance, Statement of Financial Position, Cash Flow Statement, Statement of Changes in Equity and Schedule of Receivables & Payables prepared, reviewed and signed.	None	Quarterly	SAO Accountant III Admin Officer II Contractual Employees
	1.3 Annual Financial Reports for Special Education fund, Trust Fund and General Fund including Trial			



	<p>Balance, Statement of Financial Performance, Statement of Financial Position, Cash Flow Statement, Statement of Changes in Net Assets/Equity, Notes to Financial Statements and Schedule of Receivables & Payables and Statement of Management Responsibility prepared, reviewed and signed.</p> <p>1.4 Consolidated Financial Statements, prepared, reviewed and signed. Submitted.</p>		<p>Yearly (on or before March 31 of the ensuing year.)</p> <p>1 – 20 days</p>	<p>SAO</p> <p>Accountant III</p> <p>Admin Officer II</p> <p><i>City Accountant</i></p>
<p>2. Posting of transactions to Index of Payments and other related transactions</p>	<p>2.1 Report of Daily Collections & Deposits</p> <p>2.2 Collection of Real Property Tax, checked and verified.</p> <p>2.3 Bank Reconciliation of all funds prepared, reviewed and signed</p> <p>2.4 Check and Cash Disbursement Journal of Trust Fund prepared, summarized and recapitulated and signed.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>daily</p> <p>1 – 3 days</p>	<p><i>Admin Officer IV</i></p> <p>Admin Asst III</p> <p><i>Admin Aide IV</i></p> <p>Admin Officer II</p> <p>Contractual Employee</p>
<p>3. Disbursement Vouchers/ Payroll Preparation and availability of allotment and</p>	<p>3.1 Disbursement Vouchers/Payrolls of various offices assigned control numbers, obligated,</p>	<p>None</p> <p>None</p>	<p>1 – 3 days</p>	<p><i>Admin Aide IV</i></p> <p><i>City Accountant</i></p>



Completeness of documents certified.	posted to different accounts and preparation of Journal Entry Vouchers and signed.	None		<i>Admin Asst II</i>
	3.2 Prepare summary of remittance for loan deductions.			
	3.3 Disbursement Voucher and Journal Entry Voucher for remittance to accredited banks for loan amortizations prepared		1 – 3 days	<i>Admin Aide VI</i>
	3.4 Disbursement Vouchers and Journal Entry Voucher for various barangay augmentation fund and withdrawal guaranty deposits (retention) prepared.	None	30 minutes	
	3.5 Disbursement vouchers and OBR's for electric and water bills reviewed and prepared			<i>Admin Aide IV</i>
	3.6 Allotment Release Order recorded and posted quarterly	None		
	3.7 Obligation Request encoded/recorded to individual accounts.	None	1 – 3 days	
		None	Quarterly	
4. Issuance of certificate of disbursement/	4.1 Issuance of certificate of disbursement/	None	1 – 3 days	Admin Officer II Gloria E. Aringo



Obligations submitted to National Government Agencies.	Obligations prepared and submitted to National Office as requested.			City Accountant
5. Compliance with the Transparency and Good Governance	<p>5.1 Statement of Debit service, Statement of Income & Expenses, Cash Flow, of General Fund, Trust Fund, SEF Utilization, BUB Utilization, Local Reduction Disaster Risk Mgt Fund Utilization posted to three (3) conspicuous places and uploaded to DILG portal & City of Legazpi Website.</p> <p>5.2 Preparation and Submission of annual APP, MTPIP, AIP, PPMP, semi annual Accomplishment Report and other required office reports for online submission.</p>			<p><i>Admin Asst I</i></p> <p>Sr. Admin Asst. II</p>

Internal Services – Pre-Audit Services Division

Service Information



Office or Division:	Pre-Audit Services Division			
Classification:	Highly Technical			
Type of Transaction:	Frontline Services			
Who may avail:	Linked Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers and Obligation Request/ Payrolls	City Accountant's Office			
2. Certificate of Creditable Tax Withheld at Source BIR 2307	City Accountant's Office			
3. Certificate of Compensation Payment/Tax Withheld BIR 2316	City Accountant's Office			
4. Alpha Data Entry	BIR			
5. Statement of Remittance	City Accountant's Office			
6. Summary of Remittance	City Accountant's Office			
7. Payroll for Wages	Respective Offices			
8. Journal Entry Vouchers	City Accountant's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reviewing/ checking the correctness and completeness of documents	1.1 Disbursement vouchers/ Payrolls for General Fund, Trust Fund, Special Education Fund and other transactions of National Agencies granted to LGU's assigned numbers, reviewed, verified and check, pre-audited and acted upon receipt.	None	1 – 3 days	SAO Sr. Admin Asst II JO Employees
2. Posting of transactions to Index Card of Payments, Subsidiary Ledgers and other records.	2.1 Payrolls for salary, wages of Job Order/Contractual employees posted to Individual Index Card of Payments.	None	1– 3 days	SAO Admin Asst II Admin Aide III JOB ORDER EMPLOYEES
	2.2 Disbursement Vouchers for utility bills posted to Subsidiary Ledgers.	None		
	2.3 Withholding Tax deducted from employees posted to		1-3 days	Sr. Admin Asst II Job Order Employee



	Individual Ledger Card.	None		
3. Preparation of Statement of Remittance and other Financial documents	3.1 Withholding taxes deducted from employees and from creditors encoded to Alpha Date Entry upon receipt.	None	1 – 20 days	<i>Sr.Admin Asst II</i>
	3.2 Summary of Withholding remittance prepared and computed.	None	Every 10 th day of ensuing month	
	3.3 Encoded the taxes withheld from employees compensation, and various creditors to BIR remittance system.	None		
3. Preparation of Statement of Remittance and other Financial documents	3.4 Prepare Disbursement vouchers and Journal Entry Voucher for BIR remittances, signed and process for submission to accredited bank including tax debit memo.	None		City Accountant
	3.5 Submission online all the taxes withheld for the month to BIR portal	None	Every Jan 31 st of the ensuing year (1604-C)	
	3.6 Submission of Annual Taxes Withheld from employees and various creditors.	None	Every March 1 of the ensuing year (1604-E)	
	4.1 Prepare and computed salary		as requested	



<p>4. Withholding Tax Adjustments and Issuance of Cert of Taxes Withheld.</p>	<p>adjustment for step increment, promotion, separation, salary increase and other related salary adjustments.</p> <p>4.2 Prepare and signed Cert of Taxes Withheld 2316 to employees.</p>			<p><i>Sr Admin Asst II</i></p> <p>Gloria E. Aringo <i>City Accountant</i></p>
<p>5. Monitoring of Cash Advances</p>	<p>5.1 Cash Advances granted for travel granted to officials and employees monitored.</p> <p>5.2 Prepare monitoring report on Cash Advances of all funds, prepared, review, signed and submitted to COA.</p>	<p>None</p>	<p>1-20 days</p>	<p><i>Admin Aide III</i></p> <p><i>City Accountant</i></p>
<p>6. Payroll Preparation</p>	<p>6.1 General Payroll for salaries of all offices/departments prepared, reviewed, printed and forwarded to concerned offices for signature of Department Head.</p> <p>6.2 Statement of remittances deducted from salary including loan amortization.</p> <p>6.3 General Payroll for PERA/RATA prepared and printed.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 – 7 days</p>	<p><i>Admin Aide VI</i></p>



	6.4 Pay slips of employees prepared and printed.			
7 Uploading of Salaries and other benefits.	Prepared summary of salaries of employees and other benefits, reviewed and signed for submission to Phil Veteran's Bank for uploading to individual bank accounts.	None	1-3 days	Admin Aide VI <i>Estrella E. Ala</i> SAO <i>City Accountant</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through a customer feedback form, letter, email or electronic messaging.
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How feedbacks are processed	Forwarded to concern unit, and acted upon within the prescribed period.
How to file a complaint	Through a letter, email or electronic messaging, addressed to: Ms. GLORIA E. ARINGO City Accountant City Accountant's Office City Hall Annex Bldg. Rizal St., Legazpi City
How complaints are processed	Check on the details of the complaints, ask for the incident report by the concerned employee, with documentary attachment, then a letter-reply to the complainant.
Contact Information of CCB, PCC, ARTA	CCB: 09088816565 Email: @ contactcenterngbayan.gov.ph PCC: 8888 pcc@malacanang.gov.ph ARTA: (02) 84785093

Division	Email Address	Contact Information
Accounting Services- Accountability	Lgulegazpi2020@gmail.com	Hotline Number 742-3700



Internal Resource Management Division	Lgulegazpi2020@gmail.com	Hotline Number 742-3700
Pre-Audit Services Division	Lgulegazpi2020@gmail.com	Hotline7 Number 742-3700
Barangay Operation Division	Lgulegazpi2020@gmail.com	Hotline Number 742-3700
Ms. Gloria E. Aringo City Accountant	gloria_aringo@yahoo.com.ph	09175035093
Ms. Genalin D. Lorilla Sr. Administrative Assistant II	ginalorilla237@gmail.com	09156216683



OFFICE OF THE CITY ADMINISTRATOR

External Service



1. External Service

Assistance to Clients with Queries, Complaints and other Concerns

Office or Division:	OFFICE OF THE CITY ADMINISTRATOR /			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)			
Who may avail:	Clients, entities and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of complaint at the City Admin. Office receiving area for record purposes.	1. Record and receive documents	None	5 Minutes	<i>Administrative Assistant IV</i>
2. Proceed to CA and have a brief interview/discussion of the complaint and wait for referrals/instructions.	1. Consultation	None	30 Minutes – 1 Hour <i>*Under normal circumstances per transaction</i>	<i>City Administrator</i>
TOTAL:			1 hour & 5 mins.	



OFFICE OF THE CITY ADMINISTRATOR

Internal Service



2. Internal Service

Approval of BAC and SPMS Documents, Checks Documents

Office or Division:	OFFICE OF THE CITY			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Offices, City Employees and Officials			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Documents 1.1 Submit documents to the receiving section at the City Admin. Office for review and record purposes.	1.1 Review, Record and Receive documents	None	5 Minutes	<i>Administrative Aide IV</i>
1.2 Wait for signature/approval of CA on the request;	1.2 For review and signature	None	10 Minutes <i>*Under normal circumstances per transaction</i>	<i>City Administrator</i>
1.3 Proceed to the CMO for the release/sign the logbook for the release.	1.3 Releasing	None	5 Minutes	<i>Administrative Aide III</i>
2. SPMS Documents 2.1 Submit SPMS documents to the receiving section at the City Administrator's Office for review	2.1 Record and Receive documents	None	5 Minutes	<i>Administrative Aide IV</i>
2.2 Wait for action/signature/approval of CA of documents submitted; referrals to concerned departments as needed.	2.2 Review	None	1 Day	<i>City Administrator</i>
TOTAL:		None	1 day and 25 mins.	



Office	Address	Contact Information
Office of the City Administrator	City Administrator's Office, 2 nd floor City Hall Compound, Legazpi City	0919-3648292



CITY AGRICULTURE OFFICE

External Services



ASSISTANCE TO CLIENTS AVAILING THE SERVICES

Office or Division:	CITY AGRICULTURE OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may Avail:	Farmers, Fisherfolks, Schools, Religious Groups, Students, Entrepreneurs, Employees, Government Office, CSOs and Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		City Agriculture Office		
2. RSBSA Registrations		City Agriculture Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for production inputs (Vegetables Seeds/ Seedlings, Fertilizers and Palay Seeds/ Planting Materials/ Fishery Inputs)	Assist client in filing up visitor's logbook	NONE	2 minutes	Officer of the Day
	Ask for request form of agri-inputs for record purposes <ul style="list-style-type: none"> • Palay • Seeds/ Planting Materials • Fertilizers • Fingerlings (Tilapia/ Bangus) • Mangrove Seedlings 		1 minute	Administrative Aide I Farm Worker I
	Check availability of seeds and planting materials then issue requisition slip		1 minute	Administrative Aide I
	and forward the same to CAO for approval/ signature		1 minute	City Agriculturist
	Assist client to sign forms and fill-up logbook for release,		2 minutes	Administrative Aide I
	Proceed to Bodega/ Nursery, wait for release		5 minutes	Administrative Aide I



	and receive the agri inputs			
	Request For the Provision/Delivery of Farm Inputs check the Schedule of the availability of Vehicle/ Facility		2 minutes	Administrative Aide I
	Filling-up Client Satisfactory Forms		2 minutes	Officer of the Day
2. Request/Inquiry of Agri tools Machineries and Equipment	Assist client in filing up logbook	NONE	2 minutes	Officer of the Day
	Refer to the AT/ Concerned person		1 minute	Engineer I (Agricultural)
	Discuss with client and advise things to do; Schedule site visit/ validation if necessary		10 minutes <i>*Under normal circumstances per transaction</i>	
	Check availability of agri-machineries		5 minutes	
	Guide client(s) to fill up request form/slip			
	forward the same to CAO for approval/ signature		2 minutes	City Agriculturist
	Proceed to the OD to record and fill up logbook of the approve farm machinery request slip		2 minutes	Engineer I (Agricultural)
	Schedule the Agri Machinery requested			
	Filling-up Client Satisfactory Forms		2 minutes	
	3. Agri-Fishery Technical Assistance and queries	Assist client in filing up logbook	NONE	2 minutes
Refer to the AT/ Concerned person			2 minutes	Agricultural Technologist/ Aqua culturist I
Discuss with client and advise client next things to do Scheduling of site visitation, conduct			15 minutes <i>*Under normal circumstances per transaction</i>	



	of trainings/ lecture as per request.			
	Assist client in filling up client satisfaction form		2 minutes	
	Filling-up Client Satisfactory Forms		2 minutes	
4. Request for Certification/ Enrollment in RSBSA, PCIC insurance and Boat Registration	Assist client in filing up logbook		2 minutes	Officer of the Day
	Refer to the AT/ Concerned person <ul style="list-style-type: none"> Schedule site visit/ validation if necessary If Validated already proceed to Admin Section for printing of certificate Filling-up of forms.		5 minutes	Agricultural Technologist/ Aqua culturist I Administrative Officer III/ Administrative Aide I
	Forward to CAO for signature and approval		2 minutes	City Agriculturist
	Proceed to Admin Section for record and release		2 minutes	Administrative Officer III/ Administrative Aide I
	Filling-up Client Satisfactory Forms		2 minutes	Officer of the Day
5. Processing/ Assistance to OJT/ referrals / proposal and other educational/training/ research and development	Assist client in filling up logbook		2 minutes	Officer of the Day
	Refer to the Admin		2 minutes	
	Review/ Check MOA/ Mandates for Internship between school and the organization if any		1 day	Administrative Officer V
	Forward the same to CAO for action/ approval		3 min	City Agriculturist
	Proceed to AO V for brief orientation		10 min	Administrative Officer V
	Total	None	3 Days, 1 hour and 29 minutes	



****Clients with pending documents are advised to follow-up the next working days or as per advised by the person incharge, due to unusual circumstances beyond the control of this Office.***

Service Pledge:

To be able to effectively deliver the goods and services of the City Agriculture Office to its client, thus, improving the quality of life.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
City Agriculture Office	Barangay Gogon, Barriada, Legazpi City	SHEILA R. NAS <i>City Agriculturist</i> Tel. No. 742-1739 Mobile: 09391550681 Email: <i>legazpicitycao@gmail.com</i>



CITY ASSESSOR'S OFFICE

Real Property

External Services



1. TRANSFER OF REAL PROPERTY OWNERSHIP

A New Tax Declaration (TD) is issued to the new owner when there is a transfer of ownership of real property. This is done to update the records of the City Government and for taxation purposes. Since original copies of documents are required, online application is not allowed.

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. certified true copy of Transfer Certificate of Title (TCT) issued by Registry of Deeds (2 copies)		Registry of Deeds		
c. Original duplicate copy of Deed of Conveyance (i.e., Deed of Absolute Sale; Deed of Extra Judicial Settlement of Estate; Deed of Donation) 2 copies				
d. Original Owner's Copy or Certified True Copy of Tax Declaration subject for Transfer		City Assessor's Office		
e. Photocopy of Certificate Authorizing Registration (CAR) issued by BIR (2 copies)		Bureau of Internal Revenue		
f. Tax Clearance (present year)		City Treasurer's Office		
g. Photocopy of Official Receipt of Transfer Tax & Processing Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBLE
1. Clients submits duly filled-up Request Form together with the complete documentary requirements	1. Check completeness and forwarded to the City Assessor to seek approval of request	P 100.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 Assigns request to Assessment Officers	none	10 Minutes per request	<i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i>
	1.2 The LAOO Evaluates submitted documentary	none	20 Minutes per request	



2. Client submits other requirements upon evaluation	2. The LAOO to whom it is assigned prepares, signs and submits FAAS for approval	none	1 Hour per request	<p><i>City Government Assistant Department Head I</i></p> <p><i>Supervising Administrative Officer Local Assessment III</i></p> <p><i>Tax Mapper II</i></p> <p><i>Local Assessment Operations Officer II</i></p>
	2.1 Approves FAAS	None	15 Minutes/ FAAS	<i>CGDH I/ City Assessor</i>
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	<p><i>Supervising Administrative Officer</i></p> <p><i>Local Assessment Operations Officer I</i></p> <p><i>Draftsman II</i></p> <p><i>Assessment Clerk II</i></p> <p><i>Administrative Aide I</i></p>
	2.3 Encodes FAAS and print-outs	None	15 Minutes/T D	<p><i>CGADH I</i></p> <p><i>Tax Mapper Aide</i></p>
	2.4 Signs Tax Declaration	None	15 Minutes/T D	<p><i>CGADH I</i></p> <p><i>SAO</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operations Officer II</i></p>
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/T D	<i>Local Assessment Operations Officer I</i>



				<i>Local Assessment Operations Officer II</i>
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/T D	<i>CGDH I/ City Assessor</i>
3. Acknowledges receipt of the new tax declaration	3. Segregates documents and releases new Tax Declaration	None	10 Minutes /TD	<i>Tax Mapping Aide</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	Total:	100	3 Days	

2. ASSESSMENT OF BUILDING, MACHINERY AND OTHER STRUCTURES

Newly constructed buildings and other structures and newly installed machineries have to be declared for taxation purposes by the owner. Consequently, declarations have to be issued.

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter request or duly accomplished request form	Information Officers			
b) Sworn Statement as to cost of the newly installed machineries	Registry of Deeds			
c) Copy of the approved Building Permit and /or Certificate of Completion of Occupancy Permit (for building)	City Engineer's Office			
d) Blueprint copy of the approved plan	City Engineer's Office			
e) Photocopy of Official Receipt of Transfer Tax & Processing Fee	City Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and forwarded the same to the City Assessor for	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>



	approval of request			
	1.1 For online, IT personnel acknowledge receipts of request and attached documents, forwards to the City Assessor for approval	None	5 Minutes per request	Assessment Clerk II Tax Mapping Aide
	1.2 City Assessor assigns request to Assessment Officers	None	5 Minutes per request	CGDH I/ City Assessor
	1.3 Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	CGADH I Supervising Administrative Officer Tax Mapper III Local Assessment Operations II Administrative Assistant I
2. Confirms schedule of inspection	2. Informs client of the schedule of inspection thru text or online messaging	None	5 Minutes per client	Assessment Clerk II Administrative Aide I Assessment Clerk II Tax Mapping Aide
	2.1 Conducts ocular inspection & assessment; prepares and signs report	None	3-4 Hours (may vary due to distance size of property & availability of transportation)	CGADH I Supervising Administrative Officer Tax Mapper III Local Assessment Operations Officer II Administrative Assistant VI(Computer Operator III) Administrative Assistant I
	2.2 Prepares and signs FAAS	None	1 Hour per tax declaration	CGADH I Supervising Administrative Officer



				<i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i> <i>Administrative Assistant I</i>
	2.3 Approves FAAS	None	15 Minutes/FA AS	CGDH I/ City Assessor Officer
	2.4 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FA AS	CGADH I Administrative Aide I Administrative Aide I Administrative Assistant VI (Computer Operator III) Assessment Clerk II
	2.5 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FA AS	CGADH I Local Assessment Operations Officer II Administrative Assistant VI (Computer Operator III) Assessment Clerk II Administrative Aide I
	2.6 Encodes FAAS and print-outs	None	15 Minutes/FA AS	CGADH I Tax Mapper Aide
	2.7 LAOO signs Tax Declaration	None	15 Minutes/TD	CGADH I SAO Tax Mapper III Local Assessment Operations Officer II
	2.8 Reviews and Approved the Tax Declaration	None	5 Minutes/TD	CGDH I/ City Assessor
3. Acknowledges receipts of new Tax Declaration	3. Segregates documents and releases the Tax Declaration; for online, sends e-copy of Owner's Copy via email	None	2 Minutes/TD	Tax Mapper Aide Assessment Clerk II Assessment Clerk II



				Administrative Aide I
		Total:	3 Days	

3. RE-ASSESSMENT, REVISION, CANCELLATION OF ASSESSMENT OF REAL PROPERTY

The Assessment records are being used as basis for annual real property tax computation. Property owners may request for this service for tax payment purposes

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter request or duly accomplished request form		Information Officers		
b) Barangay Certification (for Cancellation)		Barangay where property is located		
c. Tax Clearance		City Treasurer's Office		
d. Photocopy of Official Receipts of Transfer Tax & Processing Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and forwarded the same to the City Assessor's for approval request	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 For online, IT personnel acknowledgement receipts of request and attached documents, forwards to the	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Tax Mapper Aide</i>



	City Assessor for approval			
	1.2 City Assessor assigns request to Assessment Officers	None	5 Minutes per request	<i>CGDH I / City Assessor</i>
	1.3 Verifies records and evaluates, whether there is a basis for cancellation of assessment, revision or re-assessment; when inspection is necessary request forwarded to LAOO	None	30 Minutes per request	<i>CGADH I</i> <i>Tax Mapper Aide</i> <i>Local Assessment Operation Officer I</i> <i>Local Assessment Operation Officer II</i>
	1.4 LAOO Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	<i>CGADH I</i> <i>Supervising Administrative Officer</i> <i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i> <i>Local Assessment Operations Officer II</i> <i>Administrative Assistant I</i>
2. Confirms schedule of inspection	2. Informs client of the schedule of inspection thru text or online messaging	None	10 Minutes per client	<i>Assessment Clerk II</i> <i>Administrative Aide I</i> <i>Assessment Clerk II</i> <i>Tax Mapper Aide</i>



3. Accompany Assessment Officers during inspection	3. Conducts ocular inspection & Assessment; prepares and signs report	None	3-4 Hours (may vary due to distance size of property & availability of transportation)	<p><i>CGADHI I</i></p> <p><i>Supervising Administrative Officer</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Administrative Assistant Vi (Computer Operator III)</i></p> <p><i>Administrative Assistant I</i></p>
	3.1 Prepares and signs FAAS	None	1 Hour per tax declaration	<p><i>CGADHI I</i></p> <p><i>Supervising Administrative Officer</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Administrative Assistant I</i></p>
	3.2 Approves FAAS	None	15 Minutes/ FAAS	CGDH I/ City Assessor
	3.3 Prepares Notice of Cancellation, Revision or Correction	P 100.00 Processing Fee	20 Minutes per document	<p><i>CGADHI I</i></p> <p><i>Tax Mapper Aide</i></p>
	3.4 Verifies, cancels previous TD	None	15 Minutes per Notice	<p><i>Local Assessment Operations Officer I</i></p> <p><i>Local Assessment Operations Officer II</i></p>



	3.5 Approves Notice	None	5 Minutes per Notice	CGDH I/ City Assessor
4. Acknowledges receipts	4. Releases Notice; for online, sends e-copy of Owners Copy	None	5 Minutes/ TD	Tax Mapper Aide Assessment Clerk II Assessment Clerk II Administrative Aide I
	Total:	100.00	7 hours & 25 mins.	

4. ISSUANCE OF TRUE COPY OF TAX DECLARATION, CERTIFICATION OF PROPERTY HOLDING, NO IMPROVEMENT AND OTHER CERTIFICATION

Office or Division:	Evaluation/Records			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property owners within the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner				
c. Official Receipt (for online, client sends receipts paid thru Legazpi City's Online)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and verifies	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 For Online, IT personnel acknowledges	None	5 Minute per request	<i>Assessment Clerk II</i>



	receipts or request and attached documents, forwards to Evaluation			<i>Tax Mapping Aide</i>
2. Client pays for the requested document	2. Prepares the requested documents	P 50.00 per document	20 Minutes per document	<i>CGADH I Tax Mapping Aide</i>
	2.1 Verifies data in the print -out	None	5 Minute	<i>Local Assessment Operation Officer I</i>
	2.2 Approves the document	None	5 Minute	<i>CGDH I/ City Assessor</i>
3. Acknowledge receipt of the requested document	3. Releases requested document; for online, send e-copy via e-mail	None	5 Minutes/ Document	<i>Tax Mapping Aide Assessment Clerk II Assessment Clerk II Administrative Aide I</i>
Total:		P 100.00	45 Minutes	

5. HISTORY VERIFICATION OF REAL PROPERTY

No online transaction for this service since original copies of documents are required.

Office or Division:	Records Management Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Real property owners within the City Government of Legazpi
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. Letter request or duly accomplished request form	Information Officers
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner	
c. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online	City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and verifies request	None	5 Minutes per request	Assessment Clerk II Administrative Aide I
	1.1 For Online, IT personnel acknowledges receipts or request and attached documents forwards to evaluation	None	5 Minutes per request	Assessment Clerk II Tax Mapping Aide
2. Pays research fee	2. Verifies, researches and documents history of the real property	P/50.00 per property	1-2 Hours (may vary due to distance size of property & availability of transportation)	Local Assessment Operations Officer I Local Assessment Operations Officer II
	2.1 Result of research presented to the City Assessor for approval of release of documents	None	15 Minutes per request	Local Assessment Operations Officer I Local Assessment Operations Officer II
3. Acknowledgement receipt of the requested document	3. Releases requested document; for online, send e-copy via e-mail	None	5 Minutes/document	Tax Mapper Aide Assessment Clerk II Assessment Clerk II Administrative Aide I



TOTAL:	P/ 50.00	2 hours & 30 mins.	
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6. SEGREGATION/CONSOLIDATION/SUBDIVISION OF REAL PROPERTY

Office or Division:	Records Management Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request from	Information Officers			
b. Original Owner's Copy or Certified True Copy of Tax Declaration subject for transfer	City Assessor's Office			
c. Original duplicate copy of Deed of Conveyance (ie Deed of Absolute Sale; Deed of Extra Judicial Settlement of Estate; Deed of Donation) 2 copies				
d. Certified true copy of Transfer Certificate of Title (TCT) issued by Registry of Deeds (2 copies)				
e. Photocopy of Certificate Authorizing Registration (CAR) issued by BIR (2 copies)				
f. Tax Clearance (present year)				
g. Photocopy of Official Receipt of Transfer Tax & Processing Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek approval or request	P 100.00 processing fee	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 Assigns request to Assessment Officers	None	10 Minutes per request	<i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i>
	1.2 The LAOO Evaluates submitted documentary	None	10 Minutes Per request	
	2. The LAOO to whom it is	None	1 Hour per request	<i>CGADH I</i>



2. Client submits other requirements upon evaluation	assigned prepares, signs and submits FAAS for approval			Supervising Administrative Officer Tax Mapper III Local Assessment Operations Officer II
	2.1 Approves FAAS	None	15 Minutes/ FAAS	CGDH II/ City Assessor
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	Supervising Administrative Officer Administrative Aide I Administrative Assistant VI (Computer Operator III) Assessment Clerk II Administrative Aide I
	2.3 Encodes FAAS and print -outs	None	15 Minutes/ TD	CGADH I Tax Mapping Aide
	2.4 Signs Tax Declaration	None	15 Minutes/ TD	CGADH I Supervising Administrative Officer Tax Mapper III Local Assessment Operations Officer II
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/ TD	Local Assessment Operation I
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/ TD	CGDH II/ City Assessor
3. Acknowledges Receipt of the new TD	3. Segregates documents and	None	10 Minutes TD	Tax Mapper Aide



	releases new Tax Declaration			<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	Total	P/100.00	3 Hours	

7. ANNOTATION

(Mortgage, Tax Liens, Levy, Last Will & Testament, Bailbond, Lis Pendens & Adverse Claim)

Office or Division:	Records Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Real property owners within the City Government of Legazpi

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter request or duly accomplished request from	Information Officers
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner	
c. Mortgage Agreement, Notice of Levy & Tax Lien, Affidavit of Adverse Claim, Notice of Lis Pendens, Last Will & Testament	Bank/Other Lending Institution, Court, City Treasurer, Claimant
d. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online Services)	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request Form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek approval of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for verification & Annotation	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online recording & printing of tax declaration (if requested)	none	5 minutes per request	<i>Tax Mapping Aide</i>
	4. Approval	none	5 minutes per request	<i>CGDH II / City Assessor</i>
TOTAL:		P/50.00	30 minutes	



8. CANCELLATION OF ANNOTATION (Mortgage, Tax Liens, Levy, Last Will & Testament, Bailbond, Lis Pendens & Adverse Claim)

Office or Division:	Records Management Division/Evaluation			
Classification:	Simple			
Type of Transaction:	Frontline Service			
Who may avail:	Real Property owners/claimant within the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner				
c. Release of Mortgage, Court Decision, Tax Clearance		Bank/Other Lending Institution, Court, City Treasurer, Claimant		
d. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online Services)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request Form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek approval of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for cancellation	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online recording & printing of tax declaration(if requested)	none	5 minutes per request	<i>Tax Mapping Aide</i>
	4. Approval	none	5 minutes per request	<i>CGDH II/ City Assessor</i>
TOTAL:		P/50.00	30 minutes	

9. CORRECTION OF ENTRY

Office or Division:	Records Management Division/Evaluation			
Classification:	Simple			
Type of Transaction:	Frontline Service			
Who may avail:	Real Property owners/claimant within the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner				
c. Title and Technical Description, Tax Clearance		Registry of Deeds City Treasurer's Office		



CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request Form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek approval of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for verification	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online correction	none	5 minutes per request	<i>Tax Mapping Aide</i> <i>CGADH I</i>
	4. Online Approval	none	5 minutes per request	<i>CGDH I/ City Assessor</i>
	5. Printing of new corrected Tax Declaration	none	5 mins per request	<i>CGADH I</i>
	6. Countersigning/ signing	none	5 mins per request	<i>CGDH I/ City Assessor</i>
TOTAL:		P/50.00	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the City Assessor's Office, then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>City Assessor's Office Contact Number: 0966-812-0533</p>
How feedback is processed?	<p>The Administrative Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows: legazpi.assessorsoffice@gmail.com 0966-812-0533</p>
How to file complaint?	<p>To file a complaint against the City Assessor's Office, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p>



	<ul style="list-style-type: none"> - Full name, address and contact information of the Complainant - Narrative of the Complaint - Evidences - Name of the Person being Complained <p>Send all complaints against the City Assessor's Office, through writing on the COMPLAINT FORM (CSC Form #3) or to legazpi.assessorsoffice@gmail.com</p> <p>For follow-ups or inquiries, the contact information is: 0966-812-0533</p>
<p>How complaints are processed?</p>	<p>All complaints received against the City Assessor's Office will be processed by the Administrative Division.</p> <p>The ADMIN reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints received on a daily basis. The ADMIN shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after conduct of investigation, the ADMIN shall prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the City Assessor's Office, for appropriate action &/or final decision.</p> <p>The ADMIN shall give the feedback to the clients via email, or through writing.</p>
<p>Contact Information of CITY ASSESOR'S OFFICE</p>	<p>Engr. EDUARDO A. LUNA, JR. CGDH I/ City Assessor</p> <p>Engr. ANTHONY JEMAR G. SARTORIO CGADH I/ Asst. City Assessor</p> <p>Office Number: 0966-812-0533 Email Address: legazpi.assessorsoffice@gmail.com</p>



CITY BUDGET OFFICE

Internal and External Services



- **External Services**

1. Technical Assistance to Barangay Operations

Provides technical assistance and coaching to Barangay Officials and Sangguniang Kabataan Officials regarding budgetary requirements.

Office or Division:	Barangay Operations Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail?	Barangay Officials and Sangguniang Kabataan Officials	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Barangay Annual Budget (6 sets)	
	• Transmittal Letter	Concerned barangay (prepared by the Barangay Officials)
	• Budget Message	Concerned barangay (prepared by the Barangay Officials)
	• Certified Statement of Income	City Accountant's Office – Barangay Division
	• Barangay Appropriation Bill	Concerned barangay (prepared by the Barangay Officials)
	• Annual Investment Program (Annex A)	Concerned barangay (prepared by the Barangay Officials)
	• Brgy. Budget Prep. Form No. 1 - Budget of Expenditures and Sources of Financing (Annex B)	Concerned barangay (prepared by the Barangay Officials)
	• Brgy. Budget Prep. Form No. 2 – Programmed Appropriation by PPA Expense Class, Object of Expenditure and Expected Results (Annex C)	Concerned barangay (prepared by the Barangay Officials)
	• Brgy. Budget Prep. Form No. 2.A – List of Projects Chargeable Against the 20% Development Fund (Annex D)	Concerned barangay (prepared by the Barangay Officials)
	• Brgy. Budget Prep. Form No. 3 – Plantilla of Personnel (Annex E)	Concerned barangay (prepared by the Barangay Officials)
	• Resolution for Local Disaster Risk Reduction and Management Fund (Calamity Fund)	Concerned barangay (prepared by the Barangay Officials)
	• Breakdown of 70% and 30% Barangay Disaster Risk Reduction and Management Fund Investment Plan (BDRRMFIP)	Concerned barangay (prepared by the Barangay Officials)



<ul style="list-style-type: none"> Report on Utilization of Disaster Risk Reduction and Management Fund Investment Plan 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Local Disaster Risk Reduction and Management Fund Investment Plan (LDRRMFIP) 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Vision Statement 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Plans, Programs, Projects & Activities for Senior Citizens and PWD 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Annual Procurement Plan 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Brgy. Council for the Protection of Children (BCPC) with Resolution 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Brgy. Annual GAD Plan Budget with Resolution and Certification from DILG 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Anti-Drug Plan 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> 20% Brgy. Development Fund 	City Planning and Development Office
<ul style="list-style-type: none"> Brgy. Nutrition Action Plan with Resolution 	Concerned barangay (prepared by the Barangay Officials)
<ul style="list-style-type: none"> Barangay Peace and Order Public Safety Plan Year 2023-2025 	Concerned barangay (prepared by the Barangay Officials)
2. Sangguniang Kabataan Annual Budget (6 sets)	
<ul style="list-style-type: none"> Certification of 10% SK Fund 	Concerned Barangay Treasurer
<ul style="list-style-type: none"> CBYDP with Resolution 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> ABYIP with Resolution 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> Breakdown of SK Annual Budget 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> Programmed Appropriation by PPA Expense Class, Object of Expenditures and Expected Results 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> Annual Budget Resolution with standing committees 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> Annual Procurement Plan (APP) 	Concerned barangay (prepared by the SK Officials)
<ul style="list-style-type: none"> Transmittal Letter 	Concerned barangay (prepared by the SK Officials)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of a Certification for 20% Brgy. Development Fund	1.1. Prepares, encodes & reviews Certification for 20% Development Fund	None	5 minutes/ brgy.	<i>Supervising Admin Officer Admin. Aide III City Budget Office</i>
	1.2. Issues the prepared Certification to Barangay Official	None	2 minutes/brgy.	<i>Admin. Aide III City Budget Office</i>
2. Computation of the PS/Cap Limitation	2.1. Receives the required documents from the barangays and computes the PS Cap 2.a. Brgy. Nos. 1-18 2.b. Brgy. Nos. 19-36 2.c. Brgy. Nos. 37-53 2.d. Brgy. Nos. 54-70	None	30 minutes/brgy.	<i>Admin Aide IV Admin Aide I Admin Aide I Admin Officer IV City Budget Office</i>
	2.1. Checks / Reviews the computed PS Cap	None	20 minutes/brgy.	<i>Supervising Admin Officer City Budget Office</i>
3. Computation of Leave Benefits of Barangay Officials	3.1. Receives the required documents from the barangays and computes the Leave Benefits 2.a. Brgy. Nos. 1-18 2.b. Brgy. Nos. 19-36 2.c. Brgy. Nos. 37-53 2.d. Brgy. Nos. 54-70	None	30 minutes/brgy.	<i>Admin Aide IV Admin Aide I Admin Aide I Admin Officer IV City Budget Office</i>
	3.2. Checks / Reviews the computed Leave Benefits			<i>Supervising Admin Officer City Budget Office</i>
4. Review of Barangay Annual Investment Program (AIP)	4.1. Receives and reviews the submitted Brgy. AIP; prepares the endorsement letter for CBO's signature	None	20 minutes	<i>Supervising Admin Officer City Budget Office</i>



	4.2. Encodes the prepared endorsement letter for transmittal to CMO	None	10 minutes	<i>Admin Aide III</i> City Budget Office
5. Review of submitted Barangay & SK Annual Budget / Supplemental Budget as to compliance with Budgetary Requirements, PS Limitation and correctness of data	5.1. Receives the required documents from the barangay and undertakes initial / preliminary review. 5.a. Brgy. Nos. 1-18 5.b. Brgy. Nos. 19-36 5.c. Brgy. Nos. 37-53 5.d. Brgy. Nos. 54-70	None	30 minutes/brgy.	<i>Admin Aide IV</i> <i>Admin Aide I</i> <i>Admin Aide I</i> <i>Admin Officer IV</i> City Budget Office
	5.2. Checks the initial findings and prepares the review actions/conditions thereon	None	20 minutes/brgy.	<i>Supervising Admin Officer</i> City Budget Office
	5.3. Encodes the review action / endorsement letter	None	30 minutes/brgy.	<i>Admin Aide III</i> City Budget Office
	5.4. Reviews the encoded review conditions and endorsement letter and submits the same to the Head of Office	None	20 minutes/brgy.	<i>Supervising Admin Officer</i> City Budget Office
	5.5. Final review of the Review Conditions; signs the transmittal letter to the SP Chairman Committee on Appropriation	None	20 minutes/brgy.	<i>City Budget Officer (CGDH-I)</i> City Budget Office

- **External and Internal Services**



1. Processing Payrolls, Vouchers, Purchase Requests and Obligation Requests of the City Offices/Departments

Payrolls, vouchers, purchase requests, obligation requests and other financial documents are submitted for City Budget Officer's certification as to availability of funds (Appropriation and Allotment).

Office or Division:	City Operations Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail?	Offices, employees, barangay officials and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll (1 copy) 2. Voucher (2 copies) 3. Purchase Request (1 copy) 4. Obligation Request (3 copies) 5. Other related supporting documents		Concerned individual, office or barangay (Prepared by the office/ employee/ official)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients' submission of payrolls, vouchers, Purchase Requests (PR), etc. accompanied by Obligation Request (ObR) Form for funds availability	1.1. Receives and records all incoming documents with corresponding Obligation Request (ObR)	None	10 minutes/doc.	<i>Admin Aide IV Admin Aide I Job Order City Budget Office</i>
	1.2. Forwards the document to the staff in-charge in the City Operations Division for processing	None	4 minutes/doc.	<i>Admin Aide IV Admin Aide I Job Order City Budget Office</i>



	1.3. Evaluates & posts to Registry of Appropriation, Allotment, Obligation and Balances (RAAOB) & forwards the same to numbering staff for assigning number to ObR	None	15 minutes/doc.	<i>Admin Officer V Admin Officer IV Admin Officer II Sr. Admin Asst. II Admin Asst. VI Admin Asst. I Admin Aide IV City Budget Office</i>
	1.4. Numbers the processed ObR in numerical order & returns the same to the staff in-charge	None	8 minutes/doc.	<i>Admin Aide II City Budget Office</i>
	1.5. Records the ObR number in the respective RAAOB; forwards the document to the Division Chief for review / checking	None	5 minutes/doc.	<i>Admin Officer V Admin Officer IV Admin Officer II Sr. Admin Asst. II Admin Asst. VI Admin Asst. I Admin Aide IV City Budget Office</i>
	1.6. Reviews / Checks all supporting docs and that the account used is appropriate and consistent with the revised Chart of Accounts for LGUs and forwards the same to the staff in-charge of outgoing documents	None	8 minutes/doc.	<i>Assistant City Budget Officer/OIC-City Operations Division City Budget Office</i>



	1.7. Records outgoing documents in the logbook & forwards the same to the Department Head / Asst. Department Head for signature	None	5 minutes/doc.	<i>Admin Officer II</i> City Budget Office
	1.8. Certifies as to existence of appropriation	None	8 minutes/doc.	<i>City Budget Officer (CGDH-I)</i> City Budget Office
	1.9. Records & releases the document to the client. Unclaimed documents will immediately be forwarded to the City GSO (PRs) & City Accountant's Office (vouchers & payrolls) for processing	None	10 Minutes/doc.	<i>Admin Aide III</i> City Budget Office



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the Customer Feedback Form and drop it at the Feedback Drop Box located at the Receiving Area of the office.</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Officer at the Receiving Area opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned division and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answers are then relayed to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: (052) 820-3048.</p>
<p>How to file a complaint?</p>	<p>Answer the Customer Feedback Form and drop it at the Complaints Drop Box located at the Public Assistance and Complaints Desk (PACD) of the office.</p> <p>Complaints can also be filed via telephone. 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 telephone number: (052) 820-3048.</p>



<p>How complaints are processed?</p>	<p>The Officer monitoring the PACD opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the officer shall start the investigation and forward the complaint to the division chief for their explanation.</p> <p>The officer will prepare a report after the investigation and shall submit to the chief of office for appropriate action.</p> <p>The officer will give the feedback to the client.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)</p>

Office	Address	Contact Information
<p>City Budget Office</p>	<p>2/F, City Hall Bldg., Rizal Street, Legazpi City</p>	<p>(052) 820-3048 cbo_leg@yahoo.com / legazpicitybudget@gmail.com</p>



**CITY DISASTER RISK REDUCTION
MANAGEMENT OFFICE
DISASTER OPERATIONS CENTER
Frontline Services**



1. Complex Research Services

The Disaster Operations Center gives this type of service to researchers, students, barangays, institutions, and other clients for their complex information needs that entails the collection, customization and modification of existing data tables and templates. This service also includes requests for surveys/ questionnaires for thesis/studies that will require data collection.

Office or Division		City Disaster Operation Center:All Divisions and Units		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
1. Written request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
3. Order of Payment (1 original copy)		To be issued by the CDRRMO		
3. Payment of Fees		To be secured at the City Treasurer's Office based on the order of payment from CDRRMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client signs in the visitor's logbook at the office receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



<p>2. Client submits written request *Make sure to secure the Order of Payment that will be issued.</p>	<p>2. Office staff receives the written request and attachment/s and checks for completeness</p>	<p>None</p>	<p>3 Minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i></p>
	<p>2.1. Issues the order of payment, if all required documents are given and the no. of copies for payment are determined and confirmed</p>	<p>Computer Generated Maps: Colored, Bond Paper PHP 100/page Colored, A3 Size PHP 150/page</p> <p>Certified copy of records PHP 50/page Photocopy of any other copy PHP 5/page Certification, Clearance, Annotation, etc PHP 50/page</p> <p>(Based on City Ordinance No. 0013-2007 known as the Revenue Code of the City of Legazpi)</p>	<p>6 Minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i></p>



	2.2. Starts processing the request		5 Days	Research and Planning Division: <i>Ms. Niza Ayende</i> <i>Mr. Lawrence Louise Arcos</i> Operations <i>Ms. Patricia Naz and Warning:</i> <i>Ms. Beverly Anne Armeña</i>
3. Client pays the required fees at the City Treasurer's Office by showing the order of payment <i>* Make sure to secure the Official Receipt that will be issued upon payment.</i>	3. (City Treasurer's Office accepts the payment based on the order of payment and issues the official receipt)			City Treasurer's Office
4. Client returns to the City DRRM Office for the processing and release of requested information	4. CDRRMO staff checks the official receipt and the printed information	None	5 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	4.1. Releases the requested information			Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



	Total	Computer Generated Maps: Colored, Bond Paper PHP 100/page Colored, A3 Size PHP 150/page Certified copy of records PHP 50/page Photocopy of any other copy PHP 5/page Certification, Clearance, Annotation,etc PHP 50/page	5 Days, 15 Minutes	
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2. Request for Conduct of Orientations and/or Drills

To promote disaster preparedness in the City of Legazpi, the Disaster Operations Center conducts orientations (Early Warning Systems (EWS) in the City, Building Earthquake Evacuation Plan) and/or drills (earthquake, fire, volcanic eruption).

Office or Division	City Disaster Operations Center:All Divisions and Units			
Classification	Simple			
Type of Transactions	G2G - Government to Government G2B - Government to Business			
Who may Avail	Government and Business			
Checklist of Requirements	Where to Secure			
1. Written request (1 photocopy and 1 original for office file) addressed to: ENGR. MILADEE N. AZUR CGDH I-City DRRM Officer City Disaster Risk Reduction and Management Office 2F, Albay Public Market, F. Aquende Dr. Brgy. Baño, Legazpi City	To be provided by the requesting party			
2. Written request should state the following: - Services requested (if it is orientation or drill, or both) and its tentative schedule - Contact number and e-mail address of the client or focal person	To be provided by the requesting party			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Signs in the visitor's logbook at the office receiving area	1. Gives the visitor's logbook at the receiving area	None	1 Minute	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
2. Submits written request	2. Receives the written request and records its details (time and date received, name and contact number of requesting party and subject matter of the letter) and checks for completeness	None	3 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	2.1. Issues the routing slip to Operations and Warning Division	None	6 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i>
3. Receives the Letter Reply	3. Delivers the Letter Reply to the requesting party	None	4 Hours	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



4. Provides details and other information needed for the conduct of orientation and/or drill	4. Contacts the requesting party and finalizes the schedule of the orientation and/or drill	None	2 Hours	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i>
	Total		6 Hours, 10 Minutes	

Conduct of Orientation and/or Drill

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Attends/ participates the orientation and/or drill and gives Certificates of Appreciation and Appearance to the speaker and facilitators	1. Conducts the orientation and/or drill	None	4 Hours	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i> <i>Joshua A. Laylo</i> <i>Maree Merrogel</i> <i>Vernalu V. Molina</i> <i>Lonel P. Beltran</i>
2. Client accomplishes Customer Feedback Form	2. Issues the client with a Customer Feedback Form	None	5 Minutes	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i> <i>Joshua A. Laylo</i> <i>Maree Merrogel</i> <i>Vernalu V. Molina</i> <i>Lonel P. Beltran</i>
	Total		4 Hours, 5 Minutes	



3. Simple Logistics Services

The Disaster Operations Center gives this type of service to barangays, institutions, and other clients for their simple resource and other equipment requests.

Office or Division		City Disaster Operation Center: All Divisions and Units		
Classification		Simple		
Type of Transactions		G2G - Government to Government		
Who may Avail		Government		
Checklist of Requirements		Where to Secure		
1. Written request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client signs in the visitor's logbook at the office receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minute	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
2. Client submits written request	2. Office staff receives the written request and attachment/s and checks for completeness	None	3 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



	2.1. Checks the inventory of the availability and/or quantity of the requested resources and other equipment	None	10 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> <i>Mr. Ayan M. De Mesa</i> <i>Ms. Miriam A. Ayende</i>
	2.2. Prepares the Acknowledgement Receipt of Equipment (ARE) and the requested resources	None	1 Hour	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> Approval by: <i>Engr. Miladee Azur</i>
3. Client receives the requested resources and fills up and signs the ARE	3. Releases the requested equipment	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
	Total	None	1 Hour, 29 Minutes	
Returning of borrowed equipment				
1. Client signs in the visitor's logbook at the office receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



2. Client returns the borrowed resources	2. Receives and checks the returned resources for quantity and quality check	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> <i>Mr. Ayan M. De Mesa</i> <i>Ms. Miriam A. Ayende</i>
	2.1 Records the date of return in the logbook and stores the equipment.	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
3. Client accomplishes Customer Feedback Form	3. Issues the client with a Customer Feedback Form	None	1 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
	Total	None	32 Minutes	



4. Simple Research Services

The Disaster Operations Center gives this type of service to researchers, students, barangays, institutions, and other clients for their simple information needs that are according to the existing format, data tables and templates.

Office or Division		City Disaster Operation Center:All Divisions and Units		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
1. Written request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file)		To be provided by the requesting party		
3. Payment of Fees		To be secured at the City Treasurer's Office based on the order of payment from CDRRMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client signs in the visitor's logbook at the office receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



<p>2. Client submits written request <i>*Make sure to secure the Order of Payment that will be issued.</i></p>	<p>2. Office staff receives the written request and attachment/s and checks for completeness</p>	<p>None</p>	<p>3 Minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana Mr. Andres Barrameda II Ms. Charlotte Aboque</i></p>
	<p>2.1. Issues the order of payment, if all required documents are given and the no. of copies for payment are determined and confirmed</p>	<p>P5.00 per page (photocopy or printed) (Based on City Ordinance No. 0013-2007 known as the Revenue Code of the City of Legazpi)</p>	<p>6 Minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana Mr. Andres Barrameda II Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i></p>
	<p>2.2. Starts processing the request</p>	<p>None</p>	<p>45 Minutes</p>	<p>Research and Planning Division: <i>Ms. Niza Ayende Mr. Lawrence Louise Arcos</i> Operations and Warning: <i>Ms. Beverly Anne Armeña</i></p>
<p>3. Client pays the required fees at the City Treasurer's Office by showing the order of payment. <i>*Make sure to secure the Official Receipt that will be issued upon payment.</i></p>	<p>3. (City Treasurer's Office accepts the payment based on the order of payment and issues the official receipt)</p>			<p>City Treasurer's Office</p>



4. Client returns to the City DRRM Office for the processing and release of requested information	4. CDRRMO staff checks the official receipt and the printed information	None	5 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	4.1. Releases the requested information			Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	Total	P5.00 per page (photocopy or printed)	1 hour	



LEGAZPI 911 EMERGENCY ACTION CENTER

Frontline Services



1. 911 CCTV Footage Request for Crime Investigations and Court Litigations

This is a service provided to uniformed personnel and legal counsels who are requesting for CCTV footage to be used in crime investigations and court litigations.

Office or Division		CDRRMO- LEGAZPI 911 EMERGENCY ACTION CENTER/ IT DIVISION		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
Letter-Request from Attorney's Office or Legazpi City Police Station addressed to the City Mayor and/ or CDRRMO Head		Legal Counsel/Legazpi City Police Station		
Court Order		Issued by a judge		
Storage device (USB, External Hard Drive (preferably NTFS format))		Provided by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client signs in the visitor's logbook at the CDRRM Office receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minute	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



2. Client submits written request	2. Office staff receives the written request and attachment/s or endorsement from the City Mayor's Office and checks for completeness	None	2 minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	2.1. Issues the routing slip to Legazpi 911 EAC	None	2 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i>
	2.2. Starts processing and extracting the request	None	1 Working Day = 8hours	<i>Legazpi 911 EAC personnel on duty</i>
	2.3. Calls the client to bring their storage device	None	1 Minute	<i>Legazpi 911 EAC personnel on duty</i>
4. Client returns to the Legazpi 911 EAC for the release of requested footage	4. Legazpi 911 EAC staff saves the requested footage to the storage device	None	1 Hour	<i>Legazpi 911 EAC personnel on duty</i>
5. Client signs logbook for footage request	5. Releases the requested information	None	1 Minute	<i>Legazpi 911 EAC personnel on duty</i>



6. Client accomplishes Customer Feedback Form	6. Legazpi 911 EAC personnel issues the client with a Customer Feedback Form	None	1 Minute	Legazpi 911 EAC personnel on duty
	Total	None	1 Day, 1 Hour, 11 Minutes	

2. 911 CCTV Viewing Request

CCTV Viewing is a service providing assistance given to Uniformed Personnel and other requesting parties.

Office or Division		CDRRMO- LEGAZPI 911 EMERGENCY ACTION CENTER/ IT DIVISION		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
Any valid Government Issued ID		Provided by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client signs in the visitor's logbook at the Legazpi 911 EAC receiving area	1. Office staff gives the visitor's logbook at the receiving area	None	1 Minute	<i>Office Security on duty</i>
2. Client shows government issued ID	2. Office security informs the personnel on duty of the request for CCTV viewing	None	1 Minute	<i>Office Security on duty</i>



	2.1. Personnel on duty prepares the footage viewing needs	None	2 Minutes	<i>Legazpi 911 EAC personnel on duty</i>
3. Client views the footage	3. Personnel on duty assists the client in viewing	None	1 Day	<i>Legazpi 911 EAC personnel on duty</i>
4. Client accomplishes Customer Feedback Form	4. Legazpi 911 EAC personnel issues the client with a Customer Feedback Form	None	1 Minute	<i>Legazpi 911 EAC personnel on duty</i>
	Total	None	1 Day, 5 Minutes	

3. 911 Emergency Calls

Receives, relays, records and monitors all emergency calls, such as but not limited to police, fire, medical, rescue assistance or any request for assistance directly from its area of jurisdiction.

Office or Division		CDRRMO - Legazpi 911 Emergency Action Center		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
1. Complete basic information regarding the emergency call/incident.		To be provided by the requesting party/caller		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



1. Client dials 911 to report an emergency/incident	1. Legazpi 911 Emergency Action Center receives the call and records all information relating to the emergency call.	None	2 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	1.1. Legazpi 911 relays the information to concerned/ appropriate responding agency/ies.	None	3 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	1.2. Legazpi 911 Emergency Action Center calls the responding agency/ies and gathers additional information regarding the incident. (request for additional resources)	None	5 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	1.3. Legazpi 911 Emergency Action Center calls the caller/client to provide updates on the response.	None	3 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>



	1.4. Legazpi 911 Emergency Action Center records the incident as "case closed".	None	5 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	Total	None	18 Minutes	

4. 911 Emergency Calls (with transfer to hospital from incident location)

Receives, relays, records and monitors all emergency calls, such as but not limited to police, fire, medical, rescue assistance or any request for assistance directly from its area of jurisdiction and transfers them to any government hospital and/or hospital of choice within the city by the client from the incident location.

Office or Division		CDRRMO - Legazpi 911 Emergency Action Center		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All (public and government)		
Checklist of Requirements		Where to Secure		
1. Complete basic information regarding the emergency call/incident.		To be provided by the requesting party/caller		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Calls the Legazpi 911 Emergency Action Center hotline numbers with the basic information of	1. Legazpi 911 Emergency Action Center receives the call and records all information relating to	None	2 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>



the incident.	emergency call			
	1.1 Legazpi 911 Emergency Action Center relays the incident to EQRT and dispatches an ambulance.	None	2 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
2. Client decides which hospital the patient will be taken	2. Legazpi 911 Emergency Action Center coordinates with the receiving hospital preferred by the client	None	10 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.1. Legazpi 911 EAC relays the information to the EQRT	None	1 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.2. Legazpi 911 Emergency Action Center records all information of the incident and remarks as "case closed".	None	5 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	Total	None	20 Minutes	



EMERGENCY QUICK RESPONSE TEAM (EQRT)

Frontline Services



1. Direct Request for Ambulance Transport Outside the City

The Emergency Quick Response Team provides this type of service to requests for ambulance transport outside the city that are not emergency in nature.

Office or Division		CDRRMO-Emergency Quick Response Team		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government		
Who may Avail		All indigents		
Checklist of Requirements		Where to Secure		
1. Calls directly made to EQRT or written request received by EQRT		-To be provided by the requesting party		
2. Complete basic information regarding the emergency call or request		-To be provided by the requesting party		
3. Referral to and approval from receiving hospital		-To be provided by the requesting party		
3. Certificate of Indigency		-To be issued by the barangay where the caller resides		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client calls directly the EQRT or signs in the logbook for visitors at the receiving area of the EQRT	1. EQRT receives the call and records all information relating to the call or gives the visitor's logbook and collects all information relating to the request	None	2 minutes	<i>EQRT on duty (3 shifts)</i>



2. Client submits the written request and certificate of indigency	2.1. EQRT receives and checks the documents for completeness	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT seeks approval of request from the City Mayor's Office (during working days & hours only)	none	30minutes	<i>EQRT on duty (3 shifts)</i>
	2.3. EQRT prepares the requirements for travel order	None	within Bicol Region - 1 hour Outside Bicol Region - 1 day	
	2.4. EQRT prepares the ambulance and medical equipment, and dons PPE	None	within Bicol Region - 1 hour Outside Bicol Region - 1 day	<i>EQRT on duty (3 shifts)</i>
	2.5. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.6. EQRT arrives at the pick up point and prepares the patient for transport	None	10 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.7. EQRT transports and endorses the patient to the laboratory or hospital, or	None	within Bicol Region - 8 hours Outside Bicol Region - 16 hours	<i>EQRT on duty (3 shifts)</i>



	house			
	2.5 EQRT returns to base station	None	within Bicol Region - 2 hours Outside Bicol Region - 10 hours	<i>EQRT on duty (3 shifts)</i>
			within Bicol Region (pickup:urban) - 12 hours, 49minutes within Bicol Region (pickup:outside urban) - 13 hours, 14minutes Outside Bicol Region (pickup:urban) - 3 days, 2 hours, 49 minutes Outside Bicol Region (pickup:outside urban) - 3days, 3hours, 14minutes	
	Total	None		



2. Direct Request for Ambulance Transport Within the City

The Emergency Quick Response Team provides this type of service to requests for ambulance transport within the city that are not emergency in nature. This service is given most especially to indigents or bedridden or have inconveniences in terms of their physical mobility who need to be transported from their homes or hospital for laboratory and medical check-ups, or those indigents/bedridden released from the hospitals or medical centers to their homes or vice-versa.

Office or Division		CDRRMO-Emergency Quick Response Team		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government		
Who may Avail		All indigents		
Checklist of Requirements		Where to Secure		
1. Calls directly made to EQRT or written request received by EQRT		-To be provided by the requesting party		
2. Complete basic information regarding the emergency call or request		-To be provided by the requesting party		
3. Certificate of Indigency		-To be issued by the barangay where the caller resides		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client calls directly the EQRT or signs in the logbook for visitors at the receiving area of the EQRT	1. EQRT receives the call and records all information relating to the call or gives the visitor's logbook and collects all information relating to the request	None	2 Minute	<i>EQRT on duty (3 shifts)</i>



2. Client submits the written request and certificate of indigency	2. EQRT receives and checks the documents for completeness	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.1. EQRT prepares the ambulance and medical equipment, and dons PPE	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.3. EQRT arrives at the pick up point and prepares the patient for transport	None	10 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.4 EQRT transports and endorses the patient to the laboratory or hospital, or house	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.5 EQRT returns to base station	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	Total	None	within the urban area - 31 minutes. outside urban - 1 hour, 46minutes.	



3. Direct Request for Emergency Response

The Emergency Quick Response Team provides this type of service to emergency calls that are directly requested from the EQRT. The emergency response services provided vary from medical needs and trauma to transport-related accidents and search and rescue.

Office or Division		CDRRMO-Emergency Quick Response Team		
Classification		Simple		
Type of Transactions		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
1. Calls directly made to EQRT or written request received by EQRT		-To be provided by the requesting party		
2. Complete basic information regarding the emergency call or request		-To be provided by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client calls directly the EQRT	1. EQRT receives the call and records all information relating to emergency call	None	3 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.1. EQRT relays the information to the Legazpi 911 EAC and requests for coordination to other	None	1 minute	<i>EQRT on duty (3 shifts)</i>



	responding agencies and hospital			
	1.2. EQRT prepares the ambulance and medical equipment, and dons PPE	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.3. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
2. Client decides which hospital the patient will be taken	2. EQRT arrives pick up point, administer first aid or pre-hospital care, and prepares the patient for transport	None	20 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.1. EQRT together with the client transports and endorses the patient to the nearest hospital or hospital of choice	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT returns to base station and reports to Legazpi 911	None	5 minutes	<i>EQRT on duty (3 shifts)</i>



	EAC			
			<p>within the urban area - 41 minutes.</p> <p>outside urban - 1 hour, 31minutes.</p>	
	Total	None		

4. Request for ambulance standby during events

The Emergency Quick Response Team provides this type of service to organizers who request ambulance standby during events/activities.

Office or Division	City Disaster Operation Center:All Divisions and Units			
Classification	Simple			
Type of Transactions	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may Avail	All (public and government)			
Checklist of Requirements	Where to Secure			
1. Letter Request addressed to the Mayor	-provided by the requesting party			
2. Information regarding the event: Event Description Location Event Duration Number of Participants Contact No.	-provided by the requesting party			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



<p>1. City Mayor's Office endorses the request to the CDRRMO</p>	<p>1. CDRRMO receives the written request and records its details (time and date received, name and contact number of requesting party and subject matter of the letter) and checks for completeness and attaches the routing slip</p>	<p>none</p>	<p>2 minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i></p>
	<p>1.1 CDRRMO endorses the request to EQRT</p>	<p>none</p>	<p>15 minutes.</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> Approval by: <i>Engr. Miladee Azur</i></p>
	<p>EQRT receives and records the request in the logbook</p>	<p>none</p>	<p>2 minutes</p>	<p><i>EQRT on duty (3 shifts)</i></p>
	<p>EQRT prepares the ambulance and medical equipment, and dons PPE and reports to the Legazpi 911 EAC</p>	<p>none</p>	<p>2 minutes</p>	<p><i>EQRT on duty (3 shifts)</i></p>



	EQRT proceeds to the venue of the event	none	within the urban area - 5minutes. outside urban - 30 minutes.	<i>EQRT on duty (3 shifts)</i>
	EQRT provides standby services	none	16 hours	<i>EQRT on duty (3 shifts)</i>
	EQRT reports back to Lgp 911 EAC and returns to base station	none	within the urban area - 5minutes. outside urban - 30 minutes.	<i>EQRT on duty (3 shifts)</i>
	Total	None	within the urban area - 16 hours, 31 minutes. outside urban - 17 hours, 21minutes.	



EMERGENCY QUICK RESPONSE TEAM (EQRT)

Non-Frontline Services



1. Request for Emergency Response via Legazpi 911 EAC

The Emergency Quick Response Team provides this type of service to emergency calls made through the Legazpi 911 Emergency Action Center. The emergency response services provided vary from medical needs and trauma to transport-related accidents and search and rescue.

Office or Division		CDRRMO-Emergency Quick Response Team		
Classification		Simple		
Type of Transactions		G2G - Government to Government		
Who may Avail		Calls made thru the Legazpi 911 EAC		
Checklist of Requirements		Where to Secure		
1. Dispatch call from Legazpi 911 EAC		-To be provided by the Legazpi 911 Emergency Action Center		
2. Complete basic information regarding the emergency call		-To be provided by the Legazpi 911 Emergency Action Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Lgp 911 EAC calls the EQRT for dispatch and relays all information relating to the emergency call	1 EQRT receives the call and records all information relating to emergency call	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.1. EQRT prepares the ambulance and medical equipment, and dons PPE	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.2. EQRT proceeds to the pick up point	None	within the urban area - 5 minutes outside urban - 30 minutes	<i>EQRT on duty (3 shifts)</i>



2. Client decides which hospital the patient will be taken	2. EQRT arrives at the pick up point and relays to LGP 911 where the patient will be taken, administers first aid or pre-hospital care, and prepares the patient for transport	None	20 Minutes	<i>EQRT on duty (3 shifts) Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.1. EQRT transports and endorses the patient to the nearest hospital or hospital of choice	None	within the urban area - 5 minutes outside urban - 30 minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT reports back to Lgp 911 EAC and returns to base station	None	5 minutes	<i>EQRT on duty (3 shifts) Call Takers/ Dispatchers on duty (3 Shifts)</i>
	Total	None	within the urban area - 39 minutes outside urban - 1 hour, 29 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area. or Contact info: 09209528188 legazpi.cdrrmd@gmail.com
How feedback is processed?	Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback. The answer of the office is then relayed to the citizen or institution. For inquiries and follow-ups, clients may contact the following landline and mobile numbers: 052-4310330 09209528188
How to file complaint?	Answer the client Complaint Form and drop it at the designated drop box at the receiving area. Complaints may also be filed via telephone or email. Make sure to provide the following information: - Name of person being complained - Incident and date of incidence - Evidence You may call our landline and mobile numbers: 052-4310330/09209528188; Or email: legazpi.cdrrmd@gmail.com
How complaint is processed?	The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.



	<p>The department head creates a report after the investigation and submits it to the head of the agency, through the City Human Resource Management Officer, for appropriate action. The department head gives feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact our landline and mobile numbers: 052-4310330/ 09209528188.</p>
Contact Information of ARTA, PCC and CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



CITY ENGINEER'S OFFICE



ISSUANCE OF SPECIAL PERMIT FOR TRUCK BAN

Office or Division:	City Engineer's Office, Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Letter Request 2. One (1) copy of OR / CR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter request together with OR/CR	1.1. Receives and verifies submitted documents	None	10 mins.	<i>Administrative Aide III</i>
	1.2. Prepares assessment of payment	None	10 mins.	<i>Administrative Aide III</i>
2. Payment of fees	2.1 Receives payment	750 (Class A) gross weight	10 mins.	<i>Cashier</i>
		1000 (Class B) 4,500 – 12,000 gross weights		
		1,250 (Class C) above 12,000 gross weights		
	2.2 Prepares Permit	None	20 mins.	<i>Administrative Aide III</i>
	2.3 Checks/reviews/countersigns permit	None	10 mins.	<i>Division Head</i>
	2.4 Recommends to the City Mayor for Approval	None	10 mins.	<i>Assistant City Engineer City Engineer</i>



	2.5 Approves Permit	None	Within 1 day or lesser time depending on the availability of the City Mayor	City Mayor
TOTAL:		None	1 day, 1 hour & 10 mins.	

**ISSUANCE OF PERMIT FOR USE OF ROADS
(Motorcade, Parade, Fun Run, Recorrida, Road Closure)**

Office or Division:	City Engineer's Office, Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Letter Request				
One (1) copy of route of the activity				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request together with the route of the activity	1.1 Receives and verifies submitted documents	none	10 minutes	Administrative Aide IV
	1.2 Refers request to City Engineer	none	1 hour	Assistant City Engineer City Engineer
	1.3 Prepares assessment of payment	none	5 minutes	Administrative Aide IV
2. Payment of fees	2.1 Receives payment	P/ 350.00 per day of the activity	10 minutes	Cashier
	2.2 Prepares permit	none	20 minutes	Administrative Aide IV
	2.3 Checks / reviews / countersigns permit	none	10 minutes	Division Head
	2.4 Recommends for City Mayor's approval	none	10 minutes	Assistant City Engineer City Engineer
	2.5 Approves the permit	none	within the day	City Mayor



	Total:	P/ 350.00 per day of the activity	1 day, 1 hour & 5 minutes	
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**ISSUANCE OF PERMIT
(For hanging of banners/Tarpaulins/Streamers)**

Office or Division:	City Engineer's Office, Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Letter Request				
Actual streamers/banners/tarpaulins to be hanged				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request together with the actual number of streamers/banners/tarpaulins to be hanged	1.1 Receives and verifies	none	5 minutes	<i>Administrative Aide IV</i>
	1.2 Refers request to City Engineer	none	1 hour	<i>Assistant City Engineer</i> <i>City Engineer</i>
	1.3 Prepares assessment of payment	none	5 minutes	<i>Administrative Aide IV</i>
2. Payment of fees	2.1 Receives payment	/ 24.00 per sq.m. / week per piece with additional charge for dismantling fee based on the number of banners per week	5 minutes	<i>Cashier</i>
	2.2 Prepares permit	none	20 minutes	<i>Administrative Aide IV</i>
	2.3 Reviews permit for approval	none	10 minutes	<i>Division Head</i>
	2.4 Approves the permit and signs	none	10 minutes	<i>Assistant City Engineer</i>



	banners / tarpaulins / streamers			<i>City Engineer</i>
	2.5 Approves the permit	none	within the day	<i>City Mayor</i>
	Total:		1 day, 1 hour & five minutes	

ASSISTANCE TO RESEARCHERS

Office or Division:	City Engineer's Office, All Divisions			
Classification:	Government to Client			
Type of Transaction:	Simple Transaction			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request / referral	1.1 Receives request / referral	none	10 minutes	<i>Receiving Clerk (Administrative Aide I)</i>
	1.2 Refers request / referral to Administrative Officer	none	2 hours	<i>City Engineer</i>
	1.3 Evaluates request and refers to division / section head if needed	none	30 minutes	<i>Division Head</i>
	1.4 Informs requesting party of the status of the request	none	30 minutes	<i>Division Head</i>
	Total:		1 day, 1 hour & five minutes	

ASSISTANCE TO STUDENTS ON IMMERSION, PRACTICUM & ON-THE-JOB TRAINING (OJT)

Office or Division:	City Engineer's Office, All Divisions			
Classification:	Government to Client			
Type of Transaction:	Simple Transaction			
Who may avail:	Students			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request / referral	1.1 Receives request / referral	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Refers request / referral to Administrative Officer	none	1 hour	City Engineer
	1.3 Evaluates request and confers with division/section heads if the request is practicable	none	30 minutes	Division Head
	1.4 Recommends request for approval	none	30 minutes	Division Head
	1.5 Approval of request	none	10 minutes	City Engineer
	1.6 Informs requesting party of the status of the request	none	5 minutes	Division Head
			2 hours and 25 minutes	

PREPARATION OF PROGRAM OF WORKS AND ESTIMATES (ONE OR TWO - STOREY BUILDING)

Office or Division:	City Engineer's Office, Construction Division			
Classification:	Government to Government			
Type of Transaction:	Highly Technical Transaction			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Letter Request / Referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1 Receives letter request after referral of the head of office	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Log-in record or refer to the Annual Investment Plan	none	half day	Division Head



	1.3 Assigns technical staff	none	20 minutes	<i>Division Head</i>
	1.4 Site Inspection	none	4 hours	<i>Engineer IV Engineer II Lab. Tech. II Draftsman Engineering Assts.</i>
	1.5 Ground / Foundation Survey	none	7days	<i>Engineer IV Engineer II Laborer Engineering Aides</i>
	1.6 Drafting and Design	none	14 days	<i>Engineer IV Engineer II Architect III Draftsman Engineering Assts. Engineering Aides</i>
	1.7 Prepares estimate and Program of Work	none	6 days	<i>Engineer II Lab. Tech. II Engineering Assts. Engineering Aides</i>
	1. 8 Checks and reviews	none	1 day	<i>Division Head</i>
	1.9 Recommends for approval	none	2 hours	<i>City Engineer</i>
	1.10 Approves	none	within 1 day or lesser time depending on the availability of the City Mayor	<i>City Mayor</i>
	DURATION OF TRANSACTION: Three-Storey Building		26 days, 2 hours & 30 minutes	

**PREPARATION OF PROGRAM OF WORKS AND ESTIMATES
(ROADS AND DRAINAGES for 1 Million Pesos and Below)**

Office or Division:	City Engineer's Office, Construction Division
Classification:	Government to Government
Type of Transaction:	Highly Technical Transaction
Who may avail:	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Letter Request / Referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits letter request	1.1 Receives letter request after referral of the head of office	none	10 minutes	<i>Receiving Clerk (Administrative Aide I)</i>
	1.2 Log-in record or refer to the Annual Investment Plan	none	half day	<i>Division Head</i>
	1.3 Assigns technical staff	none	20 minutes	<i>Division Head</i>
	1.4 Site Inspection and reconnaissance	none	4 hours	<i>Engineer II Lab. Tech. II Engineering Assts. Engineering Aides</i>
	1.5 Route/Profile Levelling Survey (Topographic Survey)	none	5 days (for roads) 4 days (for drainage)	
	1.6 Drafting and Design	none	6 days (for roads) 10 days (for drainage)	
	1.7 Prepares estimate and Program of Work	none	5 days	
	1.8 Checks and reviews	none	4 hours	<i>Division Head</i>
	1.9 Recommends for approval	none	2 hours	<i>City Engineer</i>
	1.10 Approves	none	within 1 day or lesser time depending on the availability of the City Mayor	<i>City Mayor</i>
	Total:		24 days, 6 hours & 30 minutes	

PREPARATION OF PROGRAM OF WORKS AND ESTIMATES (WATER SYSTEM AND BRIDGES)

Office or Division:	City Engineer's Office, Construction Division	
Classification:	Government to Government	
Type of Transaction:	Highly Technical Transaction	
Who may avail:		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
One (1) copy of Letter Request / Referral		



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1 Receives letter request after referral of the head of office.	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Log-in record or refer to the Annual Investment Plan	none	half day	Division Head
	1.3 Assigns technical staff.	none	20 minutes	Division Head
	1.4 Site Inspection and reconnaissance	none	4 hours	Engineer II Lab. Tech. II
	1.5 Topographic Survey	none	4 days (for water system) 5 days (for bridges)	Engineering Assts. Engineering Aides
	1.6 Drafting and Design	none	14 days	
	1.7 Prepares estimate and Program of Work	none	10 days	
	1.8 Checks and reviews	none	1 day	Division Head
	1.9 Recommends for approval	none	2 hours	City Engineer
	1.10 Approves	none	within 1 day or lesser time depending on the availability of the City Mayor	City Mayor
	Total:		37 days, 2 hours & 30 minutes	

PREPARATION OF PROGRAM OF WORKS AND ESTIMATES (BARANGAY PROJECTS)

Office or Division:	City Engineer's Office, Barangay Projects Section
Classification:	Government to Government
Type of Transaction:	Complex Transaction
Who may avail:	70 Legazpi City Barangays
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Barangay (requesting barangay)



Approved Barangay Resolution noted by the City Mayor for Augmentation or City Funded Project		City Engineer's Office/City Budget Office		
Approved Barangay Resolution or AIP for barangay funded projects		City Engineer's Office/City Budget Office		
Letter of Consent - for projects to be constructed inside or passing thru a private property		Lot Owner of private property		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1 Receives request and required documents	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Refers request	none	4 hours	City Engineer
	1.3 Assigns technical staff	None	30 minutes	Section Head
	1.4 Inspects/verifies/prepares plan, estimate & POW	None	3 weeks	Section Head Civil Engineer Elec. Engineer Gen. Foreman Eng'g. Asst. Lab. Tech. II
	1.5 Checks and recommends for approval	none	2 days	Section Head Asst. City Engineer
	1.6 Approves and releases POW	none	1 day	City Engineer Releasing Clerk (Administrative Aide I)
	DURATION OF TRANSACTION		37 days, 2 hours & 30 minutes	

ISSUANCE OF FINAL INSPECTION REPORT TO COMPLETED BARANGAY PROJECTS

Office or Division:	City Engineer's Office, Barangay Projects Section
Classification:	Government to Government
Type of Transaction:	Complex Transaction
Who may avail:	70 Legazpi City Barangays
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Barangay (requesting party)
Duly labelled pictures of the completed project (before, during & after)	Barangay (requesting party)
Certificate of completion and acceptance of barangay projects	City Engineering (Barangay Division)



Notice of commencement of work		City Engineering (Barangay Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request together with required documents	1.1 Receives/verifies request and required documents	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Refers request to Assistant City Engineer	none	4 hours	City Engineer
	1.3 Assigns inspectors	None	1 day	Assistant City Engineer
	1.4 Inspects / assesses completed project	None	2 days	Section Head Civil Engineer Electrical Engineer Gen. Foreman Engineering Asst. Lab. Tech. II Administrative Aide IV
	1.5 Prepares and releases inspection report	none	30 minutes	Releasing Clerk (Administrative Aide I)
	DURATION OF TRANSACTION		3 days, 4 hours & 40 minutes	

REPAIR & MAINTENANCE OF STREETLIGHTS AND OTHER ELECTRICAL FACILITIES

Office or Division:	City Engineer's Office, Electrical Section			
Classification:	Government to Government			
Type of Transaction:	Complex Transaction			
Who may avail:	70 Legazpi City Barangays & City Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1 Receives request / referral	none	10 minutes	Receiving Clerk (Administrative Aide I)
	1.2 Refers request / referral to section head	none	1 day	City Engineer



	1.3 Assigns inspectors to validate needs	none	4 hours	<i>Section Head</i>
	1.4 Inspects/assesses needs	none	4 hours	<i>Electrician</i>
	1.5 Assigns action team	none	20 minutes	<i>Section Head</i>
	1.6 Commencement of work	None	depends on work activities needed/the extent of the repair or work to be done	<i>Electrical Team</i>
	Total		7 Days	

REPAIR AND MAINTENANCE OF SERVICE VEHICLES AND HEAVY EQUIPMENTS AND OTHER EQUIPMENTS

Office or Division:	City Engineer's Office, Motorpool Division
Classification:	Government to Government
Type of Transaction:	Complex Transaction
Who may avail:	City Government Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1 Receives request / referral	none	10 minutes	<i>Receiving Clerk (Administrative Aide I)</i>
	1.2 Refers request / referral to division head	none	2 hours	<i>City Engineer</i>
	1.3 Evaluates and prepares Pre-Repair Recommendation	none	1 day	<i>Section Head Mechanic</i>
	1.4 Commencement of work	none	depends on work activities needed and availability of materials	<i>Mechanic</i>
	1.5 Prepares and submits Post-Repair Inspection Report	none	2 hours	<i>Section Head</i>
	Total:		7 Days	



REPAIR, IMPROVEMENT AND MAINTENANCE OF ROADS AND DRAINAGES

Office or Division:	City Engineer's Office, Maintenance Division			
Classification:	Government to Government/Government to Client			
Type of Transaction:	Complex Transaction			
Who may avail:	70 Legazpi City Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/referral				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1 Receives request / referral	none	10 minutes	<i>Receiving Clerk (Administrative Aide I)</i>
	1.2 Refers request / referral to division head	none	1 day	<i>City Engineer</i>
	1.3 Assigns inspectors to validate needs	none	1 day	<i>Section Head</i>
	1.4 Inspects / assesses needs	none	3 hours	<i>Foreman</i>
	1.5 Assigns action team	none	30 minutes	<i>Section Head</i>
	1.6 Commencement of work	none	depends on work activities needed/the extent of the repair or work to be done	<i>Maintenance Team</i>
	Total:		7 Days	

PREPARATION OF CONSTRUCTION PLANS (BUILDINGS, SYMBOLIC STRUCTURES AND SPECIAL FLAGSHIP PROJECTS)

Office or Division:	City Engineer's Office, Planning, Design and Programming Division			
Classification:	Government to Government			
Type of Transaction:	Highly Technical Transaction			
Who may avail:	The Local Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Copy of referred letter request or as per instruction of the Honorable Mayor and City Engineer.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or as per instruction from the Honorable Mayor and City Engineer	1.1 Conference with the stakeholders to ascertain requirements	none	2 hours	<i>Division Head</i>
	1.2 Conduct site inspection and assessment of the site or location	none	4 Hours / Half Day	<i>Division Head Draftsman</i>
	1.3 Research / benchmark and prepare preliminary design / plan for approval	none	1 week	<i>Division Head</i>
	1.4 Collate engineering designs inputs for: Geodetic Engineer, Electrical Engineer, Structural, Mechanical and Plumbing Engineer	none	2 Weeks (depends on the submittal of allied Engineering Professionals)	<i>Division Head Engineer IV (Civil Engineer) Engineer IV (Mechanical Engineer) Engineer IV (Electrical Engineer) Engineer II (Geodetic Engineer)</i>
	1.5 Drafting of plans / drawing productions and technical specifications	none	Simple: 2 Weeks Complex: 4 Weeks or more	<i>Draftsman CADD operator (3 persons)</i>
	1.6 Review, checking and approval	none	2 days	<i>Division Head</i>
	1.7 Submission	none	1 day	<i>Division Head</i>
	Total:		2 weeks to 2 Months	
Note: Duration of transaction varies for every project considering the varying complexity of each project.				



ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION

Office or Division:	City Engineer's Office, Annual Building Inspection Section			
Classification:	Government to Client			
Type of Transaction:	Complex Transaction			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application (new applicant)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application @ BPLO	1.1 Receives/validates request thru email sent by BPLO	none	20 minutes	<i>Receiving Clerk</i>
	1.2 Inspects business establishment	none	2 to 3 days	<i>Inspectorate Team (composed of Civil, Mechanical & Electrical Engineers)</i>
	1.3 Reviews / verifies compliance and issuance of Certificate or return of Application	none	30 Minutes	<i>Section Head</i>
	1.4 (a) Assesses fees thru ETRACS (if approved)	none	1 hour	<i>Assessment Clerk</i>
	1.4 (b) Letter of Denial (if disapproved)	none	30 Minutes	<i>Encoder</i>
2. Payment of Fees	2.1 Receives payment	Attached Schedule of Fees	5 minutes	<i>Cashier</i>
	2.2 Prepares certificate	none	10 minutes	<i>Clerk</i>
	2.3 Checks / countersigns Certificate of Annual Inspection / Letter	none	15 minutes	<i>Section Head</i>
	2.4 Approves the Certificate of Annual Inspection / Letter	none	10 minutes	<i>Department Head</i>
	2.5 (a) Releases the 2.6 Certificate of Annual Inspection / Letter	none	20 minutes	<i>Releasing Clerk</i>
	2.5 (b) Delivery of letter of Denial	none	2 to 3 days	<i>Messenger / Clerk</i>



	Total:		3 days, 2 hours and 45 minutes	
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Building Permit Application

A Building Permit is issued by the Building Official (BO) 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 (the Code) and its Implementing Rules and Regulations (IRR).

Office or Division:	Building Permit Division/One-Stop Shop for Construction Permits
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Highly Technical
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Four (4) copies of duly accomplished and notarized Application Form for Building Permit and the necessary Ancillary Permit Form	Legazpi City Website https://legazpi.gov.ph/services
Proof of lot/property ownership: a. In case the applicant is the registered owner of the lot, one (1) certified true copy of latest Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), on file with the Registry of Deeds b. In case the applicant is not the registered owner of the lot, in addition to the certified true copy of latest OCT/TCT, any of the following: duly notarized copy of the Contract of Lease, Award Notice, Deed of Absolute Sale, Contract to Sell, Extra-Judicial Settlement or Authority from the registered owner	Registry of Deeds
Certification from a duly licensed and registered Geodetic Engineer that the proposed construction, renovation, alteration, repair or addition shall be within the property of the owner/applicant and will not encroach any adjoining property (<i>incorporated in the first page of Architectural Design Plans</i>)	



Four (4) sets of Survey Plans, Design Plans/Drawings, Specifications and other documents prepared, signed and sealed over the printed name of the respective duly licensed and registered design professionals, and approved by the owner/applicant	
Three (3) sets of Structural Analysis and Design, signed and sealed over the printed name of the duly licensed and registered Civil/ Structural Engineer (<i>Applicable for all buildings/structures except for one storey and single detached building/structure with a total floor area of 20.00 sq. meters or less</i>)	
Boring and Load Test (<i>Applicable for buildings/structures of three (3) storeys and higher, lower building structures for areas with potential geological/geotechnical hazards, or if necessary in accordance with the provisions of the National Structural Code of the Philippines- NSCP</i>)	
Three (3) sets of Electrical Analysis and Design, signed and sealed over the printed name of the duly licensed and registered Professional Electrical Engineer	
One (1) photocopy of latest PRC Identification Card and Professional Tax Receipt, signed (three specimen signatures) and sealed by the respective professionals	
Four (4) sets of duly notarized Bill of Materials/Cost Estimate of the building or structure to be erected, signed and sealed over the printed name by a duly licensed and registered Architect or Civil Engineer, and approved by the owner/applicant	
One (1) Construction Logbook, signed and sealed over the printed name of the duly licensed and registered Civil Engineer or Architect- In-Charge of construction, and signed by the owner/applicant	
Certificate of Approval of Construction Safety and Health Program (CSHP)	
Certification that the project will NOT affect the Power Line Corridor, per Republic Act No. 11361	
Fire Safety Compliance Report (FSCR), if applicable (<i>as prescribed by the provisions of the Revised IRR of Fire Code of the Philippines</i>)	



Affidavit of Undertaking (for clearances from National Government Agencies which can be submitted 30 days or less after the issuance of the Building Permit per JMC No. 2018-01, applicable for Simple Structures only)				
Special Power of Attorney (for individuals) or Board Resolution/Secretary's Certificate (for corporations) for the authorized representative/signatory in behalf of the owner/applicant				
Other Zoning requirements, if necessary/applicable: a. Affidavit of Non-Objection b. Affidavit of Undertaking on Lot Occupancy c. Barangay Resolution/Endorsement d. Manifestation e. Simple Subdivision Approval/Copy of Approved Subdivision Plan f. Other pertinent documents based on the evaluation of the application				
Affidavit of Undertaking (for clearances from National Government Agencies which can be submitted 30 days or less after the issuance of the Building Permit per JMC No. 2018-01, applicable for Simple Structures only)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements (Window B - Receiving Window)	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	Receiving Clerk
	1.2 Review Application Form and Documentary Requirements	None	1 hour	Document Verifier
	1.3 If compliant, issue Claim Stub. If non-compliant, issue Checklist of Deficiencies	None	15 minutes	Receiving Clerk



	1.4 Zoning Review and Evaluation	None	4 hours	<i>Zoning Evaluator</i> <i>Zoning Officer</i> <i>Zoning Administrator</i>
	1.5 If non-compliant, issue Notice of Deficiencies	None	30 minutes	<i>Zoning Evaluator</i> <i>Zoning Officer</i> <i>Zoning Administrator</i>
	1.6 Technical Review and Evaluation	None	5 days (for Complex Applications) 15 days (for Highly-Technical Applications)	<i>Bureau of Fire Trade Evaluators</i> <i>Building Permit Division Chief</i> <i>Fire Marshall</i> <i>Building Official</i>
	1.7 If non-compliant, issue Notice of Deficiencies	None	30 minutes	<i>Building Permit Division Chief</i> <i>Building Official</i>
	1.8 Prepare Consolidated Order of Payment	None	1 hour	<i>Assessor</i>
	1.9 Review Consolidated Order of Payment	None	1 hour	<i>Building Permit Division Chief</i>
	1.10 Approve Consolidated Order of Payment	None	1 hour	<i>Building Official</i>
2. Receive the Order of Payment (through SMS and E-mail) and Pay the Fees and	2.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier</i>
	2.2 Prepare Permits and Clearances for Issuance	None	1 hour	<i>Clerk</i>



Charges (Window A - Cashier or Online Payment)	2.3 Recommend Issuance of Building Permit	None	1 hour	<i>Building Permit Division Chief</i>
	2.4 Approve Issuance of Building Permit	None	1 hour	<i>Building Official</i>
3. Receive the Building Permit, Locational Clearance and Fire Safety Evaluation Clearance (Window C - Releasing Window)	Release Building Permit, Locational Clearance and Fire Safety Evaluation Clearance	None	15 minutes	<i>Releasing Clerk</i>

NOTE:

- The **contents of all design plans/drawings, specifications and other documents** prepared by the respective design professionals must be based from the requirements as prescribed by the provisions of **Rule III, Section 302 (Application for Permits) of the Implementing Rules and Regulations of the National Building Code of the Philippines (PD 1096)** and the latest **Zoning Ordinance** of the City
 - Only **COMPLETE** and **COMPLIANT** applications will be accepted
- “SIMPLE STRUCTURES,”** under JMC 2018-01, are defined as structures with a maximum floor area of 1,500 sq. m., which covers the following types of structures: (a) Single dwelling residential of not more than three (3) storeys; (b) Commercial buildings of not more than two (2) storeys; (c) Renovation within a mall with issued Building Permit; and (d) Warehouse storing non-hazardous substance.

REQUIRED SIZE OF BUILDING PLANS:

- **A3 (297 mm x 420 mm) or Standard Size** for **RESIDENTIAL BUILDINGS**
- **Standard Size (20” x 30” or 30” x 40”)** for **COMMERCIAL AND OTHER BUILDING TYPES**

Plans must be drawn to scale of not less than **1:100 m** showing readable/clear/complete labels, dimensions and specifications

Certificate of Occupancy Application

A Certificate of Occupancy issued by the Building Official (BO) to an owner/applicant before using a building/ structure. The purpose of obtaining the said permit is to confirm that the house or building is in a suitable living condition considering its compliance to the provisions of the code and to the submitted plans and specifications.

Office or Division:	Building Permit Division/One-Stop Shop for Construction Permits
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Highly Technical
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Three (3) copies of duly accomplished Application Form for Certificate of Occupancy	
Three (3) copies of duly accomplished and notarized form for Certificate of Completion	
Three (3) sets of As-Built Plans showing the deviations made from the approved building plans, prepared, signed and sealed over the printed names of the duly licensed and registered professionals who signed the approved building plans	
Certification from the Geodetic Engineer that the construction, alteration, repair or addition did not encroach any adjoining property (<i>incorporated in the first page of As-Built Architectural Design Plans</i>)	
One (1) photocopy of latest PRC Identification Card and Professional Tax Receipt, signed (three specimen signatures) and sealed by the respective design professionals	
Duly accomplished Construction Logbook with Certification from the duly licensed and registered Civil Engineer or Architect-In-Charge of construction	
Photographs of the completed structure showing front, sides and rear areas	
Fire Safety Compliance and Commissioning Report (FSCCR), if applicable (<i>as prescribed by the provisions of the Revised IRR of Fire Code of the Philippines</i>)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements (Window B - Receiving Window)	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Receiving Clerk</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Document Verifier</i>
	1.3 If compliant, issue Claim Stub. If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Receiving Clerk</i>



	1.4 Joint Site Inspection	None	1 day	Zoning Bureau of Fire Trade Inspectors
	1.5 Technical Review and Evaluation	None	5 days (for Complex Applications) 15 days (for Highly-Technical Applications)	Zoning Bureau of Fire Trade Inspectors Building Permit Division Chief Zoning Administrator Fire Marshall Building Official
	1.6 If non-compliant, issue Notice of Deficiencies	None	30 minutes	Building Permit Division Chief Building Official
	1.7 Prepare Consolidated Order of Payment	None	1 hour	Assessor
	1.8 Review Consolidated Order of Payment	None	1 hour	Building Permit Division Chief
	1.9* Approve Consolidated Order of Payment	None	1 hour	Building Official
2. Receive the Order of Payment (through SMS and E-mail) and Pay the Fees and Charges (Window A - Cashier or Online Payment)	2.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	Cashier
	2.2 Prepare Permits and Clearances for Issuance	None	1 hour	Clerk
	2.3 Recommend Issuance of Certificate of Occupancy	None	1 hour	Building Permit Division Chief
	2.4 Approve Issuance of Certificate of Occupancy	None	1 hour	Building Official
3. Receive the Building Permit, Locational Clearance and Fire Safety Evaluation Clearance (Window C - Releasing Window)	3. Release Certificate of Occupancy and Fire Safety Inspection Certificate	None	15 minutes	Releasing Clerk



NOTE:

- The **contents of all design plans/drawings, specifications and other documents** prepared by the respective design professionals must be based from the requirements as prescribed by the provisions of **Rule III, Section 302 (Application for Permits) of the Implementing Rules and Regulations of the National Building Code of the Philippines (PD 1096)** and the latest **Zoning Ordinance** of the City
 - Only **COMPLETE** and **COMPLIANT** applications will be accepted
- “SIMPLE STRUCTURES,”** under JMC 2018-01, are defined as structures with a maximum floor area of 1,500 sq. m., which covers the following types of structures: (a) Single dwelling residential of not more than three (3) storeys; (b) Commercial buildings of not more than two (2) storeys; (c) Renovation within a mall with issued Building Permit; and (d) Warehouse storing non-hazardous substance.

REQUIRED SIZE OF BUILDING PLANS:

- **A3 (297 mm x 420 mm) or Standard Size** for **RESIDENTIAL BUILDINGS**
- **Standard Size (20” x 30” or 30” x 40”)** for **COMMERCIAL AND OTHER BUILDING TYPES**

Plans must be drawn to scale of not less than **1:100 m** showing readable/clear/complete labels, dimensions and spec

Electrical/Temporary Wiring Permit and Certificate of Final Electrical Inspection Application (CFEI)/Certificate of Electrical Inspection (CEI)

Office or Division:	Building Permit Division
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Complex
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent/request	Building Permit Division City Engineer’s Office
Four (4) copies of duly accomplished Application Form for Electrical Permit	Building Permit Division City Engineer’s Office
Electrical Design Plan, signed and sealed over the printed name of the duly licensed and registered Professional Electrical Engineer, and approved by the owner/applicant	
Sketch of Location	
Proof of lot/property ownership: <ul style="list-style-type: none"> a. In case the applicant is the registered owner of the lot, one (1) certified true copy of latest Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), on file with the Registry of Deeds b. In case the applicant is not the registered owner of the lot, in addition to the certified true copy of latest OCT/TCT, any of the following: duly notarized copy of the Contract of Lease, Award Notice, Deed of 	Registry of Deeds



Absolute Sale, Contract to Sell, Extra-Judicial Settlement or Authority from the registered owner c. If within a resettlement site, Certification from the Urban Poor Affairs Office that the applicant is the awardee of house/lot applied for		Urban Poor Affairs Office		
Photographs of the structure applied for showing front, sides and rear areas				
Barangay Clearance		Office of the Punong Barangay Concerned		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements (Window E)	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Receiving Clerk</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Document Verifier</i>
	1.3 If compliant, issue Claim Stub. If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Receiving Clerk</i>
	1.4 Technical Review and Evaluation	None	2 days	<i>Electrical Evaluator Building Permit Division Chief</i>
	1.5 Site Inspection	None	1 day	<i>Electrical Inspector</i>
	Prepare Order of Payment	None	1 hour	<i>Electrical Inspector</i>
	If non-compliant, issue Notice of Deficiencies/ Notice of Denial	None	1 hour	<i>Building Permit Division Chief Building Official</i>
	2. Receive the Order of Payment (Window E)	2. Release Order of Payment	Based on Order of Payment	15 minutes
	3.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier</i>



3. Pay the Fees and Charges (Window A - Cashier)	3.2 Prepare Permit for Issuance	None	1 hour	Clerk
	3.3 Recommend Issuance Permit	None	1 hour	Building Permit Division Chief
	3.4 Approve Issuance of Permit	None	1 hour	Building Official
4. Receive the Temporary/Permanent Wiring Permit and Certificate of Electrical Inspection (CEI)/Certificate of Final Electrical Inspection Application (CFEI)(Window E)	4. Release Temporary/Permanent Wiring Permit and Certificate of Electrical Inspection (CEI)/Certificate of Final Electrical Inspection Application (CFEI)	None	15 minutes	Clerk

Mechanical Permit Application

Office or Division:	Building Permit Division
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Complex
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent/request	
Four (4) copies of duly accomplished Application Form for Mechanical Permit	
Five (5) sets of Mechanical Design Plans, signed and sealed over the printed name of the duly licensed and registered Professional Mechanical Engineer, and approved by the owner/applicant	
Five (5) sets of Mechanical Design Specifications, signed and sealed over the printed name of the duly licensed and registered Professional Mechanical Engineer, and approved by the owner/applicant	
Five (5) sets of Bill of Materials/Cost Estimate of the proposed work, signed and sealed over the printed name by the duly licensed and registered Professional Mechanical Engineer, and approved by the owner/applicant	
Five (5) sets of Design Computation, signed and sealed over the printed name of the duly licensed	



and registered Professional Mechanical Engineer <i>(for elevators)</i>				
Five (5) sets of Heat Load Calculation, including Energy Efficiency Ratio (EER), signed and sealed over the printed name of the duly licensed and registered Professional Mechanical Engineer <i>(for air-conditioning units)</i>				
Five (5) sets of Hydraulic Calculation, signed and sealed over the printed name of the duly licensed and registered Professional Mechanical Engineer <i>(for sprinkler system)</i>				
CLIENT STEPS		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements (Window B)	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Clerk</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Document Verifier</i>
	1.3 If compliant, issue Claim Stub. If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Receiving Clerk</i>
	1.4 Technical Review and Evaluation	None	2 days	<i>Mechanical Evaluator Building Permit Division Chief</i>
	1.5 If non-compliant, issue Notice of Deficiencies/ Notice of Denial	None	1 hour	<i>Building Permit Division Chief Building Official</i>
	1.6 Prepare Order of Payment	None	1 hour	<i>Mechanical Evaluator</i>
2. Receive the Order of Payment (Window B)	2. Release Order of Payment	None	15 minutes	<i>Releasing Clerk</i>
3. Pay the Fees and Charges (Window A - Cashier)	3.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier</i>
	3.2 Prepare Permit for Issuance	None	1 hour	<i>Clerk</i>



	3.3 Recommend Issuance Permit	None	1 hour	<i>Building Permit Division Chief</i>
	3.4 Approve Issuance of Permit	None	1 hour	<i>Building Official</i>
4. Receive the Mechanical Permit(Window C)	Release Mechanical Permit	None	15 minutes	<i>Clerk</i>

Excavation Permit to Operate Application

Office or Division:	Maintenance Division
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Simple
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request				
Three (3) copies of duly accomplished Application for Excavation Permit.		Maintenance Division		
Three (3) sets of Total Estimated Project Cost.				
Three (3) copies of proposed construction schedule of PERTCPM/Bar chart if duration is more than Fifteen (15) days. The proposed construction schedule shall include the restoration work.				
Three (3) sets of construction drawing/plans showing sketch /street plans/profile where such excavation work is proposed including affected trees/shurbs, pavement, sidewalks, center islands and other fixtures.				
Three (3) copies of street maps showing adjusted traffic flow pattern to be submitted for approval in such cases where the traffic re-routing is considered necessary.				
Three (3) sets of built plan.				
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Receiving Clerk</i>



	1.2 Review Application Form and Documentary Requirements.	None	15 minutes	Documentary Verifier
	1.3 Technical Review and Evaluation	None	1 Hour	Trade Evaluator, Maintenance Division Chief
	1.4 If no complaint, Issue Notice of Deficiencies/Notice of Denial	None	30 Minutes	Division Chief/City Engineer
	1.5 Site Inspection	None	2 Hours	Inspectorate Team/Division Chief
	1.6 If no Complaint, Issue Notice of Deficiencies/Notice of Compliance	None	30 Minutes	Maintenance Division Chief/ City Engineer
	1.7 Prepare Order of Payment	None	30 Minutes	City Assessor
2. Receive the Order of Payment (Window B)	2. Release Order of Payment	None	15 minutes	Releasing Clerk
3 .Pay the Fees and Charges (Window A - Cashier)	3.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	Cashier
	3.2 Prepare Permit for Issuance	None	1 hour	Clerk
	3.3 Recommend Issuance Permit	None	1 hour	Maintenance Division Chief
	3.4 Approve Issuance of Permit	None	1 hour	City Engineer
4. Receive the Excavation Permit	4. Release Mechanical Permit	None	15 minutes	Clerk

Smoke-Free Certificate of Compliance Application

Office or Division:	Maintenance Division
Classification:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Type of Transaction:	Simple
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent/Request	



Three (3) copies of duly accomplished Application for Smoke Free Certificate of Compliance.		Maintenance Division		
Three (3) sets of floor Plan.				
Attached Business Permit				
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Receiving Clerk</i>
	1.2 Review Application Form and Documentary Requirements.	None	15 minutes	Documentary Verifier
	1.3 Technical Review and Evaluation	None	1 Hour	<i>Trade Evaluator, Maintenance Division Chief</i>
	1.4 If no compliant, Issue Notice of Deficiencies/Notice of Denial	None	30 Minutes	<i>Division Chief/City Engineer</i>
	1.5 Site Inspection	None	2 Hours	<i>Inspectorate Team/Division Chief</i>
	1.6 If no Complaint, Issue Notice of Deficiencies/Notice of Compliance	None	30 Minutes	<i>Maintenance Division Chief/ City Engineer</i>
	1.7 Prepare Order of Payment	None	30 Minutes	<i>City Assessor</i>
2. Receive the Order of Payment (Window B)	2. Release Order of Payment	None	15 minutes	<i>Releasing Clerk</i>
3. Pay the Fees and Charges (Window A - Cashier)	3.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier</i>
	3.2 Prepare Permit for Issuance	None	1 hour	<i>Clerk</i>
	3.3 Recommend Issuance Permit	None	1 hour	<i>Maintenance Division Chief</i>
	3.4 Approve Issuance of Permit	None	1 hour	<i>City Engineer</i>



4. Receive the Smoke-Free Certificate of Compliance Permit	4. Release Mechanical Permit	None	15 minutes	Clerk
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send text/e-mail or call up City Engineers Office e-mail address: ceolegazpicity@gmail.com contact number: 09283375065
How feedbacks are processed	<ol style="list-style-type: none"> 1. Internalizes feedbacks and discovers the area of concerns for corrective measures 2. Quick look at it from other point of view or perspective for possible growth area 3. Provide or enlist help for a positive result
How to file complaint	<ol style="list-style-type: none"> 1. Secure, fill-up properly and sign Client's Feedback Form provided near the Suggestion Box at the PACD and drop the same 2. Formal letter/complaint addressed to the City Engineer 3. Can call or contact the City Engineer thru the CEO e-mail or mobile number
How complaints are processed	<ol style="list-style-type: none"> 1. Retrieve/classify and summarize complaint 2. Analyze complaint and take appropriate action 3. Inform/notify the client of the action/s taken through letter 4. If not within the authority, endorse/forward complaint to Head of Office
Contact Information of CCB, PCC, ARTA	



CITY HEALTH OFFICE



CITY HEALTH OFFICE

Administrative Division



ADMINISTRATIVE SERVICES

The Administrative Division offers the following services: Preparation of Medical and Death Certificate, Transfer Permit and Schedule of Activities.

<u>Issuance of Medical Certificate</u>	
Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Enrollment/Scholarship</u>	
- Chest X-Ray	Laboratory Section
Complete Blood Count (CBC)	Laboratory Section
Urinalysis	Laboratory Section
<u>For Private Employment:</u>	
- Complete Blood Count (CBC)	Laboratory Section
- Urinalysis	Laboratory Section
- Fecalalysis	Laboratory Section
- Chest X-Ray	Laboratory Section
- ECG	Laboratory Section
-Recent Drug Test	Laboratory Section
<u>For Government Employment:</u>	
- Complete Blood Count (CBC)	Laboratory Section
- Urinalysis	Laboratory Section
- Chest X-Ray	X-Ray Unit
- Neuropsychiatric Exam	
<u>For Fit to Work</u>	
- Record of Consultation / Recent Check-up Record from Legazpi City Health Office	
<u>For Training of Employee (Private) / Men in Uniform (PNP/BFP)</u>	
- Complete Blood Count (CBC)	Laboratory Section
- Urinalysis	Laboratory Section
- Fecalalysis	X-Ray Unit
- Chest X-Ray	
- ECG	
-Recent Drug Test	
<u>Teacher For Annual Check-up / Reinstatement</u>	
X-Ray	X-Ray Unit
Urinalysis	Laboratory Section
- Birth Certificate of baby if from Maternity Leave	Local Civil Registrar's Office
<u>For Security Guard</u>	
- Complete Blood Count (CBC)	



- Urinalysis				
- Chest X-Ray				
-Recent Drug Test				
- Neuropsychiatric Test				
<u>For On the Job Training (OJT)</u>				
- Complete Blood Count (CBC)				
- Urinalysis				
- Fecalalysis				
- Chest X-Ray				
<u>For Reference : Medical Certificate Assistance for NGOs</u>				
- Certification of Indigency from the barangay	Barangay Captain			
<u>For Travel</u>				
-Certification of Non-PUI/PUM	Barangay Captain			
Result of Laboratory Exam if formerly COVID - 19 Positive (+)	ICR or any DOH Accredited Laboratory			
Certification of Monitoring Sheet	Barangay Captain/ICR			
- Official Receipt (OR)	City Treasurer's Office (CTO)			
<u>For Bond</u>				
- Official Receipt (OR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Official Receipt (OR) and other supporting documents at Administrative Division.	1 .Client is given list of required laboratory examinations to be completed first and instructed to pay fee at the City Treasurer's Office (CTO) before securing medical certificate at Admin. Division	Regular: P50.00 Student: P30.00	3 mins	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
2. Client undergo Eye Acuity Test and Blood Pressure (BP)Screening.	2. Review of the submitted documents.	None	2 mins	<i>Administrative Aide I</i> <i>Administrative Officer I</i>



3. Client proceeds to Medical Division.	3. Preparation of Medical Certificate	None	11 mins	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
4. Client submits/presents needed requirement/s at the receiving desk	4. Recording of the Official Receipt (OR) number and amount in the logbook.	None	5 mins.	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
5. Client fills up the information sheet.	5.1 Assessment of presented documents and conduct of the physical examination.	None		c/o Medical Division
	5.2 Signing of Medical Certificate (if with incidental findings, prescribes medicines and recommends appropriate laboratory tests, etc.).	None		c/o Medical Division
	Total:		15 Minutes	

Queeing /Waiting time is not included and time varies in the flow of conversation and presented documents.

For any inquiries/comments/complaints, please contact: **Fatima F. Intia – 09175613873**

Issuance of Death Certificate

Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public (Relatives/Closest Informant of the Deceased)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Death at Home or Community:	For Death at Home or Community:
- Certification from barangay Captain stating the following information:	- Certification from barangay Captain stating the following information:



1. Full Name of DECEASED including name extension (Jr., Sr., II, III)		1. Full Name of DECEASED including name extension (Jr., Sr., II, III)		
For Death at Home or Community:		For Death at Home or Community:		
2. Exact location or address of the deceased				
<u>For Death Considered as DEAD ON ARRIVAL (DOA):</u>				
- Certification of DOA		Hospital (where the DECEASED was taken)		
<u>For Death Due to Accident:</u>				
- Autopsy Report		Scene of Crime Office (SOCO)		
<u>For Death in Hospital:</u>				
- Concerned Hospital issues the Death Certificate		- Concerned Hospital issues the Death Certificate		
Review to be done by the City Health Officer or Medical Officer		- Review to be done by the City Health Officer or Medical Officer		
Concerned Hospital issues the Death Certificate		- Concerned Hospital issues the Death Certificate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request at the receiving desk.	1. Admin. Staff assist and instruct the client to pay fee at City Treasurer's Office (CTO).	P60.00	1 min.	<i>Administrative Aide I</i> <i>Administrative Aide I</i>
2. Client pays fee at the City Treasurer's Office (CTO).	2. Admin. Staff re-view the sub-mitted documents.	None	1 min	<i>Administrative Aide I</i> <i>Administrative Aide I</i>
3. Client submits/ presents needed requirement/s at the receiving desk.	3. Admin. Staff instructs the client to fill-up the information sheet.	None	3 mins	<i>Administrative Aide I</i>
4. Client submits/ presents needed requirement/s at the receiving desk.	4. Admin. Staff instructs the client to fill-up the information sheet.	None	3 mins	<i>Administrative Aide I</i>
5. Client fills up the information sheet.	5. Admin. Staff reviews the information sheet	None	1 min	<i>Administrative Aide I</i>



6. Client reviews the prepared Death Certificate.	6. Admin. Staff prepares the Death Certificate.	None	5 mins	<i>Administrative Aide I</i>
7. Client proceeds to the Medical Division for signature.	7. Admin. Staff for-wards the Death Certificate to Admin. Officer IV for signature in the absence of A.O. IV, a designated CHO staff signs the Death Certificate.	None	1 min	<i>Administrative Aide I</i>
8. Client proceeds to the embalming for signature	8. Conduct of interview with the informant/relative of the deceased for the cause of death.	None	30 mins	c/o Medical Division
9. Client proceeds to Local Civil Registrar's Office (LCRO) to register the Death Certificate.	9.1 Admin. Staff types the cause of death in the Death Certificate.	None	1 min	<i>Administrative Aide I</i>
	9.2 Recording of Official Receipt (OR) at Admin. Division.	None	1 min	<i>Administrative Aide I</i>
Total:		P60.00	47 mins	
Queeing/Waiting time is not included and the time varies on the flow of the conversation and presented documents.				
For any inquiries/comment/complaint, please contact: Fatima F. Intia – 09175613873				

Preparation of Transfer Permit

Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Relatives/Closest informant of the Deceased
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Completed Death Certificate		Local Civil Registrar's Office (LCRO)		
2. Official Receipt (OR)		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client pays fee at the City Treasurer's Office (CTO).	1. Admin. Staff instructs client to pay fees at the City Treasurer's Office (CTO)	P60.00	2 mins	<i>Administrative Aide I</i>
2. Client pre-sents needed requirements at the Admin. Division.	2. Admin. Staff reviews the presented documents and prepares the permit.	None	5 mins	<i>Administrative Aide I</i>
3. Client pre-sents needed requirements at Admin. Division and presents the official receipt (OR)	3. Recording of Official Re-receipt (OR) in the logbook	None	2 mins.	<i>Administrative Aide I</i>
4. Client proceeds to medical division for the signing of the Transfer Permit	4. Client is instructed to proceed to the Medical Division for the signing of the Transfer Permit.	None	2 mins	<i>Administrative Aide I</i>
	Total:	P60.00	11 mins	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Fatima F. Intia - 09175613843				

Request for Medical Team, Medical and Dental Mission and Speaker

Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	G2C, G2G



Who may avail:	Government Agency, Non-Government Agency, Public and Private Office, Organization, Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor and coursed thru the City Health Officer (at least one (1) month before the activity)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client coordinates at City Health Office (CHO).	1. Admin. Staff instructs the client to make a request letter to the City Mayor coursed thru the City Health Officer	None	5 mins	<i>Supervising Administrative Officer</i>
2. Client proceeds to City Mayor's Office to deliver the letter.	2. Admin. Staff receives the advanced copy of the letter.	None	1 min	<i>Administrative Aide I</i>
3. Client returns to City Health Office to give advance copy of the letter.	3. Admin. Staff temporarily calendar the request while waiting for the approval from the City Mayor's Office	None	2 mins.	<i>Supervising Administrative Officer</i>
4. The client do the follow-up of their request.	4. Admin. Staff advises the client to make a follow-up on the request.	none	5 working days	<i>Supervising Administrative Officer</i>
	Total:	None	5 days and 8 minutes * working days upon receipt of the request letter from the City Mayor's Office (CMO).	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Fatima F. Intia - 09175613843				

Issuance of Medical Certificate for Travel



Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Non PUI/PUM, APOR: Vaccination Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the needed requirements for securing medical certificate.	1.1 Admin. Div. staff receives and review the requirements for medical certificate	None	5 mins.	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
	1.2. Admin. Staff encodes and prints the medical certificate.	None	5 mins.	
	1.3 Admin. Staff records and reviews medical certificate and forward it to the City Health Officer for signature.	None	10 mins.	<i>Administrative Aide I</i>
	1.4. Admin. Staff checks the medical certificate in the log-book and endorses/forwards	None	5 mins	<i>Administrative Aide I</i>



	it to Admission Area for release.			
	Total:	None	25 mins	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Fatima F. Intia - 09175613843				

For Client in Need of Certification/Certified True Copy:

Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
. For Certification - Data needed for the certification - Official Receipt (OR) from City Treasurer's Office (CTO)		Administrative Division		
B. For Certified True Copy - Original copy of documents/papers needed to be certified - Official Receipt (OR) from City Treasurer's Office (CTO)		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client is presents the needed data	1. Admin. staff assist the client and give instruct-ion to pay fee at the City Treasurer's Office (CTO)	P50.00	2 mins	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
2. The client pays the fee at the	2. Admin. The staff prepare the	None		



City Treasurer's Office (CTO)	certification upon presentation of complete data and official receipt		12 mins	<i>Administrative Aide I</i>
3.The client presents the Official Receipt (OR)	3. Admin. Staff forward the certificate to the head of the office for signature	None	1 min	<i>Administrative Aide I</i> <i>Administrative Officer</i>
4.Client get the certification	4. Release of certificate	None	1 min	<i>Administrative Aide I</i>
B. For Certified True Copy 1. Client presents the original document/papers needed to be certified	1. Admin. staff assist the client and give instruction to pay fee at the City Treasurer's Office (CTO)	P50.00	2 mins	<i>Administrative Aide I</i> <i>Administrative Officer I</i>
2. The client pays the fee at the City Treasurer's Office (CTO) and presents the OR to Admin.Division	2. Admin. Staff ask the client for the original copy of document/-papers needed to be certified upon presentation of OR and forward it to the Admin.Officer IV for processing	None	3 min	<i>Administrative Aide I</i> <i>Nursing Aide</i> <i>Administrative Officer I</i>
2. The client pays the fee at the City Treasurer's Office (CTO) and present the OR to Admin.Division	3. Admin. Staff ask the client for the original copy of the document/-papers needed to be certified upon presentation of OR and forward it to the Admin. Officer IV for	None	2 mins	<i>Administrative Aide I</i> <i>Nursing Aide</i> <i>Administrative Officer I</i> <i>Supervising Administrative Officer</i>



	processing			
	2.1 Release of the certified document/papers	None	2 min	<i>Administrative Officer I</i> <i>Supervising Administrative Officer</i>
	Total:	P100.00	23 minutes	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Fatima F. Intia - 09175613843				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	1. By Serving feedback form or 2. Thru the following cellphone numbers: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09175613843 – Fatima F. Intia
How feedbacks are processed?	1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: A. Complete name of the person you are



	<p>complaining</p> <p>B. Date</p> <p>C. Time</p> <p>3. Drop the filled-up complaint form in the drop box located at PACD or</p>
How complaints are processed?	<ol style="list-style-type: none">1. Get The reason of complaints.2. Listen to the complainant.3. Acknowledge the problem.4. Get the facts.5. Offerr a solution.6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> <p>09175613843 – Fatima F. Intia</p>



CITY HEALTH OFFICE

Dental Division



DENTAL SERVICES

The Dental Clinic offers the following services: Oral Examination, tooth Extraction, Restoration, oral prophylaxis and fluoridization.

<u>CHECK-UP</u>				
Office or Division:		DENTAL DIVISION		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All constituents of Legazpi City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (OR)			City Treasurer's Office (CTO)	
PhilHealth ID (Masa, NHTS), MDR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill-up Form 1.	<p>* <u>For New Patient:</u> -Make a new individual treatment record (ITR)</p> <p>* <u>For Old Patient:</u> - Retrieves and updates the ITR</p>	None	20 mins	<p><i>Dentist I</i></p> <p><i>Dentist II</i></p> <p><i>Dentist III</i></p>
	1.1 The Dentists do the oral examination if the tooth/teeth is indicated of extraction or any other treatment	None	20 mins	<p><i>Dentist I</i></p> <p><i>Dentist II</i></p> <p><i>Dentist III</i></p>
	1.2 If indicated for extraction: the patient is given a charge slip and directed to City Treasurer's Of	P120.00	15 mins	<p><i>Dentist I</i></p> <p><i>Dentist II</i></p> <p><i>Dentist III</i></p>



	Office (CTO).			
	1.3 The patient will come back and wait for their names to be called to undergo to the treatment	None	15 mins.	Dentist I Dentist II Dentist III
	1.4 After the procedure, the dentist prescribed the necessary medication and explained the post operative instructions	None	1 hour	Dentist I Dentist II Dentist III
	Total:		2 hours and 2 minutes	
Queeing /Waiting time is not included and time varies in the flow of conversation and presented documents.				
For any inquiries/comments/complaints, please contact: Fatima F. Intia – 09175613873				

<u>Issuance of Dental Certificate</u>				
Office or Division:	DENTAL DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituents of Legazpi City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (OR)			City Treasurer's Office (CTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Dental Certificates :	1.1 Patient will be given charge slip and directed to City Treasurer's Office (CTO).	P50.00	15 mins	Dentist I Dentist II Dentist III
Client proceeds to Dental Division to submit for oral				



examination and fill-up the necessary documents				
	1.2. Dentists do the oral examination and fill up the necessary documents.	None	20 mins	<i>Dentist I</i> <i>Dentist II</i> <i>Dentist III</i>
2. Oral Consultation for pregnant women	2. Schedule: Every Tuesday & Thursday scheduled of Pregnant Women Oral Examination, Dental Mission, Daycare Center, any-time requested by different barangays and other agencies. Fluoridization scheduled 2x a year for ages 1-5.	None	20 mins.	<i>Dentist I</i> <i>Dentist II</i> <i>Dentist III</i>
Total:		P60.00	45 mins	
Queeing/Waiting time is not included and the time varies on the flow of the conversation and presented documents.				
For any inquiries/comment/complacomplaintase contact: Fatima F. Intia – 09175613873				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<p>1. By Serving feedback form or</p> <p>2. Thru the following cellphone numbers:</p> <p style="text-align: center;">DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i></p> <p style="text-align: center;">09173118654 - Dr. Maylen A. Andes</p>



<p>How feedbacks are processed?</p>	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
<p>How to file a complaint?</p>	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
<p>How complaints are processed?</p>	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offerr a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: <p style="margin-left: 40px;">DR. FRANCIS GERALD A. GOMEZ- OIC/City Health Officer</p> <p style="margin-left: 40px;">09173118654 - Dr. Maylen A. Andes</p>



CITY HEALTH OFFICE

Environmental and Sanitation Section



ENVIRONMENTAL and SANITATION SERVICES

Office or Division:	ENVIRONMENTAL SANITATION SECTION	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Walk-in clients	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
<u>For Walk-in Client:</u>		
Official Receipt (OR)		City Treasurer's Office (CTO)
<u>For Blue Card (Food Handler):</u>		
Official Receipt (OR)		Official Receipt (OR) City Health Office (Laboratory Section)
Sputum Result		
Chest X-Ray Result for the last six (6) mths		City Health Office (X-Ray Unit) or any other X-Ray facility Place of Residency
Latest Residence Certificate Latest Residence Certificate		
Food Handler's Seminar Certificate		City Health Office (Environmental Sanitation Section)
Rectal Swab Original Official Receipt		Department of Health, BRTTH Compound, Legazpi City
1 x 1 ID Picture (Latest)		
<u>For PINK Card and BLUE Card (Non-Food Handler):</u>		
Official Receipt (OR)		City Treasurer's Office (CTO)
Sputum Result		City Health Office (Laboratory Section)
1 x 1 ID Picture (Latest)		City Health Office (Laboratory Section)
<u>For YELLOW Card:</u>		
Official Receipt (OR)		



HIV/RPR Latest Result for GROs	City Treasurer's Office (CTO) City Health Office (Social Hygiene Clinic)
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CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Latest Residence Certificate 2 x 2 ID Picture (Latest) 2 pcs.		Place of Residency		
<u>For Massage Therapist/Masseus</u> Photocopy of NC II Certificate or License for Massage Therapist/Masseur		TESDA Regional Office/Department of Health Regional Office V		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents complete documents to Environmental Sanitation Section staff.	1. Environmental Sanitation Section staff registers the health card/yellow card.	None	5 mins.	SI III <i>SI II</i> <i>S.I. Designate</i>
	2. ESS staff release health card/yellow card to client.		5 mins.	SI III <i>SI II</i> <i>S.I. Designate</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. ESS staff	None	5 mins.	SI III



	instructs clients to proceed to the Medical Division for signature			SI II S.I. Designate
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Total Time: 15 minutes

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123

REQUIREMENTS FOR WATER REFILLING STATIONS

Office or Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Owners of Water Refilling Stations (WRS)/Water Vending Machines/Mobile Water Tank Suppliers/Water Haulers

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Official Receipt (OR)	City Treasurer's Office (CTO)
Operational Permit if source of water is from Level I and Level II Original Copy	Department of Health Regional Office V Bagtang, Daraga, Albay
Bi-annual Physical-Chemical results of water sample - Photocopy	Any Department of Health Accredited Water Analysis Laboratory

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Initial Bacteriological Result of Water Sample-Photocopy	Any Department of Health Accredited Water Analysis Laboratory
Certification from Legazpi City Water District if water source is public - Original copy	Legazpi City Water District (LCWD) Bitano, Le-gazpi City



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents complete documents to ESS staff.	1. ESS staff reviews the submitted documents and gives claim stub. Operational Permit Certificate of Water Potability Drinking Water Site Clearance: Level I Level II Sanitary Survey	P600.00 P300.00 P100.00 P200.00 P150.00	20 days	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
	2. ESS staff prepares documents and submits to City Health Officer and City Mayor for signature.			Dr. Fulbert Alec R. Gillego / <i>CHO Officer</i> Noel E. Rosal / <i>City Mayor</i>

Total Time: 20 days

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123

Issuance of HEALTH CARD

Office or Division:	Environmental sanitation Section
Classification:	Simple
Type of Transaction:	G2C

Who may avail:	Walk-in clients
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:



Official Receipt (OR) HIV/RPR Latest Result for GROs Latest Residence Certificate 2 x 2 ID Picture (Latest) 2 pcs.		City Treasurer's Office (CTO) City Health Office (Social Hygiene Clinic) Place of Residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents complete documents to ESS staff.	1. ESS staff types entry to the health card/ (non- \food handler)/GROs. <u>For YELLOW CARD:</u> Health Card Sputum PTR Fee <u>For PINK and BLUE Card (Non-Food Handler):</u> Health Card Sputum <u>For BLUE CARD (Food Handler):</u> Health Card Sputum	 P30.00 P90.00 P100.00 P30.00 P90.00 P30.00 P90.00		Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Stool Chest X-ray	P60.00 P120.00		
	2. ESS staff release health card/yellow card to client.		5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
	3. ESS staff instructs clients to proceed to CHO laboratory for submission of specimen.		5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
	4. ESS staff advice clients to return for health cards after compliance of the laboratory exam		5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
Total Time: 20 minutes				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123				



<u>Issuance of Sanitary Vehicle Clearance:</u>				
Office or Division:	ENVIRONMENTAL SANITATION SECTION			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Catering Services/Bakeshops/Water Refilling Stations(WRS)/Water Tank Suppliers & Haulers/Restaurants with Food Deliveries outside the city			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Official Receipt (OR) Original with Photocopy			Photocopy of OR and C.R. of Delivery Vehicle	
Photocopy of OR and C.R. of Delivery Vehicle				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to ESS	1. ESS staff gives client order of payment for Sanitary Delivery Vehicle inspection.	P150.00	5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
2. Client proceeds to City Treasurer's office (CTO) for payment.	2. ESS staff files the photocopy of receipt and advice clients to notify CHO if delivery vehicle is ready for business		5 mins.	
3. Client presents the receipt and submits the photocopy to ESS staff. CHO and give the OR to ESS staff.	3. ESS staff conducts inspection and advice clients to return to ESS Section after 2		2 days	<i>ESS Chief</i> <i>Sanitary Inspector</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	days			Sanitary Inspector
4. Client proceeds to ESS Section to claim the Delivery Vehicle Clearance.	4. ESS staff issues Sa-nitary Vehicle Clearance and forward it to ESS Chief and City Health Officer for signature.		1 day	ESS Chief City Health Officer II

Total Time: 4 days and 15 minutes

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123

Request for Water Sampling:

NOTE: Schedule of Water Sampling is from Monday to Thursday only 8:00am to 3:00pm

Office or Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Complex
Type of Transaction:	G2G, G2B, G2C
Who may avail:	Any client

CHECKLIST OF REQUIREMENTS:

WHERE TO SECURE:

Official Receipt (OR)

City Treasurer's Office (CTO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to ESS.	1. ESS staff records the receipt and gives Colilert	P600.00	5 mins	Sanitary Inspector III Sanitary Inspector II



2. Client submits the wa-	bottle and instructs client with regards to water collection and sub-mission of water sampling. 2 .ESS staff advice		1 week	Sanitary Inspector Designate
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ter sample specimen to ESS.	client to get results			
Total Time: 1 week and 5 minutes				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123				

Request for Fumigation

Office or Division :	ENVIRONMENTAL SANITATION SECTION		
Classification :	Highly Technical		
Type of Transaction :	G2G, G2B, G2C		
Who may avail :	Any client		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
Letter Request addressed to the City Health Officer with Photocopy			
Gasoline Expenses for Fogging Machine if Private			
Gasoline/Diesel for Fogging Machine Unlead-ed Gasoline for chemical dilution depending on the area size			



Total Time: 2 weeks and 5 minutes	
Queeing/Waiting time is not included.	
For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123	
<u>Registration of Sanitary Permits/Health Clearance/Health Cards</u>	
Office/Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Business Establishments
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Official Receipt	Official Receipt
Duly Accomplished Sanitary Permit/Health Cards/Health Clearance	
Valid Wastewater Discharge Permit for Hotels/Restaurants/Lodging Houses/Inns/Funeral Parlors/Apartelles/Laboratories/Manufacturing/Laundry Shops/Catering Services-Photocopy only	DENR-EMB Regional Center site Rawis, Legazpi City
Permit to Operate for Generator Set if there is any- Photocopy only	DENR-EMB Regional Center Site Rawis, Legazpi City
Permit to Operate for Generator Set if there is any- Photocopy only	DENR-EMB Regional Center Site Rawis, Legazpi

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Permit to Operate for Underground Tank for Gasoline Stations- Photocopy only	DENR-EMB Regional Center Site Rawis, Legazpi city
Permit to Operate for Compressor for Auto Painting Shops-Photocopy	DENR-EMB Regional Center Site Rawis, Legazpi city



only				
FDA License to Operate for Drugstore/Lying-in Clinics/Hospitals/Bakeries/Funeral Parlors-Photocopy only		DOH-FDA Regional Office V Bagtang, Daraga, Albay		
License Certificate or NCT II Certificate for Massage Therapist/Masseur for Massage Parlor-Photocopy		DOH Regional V Office Bagtang, Daraga, Albay		
DENR ID for Hazardous Waste for Funeral Parlors/Hospitals/Lying-in Clinics/Medical Clinics		DENR-EMB Regional Center Site Rawis, Legazpi City		
Operational Clearance for Cemeteries-Photocopy only		DOH Regional V Office Bagtang, Daraga, Albay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents complete documents to ESS staff.	1. ESS staff reviews the submitted documents and releases claim stub to clients.	Amount of fees to be paid for the Services, based on the Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007(Revenue Code of Legazpi City)		Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
. Client presents the claim stub.	2. ESS staff informs clients to claim the submitted documents		5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i>



				Sanitary Inspector Designate
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the following day.			
	3. ESS staff registers the accomplished documents and submits to ESS Chief and City Health Officer for signature.	None	1 day	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>

Total Time: 2 weeks and 5 minutes

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123

Issuance of Smoking Permit

Office or Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All Business Establishments with Smoking Area

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Certificate of Compliance	City Engineering Office (CEO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE
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		BE PAID		
1. Client presents to ESS the required documents.	1. ESS staff prepares the Smoking Permit and submit to ESS Chief for signature.	5 mins		<i>ESS Chief</i> Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. ESS staff releases the Smoking Permit and advice client to proceed to the City Health Officer 's office for signature			

Total Time: 5 minutes

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123

Sanitary Complaints

Office or Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Simple / Highly Technical
Type of Transaction:	G2c, G2b, G2g
Who may avail:	Any Client
CHECKLIST OF	
WHERE TO SECURE:	



REQUIREMENTS:				
Letter of Complaint/Complaint Filed at CHO		Complaining Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the required documents if barangay issues.	1. ESS staff receives the documents and advice clients to returned after 2 weeks	None	5 mins.	Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Walk-in Clients:</u> Client proceeds to ESS for filing complaints (food issues)				Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
	2. ESS staff records the complaint filed.	None	5 mins. 1 day for walk-in clients.	Sanitary Inspector III <i>Sanitary</i>



				<i>Inspector II</i> <i>Sanitary Inspector Designate</i>
	3. ESS staff conducts investigation			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>ESS Chief</i> Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
	4. ESS staff prepares reports and submits to the City Health Officer for review and evaluation.			<i>/ESS Chief</i> Sanitary Inspector III <i>Sanitary Inspector II</i> <i>Sanitary Inspector Designate</i>
Total Time: 4 days and 10 minutes				



Queeing/Waiting time is not included.	
For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123	
<u>COVID 19 Related Activities (MISTING)</u>	
Office or Division:	ENVIRONMENTAL SANITATION SECTION
Classification:	Highly Technical
Type of Transaction:	G2C, G2B, G2G
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request to Admin. Division.	1. Admin. Staff receives the letter, enter it in the incoming communication logbook and make a follow-up then forward the letter to the City Health Officer.	none	5 mins	<i>Administrative Aide I</i>
2. Client make a follow-up.	2. Admin. Staff schedule the misting activity after CHO Officer		1-5 mins	<i>Administrative Aide I</i>



	approved the request.			
Total Time: 5-10 mins				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Jacquenette Ann V. Calamucha: 09392625123				

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru the following cellphone numbers: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09392625123 – Jacquenette Ann V. Calamucha
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant.



	<ol style="list-style-type: none">3. Acknowledge the problem.4. Get the facts.5. Offer a solution.6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> <p>09392625123 – Jacquenette Ann V. Calamucha</p>
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CITY HEALTH OFFICE

Health Program Management Division



HEALTH PROGRAM MANAGEMENT DIVISION

Request for Use of Ambulance 1				
Office or Division:	HEALTH PROGRAM MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If mentally-ill patient, relatives are required to provide escorts/s during transport		PSO or Barangay Tanod		
Referral Form		CSWDO		
Letter request signed by City Health Officer		CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client coordinates at City Health Office (CHO)	1. HEMS staff instructs the client to secure note of approval from City Mayor's Office (CMO)	None	2 mins	Population Program Officer I
2. Client proceeds to City Mayor's Office (CMO) to seek for approval and note.	2. Hems Staff interview the client and schedule transport.	None	10 mins	Population Program Officer I
3. Client returns to City Health Office to give advance copy of the letter	3. Hems staff temporarily calendar the request while waiting for the approval from the City Mayor's Office	None	2 mins	Population Program Officer I



4. The client do the follow-up of their request.	4.Hems staff advises the client to make a follow-up on the request.	None	3 working days	Population Program Officer I
	Total:		3 days and 14 minutes	

Queuing/Waiting time is not included.

For any inquiries/comment/compliant, please contact: **Maricel S. Banzuela - 09171365502**

Request for Medical Team

Office or Division:	HEALTH PROGRAM MANAGEMENT DIVISION
Classification:	Simple
Type of Transaction:	G2C ,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the City Mayor and coursed thru the City Health Officer at least one (1) month before the activity)	
Referral Form	CSWDO
Letter signed by City Health Officer and City Mayor	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client coordinates at City Health Office (CHO)	1. HEMS Staff instructs the client to make a request letter to the City Mayor coursed thru the City Health Officer	None	5 mins	Population Program Officer I
2. Client proceeds to City Mayor's Office to deliver the letter.	2.1HEMS Staff receives the advanced copy of the letter.	None	1 min	Population Program Officer I
	2.2HEMS Staff receives and review and document the request.	None	2 mins	Population Program Officer I



3. The client do the follow-up of their request.	3.Hems staff advises the client to make a follow-up on the request.	None	3 days	Population Program Officer I
Total:		None	3 days and 8 mins	
Queuing/Waiting time is not included.				
For any inquiries/comment/compliant, please contact: Maricel S. Banzuela - 09171365502				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

Request for Use of Ambulance 2				
Office or Division:	HEALTH PROGRAM MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Form				
Letter signed by City Health Officer and City Mayor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative/Client request for transfer of confinement	1. Interviewed and asked Relative/Client for ambulance letter request	None	5 mins	Nurse on Duty
2. Relative/Client is instructed to wait at the designated waiting area.	2. Waiting for Admin Office or Senior House Officer for the approval and release of Trip Ticket	None	2 mins	Admin Officer
3. For request outside Legazpi City, relative/client is instructed to follow up to HEMS staff	3. Waiting for the approval of travel order and release of Trip Ticket	None	3 days	Admin Officer/HEMS Staff
4. Relative/Client is informed of approval/Disapproval	4.1 Approved/Disapproved the validity of verbal/personal request.	None	3 mins	Admin Officer/HEMS Staff



	4.2 Sworn Statement with Release of Liability Waiver for ambulance use will be discussed to the requesting party and after concurring be signed with the witness	None	3 mins	Admin Officer/HEMS Staff
5. Relative/Client is given instruction on when to pick up the patient	5.Ambulance is provided,HEMS assistance be on case to case basis.	None	5 mins	Admin Officer/HEMS Staff
6.Relative/Client is being informed that ambulance driver is ready to pick up the patient.	6. Pick-up the patient	None	Travel Time	Driver
Total:		None	36 minutes	
Queuing/Waiting time is not included.				
For any inquiries/comment/compliant, please contact: Maricel S. Banzuela - 09171365502				

Request for RT-PCR/ Antigen Test				
Office or Division:	HEALTH PROGRAM MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Close Contact, Symptomatic/Asymptomatic, Frontline Health Care Worker and Travelers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter received and signed by City Health Officer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client/patient proceeds to Triage Area	1. Profiling of Patients/Client for Rt-Pcr and Antigen Testing	None	5 Mins	Nurse on Duty
2. Patients waits to be called	2.1 wabbing/Antigen Testing of Patients/Clients	None	5 Mins	Medtech on Duty
	2.2 Collection/Examination of Specimen	None	5 Mins	Medtech on Duty
	2.3 RT-PCR specimen to be transported to BRDRL	None	5 Mins	Medtech on Duty & Driver
	2.4 Specimen for Antigen Testing is being checked or observed or examined by the Medtech for the result	None	5 Mins	Medtech on Duty



3. The patient is informed to wait for the result.	3.Releasing of Results	None	20 Mins for Antigen 24-48 hrs or RT-PCR	Medtech/Nurse on Duty
Total:		None	45 minutes	
Queuing/Waiting time is not included.				
For any inquiries/comment/compliant, please contact: Maricel S. Banzuela - 09171365502				

Primary Health Care Services / Ekonsulta				
Office or Division:	HEALTH PROGRAM MANAGEMENT DIVISION			
Classification:				
Type of Transaction:	G2C			
Who may avail:	Pregnant, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any personal identification or ID for validation of spelling / Member Data Record (for dependent client)			Philhealth Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Patients fills up the Ekonsulta registration form.	1.Interviews client. <u>For New Patient</u> – Ekonsulta Registration form filled up. <u>For Old Patient</u> – Request for Authorization transaction code form filled up.	None	5 Mins	Nurse on Duty
2.Patients waits for ATC (Authorization Transaction Code)	2.Registration of patient in ekonsulta website is being processed	None	5 Mins	Nurse on Duty
3.ATC is being received by the Patient.	3.Authorization Transaction Code is given to patient with instruction.	None	5 Mins	Nurse on Duty
Total:		None	15 minutes	
Queuing/Waiting time is not included.				
For any inquiries/comment/compliant, please contact: Maricel S. Banzuela - 09171365502				

FEEDBACK AND COMPLIANT MECHANISM	
How to send a feedback:	1. By serving feedback form or thru the following cellphone numbers: 09455161347 - Ma. Rosario R. Balonzo 09988653468 – Maricel S. Banzuela



	09171274686 – Ronald Joy Miña
How feedback are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback 4. Turn feedback into action. 5. Share the feedback to all members of the office
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Compliant Form) from the Public Assistance and Compliant Desk (PACD) 2. Write your compliant in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up compliant form in the dropbox located at PACD or 4. Thru cellphone numbers above.
How complaints are processed?	<ol style="list-style-type: none"> 1. Get the reason of complaints. 2. Listen to the compliant. 3. Acknowledge the problem. 4. Get the facts 5. Offer a solution 6. Talk to the concerned employee, and give a disciplinary action, if needed. <p>Contact information of 09455161347 - Ma. Rosario R. Balonzo 09988653468 – Maricel S. Banzuela 09171274686 – Ronald Joy Miña</p>



CITY HEALTH OFFICE

Laboratory Services



LABORATORY SERVICES (Sputum, Fecalysis Examination for Health Card)

Office or Division: LABORATORY SECTION				
Classification: Simple				
Type of Transaction: G2C				
Who may avail: General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (OR)			City Treasurer's Office (CTO)	
Philhealth ID/MDR of Masa, NHTS, LGU Paid (renewed, not expired)				
Examination Request			City Health Doctor	
Specimen				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires at the Laboratory Section.	1. Receive and assess the health card and the official receipt. Give procedure on proper collection and submission of the specimen.	P90.00	15 mins.	<i>Medical Technologist Laboratory Aide</i>
2. Client submits the specimen and health card.	2. Receive and assess if the specimen is properly collected. Label and give instructions on how to claim the health card and the result	None	15 mins.	<i>Medical Technologist Laboratory Aide</i>
3. Client presents the official receipt (OR) of the health card to laboratory staff.	3. Check the official receipt (OR) and release the result to the client.	None	5 mins.	<i>Medical Technologist Laboratory Aide</i>
4. Client claims the result and health card.	4. Releasing of the result and health card	None	5 mins	<i>Medical Technologist Laboratory Aide</i>
	Total:	P90.00	40 mins	
Queuing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Guadalyn D. Nuyda-09982199815				



LABORATORY SERVICES (Blood Chemistry Examination)				
Office or Division:	LABORATORY SECTION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR)		City Treasurer's Office (CTO)		
Philhealth ID/MDR of Masa, NHTS, LGU Paid (renewed, not expired)				
Examination Request		City Health Doctor		
Specimen		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquire on how to avail laboratory services.	Checks for the availability of the re-requested examination. * If requested examination is not available client/ patient may go to their clinical laboratory of choice	None	5 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>
2. Client presents request from the physician.	2. If available, staff will give instruction and order slip.	CBC-P90.00 Blood Typing-P90.00 Urinalysis-P60.00 Fecalalysis-P60.00 Sputum Exam.-P90.00 FBS-P130.00 Total Cholesterol-P130.00 HDL Cholesterol-P220.00		<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>



		LDL Cholesterol- P220.00 Triglycerides- P130.00 BUN- P130.00 BUA- P130.00 SGOT- P220.00 SGPT- P220.00		
3. Client proceeds to City Treasurer's Office.	3. Staff assess the documents presented, give instruction prior to collection.	None	30 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>
4. Client presents Official Receipt (OR).	4. Laboratory staff will ready the pro-per procedure on blood collection.	None	30 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>
5. Client is instructed to wait at the designated waiting area until his/her number is called.	5. Laboratory staff explains the pro-cess of the re-quested laboratory procedure.	None	30 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>



6. When the number is called, client submits for blood collection and/or submits specimen.	6. 1Laboratory staff will extract blood samples.	None	30 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>
	6.2 Client is given instruction on how and when to comeback for the result	None	2 days	<i>Med. Tech III</i> <i>Med. Tech II</i> <i>Lab. Aide</i> <i>Lab. Aide II</i> <i>Lab.tech</i>
Total:		None	2 Days,2 hours and 5 mins	
Queeing/Waiting time is not included varies on the flow of conversation and presented document/s				
For any inquiries/comment/complaint, please contact: Guadalyn D. Nuyda-09982199815				

Specimen Submission					
Office or Division:	LABORATORY SECTION				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Official Receipt (OR)			City Treasurer's Office (CTO)		
Philhealth ID/MDR of Masa, NHTS, LGU Paid (renewed, not expired)					
Examination Request			City Health Doctor		
Specimen					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client proceeds to information area of	1. Laboratory staff releases results and document it in the releasing logbook.	None	30 mins.	<i>Med. Tech III</i> <i>Med. Tech II</i>	



laboratory, present official receipt or its equivalent.				<i>Lab. Aide II</i>
Total:			None	36 minutes
Queeing/Waiting time is not included varies on the flow of conversation and presented document/s.				
For any inquiries/comment/complaint, please contact: Guadalyn D. Nuyda- 09696499777				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru cellphone number: 09771833638 – Dr. Fulbert Alec R. Gillego 09696499777 – Guadalyn D. Nuyda
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts.



	<p>5. Offer a solution.</p> <p>6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of:</p> <p>DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i></p> <p>09696499777 – Guadalyn D. Nuyda</p>
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CITY HEALTH OFFICE

Medical Division



MEDICAL SERVICES

Office or Division:	MEDICAL DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public, Patients			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Any personal identification or ID for validation				
2. Copy of Member Data Record (MDR) Philhealth		PhilHealth Office Legazpi City		
3.Existing Immunization Card				
4.Existing mother and Baby Book or Home Based maternal Record (HBMR)				
5.Barangay Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Consultation – Patient/Client proceeds to Out-Patient Department for Interview.	1.Staff on duty retrieves the ITR of the patient/client.	None	2 mins.	<i>City Health Officer/ Medical Officers</i>
2. Patient/ Client undergo physical examination	2.1 Provides medical, and physical examination/consultation to patient	None	15 mins.	
	2.2 Medical and medico legal examination con-ducted.	P50.00	45 mins	



Total Time: 1 hour				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Dr. Adelsa R. Tee-09453414544				
<u>Other Health Related Services (Signing of Death Certificate, Burial and Transfer Permit)</u>				
Office or Division :	MEDICAL DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			

Who may avail:	General Public, Patients			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Official Receipt (OR)		City Treasurer's office (CTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client proceeds to City Treasurer's Office (CTO) for payment.	1. Reviewed and verbal autopsy to the relative of the deceased and indicate cause of death.	Amount of fees to be paid for the Services, based on the Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007(Revenue Code of Legazpi City)	5-10 mins.	<i>City Health Officer/Medical Officers</i>



		P30.00		
	*Burial Permit	P60.00		
	*Transfer Permit			

Total Time: 22 mins.

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Dr. Adelsa R. Tee-09453414544

Signing of Medical Certificate

Office or Division:	MEDICAL DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public, Patients

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Official Receipt (OR)	1. Official Receipt (OR)
2. Laboratory Results (x-ray, urinalysis, fecalysis, ultrasound, etc.)	2. Laboratory Results (x-ray, urinalysis, fecalysis, ultrasound, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements.	1.1 Reviews documents for completeness of attached requirements.	None	7 mins.	<i>City Health Officer/ Medical Officers</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluation and management of laboratory results (x-ray, urinalysis, fecalysis, CBC, ultrasound, etc.)	None	5 mins	<i>City Health Officer/Medical Officers</i>
	1.3 Signing of documents. Medical Certificate	P50.00-regular	15 mins.	<i>City Health Officer/Medical Officers</i>
	Bond	P50.00-for student		
	Health Card	P30.00		
Total Time: 22 mins.				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Dr. Adelsa R. Tee-09453414544				

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.



FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru cellphone number: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09453414544 – Dr. Adelsa R. Tee
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offerr a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09453414544 – Dr. Adelsa R. Tee



CITY HEALTH OFFICE

Nursing Division



<u>NURSING SERVICES</u>				
Office or Division:	NURSING DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant and Lactating Women, Newborn, Under Five Children, Older children, Teenagers, Adults, Senior Citizen			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
1. Any personal identification or ID for validation of spelling.				
2. One (1) PhotoCopy of Member Data Record (MDR)				
3. Existing Immunization Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient fills up the outpatient (OPD) logbook and is given a number for consultation.	1. Interviews client. For New Patient - Individual Treatment Record (itr) is filled-up For Old Patient - Individual Treatment Record (ITR) is retrieved and updated.	None	25 minutes	<i>Nurse/Midwife on Duty</i>
2. Patient proceeds to vital signs area.	2. Takes vital signs of patient.	None	5 mins.	<i>Nurse/Midwife on Duty</i>



3. Patient waits for their number to be called.	3. Directs patient to waiting area for consultation. ELDERLY, DIFFERENTLY ABLED/PWDs, PREGNANT are given	None	3 mins.	<i>Nurse/Midwife on Duty</i>
4. Patients undergo triaging for prioritization	4. Assesses difficulty of breathing for control of Acute Respiratory Infection (CARI) patients	None	15 mins.	

5. Patient is referred to Pharmacy for medicine dispensing.	5. Assesses signs of dehydration for control of Diarrheal Disease (CDD) in patients	None	15 mins.	<i>Nurse/Midwife on Duty</i>
6. Patient submits for information education campaign (IEC).	6. Assesses mental health status of Men- tal Health Program clients.	None	15 mins.	<i>Nurse/Midwife on Duty</i>
7. Patient submits for diagnostic examination.	7. Emergency and/or infectious disease patients are referred immediately to the doctor.	None	5 mins.	<i>Nurse/Midwife on Duty</i>
8. Patient is given referral slip for further management and evaluation.	8. Receives prescription and instruction on doctors order.	None	15 mins.	<i>Nurse/Midwife on Duty</i>
9. If in need of immediate care, proceed to hospital.	9.1 Conducts individual counselling for health wellness.	None	20 mins.	<i>Nurse/Midwife on Duty</i>
10. Client proceeds to Laboratory section	10. Referral to Laboratory Section for the requested examina-	None	5 mins.	<i>Nurse/Midwife on Duty</i>



	tion.			
11. Client secure referral for higher level of care if needed.	11. Gives referral hos- pital or specialty cli- nics for higher level of care if needed.	None	10 mins.	Nurse/Midwife on Duty
12. Client request for transport to hospital in case of emergency case.	12. 1 Ambulance transport to hospital for emer- gency cases	None	30 mins.	HPMO – Health Program Management Officer
	12.2 Recording of Indi- vidual Treatment Record (ITR) at General Medical Medical Services logbook.	None	15 mins.	Nurse/Midwife on Duty
	Total:	None	2 hrs and 38 min.	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914				

<u>UNDER FIVE CLINIC (UFC) & IMMUNIZATION SERVICES</u>	
Office or Division:	NURSING DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pregnant and Lactating Women, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Any personal identification or ID for validation of spelling.	
2. Copy of Member Data Record (MDR)	
3. Existing Immunization Card	



4.Existing Mother and Baby Book, or Home Based Maternal Record (HBMR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents of newborn pro- ceeds to Immunization Room and is given a number	1. Interviews parent of Newborn NEW - underfive clinic record is filled-up OLD - underfive clinic record (UFC) is retrieved and updated.	None	15 mins.	<i>Nurse/Midwife on Duty</i>
2. Newborn vital signs are taken.	2. Takes vital signs of newborn and records at UFC record.	None	20 mins.	<i>Nurse/Midwife on Duty</i>
3. Sick child is assisted to a doctor.	3. Sick child is referred to a doctor and immunization is deferred.	None	5 mins.	<i>Nurse/Midwife on Duty</i>
4. Staff determines what vaccines are to be given.	4. Administers vaccina- tion and records at immunization card.	None	20 mins.	<i>Nurse/Midwife on Duty</i>
5. Parents are given health education	5. 1Conducts counselling and schedules if when is the next visit.	None	20 mins.	<i>Nurse/Midwife on Duty</i>
	5.2 Records vaccine given at logbook and Target client List (TCL).	None	15 mins.	<i>Nurse/Midwife on Duty</i>



	None	1 hr. & 35 minutes		
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914				

<u>PRENATAL & POSTNATAL SERVICES</u>				
Office or Division	NURSING DIVISION			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Pregnant and Lactating Women			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
1.Any personal identification or ID for validation of spelling.				
2.Copy of Member Data Record (MDR)				
3.Existing Immunization Card				
4.Existing Mother and Baby Book, or Home Based Maternal Record (HBMR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant/Lactating women proceeds to prenatal area and is given a number.	NEW - Maternal record is filled-up. OLD - Maternal record is retrieved and updated.	None	10 mins. 15 mins.	<i>Nurse/Midwife on Duty</i> <i>Nurse/Midwife on Duty</i>
2. Pregnant/Lactating women proceeds to vital signs area.	2. Takes vital signs of pregnant /lactating women.	None	20 mins.	<i>Nurse/Midwife on Duty</i>



3. Pregnant /Lactating wo-women proceeds to examination room.	3. Performs prenatal examination.	None	30 mins.	Nurse/Midwife on Duty
4. Pregnant/Lactating wo- men are assisted to doctor for consultation.	4. Referral of pregnant/lactating women with medical problems to doctor	None	10 mins.	Nurse/Midwife on Duty
5. Pregnant/Lactating women submits for Tetanus Diptheria (Td) immunization.	5. Administers Tetanus Diptheria (Td) immunization and records at Mother and baby Book or HBMR..	None	10 mins.	Nurse/Midwife on Duty
6. Pregnant/Lactating women attends for health advocacy	6. Conducts counsel-ling pregnant /lactating women.	None	20 mins.	Nurse/Midwife on Duty
7. Pregnant/lactating women proceeds to Dental Division	7. Records at Target Client List (TCL) logbook.	None	10 mins.	Nurse/Midwife on Duty
8. Pregnant/Lactating women proceeds to Dental Division	8. Referral to Dental Division for basic oral Health Care (BOHC).	None	5 mins.	Nurse/Midwife on Duty
9. Pregnant/Lactating women proceeds to Nutrition Section	9. Referral to Nutrition Section for micronutrient supplementation.	None	5 mins.	Nurse/Midwife on Duty
	Total:	None	2 hours and 15 Minutes	

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914

UNDER FIVE CLINIC (UFC) AND IMMUNIZATION SERVICES

Office or Division:	NURSING DIVISION
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pregnant and Lactating Women, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:



Immunization Record/Card				
Member Data Record (MDR) or Phihealth ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Children/Infants proceeds to the OPD accompanied by Parents/Guardian.	* Children/Infants for childcare services are scheduled 5 at a time to observe "social distancing" following the protection protocol issued by the City Health Officer.	None	1hr and 35 minutes	Nurse/Midwife assigned at barangay
	Total:	None	1hr and 35 minutes	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914				

PRENATAL/ POSTNATAL CARE SERVICES

Office or Division	NURSING DIVISION			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Pregnant and Lactating Women, Newborn			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Existing Mother and Baby Book, or Home Based Maternal Record (HBMR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	Due to the COVID 19 pandemic, PREGNANTS as belonging to the “vulnerable group” are advised to seek routine maternal care services at their respective barangay health centers wherein frontliners assigned are waiting for them and further to avoid exposure to any infectious diseases.			Nurse/Midwife assigned at barangay
	* Pregnants/Postpartum and Lactating Women for maternal care services are scheduled 5 at a time to observe “social distancing” following the protection protocol issued by the City Health Officer			Nurse/Midwife assigned at barangay

Total Time: 2 hours and 10 minutes
 Queeing/Waiting time is not included.
 For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914

CONTROL OF ACUTE RESPIRATORY INFECTION (ARI)

Office or Division :	NURSING DIVISION
Classification :	Simple
Type of Transaction:	G2C
Who may avail :	Pregnant and Lactating Women, Newborn, Under Five Children, Older children, Teenagers, Adults, Senior Citizen
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:



1.Any personal identification or ID for validation of spelling.				
2.Philhealth ID, Copy of Member Data Record (MDR), NHTS, Masa				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent of Child/Patient submit for thermal scanning and sanitize hands.	1. Staff on duty subject the parent of child/ patient are subjected to thermal scanning and sanitize hands.	None	3 mins.	Triage <i>Nurse/Midwife</i>
2. Parent & child/Patient proceeds to triage area.	2. Staff on duty instructs the parent of child/ patient to proceed to triage area.	None	3 mins	Triage <i>Nurse/Midwife</i>
3. Parents/Patients proceed triage area for assessment of infectious disease.	3. Staff on duty assessed the parent of child/patient if infectious disease.	None	10 mins.	Triage <i>Nurse/Midwife</i>
	<u>New patient</u> gives pertinent data during initial interview and records at Individual Treatment Records at Individual Treatment Record (ITR)	None	10 mins.	Triage <i>Nurse/Midwife</i>



	<u>Old patient</u> Individual Treatment Record (ITR) is retrieved and upda-ted.	None	3 mins.	
	<u>Emergency cases</u> are referred to medical doc-tor .			
	4. Doctors on duty pro-ceeds to consultation TENT 2.	None	20 mins.	
	Patient is assessed for difficulty of breathing.		2 mins	
	Doctor assigned at ICR Quarantine Faci- lity is notified.		2 mins	
	* EQRT is called for transport of patient to ICR if needed.	None	5 mins.	
	* If patient needs medi-cation, prescription will be issued.	None	3 mins.	
	* If laboratory exami- nation is needed, labo- ratory request is given.	None	3 mins.	
	*If referral to higher level of care is needed, patient is transported	None		



	5. Patients prescription is brought by CHO staff to Pharmacy Unit for medicine dispensing	None	2 mins.	
	Total:	None	1 hr and 6 minutes	

Queeing/Waiting time is not included.

For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914

MENTAL HEALTH PROGRAM SERVICES

Office or Division	NURSING DIVISION			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	General Public, Patients			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any Record from Previous Consultation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client/Family of Patient undergo thermal scanning and sanitize hands.	1. Staff on duty at the triage area check the client/patient to undergo thermal scanning and sanitize hands.	None	3 mins.	Triage Nurse/Midwife
2.Client/Family of patient submits for interview.	2. Staff on duty interviews client/family of patient.	None	20 mins.	Nurse on Duty/Nurse Coordinator



	<p>New Patient _____ - Individual Treatment Record (ITR) will be made.</p> <p>*Old Patient - Individual Treatment Record (ITR) will be retrieved and updated.</p>			
3. Client/Family of patient proceeds to medical doctor for assessment	3. Staff on duty refers the client/family of patient to medical doctor for assessment.	None	15 mins	<i>Nurse on Duty/Nurse Coordinator</i>
4. Client/Family of patient receives referral for their psychiatrist of choice.	4. Staff on duty gives the client/family of patient referral to psychiatrist of choice. If referral to higher level of care is needed patient will be transported to hospital with Acute Psychiatric Unit (APU). If prescribed with medicine CHO staff will facilitate to Pharmacy unit the drug dispensing	none	5 mins	<i>Nurse on Duty/Nurse Coordinator</i>



5. Client's/Family undergo counselling	5. Staff on duty gives counseling to client/ family of patient	none	10 mins	Nurse Coordinator
	<p>For Vagrant Psychotic Client/Patient:</p> <p><u>(a) For Legazpi Residents:</u></p> <ul style="list-style-type: none"> - Family will be notified - Referred to medical doctor for assessment Unit (APU) 	None		Medical Officer Nurse
	<p><u>(b) For Non-Legazpi Residents:</u></p> <ul style="list-style-type: none"> - City Social Worker (CSW) will be notified for data profiling and location. - Undergo Rapid Test- ing as requirement from border security before transport to residence of origin. - Referral is given. 			Nurse Coordinator Social Worker Medical Technologist
	Total:		53 Minute2	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914				
Queeing/Waiting time is not included.				



GENERAL MEDICAL SERVICES

Office or Division	NURSING DIVISION			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Pregnant and Lactating Women, Newborn, Under Five Children, Older Children, Teenagers, Adults, Senior Citizen			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Any personal identification or ID for validation of spelling.				
2. Copy of Member Data Record (MDR)				
3. Existing Immunization Card				
4. Existing Mother and Baby Book, or Home Based Maternal Record (HBMR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient fills up the outpa-tient (OPD) logbook and is given a number for con-sultation.	1. Interviews client. For New Patient - Individual Treatment Record (itr) is filled-up For Old Patient - Individual Treatment Record (ITR) is retrieved and updated.	None	25 mins.	Nurse/Midwife on Duty
2. Patient proceeds to vital signs area.	2. Takes vital signs of patient.	None	20 mins.	Nurse/Midwife on Duty



3. Patient waits for their number to be called.	3. Directs patient to waiting area for consultation. ELDERLY, DIFFERENTLY ABLED, PWDs, PREGNANT are given	None	3 mins.	Nurse/Midwife on Duty
Total Time: 48 minutes				
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Sheila L. Estipona-09322827914 Queeing/Waiting time is not included.				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru cellphone number: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09959116607 – SHEILA L. ESTIPONA
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time



	3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none">1. Get The reason of complaints.2. Listen to the complainant.3. Acknowledge the problem.4. Get the facts.5. Offerr a solution.6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> <p>09959116607 – SHEILA L. ESTIPONA</p>



CITY HEALTH OFFICE

Nutrition Services



NUTRITION SERVICES

The Nutrition Services promotes good nutrition and prevents malnutrition, rehabilitate malnourished

thru the conduct of Operation Timbang (OPT), Sagip Kalusugan, medical and dental check-up, Laboratory exam, x-ray, PPD, supplementary feeding , ready to use therapeutic/supplemental food (RUTF/RUSF) , 120 feeding days, provision of maternal milk, vitamins and minerals, micronutrient, Vitamin A, deworming, ferrous sulfate, calcium carbonate. Conduct of healthy lifestyle, diet counselling,, Buntis/Breastfeeding Congress, intensified mothers classes and other related activities.

Office or Division:	NUTRITION SECTION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pre-school, School Children, Pregnant and Lactating, Adolescents, Adults, Caregi- vers and Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAI D	PROCESSI NG TIME	PERSON RESPONSI BLE
1. The client register at the logbook and request for the services needed.	1. Interviews client for the services needed.	Non e	5 mins	NO IV NO III NO I
2. Client/child undergo weight and height taking, mid upper arm circumference (MUAC) and interview	2. Evaluates the nutritional status of the child/client through weight and height taking, mid upper arm circumference (MUAC) and interview.	Non e	10 mins	NO IV NO III NO I
3. Client give data and present status to nutrition officer	3. Data gathering/past/ Present status of client	Non e	5 mins	NO IV NO III NO I



4. Client/parents/pregnant/postpartum/caregiver undergo counseling	4. Conducts c-counseling with the client/parents/pregnant/postpartum/caregiver	None	20 mins	NO IV NO III NO I
5. Client/parents/pregnant/postpartum/caregiver Receives Services	5. 1 Provision of services	None	10 mins	NO IV NO III NO I
	5.2 Recording of clients	None	5 mins	NO IV NO III NO I
	5.3 Referral of patients to physician for treatment.	None	5 mins.	NO IV NO III NO I
	Total:	None	1 hour	
Queuing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Mercy A. Morante - 09955726257				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.



FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru cellphone number: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09955726257 – Mercy A. Morante
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offerr a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09955726257 – Mercy A. Morante



CITY HEALTH OFFICE

Population Section



POPULATION SERVICES

The Population Section promotes counselling and provision of contraceptive method for the intensive implementation of National Family Planning Program, Pre-Marriage Counselling (PMC) to Would-Be Couples and Issuance of Pre-Marriage Certificate.

Office or Division:	POPULATION SECTION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Women of Reproductive Age, Teenage Mothers			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
6 weeks after pregnancy with menstruation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Current Users: 1. (a) Client proceed to Population Section for re-supply of: Pills (POP & COC) Condom Injectibles -for injectibles (DMPA) with lost card after payment at the City Treasurer's Office (CTO) proceed to City Health Office for the issuance of new DMPA card.	1.1 Population staff facilitates the needs of the clients	None	5 mins	<i>PPO II</i> <i>PPO</i>
	1.2 Population staff records to Target Client List (TCL)	None	5 mins	<i>PO II</i> <i>PPO</i>



2. Client proceed to City Treasurer's Office (CTO) for payment	2. Population staff to pay at CTO	P100.00	2 mins	<i>PO II</i> <i>PPO</i>
	Total:	P100	12 mins	
2. (b) For New Acceptors of Family Planning (FP) Methods: Client to undergo FP counselling.	2.1 Popsec staff to fill-out form and to give counselling to the client.	None	12 mins.	<i>PO II</i> <i>PPO</i>
3. Client received the requested commodity.	3. Dispensing of the requested commodity.	None	2 mins	<i>PO II</i> <i>PPO</i>
4. Clients referred to other facilities for FP services not available in City Health Office.	4.. Popsec staff will prepare a referral form, signed and will be given to client.	none	3 mins	<i>PO II</i> <i>PPO</i>
	Total:	None	17 Mins	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: : Amylene B. Santillan - 09238779953				



Issuance of Pre-Marriage Certificate				
Office or Division:	POPULATION SECTION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Women of Reproductive Age, Teenage Mothers			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Official Receipt (OR)			City Treasurer's Office (CTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-Filipino Citizen client attends a special PMC at Popsec CHO	1.1 Conduct of Pre-Marriage Counselling and Family Planning Seminar to would be couples.	P100.00	45 mins.	<i>PO II</i> <i>PPO</i>
	1.2 Special PMC conducted on the Popsec Office, done with privacy	P100.00		<i>PO II</i> <i>PPO</i>
	1.3 Popsec staff asked the following information from the would-be couples A. Pregnant or has child/children B. Educational attainment	None	15 mins.	<i>PO II</i> <i>PPO</i>
2. Client undergoes counseling and introduce to family planning commodities	2. .Popsec staff counsel a potential client and introduces Family Planning	None	10 mins	<i>PO II</i> <i>PPO</i>



	commodities.			
3. Student researcher proceed to the Population section for the request of pertinent documents/data on Family Planning.	3. Popsec staff res ponds to students, researchers and other agencies re-quest on pertinent documents/data on Family Planning upon approval from the Local Chief Executive and City Health Officer.	None	5 mins.	PO II PPO
	Total:	P100.00	1 hour and 15 mins.	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: : Amylene B. Santillan - 09238779953				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	1. By Serving feedback form or 2. Thru cellphone number: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09273879953 – Amylene B. Santillan
How feedbacks are processed?	1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback.



	<ol style="list-style-type: none"> 4. Turn feedback into action. 5. Share the feedback to all members of the office.
<p>How to file a complaint?</p>	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
<p>How complaints are processed?</p>	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offerr a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: <p style="margin-left: 40px;">DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i></p> <p>09273879953 – Amylene B. Santillan</p>



CITY HEALTH OFFICE

Social Hygiene Clinic



SOCIAL HYGIENE CLINIC SERVICES

The Social Hygiene Clinic offers the following examination and laboratory services : Gram Stain-ing, KOH, Wet Mount for sexually transmitted infections; PAP Smear for sexually active women; breast examinations; free screening and counselling for HIV, RPR and Hepa B to all pregnant wo-men and clients at risk or risky behavior, and give free condoms and lubricants.

Check-up Sexually Transmitted Infection				
Office or Divsion :		SOCIAL HYGIENE CLINIC		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Registered Sex Workers, Freelance Sex workers, Men Having Sex with Man, Client Sex Workers and others: (housewife, husband, single male and female, live-in, pregnant and other professions)		
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client register in a logbook and request what service they need.	1.Client/Patient register for admission.	None	15 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
2. Client undergo Pre-Counselling	2. Pre-Counselling	None	20 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
3. Client Proceeds to CTO for Payment	3. SHC Staff give the client/ patient order	P150.00	2 mins	City Treasurer's Office (CTO)



	of payment.			
4. Client undergo Collection/ Examination of Specimen	4.1 Collection/ Examination of specimen.	None	10 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
	4.2 Gram Staining	None	10 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
	4.3 Microscopic Examination	None	30 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
5. Client get the results	5. Release of Results	None	10 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
6. Client proceeds to the physician for treatment.	6. Refer client to physician for treatment	none	15 mins	<i>c/o CHO Physicians</i>
7. Client undergo counselling	7. Counselling	none	20 mins	<i>STI Coordinator</i>



				<i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
	Total:	P150.00	2 hours and 12 mins	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Portia O. Rogando – 09171085509				

<u>PAP Smear</u>				
Office or Division:	SOCIAL HYGIENE CLINIC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Sexually Active Female			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client /Patient register in logbook.	1. SHC Staff assist the client/patient to register in logbook.	None	5 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
2. Client proceed to CTO for payment	2. SHC Staff give charge slip for payment	P170.00	2 mins	City Treasurer's Office (CTO)
3. Client undergoes collection of specimen	3.1 Collection of specimen.	None	10 mins	<i>STI Coordinator</i> <i>Nurse Attendant</i>



	3.2 Specimen sent to Laboratory Section	None	15 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i>
4. Client get the result	4. Release of result.	None	2 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i>
	Total:	P170.00	34 mins	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/comments/complaints, please contact: Portia O. Rogando- 09171085509				

<u>HIV, RPR and HEPA B SCREENING (HBsAg) TEST</u>				
Office or Division:				
Classification:				
Type of Transaction:				
Who may avail:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client undergo pre-counselling	1. Pre-counselling	None	15 mins	<i>STI Coordinator</i> <i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
2. Client fill-up questionnaire form A and consent form	2. Filling-up of questionnaire form A and consent form.	None	30 mins	<i>STI Coordinator</i>



				<i>Nurse Attendant I</i> <i>Laboratory Aide II</i>
3. Client submit for blood extraction	3.1 Extraction of blood	None	1 min.	<i>Laboratory Aide II</i>
	3.2 Centrifuge the blood sample.	None	30 mins	<i>Med. Tech. II</i> <i>Med. Tech III</i>
4. Client undergo counselling and receives the result.	4. Post-counseling and release of result.	None	10 minutes	<i>STI Coordinator</i> <i>Nurse Attendant</i> <i>Laboratory Aide II</i>
	* If REACTIVE: Send blood serum to Manila for confirmatory test			C/O SACCL San Lazaro, Manila
5. REACTIVE patient proceeds to HACT in BRTTH for baseline test and check up.	5. Bring REACTIVE patient to HACT in BRTTH for baseline test and check up.	None	5 hours	<i>STI Coordinator</i>
	Total:	None	6 hours and 26 minutes	
Queeing/Waiting Time is not included and time varies in the flow of conversation and presented document/s.				
For any inquiries/commnts/complaints, please contact: Portia O. Rogando- 09171085509				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.



FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru cellphone number: DR. FRANCIS GERALD A. GOMEZ- 09171085509 – Portia O. Rogando
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the drop box located at PACD or
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offer a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ 09171085509 – Portia O. Rogando



CITY HEALTH OFFICE

PPMD TB DOTS Services



PPMD TB-DOTS

The PPMD TB-DOTS offers casefinding, sputum examination, and treatment for TB; promotes health and quality of life by preventing, controlling the spread of Tuberculosis

Casefinding

Office or Division:	PPMD TB DOTS SERVICES			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Presumptive TB (with cough of 2 weeks or more)			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
Referral Forms			CHO/Public/Private	
Chest X-Ray			CHO/Private	
DSSM/Gene-Expert			CHO/BDRL - BRTTH	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client proceeds to PPMD Unit for the services needed for TB management and treatment.	1. Interviews and evaluate clients for the services need.	None	20 mins	<i>Nurse III</i> <i>Nurse Attendant I</i> <i>Medical Technologist II</i>
2. The client proceeds to PPMD Unit for sputum collection.	2. Client/Patient is given a sputum cup and proceeds to induction room for proper instruction on sputum collection	None	15 mins.	<i>Nurse III</i> <i>Nurse Attendant I</i> <i>Medical Technologist I</i>
3. The client/patient proceeds to PPMD Unit for registration/consultation/admission (client/patient with sputum positive result).	3. Client/Patient is instructed to proceed to the process-ing area to submit	None	15 mins.	<i>Nurse III</i> <i>Nurse Attendant I</i>



	spu-tum speci- men.			<i>Medical Technologist I</i>
4. The client/patient proceeds to PPMD Unit for registration/ consultation (client with sputum negative result.) and for certification of treatment.	4. Profiling and history taking of client/patient were taken for baseline re- cord.	None	10 mins.	<i>Nurse III</i>
	4.1 Client/Patient is referred to doctor for medical con- sultation.	None		<i>City Health Physicians</i>
	4.2 Client/Patient is admitted and provided with NTP drugs for treatment regimen.	None	15 mins.	<i>Nurse III</i> <i>Nurse Designate</i> <i>Medical Technologist II</i> <i>Nurse Attendant</i>
	4.3 Client/Patient is given scheduled date of sputum col- lection and undergo health education	None	5 mins.	<i>Nurse III</i> <i>Nurse Designate</i> <i>Medical Technologist II</i> <i>Nurse Attendant</i>
	4.4 Client/Patient is given scheduled date of sputum collection and undergo health education regarding	None	5 mins.	<i>Nurse III</i>



	treatment plan and nutrition.			
	4.5 Client/Patient is asked for the chest x-ray result and CHO evaluates the x-ray result of the patient	None	5 mins	<i>City Health Physicians</i> <i>Nurse III</i> <i>Nurse Designate</i> <i>Nurse Attendant</i>
5 . Client will be prescribed medicines or will be given health education.	5.1 If needed, client/patient will be prescribed with medicines or will be given health education.	None	30 mins.	<i>Nurse III</i>
	5.2 . Client/Patient is instructed when to return for follow-up check-up.	None	10 mins.	<i>Nurse III</i>
6. Client Proceed to CTO for payment	6.1 Client/Patient requested to pay to City Treasurer's Office (CTO) for medical.	P50.00	2 mins	<i>c/o City Treasurer's Office (CTO)</i>
	6.2 Signing of the medical certificate.		5 minutes	CHO Officer
	Total:	P50.00	2 hours & 17 minutes	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Ma. Cristina P. De Leon: 09177237060				

NOTICE: The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.



FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	<ol style="list-style-type: none"> 1. By Serving feedback form or 2. Thru the following cellphone numbers: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09177237060 - Cristina P. de Leon
How feedbacks are processed?	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
How to file a complaint?	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the dropbox located at PACD or 4. Thru cellphone numbers above.
How complaints are processed?	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offerr a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09177237060 - Cristina P. de Leon



CITY HEALTH OFFICE

X-ray Unit



X-RAY SERVICES

Office or Division:	X-RAY UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Official Receipt (OR)		City Treasurer's Office (CTO)		
Philhealth ID/MDR of Masa, NHTS, LGU paid (renewed, not expired)				
Examination Request		City Health Office Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to X-ray Unit, present examination request.	1. Receives accomplished request.	None	2 mins	<i>Radiologic Technologist Clerk RadTech</i>
2. Client proceeds for payment of the procedure and pays the fee OR Client presents Phil-Health Number.	2. Gives payment slip to client and instructs client to pay the fee OR Receives and record the Phil-health Number.	X-Ray: P120.00 Ultrasound: P900.00	4 mins.	City Treasurer's Office (CTO)



3. Client/Patient presents proof of payment and proceeds to Radiology room on scheduled date	3. Give verbal ins-truction for prepa-ration prior to pro-cedure	None	3 mins.	<i>Radiologic Technologist Clerk Radiologic Technician</i>
4. Client Patient return on the scheduled date for re-lease of result	4.1 Registers patient's name and prepares for the x-ray or ultra-sound procedure		2 hours	<i>Contractual Sonologist</i>
	4.2 Instructs client/patient when to return for the result.	None	2 mins.	<i>Radiologic Technologist Clerk Radiologic Technician</i>
	Total:		2 hours and 11 mins	
Queeing/Waiting time is not included.				
For any inquiries/comment/complaint, please contact: Guadalyn D. Nuyda-09982199815				

NOTICE:

The number of minutes per service may vary depending on the level of care needed to be given to a patient/client and depending on the requirements presented.

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback:	1. By Serving feedback form or



	<p>2. Thru the following cellphone number:</p> <p>DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09982199815 - Guadalyn G. Nuyda</p>
<p>How feedbacks are processed?</p>	<ol style="list-style-type: none"> 1. By asking short and simple questions. 2. Think of the experience it will give to the client. 3. Pay attention to the feedback. 4. Turn feedback into action. 5. Share the feedback to all members of the office.
<p>How to file a complaint?</p>	<ol style="list-style-type: none"> 1. Secure a Form 3 (Complaint Form) from the Public Assistance and Complaint Desk (PACD) 2. Write your complaint in the form and include the following: <ol style="list-style-type: none"> A. Complete name of the person you are complaining B. Date C. Time 3. Drop the filled-up complaint form in the dropbox located at PACD or 4. Thru cellphone numbers above
<p>How complaints are processed?</p>	<ol style="list-style-type: none"> 1. Get The reason of complaints. 2. Listen to the complainant. 3. Acknowledge the problem. 4. Get the facts. 5. Offer a solution. 6. Talk to the concerned employee, and give a disciplinary action, if needed contact information of: <p>DR. FRANCIS GERALD A. GOMEZ- <i>OIC/City Health Officer</i> 09982199815 - Guadalyn G. Nuyda</p>



City Human Resource & Management Office (CHRMO)

External Services



- **External Services**

1. Recruitment, Selection and Placement

The RSP System is based on Qualification Standards (QS).

Office or Division:	Recruitment, Selection and Placement (RSP) Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client (G2C), Government to Government (G2G)			
Who may avail:	City Employees and other applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Fully accomplished Personal Data Sheet (PDS) with recent passport-size picture (CS Form No. 212, Rev. 2017) and Work Experience Sheet • Performance Rating in the present position for 1 year (if applicable) • Copy of Certificate of Eligibility/Rating/License (if applicable) • Copy of Transcript of Records 		CSC (downloadable via csc.gov.ph) Office where he/she is assigned Office of the CSC or PRC School where graduated		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application via email or by approaching the Officer of the Day	1.1. Accepts the application	None	15 mins.	<i>Officer of the Day</i>
	1.2. Evaluates the application	None	2 hrs.	<i>Chief, RSP Division</i> <i>Administrative Officer V</i>
	1.3. Conducts interview	None	30 mins	<i>Chief, RSP Division</i> <i>Administrative Officer V</i> <i>CGDH I/CHROMO</i>
	1.4. Undergoes selection	None	10 days	<i>Chief, RSP Division</i>



	processes together with the other applicants			<i>CGDH I/CHROMO</i> <i>HRMPSB</i>
2. If selected, comply with the requirements	2.1 If selected by appointing authority, appointment will be issued	None	15 days	<i>Chief, RSP Division</i> <i>Administrative Officer V</i> <i>CGDH I/CHROMO</i> <i>Appointing Authority</i>
	2.2 Sends letters to the applicants who did not qualify and are not selected	None	5 days	<i>Chief RSP</i> <i>CGDH I/CHROMO</i>
TOTAL:		None	30 days, 2 hrs. & 45 mins	

Notes:

- Applications with incomplete documents shall not be processed or evaluated.
- Applications submitted before the publication and after the deadline (as stated in the publication of vacant positions in the CSC website) shall no longer be entertained.
- The specific position applied for must be indicated in the application/s including the item number and place of assignment. Without such specifications, applications shall be disregarded.
- The City Government of Legazpi strictly implements the so-called “Equal Opportunity Principle”. As such, all qualified applicants will receive consideration for employment regardless of age, sex, sexual orientation, gender identity and gender expression (SOGIE), civil status, religion, ethnicity, political affiliation, disability and work-related injuries.

2. Work Immersion/ On-the-Job Trainees (WI/OJT) Deployment

The City Human Resource Management Office facilitates the deployment of Work Immersion/On-the-Job Trainees.



Office or Division:	Learning and Development (L&D) Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity (G2B), Government to Government (G2G)			
Who may avail:	Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request with list of students, submitted and approved by the City Mayor before the school year starts Issuance Certificate of Completion 		School Concerned <i>Chief, L&D Division</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives requirements	None	5 mins.	<i>Officer of the Day</i>
	1.2. Prepares and reviews Memorandum of Agreement (MOA)	None	1 day	<i>Chief, L&D Division</i> <i>CGDH I/ CHRMO</i>
	1.3. Processes MOA	None	15 days	<i>Chief, L&D Division</i> <i>CGDH I/ CHRMO</i> <i>SP</i> <i>City Mayor</i>
	1.4. Conducts orientation	None	1 hr. & 30 Minutes	<i>Chief, L&D Division</i>
	1.5. Deploys the students to concerned offices	None	1 hr.	<i>Administrative Officer II</i> <i>Chief, L&D Division</i>
2. Approach the Officer of the Day and request for issuance of	2.1. Prepares and review the requested document	None	10 minutes	<i>Administrative Officer II,</i> <i>Chief, L&D Division</i>



Certificate of Completion	2.2. Signs the document	None	5 Minutes	<i>Chief, L&D Division</i>
	2.3. Records and releases the requested documents	None	5 Minutes	<i>Administrative Officer II</i> <i>Chief, L&D Division</i>
TOTAL:		None	16 days, 2 hrs. & 52 minutes	



City Human Resource & Management Office

Internal Services



- **Internal Services**

- 1. Preparation of Contract of Services or Appointments of Job Orders**

CHRMO, upon receipt of the complete requirements, prepares, reviews and forwards the contract and appointment to concerned heads of offices for signature.

Office or Division:	Recruitment, Selection and Placement (RSP) Division			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C), Government to Government (G2G)			
Who may avail:	City Employees and other applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Endorsement Letter from concerned Chief of Office • Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Rev. 2017) • Recent Drug Test Result 		Office Concerned Client Drug Test Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Receives requirements if complete	None	20 mins.	<i>Officer of the Day</i>
	1.2. Prepares and signs contract/ appointment	None	2 hrs.	<i>Administrative Aide I</i> <i>Administrative Officer V</i> <i>CGDH I/CHRMO</i>



	1.3. Transmits to concerned offices for approval/signature of concerned chiefs of offices	None	5 days	<i>Administrative Aide I</i> <i>Administrative Officer V</i>
2. Sign the contract/ appointment In the case of the contract, client should cause it to be notarized.	2. Records and releases a certified true copy of contract/ appointment	None	40 mins.	<i>Officer of the Day</i>
TOTAL:		None	5 days & 3 hrs.	

2. Preparation of Service Records, Certificate of Employment and Other Certifications

CHRMO updates, prepares, reviews and releases service record, certificate of employment and other certifications, upon receipt of request/instruction.

Office or Division:	Records Management Division (RMD)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the Day and request for Service Record, Certificate of Employment and Compensation, Certificate of	1.1. Records the request in the logbook	None	10 minutes	<i>Officer of the Day</i>
	1.2. Prepares and reviews the requested document/s	None	1 day	<i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/CHRMO</i>



Good Moral Character and/or other Certifications	1.3. Signs the document/s	None	10 minutes	Chief, RMD Division CGDH I/CHRMO
	1.4. Records and releases the requested document/s	None	10 minutes	Officer of the Day
TOTAL:		None	1 day & 30 mins.	

3. Preparation of Travel Orders of City Employees relative to Learning and Development (L&D) Interventions

Upon request/instruction, CHRMO prepares travel orders of City employees relative to L&D interventions.

Office or Division:	Learning and Development (L&D) Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-invitation pertaining to L&D/CPD 2. Letter from the Chief of Office recommending the attendee/s to the seminar, training, convention or summit		AO/PICAR of office/division where the employee is assigned, re-assigned or detailed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at least 1 week before the date of seminar, training, convention or summit	1.1. Receives and checks the requirements	None	10 minutes	Officer of the Day
	1.2. Assesses and evaluates employees recommended	None	10 minutes	Administrative Officer II Chief, L&D Division



	by the Division Chief			CGDH I/CHROMO Concerned Division Chief
	1.3. Prepares and reviews the travel order	None	20 minutes	Administrative Office II Chief, L&D Division CGDH I/CHROMO
2. Retrieve the travel order, for approval of the Chief of Office concerned and the City Mayor	2. Upon return, records and releases the travel order	None	2 days	Officer of the Day
TOTAL:		None	2 days & 1 hr.	

4. Processing Application for Leave

Submitted applications for leave are processed, with leave credits computed, reviewed and certified.

Office or Division:	Records Management Division	
Classification:	Complex	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	City Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • CSC Form No. 6/Application for Leave Form (3 copies) <ol style="list-style-type: none"> 1. Vacation Leave 2. Forced Leave <ul style="list-style-type: none"> - Dates of Forced Leave are included in the schedule of forced leave submitted to the CHROMO 3. Special Leave Privileges (SLP) 4. Sick Leave 	AO/PICAR of office/division where the employee is assigned, re-assigned or detailed



<ul style="list-style-type: none"> - Medical Certificate (if S.L. exceeds 5 days) 5. Maternity/Paternity Leave 6. Monetization of Leave Credits <ul style="list-style-type: none"> - If monetization is more than 10 days <ul style="list-style-type: none"> ➤ Letter of Intent approved by the City Mayor, citing the reason for availment ➤ Waiver Form/s signed by fellow plantilla employee/s 7. Terminal Leave 8. Rehabilitation Leave 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit properly filled up Application for Leave and other requirements	1.1. Receives application and other requirements (if complete)	None	15 mins.	<i>Officer of the Day</i>
	1.2. Prepares, reviews and certifies number of leave credits	None	1 hour	<i>Focal Person, Leave Administration</i> <i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/ CHRMO</i>
	1.3. Returns the application to be approved by the Chief of Office	None	15 mins.	<i>Officer of the Day</i>
2. Upon approval, return the application for leave	2.1. Receives and records the application	None	15 mins.	<i>Officer of the Day</i>



	2.2. Releases the 2 copies and retains 1 copy for filing	None	15 mins.	<i>Officer of the Day</i>
	2.3. If the monetization is allowed and requirements are complete, prepares the necessary financial documents, for processing and release of concerned offices (City Budget Office, City Accountant's Office and City Treasurer's Office)	None	5 days	<i>Focal Person, Leave Administration Administrative Officer IV Chief, RMD Division CGDH I/CHRMO</i>
	TOTAL:	None	5 days & 2 hrs.	

5. Processing Retirement

CHRMO facilitates the documents needed for retirement of retiring employees.



Office or Division:	Records Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Retiring City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Optional Retirement <ul style="list-style-type: none"> Letter of Intent to Retire with the approval of the City Mayor Mandatory Retirement <ul style="list-style-type: none"> No requirements 		Retiree or AO/PICAR of office/division where the employee is assigned, re-assigned or detailed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If it is Optional Retirement, submit the requirement. If it is mandatory, no action needed.	1.1. Receives requirement	None	10 minutes	<i>Officer of the Day</i>
	1.2. Updates/re-computes/reviews number of leave credits earned starting from the date of employment	None	5 days	<i>Focal Person, Leave Administration</i> <i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/CHROMO</i>
	1.3. Prepares and reviews the retirement and financial documents	None	1 day	<i>Focal Person, Leave Administration</i> <i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/CHROMO</i>
	1.4. Transmits the retirement and financial documents, for processing,	None	5 days	<i>Officer of the Day</i> <i>Focal Person, Leave Administration</i>



	approval and release by concerned offices			<i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/CHROMO</i>
TOTAL:		None	10 days & 10 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the CHROMO, then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>CHROMO Contact Numbers: (052) 431-3454 0912-158-3909</p>
How feedback is processed?	<p>The L&D Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows: chrmo.legazpicity@gmail.com (052) 431-3454 0912-158-3909</p>
How to file complaint?	<p>To file a complaint against the CHROMO, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none"> - Full name, address and contact information of the Complainant - Narrative of the Complaint - Evidences - Name of the Person being Complained



	<p>Send all complaints against the CHRMO, through writing on the COMPLAINT FORM (CSC Form #3) or to chrmo.legazpicity@gmail.com</p> <p>For follow-ups or inquiries, the contact information are as follows: (052) 431-3454 0912-158-3909</p>
<p>How complaints are processed?</p>	<p>All complaints received against the CHRMO will be processed by the L&D Division.</p> <p>The L&D reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints received on a daily basis. The L&D shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after conduct of investigation, the L&D shall prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the CHRMO, for appropriate action &/or final decision.</p> <p>The L&D shall give the feedback to the clients via email, or through writing.</p>
<p>Contact Information of CITY HUMAN RESOURCE MANAGEMENT OFFICE (CHRMO)</p>	<p>MR. DARLITO A. PEREZ, JR. CGDH I/ City Human Resource Mgt. Officer</p> <p>DR. MARITES V. TAGLE-PASA Supervising Administrative Officer Chief, Learning & Development (L&D) Division</p> <p>Office Number: (052) 431-3454 Cellphone Number: 0912-158-3909 Email Address: chrmo.legazpicity@gmail.com</p>



CITY LEGAL OFFICE

Services



Legal Advice

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Advice or Inquiry			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's request and queries initially determined within 5 minutes upon approval	Client is referred to the City Legal Office within 5 minutes upon arrival	None	10 mins.	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
2. Client's request for documentary legal service referred to the Legal Officer	Legal advice/counseling rendered within the day of consultation	None	1 hour	<i>City Legal Officer</i>
TOTAL:		None	1 hour and 10 mins	

Documentary Legal Services

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Documentary Services			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for documentary legal services with all the pertinent files necessary	Documentary legal services prepared to clients within 10 days upon receipt of request together with all the necessary papers	None	10 days	<i>City Legal Officer</i>
TOTAL:		None	10 days	



Legal Opinion

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Legal Inquiry/Aid			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for legal opinions received and referred to the Legal Officer	Legal opinion rendered within 30 days upon receipt of request/instruction together with the necessary documents.	None	30 days	<i>City Legal Officer</i>
	Legal opinion filed within the day after rendition by the legal officer	None	10 mins.	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
TOTAL:		None	30 days and 10 mins	

Litigation

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Legal Aid			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pleadings/motions/Memoranda for all active cases	Necessary pleadings/Motions/me-	None	1 hour	<i>Administrative Aide VI</i>



received and referred to the Legal Officer	moranda for all active cases prepared before the deadline with no omission			
2. Necessary pleadings/ Motions/memoranda for all active cases prepared before the deadline with no omission	Scheduled hearing of all active cases attended to	None		City Legal Officer Attorney IV
TOTAL:		None	1 hour	

Preliminary Investigation on Complaints against City Employees

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Legal Aid			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preliminary Investigation on complaints against City Employees	Preliminary Investigation on complaints against City Employees commenced within 15 days from receipt of Local Chief Executive's instruction and terminated within 20 days therefrom	None	15 days	City Legal Officer Attorney IV
	Minutes of Preliminary Investigation recorded and transcribed within 3 days after each proceeding	None	3 days	Administrative Aide VI Administrative Aide IV
	Preliminary Investigation report prepared within 5 days from the termination of the Preliminary Investigation	None	5 days	Administrative Aide VI Administrative Aide IV



TOTAL:		None	23 days	
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Formal Investigation on Complaints against City Employees

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Legal Aid			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal Investigation on complaints against City Employees	Formal Investigation on complaints against City Employees commenced within 15 days from receipt of Local Chief Executive's instruction and terminated within 30 days therefrom	None	15 days	<i>City Legal Officer</i>
	Minutes of Formal Investigation recorded and transcribed within 3 days after each proceeding	None	3 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	Formal Investigation report prepared within 15 days from the termination of the Preliminary Investigation	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
TOTAL:		None	33 days	



Show Cause Orders/Closure/Lift of Closure Orders of Business Establishments

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Public/Administrative Transaction			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show cause orders/closure orders/lift of closure orders of business establishments	Show cause orders/closure orders/lift of closure orders of business establishments received and referred to the Legal Officer upon receipt of endorsement from Permits and Licenses Division/Mayor's Office/ City Health Office with no omission	None	15 days	Administrative Aide VI Administrative Aide IV
	Show cause orders/closure orders/lift of closure orders of business establishments prepared, recorded, filed within 15 days upon receipt of the endorsement	None	15 days	Administrative Aide VI Administrative Aide IV
	Show cause orders/closure orders/lift of closure orders of business establishments	None	15 days	Administrative Aide VI Administrative Aide IV



	released within 15 days to task force			
TOTAL:		None	45 days	

Demand Letters / Notice to Vacate

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Public/Administrative Transaction			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Demand Letters/Notice to Vacate	Demand letters/notice to vacate received and referred to the Legal Officer	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	Demand letters/notice to vacate prepared, recorded, and filed within 15 days from receipt of endorsements from the CTO/Mayor's Office with no omission	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
	Demand letters/notice to vacate released to task force/concerned offices within 15 days from receipt of endorsements from the CTO,	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>



	Mayor's Office with no omission			
TOTAL		None	45 days	

Review of MOAs/MOUs/Contracts/Draft Ordinances

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Public/Administrative Transaction			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a copy of the MOAs/MOUs/Contracts/Draft Ordinances as necessary documents in the request for review	MOAs/MOUs/Contracts/Draft Ordinances reviewed received within 5 minutes and referred to the Legal Officer	None	5 mins	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	MOAs/MOUs/Contracts/Draft Ordinances reviewed within 7 working days upon receipt of request/instruction and referred to the appropriate office within the day	None	7 day	<i>City Legal Officer</i> <i>Attorney IV</i>
	Reviewed MOAs/MOUs/Contracts/Draft Ordinances referred to the appropriate office within the day	None	1 day	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
TOTAL		None	8 days and 5 mins	

Preparation / Submission of Unit Work Plan/ IPCR/ DPCR/ Targets

Office or Division:	City Legal Office
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Classification:	Government			
Type of Transaction:	Public/Administrative Transaction			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation/ Submission of Unit Work Plan/IPCR/DPCR/ Targets	Unit/Office work plan prepared, reviewed, discussed, finalized and submitted 15 days before due date with no omissions	None	15 days before due date	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
	IPCR/DPCR prepared, reviewed, finalized and submitted 15 days before due date with no omission	None	15 days before due date	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
TOTAL		None	30 days	

Incoming and Outgoing Communications/ Request/ Legal Opinion/ Motions/ Orders/ Pleadings/ MOA, etc.

Office or Division:	City Legal Office			
Classification:	Government			
Type of Transaction:	Public/Administrative Transaction			
Who may avail:	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON



CLIENT STEPS		BE PAID	TIME	RESPONSIBLE
1. Incoming and outgoing communications/Request for legal opinion/motions/orders/Pleadings/MOAs, etc.	Incoming documents/communications recorded, filed and forwarded/acted upon within 2 hours upon receipt of request/instruction with no omission	None	2 hours	Administrative Aide VI Administrative Aide IV
	Outgoing documents/communications dispatched/recorded/ filed within 8 hours upon instruction	None	8 hours	Administrative Aide VI Administrative Aide IV
TOTAL			10 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through the client's form
How feedbacks are processed	Through the client's form
How to file a complaint	Submission of Letter Complaint from clients
How complaints are processed	The Officer-in-charge evaluates each complaint. Upon evaluation, the said officer shall forward the complaint to the City Legal Officer for their action. Thereafter, the Officer-in-Charge will give feedback to the client.
Contact Information of CCB, PCC, ARTA	<p>Brgy. 13 – Ilawod West, Rizal Street 2nd floor, City Hall Compound, Albay, Philippines</p> <p>ATTY. IVY-LYNN M. RAGUINDIN- DE LEOZ City Legal Officer</p> <p>ATTY. RAPHAELA G. ALBOR Attorney IV</p>



Office	Address	Contact Information
City Legal Office	City Hall Compound, Old Albay District, Legazpi City	legazpicitylegaloffice@gmail.com



CITY PLANNING AND DEVELOPMENT OFFICE

Administrative Division



1 Incoming Communications

Receiving of incoming communications and documents.

Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Clients, Other Offices/Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letters, transmittals, memos, etc.	Client, Other offices/agencies
Documents, attachments, etc.	Client, Other offices/agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits communication at the Office, or sends e-file copy of communication to CPDO email address or Facebook page.	AD Staff acknowledges receipt and records communication in logbook then, forwards to Office Head/Assistant/OIC for appropriate action.		2 minutes	Admin Division Staff
	Office Head/Assistant/OIC acts on communication or refers to Concerned Personnel.		2 minutes	Office Head/Assistant/OIC
	Concerned Personnel acts upon communication.		10 minutes	Concerned Personnel
		Total	14 mins.	



2 Outgoing Communications

Releasing of outgoing communications and documents.

Office or Division:	ADMINISTRATIVE DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Clients, Other Offices/Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letters, transmittals, memos, etc.	CPDO
Documents, attachments, etc.	CPDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	AD Staff receives outgoing communication and records in logbook		2 minutes	Admin Division Staff
	AD forwards to Driver/Concerned Personnel for immediate dispatch, or sends communication to addressee's email address.		10 minutes	Driver/Concerned Personnel
	Addressee acknowledges receipt of communication from Driver/Concerned Personnel or from email.		2 minutes	Driver/Concerned Personnel
		Total	14 mins	



CITY PLANNING AND DEVELOPMENT OFFICE

HOUSING AND HOMESITE REGULATION DIVISION



1 Simple Subdivision Approval (SSA)

Approval of lot/land partition/segregation and development, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to subdivide their lot/land

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Six (6) sets of the following:	
Documents duly signed and sealed by a licensed Geodetic Engineer <ul style="list-style-type: none"> a. Subdivision Plan (schematic plan) showing the proposed layout. b. Vicinity Map c. Survey Plans of Lot as described in TCT. 	Licensed Geodetic Engineer
Other reference approved lot plans if necessary.	DENR-LMS
Certified true copies of Title/s (TCT)	LRA-Registry of Deeds
Certified true copies of Tax Declaration	City Assessor's Office
Deed of Sale/Deed of Donation, Deed of Extrajudicial Settlement/Deed of Self-adjudication, Memorandum of Agreement, Subdivision Agreement	
Right to use of right-of-way for access road when applicable	
Special Power of Attorney or Corporate Secretary Certificate	Corporate Secretary, for corporations
Real Property Tax Clearance	City Treasurer's Office
Site Zoning/Land Use Classification Certification	CPDO-Zoning Division
Barangay Resolution/Certification supporting the proposed project	Concerned Barangay
Other pertinent legal/technical documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant sends an electronic file copy/picture of documentary requirements to	HHRD Staff acknowledges receipt and evaluates submitted application		30 minutes	HHRD Staff



HHRD's email address or CPDO Facebook Page.				
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.		5 minutes	HHRD Staff
	If the submitted application is COMPLETE, HHRD Staff officially receives the application.	Processing Fee - Php 2,800.00 per ha	2 minutes	HHRD Staff
	HHRD staff prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.	Inspection Fee - Php 1,500.00 per ha Zoning Certification Fee – Php 720.00/ha	30 minutes	HHRD Staff
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.		30 minutes	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.		30 minutes	HHRD Staff
Applicant receives and complies with findings and recommendations.	HRRD Staff receives the re-submitted application then, prepares an		30 minutes	HHRD Staff ACPDC CPDC City Mayor



	endorsement, and forwards the application to Mayor for endorsement to Sangguniang Panlungsod. HHRD Staff prepares SP approved applications.			
	HHRD Staff prepares SP approved application.		30 minutes	HHRD Staff
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City Treasurer's Office or through Legazpi City's Online Services.			10 minutes	City Treasurer's Office
Applicant receives SSA documents at the Office, or via email.	HHRD Staff records Official Receipt.		2 minutes	HHRD Staff
		Total	3 hours & 35 mins.	



2 Preliminary Approval and Locational Clearance (PALC) Application for Residential, Commercial & Industrial Subdivision

Approval of lot/land partition/segregation, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to develop their lot/land

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Six (6) sets of the following:	
Documents duly signed and sealed by a licensed Civil Engineer/Architect/Geodetic Engineer/Environmental Planner: <ul style="list-style-type: none"> a. Subdivision Plan (schematic plan) showing the proposed layout. b. Vicinity Map c. Survey Plans of Lot as described in TCT, signed and sealed by a licensed Geodetic Engineer 	Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner
Certified true copies of Title/s (TCT)	LRA-Registry of Deeds
Certified true copies of Tax Declaration	City Assessor's Office
Certification of non-tenancy or an affidavit of waiver of tenant if the land is agricultural/pasture land planted to rice and corn	Department of Agrarian Reform
Sanggunian Panlungsod (Legazpi) Resolution on re-classification, if existing land use classification is agricultural	Sanggunian Panlungsod (SP)
Right to use or Deed of Sale of right-of-way for access road and other utilities when applicable	
Sworn statement as to the minimum selling price per unit (For BP 220 projects only)	
Deed of Sale/Contract to Sell	
Special Power of Attorney or Corporate Secretary Certificate	Corporate Secretary, for corporations
Real Property Tax Clearance	City Treasurer's Office
Site Zoning/Land Use Classification Certification	CPDO-Zoning Division
Barangay Resolution/Certification supporting the proposed project	Concerned Barangay
Other pertinent legal/technical documents that may be required	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt and evaluates submitted application		30 minutes	HHRD Staff
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.	Inspection Fee - Php 1,500.00 per ha Zoning Certification Fee – Php 720.00/ha PD 957 Processing Fee - Php 360.00/ha BP 220 Processing Fee - Php 90.00/ha for Socialized Housing and 216.00/ha for Economic Housing	5 minutes	HHRD Staff
	If the submitted application is COMPLETE, HHRD Staff officially receives the application.	216.00/ha for Economic Housing	2 minutes	HHRD Staff
	HHRD Staff records Official Receipt then, prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.	Commercial Industrial Subdivision processing Fee- Php 432.00/ha	30 minutes	HHRD Staff
	HHRD Staff thoroughly evaluates		4.5 hours to 5 days	HHRD Staff



	plans and documents			
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.		1 hour	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.		30 minutes	HHRD Staff
Applicant receives and complies with findings and recommendations.	HHRD Staff receives re-submitted application then, prepares endorsement and forwards application to Mayor for endorsement to Sangguniang Panlungsod.		30 minutes	HHRD Staff ACPDC CPDC City Mayor
	HHRD Staff prepares SP approved application.		30 minutes	HHRD Staff
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City Treasurer's Office or through Legazpi City's Online Services.			10 minutes	City Treasurer's Office
Applicant receives PALC documents at the Office, or via email.	HHRD Staff records Official Receipt.		2 minutes	HHRD Staff
		Total	5 days 3 hours & 51 mins	



3 Development Permit (DP) Application for Residential, Commercial & Industrial Subdivision

Approval of lot/land development, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to develop their lot/land

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Six (6) sets of the following:	
<p>Documents duly signed and sealed by a licensed Civil Engineer/ Architect/ Geodetic Engineer/ Environmental Planner:</p> <ol style="list-style-type: none"> a. Topographic Map of site b. Site Development Plan c. Road (geometric and structural design / plan) <ol style="list-style-type: none"> i. Profile showing the vertical control designed grade, curve elements and all information needed for construction. ii. Typical roadway section showing relative dimensions and slopes of pavement, gutters, sidewalks, shoulders, benching and others. iii. Details of road showing the required thickness of pavement, sub-grade treatment and sub-base course on the design analysis. iv. Details of roadway miscellaneous structures such as curb and gutter (barrier, mountable and drop slope protection wall and retaining wall) if any. d. Storm Drainage and Sewer System <ol style="list-style-type: none"> i. Profile showing the hydraulic gradient and properties of the main lines including structures in relation with the road grade line ii. Details of drainage and miscellaneous structures such 	<p>Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner</p>



<p>as various types of manholes, catch basins, inlets (curb, gutter and drop).</p> <p>e. Water System Layout and details & Water Tank Plan;</p> <p>f. Site Grading Plans with the finished contour linen super-imposed on the existing ground the limits of earth works, embankment slopes, cut slopes, surface drainage, outfalls and others.</p> <p>g. Power Distribution Plan and details.</p>	
Project feasibility study	
<p>Certification/Application for Water Supply System from the following:</p> <p>a. Local Water works Utilities Administration and/or LCWD.</p> <p>b. National Water Resources Council (NWRC) if deep well will be used</p>	LCWD/NWRC
Certification/Application for power supply from ALECO or local franchised holder	Albay Power and Electric Corporation
Specification, bill of materials and cost estimate	Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner
Conversion Order	Department of Agrarian Reform
Environmental Compliance Certificate (ECC)	Department of Environment and Natural Resources
Other pertinent legal/technical documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt and evaluates submitted application		30 minutes	HHRD Staff
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency		5 minutes	HHRD Staff



	to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.			
	If the submitted application is COMPLETE, HHRD Staff officially receives the applications.	Inspection Fee - Php 1,500.00 per ha	2 minutes	HHRD Staff
	HHRD Staff records Official Receipt then, prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.	Zoning Certification Fee - Php 720.00/ha PD 957 Processing Fee - Php 2,880.00/ha	30 minutes	HHRD Staff
	HHRD Staff thoroughly evaluates plans and documents	BP 220 Processing Fee - Php 600.00/ha for	2.5 to 5 days	HHRD Staff
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.	Socialized Housing and 1,440.00/ha for Economic Housing Commercial Industrial Subdivision Processing Fee - Php 720.00/ha	1 hour	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.		30 minutes	HHRD Staff



Applicant receives and complies with findings and recommendations.	HHRD Staff receives re-submitted application then, prepares endorsement and forwards application to Mayor for endorsement to Sangguniang Panlungsod.		30 minutes	HHRD Staff ACPDC CPDC City Mayor
	HHRD Staff prepares SP approved application.		30 minutes	HHRD Staff
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City Treasurer's Office or through Legazpi City's Online Services.			10 minutes	City Treasurer's Office
Applicant receives DP documents at the Office, or via email.			2 minutes	HHRD Staff
		Total	5 days 3 hours & 51 mins	



4 Preliminary Approval and Locational Clearance (PALC) Application for Memorial Park/Cemetery

Approval of lot/land partition/segregation, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to develop a memorial park/cemetery

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Six (6) sets of the following:	
Documents duly signed and sealed by a licensed Civil Engineer/Architect/Geodetic Engineer/Environmental Planner: <ul style="list-style-type: none"> a. Subdivision Plan (schematic plan) showing the proposed layout. b. Vicinity Map c. Survey Plans of Lot as described in TCT d. Topographic Plan to include existing conditions 	Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner
Certified true copies of Title/s (TCT)	LRA-Registry of Deeds
Certified true copies of Tax Declaration	City Assessor's Office
Certification of non-tenancy or an affidavit of waiver of tenant if the land is agricultural/pasture land planted to rice and corn	Department of Agrarian Reform
Sangunian Panlungsod (Legazpi) Resolution on re-classification, if existing land use classification is agricultural	Sanggunian Panlungsod (SP)
Sanguniang Panlungsod (Legazpi) Resolution stating the necessity of the project in relation to the needs of the locality	Sanggunian Panlungsod (SP)
Right to use or Deed of Sale of right-of-way for access road and other utilities when applicable	
Clearance from the Department of Health	Department of Health
Deed of Sale/Contract to Sell	
Certification from NWRC that the proposed site is on ground where water table is not higher than 4.25 meters below the ground surface	National Water Resources Council



Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non Coverage (CNC)	Department of Environment and Natural Resources (DENR)
Certified true copy of conversion order or exemption clearance	Department of Agrarian Reform (DAR)
Special Power of Attorney or Corporate Secretary Certificate	Corporate Secretary, for corporations
Real Property Tax Clearance	City Treasurer's Office
Site Zoning/Land Use Classification Certification	CPDO-Zoning Division
Barangay Resolution/Certification supporting the proposed project	Concerned Barangay
Other pertinent legal/technical documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt and evaluates submitted application		30 minutes	HHRD Staff
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.		5 minutes	HHRD Staff
	If the submitted application is COMPLETE, HHRD	Inspection Fee - Php	2 minutes	HHRD Staff



	Staff officially receives the applications.	1,500.00 per ha		
	HHRD Staff records Official Receipt then, prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.	Zoning Certification Fee – Php 720.00/ha Processing Fee - Php Memorial Park 720.00/ha Cemetery 288.00/ha Columbarium 3,600.00/ha	30 minutes	HHRD Staff
	HHRD Staff thoroughly evaluates plans and documents		2.5 to 5 days	HHRD Staff
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.		1 hour	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.		30 minutes	HHRD Staff
Applicant receives and complies with findings and recommendations.	HHRD Staff receives re-submitted application then, prepares endorsement and forwards application to Mayor for endorsement to Sangguniang Panlungsod.		30 minutes	HHRD Staff ACPDC CPDC City Mayor
	HHRD Staff prepares SP		30 minutes	HHRD Staff



	approved application.			
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City Treasurer's Office or through Legazpi City's Online Services.			10 minutes	City Treasurer's Office
Applicant receives PALC documents at the Office, or via email.			2 minutes	HHRD Staff
		Total	5 days 3 hours & 51 mins	

5 Development Permit (DP) Application for Memorial Park/Cemetery

Approval of lot/land development, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to develop a memorial park/cemetery

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets of the following:	
Documents duly signed and sealed by a licensed Civil Engineer/ Architect/ Geodetic Engineer/ Environmental Planner;	Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner
<ul style="list-style-type: none"> a. Topographic map b. Site Development Plan (schematic plan) showing the proposed layout: <ul style="list-style-type: none"> i. Road layout and utilities plan ii. Water sewerage and drainage plan iii. Site grading plan iv. Electrical plan and specifications v. Landscaping plan indicating plant/tree species and other natural/manmade landscaping features 	



vi. Perimeter fence plan	
Project feasibility study	
Clearances/permits/certifications from other agencies applicable to the project	Department of Health, LCWD/Local supplier franchisee, National Water Resource Council (NWRC) Clearance, Environmental Compliance Certificate (ECC) or Certificate of Non Coverage (CNC) duly issued by the Department of Environment and Natural Resources (DENR) clearance when there is a danger or pollution due to the project
Other pertinent legal/technical documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt and evaluates submitted application		30 minutes	HHRD Staff
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.	Inspection Fee - Php 1,500.00 per ha Zoning Certification Fee – Php 720.00/ha Processing Fee - Php Memorial Park 3.00/ha Cemetery 1.50/ha 7.20/sq.m. 3.00/floor	5 minutes	HHRD Staff
	If the submitted application is COMPLETE, HHRD	Columbarium	2 minutes	HHRD Staff



	Staff officially receives the applications.	3.00/sq.m. of Gross Floor Area		
	HHRD Staff records Official Receipt then, prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.		30 minutes	HHRD Staff
	HHRD Staff thoroughly evaluates plans and documents		2.5 to 5 days	HHRD Staff
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.		1 hour	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.		30 minutes	HHRD Staff
Applicant receives and complies with findings and recommendations.	HHRD Staff receives re-submitted application then, prepares endorsement and forwards application to Mayor for endorsement to Sangguniang Panlungsod.		30 minutes	HHRD Staff ACPDC CPDC City Mayor
	HHRD Staff prepares SP approved application.		30 minutes	HHRD Staff
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City			10 minutes	City Treasurer's Office



Treasurer's Office or through Legazpi City's Online Services.				
Applicant receives DP documents at the Office, or via email.			2 minutes	HHRD Staff
		Total	5 days 3 hours & 51 mins	

6 Application for Alteration of Plan (AP)

Approval of lot/land development, in accordance to the applicable laws, land use, and other development plans within the territory of Legazpi City.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Highly Complex
Type of Transaction:	Frontline Service
Who may avail:	Any person with the intent to alter their approved development plan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) sets of the following:	
Subdivision lot plan showing the purpose of alteration signed and sealed by a licensed Civil Engineer/Architect/ Geodetic Engineer/ Environmental Planner	Licensed Civil Engineer/Architect Geodetic Engineer/Environmental Planner
Letter stating the purpose/reason for the alteration /conversion	
Sworn statement that the affected lots/units for alteration have not been sold	
Written conformity of the duly organized homeowners association or in the absence thereof, majority of the lot/unit buyers	
Certified true copy of the title/s of the affected lots/units if the said lots/units have been titled	LRA-Registry of Deeds
Other pertinent legal/technical documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application	HHRD Staff acknowledges		30 minutes	HHRD Staff



documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	receipt and evaluates submitted application			
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, HHRD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to HHRD's email address or CPDO Facebook Page.	For affected areas only Inspection Fee - Php 1,500.00 per ha Zoning Certification Fee - Php 720.00/ha	5 minutes	HHRD Staff
	If the submitted application is COMPLETE, HHRD Staff officially receives the applications.	PD 957 Processing Fee - Php 2,880.00/ha	2 minutes	HHRD Staff
	HHRD Staff records Official Receipt then, prepares and forwards endorsement/transmittal letter to City Legal Office and City Engineering Office for comments/recommendations.	BP 220 Processing Fee - Php 600.00/ha for Socialized Housing and 1,440.00/ha for Economic Housing Commercial Industrial Subdivision Processing Fee - Php 720.00/ha	30 minutes	HHRD Staff
	HHRD Staff thoroughly evaluates plans and documents		4 hours to 2.5 days	HHRD Staff



	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/documentation.	Memorial Park 3.00/ha Cemetery 1.50/ha 7.20/sq.m. 3.00/floor	1 hour	HHRD Staff
	HHRD prepares and endorses findings/recommendations to Applicant.	Columbarium 3.00/sq.m. of Gross Floor Area	30 minutes	HHRD Staff
Applicant receives and complies with findings and recommendations.	HHRD Staff receives re-submitted application then, prepares endorsement and forwards application to Mayor for endorsement to Sangguniang Panlungsod		30 minutes	HHRD Staff ACPDC CPDC City Mayor
	HHRD Staff prepares SP approved application.		30 minutes	HHRD Staff
	HHRD Staff issues Order of Payment.		2 minutes	HHRD Staff
Applicant pays fees at the City Treasurer's Office or through Legazpi City's Online Services.			10 minutes	City Treasurer's Office
Applicant receives AP documents at the Office, or via email.			2 minutes	HHRD Staff
		Total	2 days 7 hours & 51 mins.	



7 Miscellaneous Sales/Lease Application/Residential Free Patent

Certification of lot/land status for any particular application/s, for titling/rights of public land.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Simple
Type of Transaction:	Frontline Service
Who may avail:	Any person applying for MSA, MLA, and Residential Free Patent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request with reference documents	Applicant/PENRO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt of application then, refers for site inspection/ investigation.		5 minutes	HHRD Staff
	HHRD Staff conducts ocular inspection/on-site investigation with corresponding report/ documentation.		1 hour, every Friday 1 day	HHRD Staff
	HHRD prepares endorsement to CENRO for review and signature of CPDC.		30 minutes	HHRD Staff CPDC



		Total	1 day 1 hour & 35 mins.	
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8 Request for Certified True Copy of SSA, Development Permit & Other Housing and Homesite Documents

Certification of records and status for any particular purpose/s particularly right-of-way or other road and lot/land related concerns, and certified copy/ies for reference, subdivision approval and titling purposes.

Office or Division:	HOUSING AND HOMESITE REGULATION DIVISION
Classification:	Simple
Type of Transaction:	Frontline Service
Who may avail:	Land/Lot Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request with reference documents	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends an electronic file copy/picture of documentary requirements to HHRD's email address or CPDO Facebook Page.	HHRD Staff acknowledges receipt of request		5 minutes	HHRD Staff
	HHRD Staff issues Order of Payment of fees to Applicant	Php 50.00 Per sheet	2 minutes	HHRD Staff
Applicant pays fees to the City Treasurer's Office or through Legazpi City's Online Services			2 minutes	City Treasurer's Office



	HHRD Staff records, retrieves, stamps "Certified True Copy" and forwards request to CPDC for review and signature		5 minutes	HHRD Staff CPDC
Applicant receives certified true copy of document/s.			2 minutes	HHRD Staff
		Total	16 mins.	

**CITY PLANNING AND
DEVELOPMENT OFFICE
PLANS AND PROGRAMS DIVISION**



1 Assistance to Barangay Development Planning Documents

Office or Division:	PLANS AND PROGRAMS DIVISION
Classification:	Simple
Type of Transaction:	Government to Barangay
Who may avail:	Barangay Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pro-forma Barangay Development Investment Program (BDIP), Annual Investment Program (AIP), list of PPAs to be implemented under 20% Development Fund,	CPDO
Barangay Development Council (BDC) Resolution and Sanggunian Barangay (SB) Resolution	Barangay Development Council/ Sangguniang Barangay
Gender & Development Plan, Budget & Accomplishment	Client/Barangay Officials
List of Implemented Projects	Client/Barangay Officials
Certification of IRA	Client/Barangay Officials
Barangay Development Plan	Client/Barangay Officials
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request letter at the Office, or sends an electronic file copy/picture of documentary requirements to PPD email address	PPD Staff acknowledges receipt and evaluates request		30 minutes	PPD Staff/ Concerned Technical Staff in-charge
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, PPD/Technical Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to PPD's		5 minutes	PPD Staff/ Concerned Technical Staff in-charge



	email address or CPDO Facebook Page.			
	If submitted application is COMPLETE, PPD/Technical Staff forwards documents for review and approval/ signature of ACPDC and CPDC.		20 minutes	PPD Staff ACPDC CPDC
Client receives reviewed/approved documents			5 minutes	Concerned Technical Staff-in-charge
	Documents received and acknowledged by barangay concerned, and advised to submit copy upon approval by the Sangguniang Panlungsod			Concerned Barangay
		Total	1 hour	



**CITY PLANNING AND
DEVELOPMENT OFFICE**

**RESEARCH, EVALUATION AND STATISTICS
DIVISION**



1 Civil Society Organization (CSO) Accreditation/Re-Accreditation

Civil Service Organization requests for accreditation/re-accreditation.

Office or Division:	RESEARCH, EVALUATION AND STATISTICS DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Civil Society Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
People's Council Membership Form	CSO/Applicant
Letter of Intent to be included as a member of the People's Council	CSO/Applicant
Copy of Certificated of Accreditation	For accredited CSOs only
Proof of existence and operation in the city for at least one (1) year prior to the date of application for registration	SEC, CDA, SEC, DOLE, DSWD, HLURB, BIR Concerned Barangay
Proof of activities held in pursuit of development objectives or organizational activities conducted	CSO/Applicant
Program of activities planned for the year following the date of application for membership	CSO/Applicant
Copies of its Constitution, By-laws and/or Articles of Incorporation	CSO/Applicant
List of its officers and members of good standing and their respective addresses	CSO/Applicant
Financial Statement and Declaration of Assets and Liabilities, if applicable; and certificate of Registration or Certificate of Accreditation, if applicable	CSO/Applicant
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits documentary requirements at the Office, or sends an electronic file copy/picture of application documents to RESD email address	RESD Staff acknowledges receipt and evaluates submitted application.		2 minutes	RESD Staff Project Evaluation Officer



	If submitted application is INCOMPLETE , or with DEFICIENCIES to be complied, RESD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to RESD's email address or CPDO Facebook Page.		5 minutes	RESD Staff Project Evaluation Officer
	If submitted application is COMPLETE , RESD Staff transmits application to Sangguniang Panlungsod for appropriate action and committee hearing schedule		30 minutes	Project Evaluation Officer ACPDC CPDC
		Total	37 mins.	

2 Request for Issuance of Certification re: location stated on Birth Certificate

Issuance of certification on the location as stated on Birth Certificate, as a requirement in the processing of passport and other related requirements.

Office or Division:	RESEARCH, EVALUATION AND STATISTICS DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client/Applicant
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Applicant submits request letter at the Office, or sends an electronic file copy/picture of request letter to RESD email address	RESD Staff acknowledges receipt and evaluates submitted request.		2 minutes	RESD Staff Project Evaluation Officer
	RESD Staff issues Order of Payment for fees to Applicant.	Php 50.00	2 minutes	RESD Staff Project Evaluation Officer
Applicant pays fees to the City Treasurer's Office or through Legazpi City's Online Services			2 minutes	City Treasurer's Office
	RESD Staff records Official Receipt		2 minutes	RESD Staff Project Evaluation Officer
	RESD prepares and processes certification for review and signature of ACPDC and CPDC.		30 minutes	RESD Staff ACPDC CPDC
Applicant receives requested certification at the Office, or via email.			2 minutes	RESD Staff Project Evaluation Officer
		Total	40 mins.	

3 Data Request/Assistance to Researchers (Socio-Economic Profile, Planning Documents, Project Proposals, Map Reproduction, and Other Data Requests, Interviews, etc.

Assistance to researchers on data requests.

Office or Division:	RESEARCH, EVALUATION AND STATISTICS DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Researchers, Students, All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter specifying the reason thereat	



Other pertinent documents that may be required	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request letter at the Office, or sends an electronic file copy/picture of request letter to RESD email address	RESD Staff acknowledges receipt and evaluates submitted request.		2 minutes	RESD Staff Project Evaluation Officer
	RESD Staff issues Order of Payment for fees to Client.	Php 50.00 to 300.00 depending on the request	2 minutes	RESD Staff Project Evaluation Officer
Client pays fees to the City Treasurer's Office or through Legazpi City's Online Services			2 minutes	City Treasurer's Office
	RESD Staff records Official Receipt		2 minutes	RESD Staff Project Evaluation Officer
	RESD retrieves/ prepares requested data or documents.		30 minutes	RESD Staff Concerned Technical Staff-in-Charge
Client receives requested data/ documents at the Office, or via email.			2 minutes	RESD Staff Concerned Technical Staff-in-Charge
		Total	40 mins.	



CITY PLANNING AND DEVELOPMENT OFFICE

SPECIAL PROJECTS DIVISON



1 Assistance to Researchers/Request for Interview

Assistance to researchers on data requests.

Office or Division:	SPECIAL PROJECTS DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Researchers, Students, All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBLE
Client submits request letter at the Office, or sends an electronic file copy/picture of request letter to SPD email address	SPD Staff acknowledges receipt and evaluates submitted request.		2 minutes	SPD Staff Project Development Officer
	SPD Staff issues Order of Payment for fees to Applicant, if applicable.		2 minutes	SPD Staff Project Development Officer
Applicant pays fees to the City Treasurer's Office or through Legazpi City's Online Services			2 minutes	City Treasurer's Office
	SPD Staff records Official Receipt		2 minutes	SPD Staff Project Development Officer
	SPD retrieves/prepares requested data or documents.		1 hour	SPD Staff Project Development Officer
Client receives requested certification at the Office, or via email.			2 minutes	SPD Staff Project Development Officer
		Total	1 hour &	



			10 mins.	
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CITY PLANNING AND DEVELOPMENT OFFICE

ZONING DIVISION



1 Locational Clearance for New Business Permit Application

Issuance of locational clearance for new business permit applications, renewal of existing businesses with changes in business owner's name, business/trade name, location, line of business, etc.

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Business Owners/Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly filled-up Application Form for Business/Mayor's Permit	Business Permits and Licensing Office
Sketch of proposed business location Barangay Business Clearance (where business is located)	Applicant
If the property is not owned: Contract of Lease or Letter of Authorization/Consent from the owner/s/ Affidavit of Undertaking (Lot Ownership)/ Award Notice	Applicant/ Lessor/Building Owner/Administrator
Copy of Occupancy Permit or Certification (for the building where business is located)	City Engineer's Office
Original copy of the previous Locational Clearance, for existing businesses with changes	Applicant
Copy of DTI/SEC Certificate/CDA Registration	DTI, SEC, CDA
Affidavit of Non-Objection, if applicable	
Deed of undertaking, sworn statement, or Written manifestation regarding business operation, if applicable	
Other pertinent documents that may be required after evaluation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Business Center One-Stop Shop, or sends e-file copy of documentary requirements to CPDO email address or Facebook page.	ZD Staff acknowledges receipt of submitted application.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV



	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to ZD's email address or Facebook page.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	If submitted application is COMPLETE, ZD Staff issues Zoning Fee/Order of Payment for BPLO reference then, prepares/processes application for review and approval/ signature of Zoning Officer and Zoning Administrator/ CPDC.	Zoning Fee/ Locational Clearance Fee 100.00 for every 50,000.00 capital	10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV Zoning Administrator/ CPDC
Applicant pays Zoning Fee, which is included in the ONE-TIME ASSESSMENT OF FEES to be issued by BPLO, at the City Treasurer's Office or through Legazpi City's Online Services.			2 minutes	BPLO City Treasurer's Office
	ZD Staff prepares transmittal then, transmits approved locational clearances to BPLO.		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II
		Total	42 mins.	



2 Locational Clearance for Business Renewal (expired Locational Clearances, Businesses included in the Negative List/With Red Flags)

Re-issuance of locational clearances to existing businesses with expired locational clearances, and businesses included in the negative list/with red flags in the eTracs for business permits.

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Business Owners/Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly filled-up Application Form for Business/Mayor's Permit renewal with updated gross income/sales and number of employees	Business Permits and Licensing Office
Sketch of proposed business location Barangay Business Clearance (where business is located)	
If the property is not owned: Contract of Lease or Letter of Authorization/Consent from the owner/s/ Affidavit of Undertaking (Lot Ownership)/ Award Notice	
Affidavit of Non-Objection, if applicable	
Deed of undertaking, sworn statement, or Written manifestation regarding business operation, if applicable	
Other pertinent documents that may be required after evaluation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits application documents at the Office, or sends e-file copy of documentary requirements to CPDO email address or Facebook page.	ZD Staff acknowledges receipt of submitted application.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	If submitted application is INCOMPLETE, or		5 minutes	Zoning Officer I Zoning Officer II



	with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address. Applicant complies with documentary requirements then, re-submits for re-evaluation to ZD's email address or Facebook page.			Project Development Officer II Zoning Officer IV
	If submitted application is COMPLETE, ZD Staff resolves the red flag and updates locational clearance recurring fee in the eTracs for Business Permits then, prepares/processes application for review and approval/ signature of Zoning Officer and Zoning Administrator/ CPDC.	Zoning Fee/ Locational Clearance Fee 100.00 for every 50,000.00 capital	10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV Zoning Administrator/ CPDC
Applicant pays Zoning Fee, which is included in the ONE-TIME ASSESSMENT OF FEES to be issued by BPLO, at the City Treasurer's Office or through Legazpi City's Online Services.			2 minutes	BPLO City Treasurer's Office
	ZD Staff prepares transmittal then, transmits approved locational clearances to BPLO.		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II
		Total	42 mins.	



3 Locational Clearance for Building Permit

Issuance of Locational Clearance for Building Permit for projects/developments to be located within the territory of Legazpi City. This service is included at the One-Stop Shop for Construction Permits at the City Engineer's Office – Office of the Local Building Official.

Office or Division:	ZONING DIVISION
Classification:	Simple/Complex
Type of Transaction:	Backline Service
Who may avail:	Building Permit Applicants/Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and notarized Unified Application Form for Building Permit	Generated through the Online Services of City Website
One (1) set of plans (signed & sealed by the Architect/Engineers and the Owner/s/Applicant)	Applicant/Licensed Architects/Engineers
Latest Certified True Copy of Land Title (TCT) from Registry of Deeds (Blue copy/Clear photocopy of Blue copy)	LRA-Registry of Deeds
Latest Certified True Copy of Tax Declaration	City Assessor's Office/ Generated through the Online Services of City Website
Latest Realty Tax Clearance	City Treasurer's Office/ Generated through the Online Services of City Website
One (1) copy of the Bill of Materials/Bill of Quantities/Cost Estimate of the project (signed & sealed by the Architect/Engineer and signed by the Owner/s/Applicant)	Applicant/Licensed Architects/Engineers
If the property is not owned, Contract of Lease, Certification or Letter of Authorization/Consent from the property owner/s or co-owner/s, or Award Notice	
If the property is transferred: Deed of Sale/ Contract to Sell/ Extrajudicial Settlement	
If Applicant is represented, Authorization Letter or Special Power of Attorney (SPA)	
For Corporations, Board Resolution or Secretary's Certificate for Authorized Signatory (to sign building permit application documents)	Corporate Secretary, for corporations
Latest Certified True Copy of Tax Declaration of the existing building/structure to be improved/repared/alterred/renovated, for <i>alteration, improvement, repair or renovation</i>	City Assessor's Office



Latest Realty Tax Clearance of the building/structure to be improved/repared/alterd/renovated, <i>for alteration, improvement, repair or renovation</i>	City Treasurer's Office
Environmental Compliance Certificate (ECC), if applicable	DENR
Height Clearance/Certificate, if applicable	CAAP
Affidavit of Non-Objection, if applicable	
Affidavit of Undertaking (on status of Lot Occupancy), if applicable	
Barangay Resolution/Endorsement interposing no objection on project, if applicable	Concerned Barangay
Simple Subdivision Approval/ Copy of Approved Subdivision Plan, if applicable	CPDO-Housing Division
Manifestation/Sworn Statement, if applicable	
Other pertinent documents that may be required after evaluation	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant creates new application in Legazpi City's website, under Online Services then, submits documentary requirements to the City Engineering Office – OBO.	OBO Staff evaluates then, forwards application to ZD-OBO Staff via etracs.			OBO-OSSCP Receiving Officer/Clerk
	ZD-OBO Staff acknowledges receipt and evaluates submitted application.		30 minutes	OBO-OSSCP
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD-OBO Staff issues Notice of Deficiency to Applicant's email address, or inputs noted deficiencies of application in etracs.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant receives Notice of Deficiency and application				



documents, complies noted deficiencies then, re-submits for re-evaluation.				
	If submitted application is COMPLETE, ZD-OBO assesses zoning fees to be included in OBO One-Time Assessment then, forwards application to ZD-CPDO Staff for review.	Zoning/ Locational Clearance Fees UPLR Fees	2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	ZD-OBO Staff forwards application to ZD-CPDO Staff for review. ZD-CPDO Staff reviews application then, forwards to Zoning Administrator for approval.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV Zoning Administrator
Applicant pays zoning fees at the City Treasurer's Office or through Legazpi City's Online Services then, receives e-file copy of approved Locational Clearance via email, through OBO-OSSCP etracs.			2 minutes	City Treasurer's Office OBO-OSSCP Staff/Clerk
		Total	49 mins.	

4 Request for Land Use Reclassification/Rezoning

Requests for land use reclassification from agricultural land use to non-agricultural land use, and land use rezoning to a different land use.

Office or Division:	ZONING DIVISION
Classification:	Complex
Type of Transaction:	Backline Service



Who may avail:	Developers, Land/Lot Owners
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of request/letter of intent for land-use reclassification specifying justification thereat	Applicant/Proponent
Narrative description of the development plan describing in detail the reason for reclassification	Applicant/Proponent
5R size photographs of all corners of the landholdings	Applicant/Proponent
Certification from the Department of Agriculture that the subject landholdings are marginally suitable and not economically viable for agriculture	Department of Agriculture
Certification from Municipal Agrarian Reform Officer (MARO) that there is or no agrarian reform beneficiaries, tenants and/or occupants or protest	Department of Agrarian Reform
Certification from the Philippine Coconut Authority if the area is presently planted with coconut	Philippine Coconut Authority
Certification from National Irrigation Authority whether or not the area is/are will be covered by any irrigation facility/ies	National Irrigation Authority
1 Blueprint/ Copy of Lot Plan with vicinity/location map, signed/sealed/certified by the Geodetic Engineer	Licensed Geodetic Engineer
If property not owned, Contract of lease, deed of sale, deed of assignment or authority/ Special Power of Attorney from property owner	
Latest certified copy of Transfer Certificate of Title (TCT) or certification from Land Registration Authority (Register of Deeds) if no record of TCT	Land Registration Authority (Register of Deeds)
Latest certified tax declaration (TD) from the City Assessor's Office or certification if no record of TD	City Assessor's Office
Latest realty tax clearance from the City Treasurer's Office	City Treasurer's Office
Barangay resolution interposing no objection to land-use reclassification	Concerned Barangay
Other pertinent documents that may be required	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits documentary requirements to the Office, or sends an electronic file copy/picture of documentary requirements to ZD's email address or Facebook page.	ZD Staff acknowledges receipt and evaluates submitted application		20 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant complies with documentary requirements then, re-submits for re-evaluation.				
	If submitted application is COMPLETE, ZD Staff issues Order of Payment for certification fee to Applicant	Certification Fee 720.00 per hectare	2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	ZD Staff prepares endorsement of request to Sangguniang Panlungsod for review and signature of Zoning Administrator.		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	Zoning Administrator reviews and signs request endorsement, for City Mayor's signature.		5 minutes	Zoning Administrator
	ZD Staff transmits request/		2 minutes	Zoning Officer I Zoning Officer II



	endorsement for land use reclassification to Sangguniang Panlungsod.			Project Development Officer II
		Total	49 mins.	

5 Request for Land-Use Certifications/Site Zoning Certification

Issuance of certifications on the land use classification of particular lot/land/area, located within the boundaries of Legazpi City.

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Lot/Land Owners, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of request/letter of intent for land-use certification specifying the reason thereat	
1 Blueprint/ Copy of Lot Plan with vicinity/location map, signed/sealed/certified by the Geodetic Engineer	Licensed Geodetic Engineer
Latest certified copy of Transfer Certificate of Title (TCT) or certification from Land Registration Authority (Register of Deeds) if no record of TCT	Land Registration Authority (Register of Deeds)
Latest certified tax declaration (TD) from the City Assessor's Office or certification if no record of TD	City Assessor's Office
Latest realty tax clearance from the City Treasurer's Office	City Treasurer's Office
Brief summary of the project (signed by the proponent/owner (for ECC/CNC applications only)	
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits documentary requirements at the Office, or sends an electronic file	ZD Staff acknowledges receipt and evaluates submitted application.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II



copy/picture of documentary requirements to ZD's email address or Facebook page.				Zoning Officer IV
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant complies with documentary requirements then, re-submits for re-evaluation.				
	If submitted application is COMPLETE, ZD Staff issues Order of Payment for certification fee to Applicant	Certification Fee 720.00 per hectare	2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	ZD Staff prepares land use certification for review and signature of Zoning Administrator		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	Zoning Administrator reviews and signs land use certification and request endorsement.		5 minutes	Zoning Administrator
Applicant pays certification fee at the City Treasurer's Office or through Legazpi City's Online Services	ZD Staff records Official Receipt.		2 minutes	City Treasurer's Office Zoning Officer I Zoning Officer II Project Development Officer II
Applicant receives e-file copy of land use/site zoning certification via email.			2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II



		Total	41 mins.	
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6 Request for LGU Endorsement and Other Certifications

Application/requests for LGU endorsement for Environmental Compliance Certificate/Certificate of Non-Coverage or for Quarry Permit, and for other purposes.

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Lot/Land Owners, Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of request/letter of intent for land-use certification specifying the reason thereat	
Notarized application for quarry permit from the Provincial Environment & Natural Resources Office (for quarry permit)	
1 Blueprint/ Copy of Lot Plan with vicinity/location map, signed/sealed/certified by the Geodetic Engineer	Licensed Geodetic Engineer
If property not owned, Contract of lease, deed of sale, deed of assignment or authority from property owner	
Latest certified Transfer Certificate of Title (TCT) or certification from Land Registration Authority (Register of Deeds) if no record of TCT	Land Registration Authority (Register of Deeds)
Latest certified tax declaration (TD) from the City Assessor's Office or certification if no record of TD	City Assessor's Office
Latest realty tax clearance from the City Treasurer's Office	City Treasurer's Office
Brief summary of the project (signed by the proponent/owner (for ECC/CNC applications only)	
Barangay resolution/clearance interposing no objection to the proposed activity	Concerned Barangay
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Applicant submits documentary requirements at the Office, or sends an electronic file copy/picture of documentary requirements to ZD's email address or Facebook page.	ZD Staff acknowledges receipt and evaluates submitted application.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant complies with documentary requirements then, re-submits for re-evaluation.				
	If submitted application is COMPLETE, ZD Staff issues Order of Payment for certification fee to Applicant	Certification Fee 720.00 per hectare	2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	ZD Staff prepares endorsement or certification for review and signature of Zoning Administrator		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	Zoning Administrator reviews and signs endorsement or certification for City Mayor's signature.		5 minutes	Zoning Administrator
Applicant pays certification fee at the City Treasurer's Office or through Legazpi City's Online Services	ZD Staff records Official Receipt.		2 minutes	City Treasurer's Office Zoning Officer I Zoning Officer II Project Development Officer II



Applicant receives e-file copy of land use/site zoning certification via email.			2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II
		Total	41 mins.	

7 Request for LGU Request for a Department of Agriculture (DA) Certification for Land Use Reclassification Application

Application for LGU Request for a DA Certification for land use reclassification application, pursuant to DA Memorandum Circular No. 26, Series of 2022

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Backline Service
Who may avail:	Lot/Land Owners, Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of letter-request for an LGU application for a DA Certification	
1 Blueprint/ Copy of Lot Plan with vicinity/location map, signed/sealed/certified by the Geodetic Engineer	Licensed Geodetic Engineer
Latest certified Transfer Certificate of Title (TCT) or certification from Land Registration Authority (Register of Deeds) if no record of TCT	Land Registration Authority (Register of Deeds)
Latest certified tax declaration (TD) from the City Assessor's Office or certification if no record of TD	City Assessor's Office
Latest realty tax clearance from the City Treasurer's Office	City Treasurer's Office
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits documentary requirements at the Office, or sends an electronic file copy/picture of documentary requirements to ZD's	ZD Staff acknowledges receipt and evaluates submitted application.		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV



email address or Facebook page.				
	If submitted application is INCOMPLETE, or with DEFICIENCIES to be complied, ZD Staff issues Notice of Deficiency to Applicant's email address.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant complies with documentary requirements then, re-submits for re-evaluation.				
	ZD Staff prepares request letter and DA application form for review and signature of Zoning Administrator		15 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
	Zoning Administrator reviews and forwards request letter and DA application form for City Mayor's signature.		15 minutes	Zoning Administrator
Applicant receives e-file/physical copy of signed request letter addressed to DA			2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II
		Total	47 mins.	

8 Request for Certified True Copy of Locational Clearance, Land Use Certifications and Other Zoning Documents

Certification of records and status for any particular purpose/s particularly issued locational clearances, land use classification certifications, endorsements, and certified copy/ies for reference.

Office or Division:	ZONING DIVISION
Classification:	Simple
Type of Transaction:	Frontline Service



Who may avail:	All
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of request/letter of intent specifying the reason thereat	Applicant
Other pertinent documents that may be required	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant submits request letter at the Office, or sends an electronic file copy/picture of request to ZD's email address or Facebook page.	ZD Staff acknowledges receipt and evaluates submitted request, then issued Order of Payment		10 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV
Applicant pays fee to the City Treasurer's Office or through Legazpi City's Online Services		Certified True Copy Fee 100.00 per document	2 minutes	City Treasurer's Office
	ZD Staff records, retrieves, stamps "Certified True Copy" and forwards request to Zoning Administrator for review and signature.		5 minutes	Zoning Officer I Zoning Officer II Project Development Officer II Zoning Officer IV Zoning Administrator
Applicant receives certified true copy of document/s.			2 minutes	Zoning Officer I Zoning Officer II Project Development Officer II
		Total	19 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through a customer feedback form, letter, email, or electronic messaging.
How feedbacks are processed	Forwarded to concerned unit, and acted upon within the prescribed period.
How to file a complaint	Through a letter, email, or electronic messaging, addressed to:



	<p>JOCELYN M. CODORNIZ, EnP CPDC City Planning and Development Office, 2/F City Hall Building, Rizal Street, Legazpi City</p>
How complaints are processed	<p>Check on the details of the complaints, ask for the incident report by the concerned employee, with documentary attachment, then a letter-reply to the complainant.</p>
Contact information of CCB, PCC, ARTA	<p>CCB: 0908 881 6565 email@contactcenterngbayan.gov.ph PCC: 8888 pcc@malacanang.gov.ph ARTA: (02) 8478 5093 complaints@arta.gov.ph</p>

Division	Email Address	Contact Information
Administrative Division	legazpicpdo@gmail.com	(052) 742-0821
Housing and Homesite Regulation Division	hd.cpdolegazpi@yahoo.com	(052) 742-0821
Plans and Programs Division	ppd.cpdolegazpi@gmail.com	(052) 742-0821
Research, Evaluation and Statistics Division	resdcpdolegazpi@gmail.com	(052) 742-0821
Special Projects Division	legazpicpdo@gmail.com	(052) 742-0821
Zoning Division	cpdozoning.legazpi@gmail.com lcforbusiness.cpdoleg@gmail.com	(052) 742-0821
EnP Jocelyn M, Codorniz CGDH I /CPDO	jocelyncodorniz@gmail.com	(052) 742-0821



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Limited Financial Assistance / Assistance to Individuals in Crisis Situations (AICS)

This is limited cash extended to clients who are in crisis due to death, illness, calamity and other disasters that befell the family. It also includes assistance for transportation, education and even livelihood for those who cannot qualify under the Self-Employment Assistance Program.

Office or Division:	City Social Welfare and Development Office (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
Barangay Certification of Indigency/ Residency -original		Barangay Hall		
Medical Certificate/abstract/prescription/ Quotation/Laboratory Order/ hospital bill for medical assistance - original		Hospital – Record division/Billing Section/Attending physician		
Certificate of Enrolment for educational assistance -original		School Registrar's Office		
Death Certificate for Burial Assistance – original, to be presented only		Local Civil Registrar/National Statistics Office (NSO)		
CSWDO's Certificate of Eligibility (CE) form		CSWDO		
Authorization Letter (in case a representative will claim the cash)		Client listed in the CE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any ID and Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/Officer-of the - Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo



<p>3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible</p>	<p>3. Ask basic questions to determine appropriate CSWDO division/section in charge of the case</p> <p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct Client to CSWDO division/section</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i></p>
<p>4. Proceed to section routed to and provide details re: requested service/ answer questions *Make sure to answer the questions honestly and accurately as possible</p>	<p>4. Conduct detailed interview and assessment of case</p>	<p>None</p>	<p>45 minutes</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Cynthia L. Olimpo Jennifer M. Buendia Maricris B. Dagta Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data and submit requested documents, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information through home visit/ telephone call/ texts *This step is omitted if client has an existing record with or has availed of CSWDO services in the last 6 months</p>	<p>None</p>	<p>2 days & 4 hours (paused clock)</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Maricris B. Dagta Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo <i>Section Staff City Social Welfare and Development Office</i></p>



	<p>5.1 If client is not qualified, to inform him/her immediately during the visit</p> <p>5.2. If client is qualified, refer the case to Emergency /Disaster Assistance Section (EDAS) for assistance</p> <p>5.3 Prepare Certificate of Eligibility (CE) for client to sign and issue Acknowledgement Receipt - EDAS</p>		<p>10 minutes</p>	<p>Jocelyn Caño Catalina Z. Maraña Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza <i>Section Staff</i> <i>City Social Welfare and Development Office</i></p> <p>Ayessa R. Guevara <i>Social Welfare Officer I</i> Jean Clarisse N. Gallardo <i>Section Staff</i> Cecilia E. Arcilla <i>Assistant City Social Welfare and Development Officer</i></p>
<p>6. To wait for the worker's information of the schedule of release *Make sure to provide an active mobile/ telephone number</p>	<p>6. Upon receipt of complete documents from the client, submit the same to Admin Division as basis for cash advance</p> <p>6.1 Submit a batch of CEs to the Head of Office and City Mayor's Office for signatures</p>	<p>None</p> <p>None</p>	<p>30 minutes (paused-clock)</p> <p>1 day (paused-clock)</p>	<p>Ayessa R. Guevara <i>Social Welfare Officer I</i> <i>City Social Welfare and Development Office</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV</i> Jesusa A. Del Rosario <i>Liaison Officer (Admin Aide I)/</i> Editha E. Toledo <i>Admin Aide III</i> <i>City Social Welfare and Development Office</i> Maria Marlene G. Manaya <i>City Social Welfare Department Officer I</i> <i>City of Legazpi</i> Carmen Geraldine B. Rosal <i>City Mayor</i></p>



	<p>6.2 Upon receipt of signed CEs, prepare and process cash advance</p> <p>6.3 As soon as fund is available, inform Emergency /Disaster Assistance Section (EDAS) re: availability of such</p>	<p>None</p> <p>None</p>	<p>1 day (paused-clock)</p> <p>30 minutes (paused-clock)</p>	<p>Ruth C. Azupardo <i>Admin Officer IV</i> Raymond Carl Dela Torre <i>Admin Aide I</i> Maria Marlene G. Manaya <i>City Social Welfare Department Officer I</i> <i>City of Legazpi</i> Carmen Geraldine B. Rosal <i>City Mayor</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV</i> <i>City Social Welfare and Development Office</i></p>
<p>7. Proceed to CSWDO with your valid ID. *In case you are outside the City, inform CSWDO when you can go back to Legazpi to claim the assistance. If not, if you have an appointment outside the City, leave an authorization letter with your ID to a family member who will claim the cash</p>	<p>7. Emergency /Disaster Assistance Section (EDAS) to inform all clients to claim their assistance and/ or coordinate with sections re: the same</p> <p>7.1. Release financial assistance to client</p>	<p>None</p> <p>None</p>	<p>1 day (paused-clock)</p> <p>15 minutes per client (paused-clock)</p>	<p>Ayessa R. Guevara Jean Clarisse N. Gallardo <i>Section Staff</i> Cecilia E. Arcilla <i>Asst City Social Welfare and Development Officer</i> <i>City Social Welfare and Development Office</i></p> <p>Ruth C. Azupardo <i>Admin Officer IV /</i> Noli A. Perez <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i></p>
	TOTAL:	None	5 days and 6 hours and 28 minutes	



2. Issuance of Certificate of Indigency/Assessment Report/Social Case Study Report/Referral for external funding or services

With its limited resources, the greatest bulk of non-funded services of the CSWDO is on issuance of documents issued by registered social workers and other authorized social welfare and development staff to clients who will use these to explore resources of other agencies/institutions to meet their needs on education, Lingkod Bayan/burial assistance, medical, counseling, health/psychiatric assistance, shelter and livelihood, etc. Institutional agencies include: Simon of Cyrene, Provincial Social Welfare and Development Office, Department of Social Welfare and Development, Philippine Charity Sweepstake Office, and other hospitals/agencies/departments/foundations/ NGOs within and outside Legazpi City.

The extent and amount of assistance depends on the receiving party of the documents based on their respective mandates. Likewise, the receiving party has the option to provide or reject the requested service.

Since the CSWDO has to establish the greatest need of the client, its staff have to conduct collateral interview and home visit prior to the issuance of the document requested. In the event that CSWDO has already an updated record of the client, this procedure is omitted.

Office or Division:	City Social Welfare and Development Office (CSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay
Barangay Certification of Indigency /residency -original		Barangay Hall
Death Certificate for Burial Assistance - original		Local Civil Registrar
City Mayor's note for burial assistance (original and 1 photocopy, clear and without alteration)		City Mayor's Office (CMO)
Medical Certificate/abstract/hospital bill for medical assistance -original		Hospital – Record division/Billing Section
Certificate of Enrolment for educational assistance –original		School Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO section in charge of the case 3.1. Prepare Daily Route Slip 3.2. Direct Client to CSWDO section	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i>
4. Proceed to section routed and provide details of requested service/answer questions *Make sure to answer the questions honestly and accurately as possible and be specific on what help you need	4. Conduct detailed interview and assessment of case	None	45 minutes	Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Herlin A. Trilles Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i>



<p>5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits/ telephone calls/texts and prepare appropriate document for signatures of the section chief and Head of Office</p> <p>*This step is omitted if client has an existing record with or has availed of other services of CSWDO within the last 6 months</p>	<p>None</p>	<p>2 days (paused-clock)</p> <p>*Time is shortened incase of hospital cases when patient is to be discharged on the day client approached the office. All means are then taken to hasten gathering of collateral information in the short timespan</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p> <p>Maria Marlene G. Manaya <i>City Social Welfare Department Officer I City of Legazpi</i></p>
<p>6. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed</p>	<p>6. Issue Certificate of Indigency/ assessment report/ social case study report/ referral with instructions on how to proceed</p>	<p>None</p>	<p>10 minutes</p>	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Herlin A. Trilles Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>2 working days and 1 hour and 9 minutes</p>	



3. Issuance of Certificate of Indigency for Indigent Petitioner (Correction of Local Civil Registry Documents) and Legal Assistance

Errors in birth certificates and marriage contract are common and have cost clients their jobs, scholarships, marriage, and even their inheritance. The cost of of correcting the same, however, is way beyond the means of indigent clients, hence they ask for certificate of indigency as required by law to avail of a free/discounted cost for correcting the same.

Likewise, volunteer lawyers like IBP and Public Attorney's Office (PAO) require certificate of indigency to clients to avail of a full legal assistance.

Office or Division:	City Social Welfare and Development Office (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
For legal assistance: any proof of the legal issue, if available		Lawyer/Prosecutor's Officer/IBP		
Barangay Certification of Indigency and residency -original		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO section in charge of the case	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders) prepared monthly by the Admin Division</i>



	<p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct Client to CSWDO section</p>			
<p>4. Proceed to section routed to and answer questions/provide details re: requested service</p> <p>*Make sure to answer the questions honestly and accurately as possible and be specific on what help you need</p>	<p>4. Conduct detailed interview and assessment of case</p>	None	45 minutes	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data, if necessary</p> <p>*Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits, telephone calls and texts</p> <p>*This step is omitted if client has an existing record with or has availed of other CSWDO services in the last 6 months</p> <p>5.1 If client is not qualified, reason is explained immediately during the visit</p>	None	2 days & 4 hours (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i></p>



6. Receive requested certificate of indigency *Make sure to check the documents is correct and ask questions on how to proceed	6. If client is qualified:			Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Cynthia L. Olimpo Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff City Social Welfare and Development Office</i> Maria Marlene G. Manaya <i>City Social Welfare Department Officer I City of Legazpi</i>
	6.1 Prepare Certificate of Indigency for signature of Head of Office	None	10 minutes (paused-clock)	
	6.2 Issue Certificate of Indigency with instructions on how to proceed	None	5 minutes	
	TOTAL:	None	2 working days and 5 hours and 14 minutes	

4. Philhealth Universal Health Care - Issuance of Certification of Financial Capability/Incapability of Clients

This is the enrolment of new members and renewal of old members, through a certification issued by a CSWDO Social Worker after a thorough assessment in accordance with DOH classification of indigence

For 13 years, the City Government has prioritized the enrolment of indigent families in Philhealth member. With the advent of the Universal Health Care in 2019, the LGU's coverage has expanded to most, if not all, qualified persons in the City, including college students.

Office or Division:	City Social Welfare and Development Office (CSWDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, barangay ID, national ID, and any other ID with name and picture and date of birth) -original		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay		
Barangay Certification of Indigency -original		Barangay Hall		
Marriage contract (if married) and Birth certificate updated -original		Philippine Statistics Authority (PSA)/Local Civil Registrar		
For student: Enrollment Form (photocopy, bring original) with schedule of on-the-job training		School		
Proof of confinement/availment for medical care (photocopy, bring original)		Hospital/Facility		
Death Certificate (if spouse is already deceased)		Philippine Statistics Authority (PSA)/Local Civil Registrar		
Certificate of separation from last employment		Previous Employer		
Notarized Affidavit of Income tax Declaration (if required by staff)		Public/Private Attorney's Office		
Authorization Letter (incase representative will claim the certification)		Philhealth Applicant		
For EKONSULTA Availment: Proof of No Philhealth Record (original only)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/ Officer-of the -Day
2. No Activity	2. Search for client's General Intake Sheet (GIS) in database & files	None	4 minutes	Shane E. Toledo/ Maria Theresa A. Hamily/ Editha E. Toledo
3. Submit for initial/basic interview *Make sure to answer the questions as honestly and accurately as possible	3. Ask basic questions to determine appropriate CSWDO	None	10 minutes	<i>Reception Desk Depending on the schedule of staff (permanent, contract of service and job orders)</i>



	<p>section in charge of the case</p> <p>3.1. Prepare Daily Route Slip</p> <p>3.2. Direct client to CSWDO section</p>			<p><i>Prepared monthly by the Admin Division</i></p>
<p>4. Proceed to section routed to and answer questions *Make sure to answer the questions honestly and accurately as possible</p>	<p>4. Conduct detailed interview and assessment of case</p>	None	45 minutes	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>
<p>5. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit</p>	<p>5. Gather collateral information thru home visits, telephone calls and texts</p> <p>*This step is omitted if client has an existing record within or has availed of other CSWDO services within the last 6 months</p>	None	2 days (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Mila B. Abunda Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy Rose Ann G. Llandelar <i>Section Staff City Social Welfare and Development Office</i></p>



	<p>5.1 If client is not qualified, inform him/her immediately during the visit</p> <p>5.2 If client is qualified:</p> <p>5.2.1 Prepare Certificate of Financial Assessment for signature of Head of Office</p>	None	10 minutes (paused-clock)	<p>Jocelyn Caño Ayessa R. Guevara Catalina Z. Maraña Jennifer M. Buendia Feoby Fynn F. Balete Mica Ella M. Necerio Sharmel M. Belaza Jean Clarisse N. Gallardo Sende Via Paz Dinoy <i>Section Staff</i> Maria Marlene G. Manaya <i>CSWD Officer or</i> Cecilia E. Arcilla <i>Asst. CSWD Officer</i> <i>City Social Welfare and Development Office</i></p>
6. If qualified, proceed to CSWDO to claim document	6. Issue Certificate of Financial Assessment with instructions on how to proceed	None	10 minutes (paused-clock)	<p>Rose Ann G. Llandelar Herlin A. Trilles <i>EDAS(Emergency/ Disaster Assistance Section)</i> <i>City Social Welfare and Development Office</i></p>
	TOTAL:	None	2 days and 1 hour and 43 minutes	

5. Issuance of Persons with Disability (PWD) ID and Purchase Booklet



Republic Act 9442 and provides PWD with all the benefits and privileges including special discounts in medicines and basic necessities and prime commodities. To avail of the discounts, however, the PWD or the authorized representative must present the PWD ID and purchase booklet which are processed and issued by PDAO

Office or Division:	City Social Welfare and Development Office (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate of Non-Apparent Disability certified by doctor/specialist		Doctor		
Certificate of Apparent Disability (Attach picture showing disability if PWD cannot appear personally)		Processing Officer		
PWD ID Application Form (Print or Download from DOH Philippine Registry for Persons with Disability Version 4.0)		CSWDO/Persons with Disability Affairs Office (PDAO)		
Barangay Certificate of Residency		Barangay		
Birth Certificate		PSA/Local Civil Registrar		
Valid Government ID. For minor applicant, school ID will be accepted		Philhealth/COMELEC/GSIS/SSS/LTO/Pag-ibig/Post Office/Philippine Statistics Authority/DSWD/Barangay/School/Local Civil Registrar		
Recent 1x1 ID picture (2 pcs); Recent 2x2 ID picture (2pcs)		Photo Center		
If representative or guardian: Guardian-Proof of guardianship form barangay Authorized Representative-Notarized Authorization Letter		Guardian/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	4 minutes	Doverin D. Quirante/ Officer-of the –Day
2. Proceed to Persons with Disabilities Affairs Office(PDAO)/Women, Elderly, Livelihood and PWD Welfare Program Section(WELPS), and submit all documents *Make sure documents are complete	2. Review the application and documents. In case of discrepancy, the documents will be returned. With no discrepancy, the documents	None	10 minutes	Catalina Z. Maraña <i>Social Worker I</i> Nilo Mangampo/ Marilyn Gomez <i>Section Staff</i> City Social Welfare and Development Office



	<p>will be submitted to the encoder</p> <p>2.1.Orient client about the law</p>		10 minutes	<p>Catalina Z. Maraña <i>Social Worker I</i> Nilo Mangampo/ Marilyn Gomez <i>Section Staff</i> City Social Welfare and Development Office</p>
3. Wait	<p>3. Check and encode the application in the online Philippine Registry for Persons with Disabilities (PRPWD).</p> <p>3.1 With no discrepancy, the encoder to assign a PWD ID number.</p> <p>3.2 If client has been found to be registered in other municipalities and ID is still valid, section staff to provide advice</p> <p>3.3. Process the application and forward to City Mayor's Office the PWD ID and Purchase Booklets for signature</p>	None	<p>25 minutes (paused-clock)</p> <p>5 minutes</p> <p>1 day (paused-clock)</p>	<p>Marytie E. Vargas <i>JO-encoder</i> City Social Welfare and Development Office</p> <p>Marytie E. Vargas <i>JO-encoder</i> City Social Welfare and Development Office</p> <p>Catalina Z. Maraña <i>Social Worker I</i> Nilo Mangampo/ Marilyn Gomez <i>Section Staff</i> City Social Welfare and Development Office</p> <p>Catalina Z. Maraña <i>Social Worker I /</i> Nilo Mangampo / Marilyn Gomez <i>Section Staff</i> City Social Welfare and Development Office Carmen Geraldine B. Rosal City Mayor</p>



4. Upon receipt of information to claim, proceed to PDAO with any valid ID	4. Upon receipt of the documents from City Mayor's Office, inform client to claim such	None	10 minutes	Nilo Mangampo / Marilyn Gomez <i>Section Staff City Social Welfare and Development Office</i>
5. Ensure that the IDs and booklets are laminated after signature of PWD-owner or authorized representative *You have the option to have the documents laminated at the PDAO for a small fee or in another establishment	5. Issue PWD ID and Purchase booklets to client or authorized representative	None	10 minutes	Nilo Mangampo / Marilyn Gomez <i>Section Staff City Social Welfare and Development Office</i>
	TOTAL:	None	1 day 1 hour and 14 minutes	



6. Issuance of Solo Parents IDs

Office or Division:	City Social Welfare and Development Office (CSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Residents only	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Any document to prove identity (e.g. old Voter's ID/certification, UMID, driver's license, 4Ps ID, Barangay ID, national ID, and any other ID with name and picture and date of birth) -original	Philhealth/COMELEC/GSIS/SSS/LTO/ Pag-ibig/ Post Office/Philippine Statistics Authority/DSWD/Barangay
	<p>General requirements for all categories of solo parents:</p> <ul style="list-style-type: none"> • Birth Certificate of the child or children • Barangay Certificate of residency • 2pcs 1x1 identical pictures • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-partner, and has sole parental care and support of the child or children • Income tax return (for working applicant); Tax Exemption (for non-working applicant) 	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Barangay Photo Center Public Attorney's Office(PAO)/Private Attorney</p> <p>Bureau of Internal Revenue (BIR)</p>
	<p>Depending on the categories of solo parents, additional requirements to be presented:</p> <ul style="list-style-type: none"> • Categories 2, 5, 6, 7, 8 & 9 <ul style="list-style-type: none"> - Marriage certificate • Categories 3 and 4 only <ul style="list-style-type: none"> - Affidavit of Cohabitation • Categories 10,11,12 & 13 <ul style="list-style-type: none"> - Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent • Category 1: <ul style="list-style-type: none"> - Complaint affidavit - Medical record on the incident of rape 	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Public Attorney's Office(PAO)/Private Attorney</p> <p>Public Attorney's Office(PAO)/Private Attorney</p> <p>PNP/NBI PNP/NBI</p>



<ul style="list-style-type: none"> • Category 2: <ul style="list-style-type: none"> - Death Certificate of spouse • Category 3: <ul style="list-style-type: none"> - Certificate of detention or a certificate that the spouse is serving sentence for at least three (3) months • Category 4: <ul style="list-style-type: none"> - Medical record or medical abstract evidencing the physical and mental state of the incapacitated spouse issued not more than three (3) months before the submission. • Category 5: <ul style="list-style-type: none"> - Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses • Category 6: <ul style="list-style-type: none"> - Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce sole parental care and support of the child or children • Category 7: <ul style="list-style-type: none"> - Marriage certificate or affidavit of the applicant solo parent - Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse - Police or barangay record of the abandonment • Categories 8 & 9: <ul style="list-style-type: none"> - Overseas Employment Certificate (OEC) or its equivalent documents - Copy of Passports stamps showing continuous twelve (12) months of overseas work - Employment contract 	<p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)</p> <p>Bureau of Jail Management and Penology (BJMP)</p> <p>Doctor/Specialist</p> <p>Court/ Public Attorney's Office(PAO)/Private Attorney</p> <p>Court</p> <p>Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR) Public Attorney's Office(PAO)/Private Attorney</p> <p>PNP/Barangay</p> <p>Overseas Workers Welfare Administration (OWWA)</p> <p>Employer/OWWA</p>
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<ul style="list-style-type: none"> • Category 10: <ul style="list-style-type: none"> - Certificate of No Marriage (CENOMAR) 		Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)		
<ul style="list-style-type: none"> • Category 11: <ul style="list-style-type: none"> - Proof of guardianship, foster care or adoption 		Department of Social Welfare and Development (DSWD)/Court		
<ul style="list-style-type: none"> • Category 12: <ul style="list-style-type: none"> - Death certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian; for at least (6) months 		Philippine Statistics Authority(PSA)/Local Civil Registrar (LCR)/Barangay		
<ul style="list-style-type: none"> • Category 13: <ul style="list-style-type: none"> - Medical record of her pregnancy 		OB/Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook 1.2.Usher client to Solo Parent Unit	None	3 minutes	Doverin D. Quirante/ Officer-of the -Day
2. Submit for interview/assessment and orientation	2. Ask questions to determine if qualified	None	10 minutes	Jennifer M. Buendia <i>Social Welfare Officer I</i> or Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>
	2.1 Conduct orientation on RA 11861 (Expanded Solo Parents Welfare Act)	None	8 minutes	Jennifer M. Buendia <i>Social Welfare Officer I</i> or Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>



	2.2 Issuance of application and list of requirements	None	5 minutes	Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>
3. Wait *Make sure to answer the questions and provide accurate information	3. Conduct collateral information through home visits/telephone calls/texts 3.1. If client is not qualified ,to inform him/her client immediately during the visit	None	2 days (paused-clock)	Jennifer M. Buendia <i>Social Welfare Officer I</i> <i>City Social Welfare and Development Office</i>
4. Submission of application and requirements	4. If client is qualified: Receipt and review of application with requirements 4.1. Processing of Solo Parent ID and submission to Head of Office and City Mayor for signatures	None None	5 minutes 1 day (paused clock)	Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i> Maria Marlene G. Manaya <i>City Social Welfare Department Officer I</i> <i>City of Legazpi</i> Carmen Geraldine B. Rosal <i>City Mayor</i>
5. Proceed to CSWDO upon receipt of notification	5. Inform client to claim ID 5.1. Issuance of Solo Parent ID	None None	5 minutes 5 minutes	Maricris B. Dagta <i>Social Welfare Assistant</i> <i>City Social Welfare and Development Office</i>
	TOTAL:	None	3 days and 41 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Customer Feedback Form and drop it at the Suggestion Box of CSWDO
How feedbacks are processed	Every 4:30pm, Info Desk Officer opens the drop box, compiles all forms and submit to AO IV. Feedbacks requiring answer are forwarded to the relevant Division/Section that will be required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the client.
How to file a complaint	<ul style="list-style-type: none"> • Send text/email or call up CSWDO E-mail address: cswdolegazpi@yahoo.com Head of Office: 0939-2820158 • Secure, fill-out properly and sign Customer Feedback Form provided near the Suggestion Box of the Information Desk and drop the same
How complaints are processed	<ul style="list-style-type: none"> • Complaints by phone/online messages: action to be taken by Admin Officer IV <p>Acknowledge receipt and record/log the complaint</p> <p>Verify the existence and identity of the texter/caller/complainant</p> <p>Analyze complaint and take appropriate action</p> <p>Inform/notify the client of the action taken through text/email/letter</p> <p>If not within the level of authority, endorse/forward complaint to Head of Office for appropriate action</p> <p>Inform/notify the client of the action taken through text/email</p>



<p>How complaints are processed</p>	<ul style="list-style-type: none"> If in the Suggestion Box: <p>Info Desk staff opens the Suggestion Box on a daily basis and evaluates each Customer Feedback Form.</p> <p>If a complaint is in the comments, Info Desk staff forwards the same to Admin Officer IV acting as the Complaints Officer</p> <p>Upon evaluation, the AO IV/ Complaints Officer shall start the investigation and forward the complaint to the relevant division/section for explanation.</p> <p>The AO IV will create a report and submit it to the Head of Office for appropriate action.</p> <p>The AO IV will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following number: 0939-2820158.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
<p>City Social Welfare and Development Office</p>	<p>Purok 3-Barriada, Barangay 38-Gogon, Legazpi City, Albay</p>	<p>E-mail address: cswdolegazpi@yahoo.com Head of Office: 0939-2820158</p>



CITY TREASURER'S OFFICE

External Services



1. Request for Business Tax Quarterly Billing Statement

The quarterly billing statement is issued to business taxpayers as order of payment is needed to pay their quarterly business tax

Office or Division:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2B Government to Business Entity			
Who may avail:	Business Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business/ Trade/ Owner's Name				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbally requests for issuance of Business Tax Billing Statement	1.1 Action officer encodes the pertinent data	None	5 minutes	<i>LTOO IV</i> City Treasurer's Office (Priority Lane) <i>Admin Asst VI</i> City Treasurer's Office <i>LRCO I</i> City Treasurer's Office <i>Admin Officer I</i> City Treasurer's Office <i>Admin Aide I</i> City Treasurer's Office <i>Admin Aide I</i> City Treasurer's Office
	1.2 Ask the client to fill up the Feedback Form			
	1.3 Prints the Business Tax Billing Statement			
2.1. Receives Business Tax Billing Statement	2.1. Action officer releases the Business Tax Billing Statement	None	2 minutes	
2.2. Submits the duly accomplished Feedback Form	2.2. Action officer receives the duly accomplished Feedback Form			
TOTAL		None	7 minutes	

2. Business Tax Assessment of Previous Year's Delinquency

Business Taxpayers who are delinquent in the payment of their business tax need to settle their delinquency before renewing their business permit.

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Income Tax Return or Sworn Declaration of Gross/Receipts/Sales		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ITR for the computation of previous year's delinquency	1.1. Computes Business Tax Due	None	10 minutes	LTOO IV City Treasurer's Office (Priority Lane) Admin Asst VI City Treasurer's Office LRCO I City Treasurer's Office
	1.2. Ask the client to fill up the Feedback Form			
2. Receives Tax Assessment and proceeds to the Cashier for payment	2. Print Tax Assessment	None	2 minutes	Admin Officer I City Treasurer's Office Admin Aide I City Treasurer's Office
3. Submit Feedback Form	3. Receive the duly accomplished Feedback Form	None	1 minutes	Admin Aide I City Treasurer's Office
Total		None	13 Minutes	

3. Retirement of Business Operation and Issuance of Business Retirement Certificate.

Businesses that have ceased to operate must file an Application for Retirement of Business. This should be done to update the City Government's Record and avoid accumulation of tax payments and penalties.

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - 1 Original Copy of Mayor's Permit - 1 Original Copy Letter of Closure citing the following (Daye/gross Sales/Reason) - 1 Original Copy of Income Tax Return (Monthly / Quarterly / Annual (whichever is available)) 	<ul style="list-style-type: none"> - Business Owner - Business Tax Division, City Treasurer's Office - Bureau of Internal Revenue - Property Owner



<ul style="list-style-type: none"> - 1 Original Copy of Certification from the lessor that the business establishment had been closed (if lessee) or - 1 Original Copy of Certification from the barangay captain (where the business is located) confirming the closure of the business. - 1 Original Copy of Board resolution regarding closure for corporation 		<ul style="list-style-type: none"> - Barangay Hall where the business is located - Business Owner 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements for business retirement	1.1. Checks completeness of form and requirements	Assessment fees as provided under City Ordinance No. 13-2007 Note: Php 50.00 in case there is no assessment to be paid	(Priority Lane) 3 minutes	<i>LTOO IV</i> <i>City Treasurer's Office</i>
	1.2. Conducts assessment of taxes and fees due, if any			<i>Admin Asst VI</i> <i>City Treasurer's Office</i>
	1.3. Ask the client to fill-up the Feedback Form			<i>LRCO I</i> <i>City Treasurer's Office</i>
	1.4. Prints Order of Payment			<i>Admin Officer I</i> <i>City Treasurer's Office</i>
2. Receives order of payment.	2.2. Releases Order of Payment		3 minutes	<i>Admin Aide I</i> <i>City Treasurer's Office</i>
3. Pay the tax assessment	3. Verify the Official Receipt	Assessment fees as provided under City Ordinance No.13-2007	2 minutes	<i>Admin Aide I</i> <i>City Treasurer's Office</i>
4.1. Receives Business Retirement Certificate	4.1. Releases the Business Retirement Certificate		15 minutes	
4.2. Submit the duly accomplished Feedback Form	4.2. Receives the duly accomplished Feedback Form			
	Total		23 MINUTES	



4. Business Tax Assessment

The Tax Order of Payment is printed and issued at the Business Center.

5. Inspection, Calibration and Sealing of Weighing Scale of Retailers

Office or Division:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2B Government to Business Entity			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents weighing scale for testing and calibration	<p>Inspects weighing scale and makes recommendation as to the condition of the instrument presented.</p> <p>a. If the device is found to be defective, the application for testing shall be disapproved and the weighing scale shall be confiscated</p> <p>b. If the device is in good condition, an order of payment shall be issued</p>	Digital and Analog Php 120 (10-30kgs) Php 70 above 30kgs (except for BASCULA)	5 minutes per device	<p><i>Admin Officer I</i> City Treasurer's Office</p> <p><i>Admin Aide I</i> City Treasurer's Office</p>
	Total:		5 minutes per device	



6. Inspection, Calibration and Sealing of Gasoline Fuel Dispenser Pumps

Office or Division:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2B Government to Business Entity		
Who may avail:		Business Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives letter for scheduled inspection	Proceed to the gasoline station, as scheduled	* P200.00/ Dispenser Pump (payment included in the renewal of business permit) * P 50.00 Plastic Seal * P 20.00 Sticker	5 minutes per dispenser pump	<i>Admin Officer I City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
	Total		5 minutes per dispenser pump	

7. Posting of Pawa Grave Rental Payments

Office or Division:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2B Government to Business Entity		
Who may avail:		Business Taxpayers		
		WHERE TO SECURE		
<ul style="list-style-type: none"> - 1 Original Copy of Official Receipt - 1 Original Copy of Death Certificate 		<ul style="list-style-type: none"> - Cash Receipts Division, City Treasurer's Office Local Civil Registrar's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presents <ul style="list-style-type: none"> • Official Receipt for grave rental renewal • Official Receipt and Death Certificate for new rental 	1.1. Receives Official Receipt	P 1, 500.00 for every 5 years	8 minutes	<i>Admin Officer I</i> <i>City Treasurer's Office</i> (Priority Lane) <i>Admin Aide I</i> <i>City Treasurer's Office</i> <i>Admin Aide I</i> <i>City Treasurer's Office</i>
	1.2. Records and posts payment in the PAWA Cemetery Grave Rental Database			
	1.3. Ask the client to fill-up the Feedback Form			
2. Submits the duly accomplished Feedback Form	2. Receives the duly accomplished Feedback Form		2 minutes	
	Total		10 minutes	

8. Issuance of Order of Payment and Posting of Ibalong and PBN Housing Monthly Amortization Payments

Office or Division:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2B Government to Business Entity			
Who may avail:	Business Taxpayers			
		WHERE TO SECURE		
1 Original Copy of Official Receipt		Cash Receipts Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests order of payment	1.1. Issues order of payment	None	5 minutes	<i>Admin Asst. VI</i> <i>City Treasurer's Office</i> (Priority Lane)



	1.2. Ask the client to fill up the Feedback Form			<i>Admin Officer I City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
2. Presents Official Receipt for posting	2. Records and posts payment in the Ibalong and PBN Housing Awardee's Ledgers		5 minutes	
2.1. Submits the duly accomplished Feedback Form	2.1. Receive the duly accomplished Feedback Form			
	Total		10 minutes	

9. Preparation of Pertinent Documents for Transfer of Ownership (Pabahay)

Office or Division:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2B Government to Business Entity		
Who may avail:		Business Taxpayers		
		WHERE TO SECURE		
1 Original Copy of Official Receipt		Cash Receipts Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon full payment, presents last Official Receipt to the person-in-charge	1.1 Records and posts payment in the Ibalong and PBN Housing Awardees' Ledgers	None	3 minutes	<i>Admin. Asst. VI City Treasurer's Office</i> (Priority Lane)



	1.2. Ask the client to fill up the Feedback Form	None		<p style="text-align: center;"><i>Admin Aide I City Treasurer's Office</i></p>
2. Requests for pertinent documents for Transfer of Ownership	2.1 Receives request for pertinent documents for Transfer of Ownership and informs client to wait for availability of Deed of Absolute Sale (DOAS) and Deed of Restrictions (DOR)	None	2 minutes	
	2.3 Prepares DOAS and DOR, Certificate of Full Payment, letter-request to GSO Head for the original TCT and letter-request to City Assessor for the tax declaration/s.	None	1.5 hours	
3. Waits for advice from person-in-charge that DOAS and DOR are ready for signature	3.1 Informs client that DOAS and DOR are now ready for signature by the awardee and spouse, if applicable	None	5 minutes	
	3.2 Releases DOAS and DOR to client for signature by awardee and spouse, if applicable	None	5 minutes	



4. Signs and returns signed DOAS and DOR and waits for advice on the availability of complete documents	4.1 Receives signed DOAS and DOR and informs client to wait for advice on the availability of complete documents	None	5 minutes
	4.2 Requests the City Treasurer to sign on the DOAS, DOR and letter-requests	None	30 minutes
	4.3 Requests the Urban Poor Affairs Office (UPAO) Head to sign on the DOAS and DOR	None	30 minutes
	4.4 Requests the City Mayor to sign on the DOAS and DOR	None	30 minutes
	4.5 Submits letter-requests to GSO and CAO and waits for the release of the documents	None	30 minutes
	4.6 Waits for the release of the TCTs and Tax Declaration/s	None	24 hours
5. Receives advice from person-in-charge that the requested documents are now ready for release.	5 Once all documents are received, informs client of the availability of the documents.	None	5 minutes



6.1. Receives all documents from person-in-charge	6.1 Releases all documents to client	None	5 minutes	
6.2. Submits the duly accomplished Feedback form	6.2. Receives the duly accomplished Feedback form	None		
	Total:		3 Working Days and 4 hours	

10. Issuance of Realty Tax Billing / Statement of Account

The Realty Tax Billing/Statement of Account is issued to individuals who want to update their realty tax delinquencies.

Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C;G2B;G2G Government – transacting public/business entity/othergovernment agency			
Who may avail:	Realty Taxpayers			
		WHERE TO SECURE		
<ul style="list-style-type: none"> - 1 Original Copy of Latest RPT Official Receipt 1 Original Copy of Latest tax declaration or the complete details of the property 		<ul style="list-style-type: none"> - Real Property owner - City Assessor's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form together with the Feedback Form	none	2 minutes	<i>LRCO III City Treasurer's Office</i> <i>RCC II City Treasurer's Office</i> (Priority Lane)
2. For tax billing, present copy of latest RPT Official Receipt or latest tax declaration or the complete details of the property.	2. Verify and prints Realty Tax Billing/ Statement of Account	none	8 minutes/ Tax declaration	<i>Admin Aide I City Treasurer's Office</i>



3. Receive RPT Statement of Account	3. Issue RPT Statement of Account	none		Admin Aide VI City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback form	none		
	Total		10 minutes	

11. Realty Property Tax Clearance

The Realty Property Tax Clearance is issued to validate if the payments were updated. It is a requirement for transfer purposes, titling, building permit, business permit, zoning, fencing and other purposes.

Office or Division:	Land Tax Division
Classification:	Simple
Type of Transaction:	G2C;G2B;G2G Government – transacting public/business entity/othergovernment agency
Who may avail:	Realty Taxpayers
	WHERE TO SECURE
One (1) Photocopy of the Following: A. For Transfer Purposes - Mode of Transfer (Deed of Sale / Donation / Assignment / Extra Judicial Settlement/Affidavit of Consolidation) - SPA - ID B. For Titling Purposes - 1 Copy of Tax Declaration - 1 Valid ID C. Transfer of Tax Declaration - 1 Copy of Title - Mode of transfer - 1 Valid ID D. Other Purpose (Permits, Reference) 1 Valid ID	- Owner of the Property - City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form together with the Feedback Form	None	2 minutes	<i>LRCO III City Treasurer's Office</i> <i>RCC II City Treasurer's Office</i> (Priority Lane) <i>Admin Aide VI City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
2. Submit the complete details of the Real Property including its purpose	2. Verify Realty Tax Payment/ Validate if payment is updated	None	8 minutes/ Tax declaration	
3. Proceed to the Cashier for Payment	3. Issue Order of Payment	None		
4. Present Official Receipt for Tax Clearance	4. Prepare Land Tax Clearance	None	5 minutes	
5. Receive Tax Clearance	5. Issue Tax Clearance	None		
6. Submits the duly accomplished Feedback Form	6. Receives the duly accomplished Feedback Form	None		
	Total		15 minutes	

12. Transfer Tax Assessment

Transfer of ownership of real property units due to execution of deed of sale / donation, transfer by succession or by any other means of transfer is subject to payment of Transfer Tax.



Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C;G2B;G2G Government – transacting public/business entity/other government agency			
Who may avail:	Realty Taxpayers			
		WHERE TO SECURE		
One (1) Photocopy of the following <ul style="list-style-type: none"> - Deed of Sale / Donation / Assignment / Conveyance/ Extra Judicial Settlement/ Affidavit of Consolidation - Latest Tax Declaration - Tax Clearance - Realty taxes paid up to current year Certification of No Improvement (If No Building) 		<ul style="list-style-type: none"> - Owner of the Property - City Assessor's Office - Land Tax Division, City Treasurer's Office <p style="text-align: center;">City Assessor's Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form together with the Feedback Form	None	2 minutes	<i>RCC II City Treasurer's Office</i>
2. Submit the photocopy of all the required documents	2.1. Check the completeness of the requirements	None	5 minutes	<i>Admin Aide I City Treasurer's Office</i>
	2.2. Compute Amount of Transfer tax to be paid	Assessment fees as provided under City Ordinance No. 13-2007	6 minutes	<i>LRCO III City Treasurer's Office</i>
	2.3. Ask the client to fill up the Feedback Form			<i>LRCO IV City Treasurer's Office</i>
3. Proceed to the Cashier for Payment	3. Issue Transfer Tax Assessment	none	2 minutes	<i>Admin Officer V City Treasurer's Office</i>
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished	none		<i>RCC II City Treasurer's Office</i>
				<i>Admin Aide I City Treasurer's Office</i>
				<i>Admin Aide VI City Treasurer's Office</i>
				<i>LRCO III City Treasurer's Office</i>



	Feedback Form			
	Total		15 minutes	

13. Payment in Cash

Disbursement by cash shall be made from cash advance drawn and maintained in accordance with COA rules and regulation. Cash payments shall be made only on duly approved payrolls /disbursement voucher.

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2G Government- Government Officials and Employees Government Agency			
Who may avail:	LGU-Legazpi Employees, and Other Concern Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 1 Copy of Valid ID - 1 Original Copy of SPA / Authorization 		<ul style="list-style-type: none"> - Government Agency/ School/Bus Est. - Claimant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify at the posted listing the name of the payee, payroll number & CT number	1.1. Advise client to verify his/her name at the posted listing	None	2 minutes	<i>LRCO II City Treasurer's Office</i> <i>Admin Asst. II City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
Note: Senior Citizen, PWD, Pregnant, Nursing Mothers; Please proceed to the designated courtesy lane	1.2. Ask the client to fill up the Feedback Form	None	2 minutes	
2. Proceed at the designated Windows and ask for the payroll	2. Checked the name of the payee in the approved payroll	None	2 minutes	
3. Present a valid ID, SPA/ Authorization and Claimants affix	3. Issue cash payment	None	5 minutes	



signature or thumbmark to acknowledge receipt of payments				
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form	None		
	Total		9 minutes	

14. Payment and Release of Checks

Payments by checks shall be drawn only on duly approved disbursement voucher signed by the City Treasurer and countersigned by the City Administrator / Vice Mayor. Checks shall be release only to the payee or his duly authorized representative and is required to acknowledged receipt thereof.

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2B G2G ; G2C Government to transacting public/business entity/other government agency			
Who may avail:	LGU-Legazpi Employees/ Officials, Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 1 Copy of Valid ID - 1 Original Copy of SPA / Authorization - 1 Original Copy of Official Receipt/ Sales Invoice 		<ul style="list-style-type: none"> - Government Agency - Claimant - Claimant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Cash Disbursement personnel if check id available for release Note: Senior Citizen, PWD, Pregnant, Nursing Mothers; Please proceed to the designated courtesy lane	1.1. Verify the name of the concern office or individual in the list of prepared checks	None	5 minutes	SAO <i>City Treasurer's Office</i> Admin Asst. VI <i>City Treasurer's Office</i> RCC III <i>City Treasurer's Office</i>
	1.2. Ask the client to fill up	None		RCC II <i>City Treasurer's Office</i>



	the Feedback Form			
2.1 Present valid ID and Issue Official Receipt/ Sales Invoice	2. Release Check	None		
2.2. Sign voucher and check register		None		
2.3. Receive check		None		
3. Submits the duly accomplished Feedback Form	3.Receives the duly accomplished Feedback Form	None		
	Total		5 minutes	

15. Issuance of Community Tax Certificate or CTC

A Community Tax Certificate (CTC) is proof that an individual is a resident of the city and that she/he has paid the necessary dues arising from the income derived from business, exercise of profession and/or ownership of real properties in the area. Profit and non-profit organizations and other entities operating in the city must also secure a CTC.

Office or Division:	Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2B G2G ; G2C Government to transacting public/business entity/other government agency			
Who may avail:	LGU-Legazpi Employees/ Officials, Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Properly filled-up Data Form - 1 Copy of Valid ID - 1 Original Copy of SPA/ Authorization - 1 Original Copy of Official Receipt/ Sales Invoice 		<ul style="list-style-type: none"> - Cash Receipts Division, City Treasurer's Office - Taxpayer/ Client - Taxpayer/ Client - Taxpayer/ Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Individual or Corporation</p> <p>1. Proceed to the Queuing Personnel, get a transaction number and fill-up the Personal Data Form (Individual)</p>	<p>1. Give a Transaction number to Client together with the Feedback Form</p>	<p>Assessment fees as provided under City ordinance No. 13-2007</p>	<p>2 minutes</p>	<p><i>Admin Aide I</i> <i>City Treasurer's Office</i> (Queuing Personnel)</p> <p><i>RCC II</i> <i>City Treasurer's Office</i> (Priority Lane)</p>		
<p>2. Wait for your number to be flashed on the Queuing Monitor and Submit Accomplished Personal Data Form for individual; Present ITR for Corporations</p>	<p>2. Receive the Accomplished Personal Data Form for Individual and ITR for Corporations</p>		<p>3 minutes</p>	<p><i>Senior Admin Asst. II</i> <i>City Treasurer's Office</i></p> <p><i>Senior Admin Asst. II</i> <i>City Treasurer's Office</i></p> <p><i>RCC II</i> <i>City Treasurer's Office</i></p> <p><i>RCC II</i> <i>City Treasurer's Office</i></p> <p><i>Admin Aide I</i> <i>City Treasurer's Office</i></p> <p><i>Admin Aide I</i> <i>City Treasurer's Office</i></p> <p><i>Admin Aide VI</i> <i>City Treasurer's Office</i></p>		
<p>3. Pay the amount due, then affix signature and thumb mark</p>	<p>3. Receive payment and request the client to affix his/her signature and thumb mark on the original, duplicate and triplicate copies of the CTC</p>		<p>4. Receive the CTC</p>	<p>4. Issue / Release the original copy of CTC and secure duplicate and triplicate copies of cedula.</p>	<p>5. Submits the duly accomplished Feedback Form</p>	<p>5. Receives the duly accomplished Feedback form</p>
<p>Total</p>	<p>5 minutes</p>					



16. Issuance of Official Receipt for Professional Tax Payment.

Professional taxes are imposed upon any and all individual engaged in the practice of their professions. Professionals employed in the government are exempted in the payment of the professional tax.

The professional tax shall be payable annually, on or before the thirty-first (31st) of January of every year.

Office or Division:	Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to transacting public			
Who may avail:	Professionals engaged in the practice of their profession			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 1 Original Copy of Filled-up PTR Form		- Cash Receipts Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and accomplish the PTR Form	1. Give a Transaction number and PTR Form together with the Feedback Form	None	2 minutes	<i>Admin Aide I City Treasurer's Office (Queuing Personnel)</i>
2. Wait for your number to be flashed on the Queuing Monitor and Present your ITR	2. Receive the PTR Form and ITR	None	2 minutes	<i>RCC II City Treasurer's Office (Priority Lane)</i>
3. Pay the amount due	3. Issue Official Receipt	Assessment fees as provided under City Ordinance No. 13-2007	2 minutes	<i>Admin Asst. III City Treasurer's Office</i>
4. Submits the duly accomplished Feedback form	4. Receives the duly accomplished Feedback Form			<i>RCC II City Treasurer's Office</i>
				<i>Admin Aide I City Treasurer's Office</i>



				Admin Aide I City Treasurer's Office
	Total		6 Minutes	

17. Issuance of Official Receipt for Burial / Transfer of Cadaver / Exhumation

Office or Division:	Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Burial- 1 Copy of Death Certificate		- Cash Receipts Division, City Treasurer's Office		
For Exhumation/ Transfer of Cadaver- order of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client together with the Feedback Form	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	Admin Aide I City Treasurer's Office (Queuing Personnel)
2. Present the Order of Payment/ Death Certificate	2. Receive the Order of Payment/ Death Certificate			Admin Asst. III City Treasurer's Office
3. Pay the amount due	3. Issues Official Receipt			RCC II City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form			Admin Aide I City Treasurer's Office
	Total		5 minutes	Admin Aide I City Treasurer's Office



18. Issuance of Official Receipt for payment of Business Tax and other fees and charges.

Office or Division:	Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 1 Original Copy of Tax order of Payment for Business, Other Fees and Charges		- Business Permit and Licensing Office/ Other concern office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client together with the Feedback Form	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	Admin Aide I City Treasurer's Office (Queuing Personnel)
2. Submit the Order of Payment	2. Receive the Order of Payment			RCC II City Treasurer's Office (Priority Lane)
3. Pay the amount due	3. Issue Official Receipt			Senior Admin Asst. II City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form			Senior Admin Asst. II City Treasurer's Office
				Admin Asst. III City Treasurer's Office
				RCC II City Treasurer's Office
				RCC II City Treasurer's Office
				Admin Aide I City Treasurer's Office
				Admin Aide City Treasurer's Office
	Total		5 minutes	



19. Issuance of Official Receipt for payment of Real Property Tax.

Office or Division:	Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G ; Government to transacting public/business entity/other government agency			
Who may avail:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 1 Original Copy of Real Property Tax Statement of Account		- Realty Tax Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client together with the Feedback Form	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	Admin Aide I City Treasurer's Office (Queuing Personnel)
2. Submit the Statement of Account	2. Receive the Statement of Account			RCC II City Treasurer's Office (Priority Lane)
3. Pay the amount due	3. Issue Official Receipt			Senior Admin Asst. II City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form			Admin Asst. III City Treasurer's Office
				RCC II City Treasurer's Office
				Admin Aide I City Treasurer's Office
	Total:		5 minutes	

20. Issuance of Official Receipt for payment of Transfer Tax.

Payment of Transfer tax shall be made within sixty 60 days from the date of notary services.

Office or Division:	Cash Receipts Division
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Classification:	Simple			
Type of Transaction:	G2C G2B G2G ; Government to transacting public/business entity/other government agency			
Who may avail:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 1 Original Copy of Transfer Tax Assessment		- Land Tax Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client together with Feedback Form	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	Admin Aide I City Treasurer's Office (Queuing Personnel)
2. Submit the Transfer Tax Assessment	2. Receive and Check the date of the Assessment			Senior Admin Asst. II City Treasurer's Office
3. Pay the amount due	3. Issue Official Receipt			Admin Asst. III City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form			RCC II City Treasurer's Office RCC II City Treasurer's Office Admin Aide I City Treasurer's Office Admin Aide I City Treasurer's Office
	Total:		5 minutes	

21. Issuance of Official Receipt for Certifications, Clearances, and Other Miscellaneous and Violation fees

Office or Division:	Cash Receipts Division
Classification:	Simple



Type of Transaction:		G2C G2B G2G ; Government to transacting public/business entity/other government agency		
Who may avail:		Real Property Tax Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 1 Original Copy of Order of Payment		- City Assessor's Office, City Health Office /Other Office Concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client together with the Feedback Form	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	Admin Aide I City Treasurer's Office (Queuing Personnel)
2. Submit the Order of Payment	2. Receive the Order of Payment			RCC II City Treasurer's Office (Priority Lane)
3. Pay the amount due	3. Issue Official Receipt			Senior Admin Asst. II City Treasurer's Office
4. Submits the duly accomplished Feedback Form	4. Receives the duly accomplished Feedback Form			Senior Admin Asst. II City Treasurer's Office
				Admin Asst. III City Treasurer's Office
				RCC II City Treasurer's Office
				RCC II City Treasurer's Office
				Admin Aide I City Treasurer's Office
				Admin Aide I City Treasurer's Office
	Total:		5 minutes	

22. Requisition of Accountable Forms

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G Government to Government Agency , Government Official, Employee



Who may avail:		Brgy Treasurers, SK Treasurers, City Treasurer's Office Collectors, PNP-Legazpi City Central Police Station, Public Safety Officers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 4 Original Copies of Duly accomplished Requisition and Voucher Form - 4 Original Copies of Duly accomplished Invoice and Receipt of Accountable Form 		<ul style="list-style-type: none"> - Administrative Division, City Treasurer's 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for forms to be filled-up and proceed to City Accountant's Office for Certification of Remittances of previous requisition	1.1. Issue Forms	None	2 minutes	<i>ISA III City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
	1.2. Ask the client to fill up the Feedback Form			
2. From Accounting Office, return to City Treasurer's for approval of requisition	2. Check/ Verify and Approve application and advise client to proceed to the cashier	Php 110.00/ pad (with surcharge)	5 minutes	<i>ISA III City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i> <i>City Treasurer</i> <i>Acting Asst. City Treasurer/SAO</i>
3. After payment, return to the issuing officer, present the Official Receipt and accomplished form then Proceed to the City Auditor's Office	3. Record the Official Receipt/ Serial Numbers of Accountable Form in the Invoice and RIV.	none		
4. From City Auditor's Office, return to the City	4. Release Official Receipts and copy of	none		<i>SA III City Treasurer's Office</i>



Treasurer's Office for the release of Official Receipt and a copy of Requisition and Invoice	Requisition Issue Voucher and Invoice		2 minutes	<i>Admin Aide I City Treasurer's Office</i>
5. Submits the duly accomplished Feedback Form	5. Receives the duly accomplished Feedback Form			
Total:			14 minutes	

23. Requisition of Community Tax Certificate (CTC)

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government Agency , Government Official, Employee			
Who may avail:	Brgy Treasurers, SK Treasurers, City Treasurer's Office Collectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - 4 Original Copies of Duly accomplished Requisition and Voucher Form - 4 Original Copies of Duly accomplished Invoice and Receipt of Accountable Form 		<ul style="list-style-type: none"> - Administrative Division, City Treasurer's 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for forms to be filled-up and proceed to City Accountant's Office for Certification of Remittances of previous requisition	1.1. Issue Forms	none	2 minutes	<i>ISA III City Treasurer's Office</i>
	1.2. Ask the client to fill up Feedback Form			<i>Admin Aide I City Treasurer's Office</i>



2. From Accounting Office, return to City Treasurer's for approval of requisition	2. Check/ Verify and Approve application	Php 110.00/ pad (with surcharge)	5 minutes	<p>ISA III City Treasurer's Office</p> <p>Admin Aide I City Treasurer's Office</p> <p>City Treasurer</p> <p>Acting Asst. City Treasurer/SAO</p>
3. After payment, return to the issuing officer, present the Official Receipt and accomplished form then Proceed to the City Auditor's Office	3. Record the Official Receipt/ Serial Numbers of Accountable Form in the Invoice and RIV. Advise the client to proceed to the City Auditor's Office	None	5 minutes	<p>ISA III City Treasurer's Office</p> <p>Admin Aide I City Treasurer's Office</p>
4. From City Auditor's Office, return to the City Treasurer's Office for the release of Official Receipt and a copy of Requisition and Invoice	4. Release Official Receipts and copy of Requisition Issue Voucher and Invoice	None	2 minutes	
5. Submits the duly accomplished Feedback Form	5. Receives the duly accomplished Feedback Form			
Total:			14 minutes	

24. Incoming Communication / Data Request

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G Government to transacting public / business entity Government Agency



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Letter / Data request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter Request	1. Receive the letter and stamp with the date. Give the receiving copy to the client	None	2 minutes	<i>Admin Asst. I City Treasurer's Office</i> <i>Admin Aide I City Treasurer's Office</i>
	1.1 Forward the letter to the City Treasurer for appropriate action			
2. Secure official receiving copy and wait for the feedback	2. Advise the client to wait for the reply within 2-3 days and ask to fill up a Feedback Form	None	5 minutes	
		Total:	7 minutes	



Procedure for Filing Complaint

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the survey/feedback form and drop in designated drop box. Email at: cto_leg@yahoo.com
How feedbacks are processed	<ol style="list-style-type: none">1. Every Friday, the assigned personnel open the drop box and consolidate the feedback forms.2. The Chief of the Administrative Division verifies the nature of the queries & feedbacks.3. It shall be referred to the Division concerned for proper immediate action.4. After determination of the proper action to be done, the Client will be informed in writing, email or thru phone of the necessary action, if any, until settled.5. All of the consolidated feedbacks will then be collated and averaged as to the rating each client gave per service availed.6. The collated rating per quarter are then presented under the Client Satisfaction Measurement (CSM) Report to get the office' rating.7. This report is then submitted to the City Human Resource Management Office (CHRMO) for the collation of the agency's rating to be presented under the Harmonized CSM Report which will be submitted to the ARTA Authority.



<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. Complaints may be filed through the following: <ol style="list-style-type: none"> 1.1. In writing addressed to Carlita P. De Guzman, CGDH-1 CTO 1.2. In person at Public Complaints Desk (PACD) of the City Treasurer's Office 1.3. Via email at cto_leg@yahoo.com 2. Assailing the incident being complained of, name of personnel involved, essential evidence and other matters, if any.
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. The Chief of the Administrative Division shall review and evaluate the complaints on a daily basis forwarded directly in the Office or via email. 2. Upon review and evaluation, it shall be forwarded to the City Treasurer for proper action. 3. The Office of the City Legal may be called upon in case the complaint involves controversy which requires legal opinion. 4. If necessary, the client maybe informed through writing of the proper action to be taken. <p>For inquiries and follow-up, you may call at 2019487 or email at cto_leg@yahoo.com</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>complaints@arta.gov.ph</p> <p>1-ARTA (2782)</p> <p>PCC:888</p> <p>CCB:0908-881-6565 (SMS)</p>



Complaint/s may be filed in writing and addressed to:

Hon. Atty. ALFREDO A. GARBIN, JR. - City Mayor

Ms. Carlita P. De Guzman- City Treasurer

Clients are advised to follow –up the next working day, pending documents due to unusual circumstances beyond the control of the City Treasurer’s Office.

Inquiries, Feedback Mechanism, Suggestions, Recommendations and/or complaints may be sent to:

Carlita P. De Guzman- City Treasurer

Constance S. Oliveros – Acting Asst. City Treasurer / Cash Disbursement Division

Raymund C. Arcos – Chief, Administrative Division

Rowena M. Trinidad – Chief, Business Tax Division

Vilma V. Pujol – Chief, Realty Tax Division

Amada Esplana – OIC-Chief, Cash Receipts Division



Office Number: (052) 201-94-87

Email: cto_leg@yahoo.com



CITY VETERINARY OFFICE

Internal Services



INTERNAL SERVICES

Services Information

Office or Division:	City veterinary Office						
Classification:	Complex						
Type of Transaction:	Frontline Services						
Who may avail:	Walk- in Clients						
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
Veterinary Health Certificate			City Veterinary Office				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
VETERINARY THERAPEUTIC SERVICES	For In-Patient Clients	None	10-20 minutes	Administrative Aide I			
	1. Consults the status of the pet / livestock and other related animals.				1.1 Records client and Patient information/ Data	5 - 10 minutes	City Veterinarian Administrative Aide I
					1.2 Interviews the clients /diagnose the patient/s	5- 10 minutes	Administrative Aide I
					1.3 Prepares animal health card or certificate of registration	5 -10 minutes	City Veterinarian
					1.4 Signs the animal health card or certificate of registration and issues prescription, if needed		



2.	Consultation/ Request for treatment	For Out- Patient Client	None	10 -20 minutes	City Veterinarian
		2.1 Interviews the client/ refers the client to Livestock Inspector/ Technician in charge		10-20 minutes	City Veterinarian Administrative Aide I
		2.2 Visit and diagnose the patient/s. Gives the necessary medication		30 minutes	Livestock Inspector I Administrative Aide I
		2.3 Visits the patients for next follow – up treatment/ medication, if needed .			
		TOTAL		2 hours	

INTERNAL SERVICES

Services Information

Office or Division:	City Veterinary Office
Classification:	Complex
Type of Transaction:	Frontline Services
Who may avail:	Walk –in Clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check -up of animals		City Veterinary Office		
Veterinary Health Certificate				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ISSUANCE OF VETERINARY HEALTH CERTIFICATE 1. Client secure Veterinary Health Certificate (VHC) as per requisite from Bureau of Animal Industry	1.1 Interviews the Client on the date of animal to be transported, the date and destination		5-10 minutes	Senior Admin. Asst. II Administrative Aide I City Veterinarian
	1.2 Inspect the animals; checks the animal health card or the vaccination certificate		5 -10 minutes	City Veterinarian
	1.3 If approved issues Referral slip for payment at the City Treasurer's Office	P 100.00	5- 10 minutes	Administrative Aide I
	1.4 Pays at the City		5 -10 minutes	Administrative Aide I



	<p>Treasurer's Office and present the OR number</p> <p>1.5 Prepares the Shipping Permit; records the OR Number in the logbook of payments; records data / info of the animal and client and releases the shipping permit.</p>		5 -10 minutes	<p>Administrative Aide I</p> <p>Senior Admin. Asst. II</p>
	TOTAL MINUTES		50 minutes	

INTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Farmers/ Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration with Office to avail PCIC insurance			City Veterinary Office / PCIC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ANIMAL PROPAGATION AND DEVELOPMENT			5-10 minutes	



1. Client informs the office of the breeding stage of sow/s.	1.1 Refers the client to the City Veterinarian.		5-10 minutes	Administrative Aide I
	1.2 Interviews the client.			Administrative Aide I City Veterinarian
	1.3 Assigns Livestock Inspector / Technician to diagnose the sow and conducts Artificial Insemination (AI), if application.		5-10 minutes	City Veterinarian Livestock Inspector I
	1.4 If applicable, conducts Artificial Insemination to the sow.		20-30 minutes	Livestock Inspector I
	TOTAL		1 hour	



CITY VETERINARY OFFICE

External Services



EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Veterinary Health Certificate			City Veterinary Office	
Veterinary Health Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Rabies Mass Vaccination 1. Client submits the Pre-registration survey on canine population for vaccination.	1.1 Reviews the survey and determines the total number of dogs surveyed.		5-10 minutes	Senior Admin. Asst. II Livestock Inspector I
	1.2 Schedules the mass vaccination. and prepares letter to the Barangay Captain for the schedule of mass vaccination.		3-5 minutes	Livestock Inspector I Senior Admin. Asst. II
	1.3 Reviews and signs the letter.		3-5 minutes	City Veterinarian
	1.4 Delivers the letter to the Barangay Captain Assigns a common vaccination center.		20-30 minutes	Administrative Aide IV



	1.5 Immunize the Dog and records in the logbook		3-5 minutes per dog	Livestock Inspector I
	1.6 Issues the Certificate of Registration duly signed by the Veterinarian and vaccinator as file copy of the Barangay.		10-20 minutes	Administrative Aide I City Veterinarian Livestock Inspector I
		TOTAL	75 Minutes	

EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Barangay Rabies and Control Committees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mandatory Registration			City Veterinary Office	
Request Slip – surrender or for adoption				
If claiming – order of payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stray Dog Elimination 1. Request from Barangay	1.1 Schedule dog catching in		5-10 minutes	Administrative Aide I



Captain/Official to conduct stray dog elimination	coordination with requesting parties			
	1.2 Delivery of impounded dogs at the Dog Pound in Banquerohan Legazpi City.	₱1,000.00	30 mins –1 hour	Administrative Aide IV
	1.3 Impounding of stray dogs for 3 days; If claimed by the owner, the owner pays at the City Treasurers Office and the dog will be given medication, rabies vaccination before releasing to the owner.		10-20 minutes	Administrative Aide IV Administrative Aide I
TOTAL			60 Minutes	

EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Meat Vendors – Dealers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Ante and post mortem form			Legazpi City Slaughterhouse	
Veterinary Health Certificate				
Payment of Slaughterhouse Services				
Meat Inspection Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



MEAT INSPECTION SERVICES				
MEAT INSPECTION SERVICES 1. Meat vendor delivers animals for slaughter at the City Abattoir	1.1 Records the time and type of animals delivered in the logbook per meat vendor.	a.) Permit fee to Slaughter Large Cattle/ Carabao *Php. 2.00/kg. Hogs/Goats/Sheep/Deer *Php. 2.00/kg Others *Php. 5.00/head	5-10 minutes	Slaughterhouse Master II Meat Inspector II Livestock Inspector II Admin. Aide IV Administrative Aide III
	1.2 Conducts ante mortem inspection	b.) Slaughterhouse Service Fee 1. Slaughterhouse Service Fee : Large Cattle / Carabao *Php. 2.00/kg. Hogs/Goats/Sheep/Deer *Php. 1.50/kg Others *Php. 50.00/head	5-10 minutes	Meat Inspector I Administrative Aide I



	<p>1.3 Conducts post mortem inspection</p>	<p>2. Corral Fee:</p> <p>Large Cattle/ Carabao *Php. 20.00/ head</p> <p>Hogs/Goats/Sheep/Deer *Php. 10.00/heads</p> <p>Others *Php. 10.00/head</p> <p>3. Post Mortem Fee:</p> <p>Large Cattle / Carabao *Php. 1.00/kg.</p> <p>Hogs/Goats/Sheep/Deer *Php. 1.00/kg</p> <p>Meat of other animals *Php. 10.00/head</p> <p>4. Ante Mortem Fee:</p> <p>Large Cattle/ Carabao *Php. 20.00/ head</p>	<p>5-10 minutes</p>	<p>Slaughterhouse Master II</p> <p>Meat Inspector II</p> <p>Livestock Inspector II</p> <p>Admin. Aide IV</p> <p>Administrative Aide III</p> <p>Meat Inspector I</p> <p>Administrative Aide I</p>
	<p>1.4 Records the slaughtered animals in the Daily Meat Inspection Report to be submitted to the City Treasurers Office for Collection purposes.</p>	<p>Hogs/Goats/Sheep/Deer *Php. 10.00/heads</p> <p>5. Livestock Development Fund:</p> <p>Each head of large cattle *Php. 50.00/ head</p>	<p>5-10 minutes</p>	<p>Slaughterhouse Master II</p> <p>Meat Inspector II</p> <p>Livestock Inspector II</p> <p>Admin. Aide IV</p> <p>Administrative Aide III</p> <p>Meat Inspector I</p> <p>Administrative Aide I</p>
TOTAL			40 minutes	



EXTERNAL SERVICES

Service Information

Office or Division	City Veterinary Office			
Classification	Complex			
Type of Transaction	Frontline Services			
Who may avail:	PWD's and differently abled, families directly impacted by food crisis/pandemic			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for feeding program			Barangays/Organization	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
Government on Hunger/Mal-Nutrition Intervention and Expansion (GHIE) Food Program				
Client call in advance for egg reservation	1.1 Refers the client to the City Veterinarian		5-10 minutes	City Veterinarian Administrative Aide I
Egg Distribution	1.2 Ask for proof of Feeding Program and release egg the Feeding Program		5-10 minutes	City Veterinarian
Dispersal Program for Pekin Duck and Range Chicken	1.3 If there is available stocks, asks for list of recipients for dispersal and contract signing		5-10 minutes	City Veterinarian Administrative Aide I
		TOTAL	30 minutes	



Complaints may be filed in writing or in person to:

HON. ATTY. ALFREDO A. GARBIN, JR.

City Mayor – (052) 732-7988

DR. EMMANUEL V. ESTIPONA

City Veterinarian – CP # 09615453386

SERVICE PLEDGE

We pledge to take necessary measures to eradicate, prevent or cure all forms of animal diseases to protect the public health and safety. We are also committed to perform our duties and responsibilities and treat our work with utmost honesty, competence and dedication. We adhere to the highest standards of veterinary services in the interest of public good.

**Inquiries, Feedback Mechanisms, Suggestions, Recommendations, as well as
Complaints may be send to:**

DR. EMMANUEL V. ESTIPONA

City Veterinarian



GENERAL SERVICES OFFICE

Procurement Services



1. Purchase Request (PR), Certification of Mode of Procurement

The Purchase Request or PR is a document prepared by the client or end-user for the procurement of supplies, property, and equipment for official use. It serves as the basis for Canvass of items before preparation of Purchase Order (PO).

The Certification of Mode of Procurement is a document prepared and signed by the Bids and Awards Committee (BAC) Members when the PR is approved by the City Mayor.

Division:	Administrative Division and Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B - Gov't to Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request 2. Approved Obligation Request 3. Approved Procurement Plan by End-User/Department Head/City Mayor 4. Other Supporting Documents		Provided by client (or end-user)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly approved Purchase Request and Obligation Request and APP by End-User/ Department Head/ City Mayor with attached supporting documents	1. Check and receive the approved PR and OBR along with the supporting documents	None	5 minutes	<i>Administrative Aide I</i> Administrative Division
	2. Prepare Certification for Mode of Procurement (to be signed by BAC members)	None	1 day	<i>Administrative Aide I</i> Procurement Division



TOTAL:	None	1 day 5 minutes	
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2. Posting at Philippine Government Electronic Procurement System (PHILGEPS)

The Philippine Government Electronic Procurement System or PHILGEPS is the single, centralized electronic portal that serves as the primary and definitive source of information on government procurement in the Philippines. All Government Procurement Processes must be posted at this website.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request and Obligation Request 2. Certification		Provided by Client (or end-user) General Services Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Present approved PR/OBR and Certification	1. Post details of the documents at PHILGEPS website (https://www.philgeps.gov.ph)	None	3 hours	<i>Computer Operator II</i> Procurement Division
TOTAL:		None	3 hours	

3. Request for Quotation (RFQ), Abstract of Canvass and Award

The Request for Quotation or RFQ is a document prepared indicating the specification,



quantity of items from the Purchase Request for Canvass, Approved Budget for the Contract (ABC), and other terms and conditions of the item to be procured. It must also prescribe the manner by which price quotations shall be submitted within a specified period of time. The RFQ must be sent to at least three (3) qualified suppliers, contractors, or consultants. The Abstract on Canvass and Award is a document prepared, summarizing the RFQs submitted by suppliers, contractors, or consultants.

Division:	Procurement and Administrative Division			
Classification:	Simple			
Type of Transaction:	(1)G2C – Gov’t to Citizen, (2)G2B - Gov’t to Business and (3)G2G – Gov’t to Gov’t			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Documents for Procurement 2. Other Supporting Documents		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present approved Documents for Procurement and Supporting Documents	1. Prepare and dispatch Request for Quotation to at least three (3) suppliers/contractors/ or consultants of known qualifications	None	1 day	<i>Reproduction and Machine Operator I</i> Procurement Division
	2. Prepare Abstract on Canvass and Award after receipt of dispatched RFQs from suppliers/contractors/ or consultants of known qualification (for signature of BAC members)		1 day	<i>Admin. Aide I;</i> <i>Admin. Aide II</i> Administrative Division
TOTAL:		None	2 days	

4. Purchase Order

The Purchase Order or PO is a document prepared, addressed to the winning supplier/bidder, to deliver specific quantities of the requested supplies/goods/property subject to the terms and conditions.

Division:	Procurement Division	
Classification:	Simple	
Type of Transaction:	(2)G2B - Gov't to Business and (3)G2G – Gov't to Gov't	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Abstract of Canvass and Award 2. Approved Documents for Procurement		General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Abstract of Canvass and Award; and approved Documents for Procurement	1. Prepare Purchase Order after completion of RFQs and Abstract of Canvass and Award	None	2 hours	<i>Reproduction Machine Operator III; Admin. Aide IV</i> Procurement Division
TOTAL:		None	2 hours	

5. Inspection and Acceptance Report (IAR)/ Requisition Issue Slip (RIS)/ Property Acknowledgment Receipt (PAR) and/or Inventory Custodian Slip (ICS) [if applicable]

The Inspection and Acceptance Report or IAR is a document prepared after inspection and acceptance of delivery of supplies and equipment based on the approved PO.

A Requisition Issue Slip or RIS is a document prepared for the issuance of items from stocks. Quantity, however, will be based on the PR submitted by the requesting party.

The Property Acknowledgment Receipt or PAR is a document prepared upon issuance of the property and/or equipment with a purchase amount of fifty thousand pesos (Php 50,000.00) and above and must be acknowledged by the accountable employee by signing on the space provided for. The Inventory Custodian Slip or ICS is a document prepared for the issuance of the requested supplies and/or equipment with a purchase amount of fourteen thousand and nine hundred ninety-nine pesos (Php14,999.00) or below and be acknowledged by the accountable employee by signing on the space provided for.

Division:	Procurement Division
Classification:	Simple
Type of Transaction:	G2G – Gov't to Gov't
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Delivery Receipt/ Charge Invoice/ Statement of Account/ Sales Invoice/ Official Receipt (only if supplier has collection receipt) 2. Complete Documents for Procurement 3. Other Supporting Documents 4. Approved Purchase Order		Provided by Winning bidder General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Delivery Receipt/ Charge Invoice/ Statement of Account/ Sales Invoice/ Official Receipt (only if supplier has collection receipt) 2. Complete documents for procurement; and Supporting Documents	1. Inspection and Acceptance of delivered supplies and/or equipment 2. Prepare Acceptance and Inspection Report 3. Prepare Requisition Issue Slip	None	3 hours	<i>Admin. Aide II; Reproduction Machine Operator I Procurement Division</i>
3. Present approved RIS	4. Prepare PAR or ICS	None	1 hour	<i>(CGDH-I) City General Services Officer Admin. Aide II Procurement Division Admin. Officer I Admin. Division</i>



	5. Releasing of supplies and/or equipment to client or end-user	None	2 days	<i>Admin. Aide I; Admin Aide III; and Reproduction Mach. Operator I</i> Procurement Division
TOTAL:		None	3 days and 4 hours	

6. COA Receipt

The COA Receipt is a document prepared and submitted to the Commission on Audit or COA for updating and keeping track of the records of the Procurement Transactions undergone by the City Government of Legazpi.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Approved Documents for Procurement 2. Other Supporting Documents	General Services Office			
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present approved Documents for Procurement and Supporting Documents	1. Prepare COA Receipt upon receiving documents 2. Submit COA Receipt to COA	None	1 hour	Admin. Aide I Procurement Division
TOTAL:		None	1 hour	

7. Clearance

When the Procurement Process is completed, it is indicated that the documents have undergone the proper Procurement Procedure in accordance with Republic Act 9184.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G – Gov't to Gov't			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Documents for Procurement 2. Other Supporting Documents		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Documents for Procurement and Supporting Documents	1. Indicate on file documents that the transaction is completed	None	3 hours	Admin. Aide IV; Reproduction and Mach. Operator I; Admin. Aide I Procurement Division
TOTAL:		None	3 hours	

8. Letter of Intent

A Letter of Intent is a document that formally declares one party's intention to do any act that will require action or acknowledgement from another party. It usually precedes a binding document such as a contract.



Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business and			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Provided by Interested/prospective bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Intent	1. Receive the Letter of Intent	None	30 minutes	<i>Supervising Admin. Officer; Computer Operator II; Administrative Aide IV Procurement Division</i>
TOTAL:		None	30 minutes	

9. Queries re: Bids and Awards Committee (BAC)

The Bids and Awards Committee or BAC have the following functions: advertise and/or post the Invitation to Bid, conduct pre-procurement and pre-bid conferences, determine the eligibility of prospective bidders, receive bids, conduct the evaluation of bids, undertake post-qualification proceedings, recommend award of contracts to the Head of the Procuring Entity or his duly authorized representative, recommend the imposition of sanctions in accordance to RA 9184 Article XXIII, and perform such other related functions as may be necessary to assist in the Procurement Process.

Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business and			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Queries		BAC Secretariat		



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present queries re: BAC concerns	1. Receive queries for immediate response	None	4 hours	<i>Supervising Admin. Officer; Computer Operator II; Administrative Aide IV</i> Procurement Division
TOTAL:		None	4 hours	

10. City Mayor's Solicitation

A Solicitation Letter may contain the following: request for a donation, for business, or for presence on an occasion. Typically, the Office of the City Mayor receives a Solicitation Letter for donation. Upon receiving the letter, the City Mayor reviews then forwards the letter to the General Services Office for the Procurement Process.

Division:	Procurement Division
Classification:	Highly Technical
Type of Transaction:	(1)G2C – Gov't to Citizen/(2)G2B - Gov't to Business
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved Letter-Request by the City Mayor with Purchase Request	Provided by Client
2. Approved Purchase Request/ Purchase Order/ Requisition Issue Slip	General Service Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Present Letter-Request approved by the City Mayor with PR	1. Receive Letter-Request for Procurement Process	None	40 minutes	<i>Reproduction and Machine Operator II/ Administrative Aide I Procurement Division</i>
2. Approved PR PO/ RIS	2. Provide Acknowledgement Receipt/ Purchase Order/Requisition Issue Slip for client and office record 3. Release Solicited Items	None	20 days	<i>Reproduction and Machine Operator II Procurement Division</i>
TOTAL:		None	20 days 40 minutes	



GENERAL SERVICES OFFICE

Administrative Services



1. Clearance for Retirees/ Resigned/ Transfer/ On Official Leave

Clearance is issued to an employee who is leaving office whether retiring, resigning, transferring to another office, on official leave of absence or travelling abroad while still in government service.

This Clearance is issued to clear an employee of all accountabilities under his responsibility. Before officially exiting the agency, either permanently or temporarily, the client must accomplish a Clearance Form for the accountabilities that must be transferred, returned, or condemned.

Division:	Administrative and Records Divisions			
Classification:	Simple			
Type of Transaction:	G2C – Gov't to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form for Retirement/ Resignation/ Transfer/ Leave		City Human Resources Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present Clearance for Retirement/ Resignation/ Transfer/ Leave	1. Check accountabilities of availing client 2. Recommend next steps to complete Clearance Form	None	40 minutes	<i>Supervising Admin. Officer;</i> <i>Administrative Officer I; Admin. Aide II;</i> <i>Admin. Aide I</i> Administrative and Records Divisions
2. Request for transfer, return or condemn of PPE [if applicable]	3. Prepare PAR/ICS Form for Transfer 4. Prepare Form for Return of Items 5. Prepare I & I/ Report of Waste Materials of PPE 6. Submit (with initial and date) to Department Head for final signature	None	2 hours	



3. For approval of Clearance by Department Head	7. Department Head signs document For release to availing client		1 hour	(CGDH-I) City General Services Officer
	TOTAL:	None	3 hours 40 minutes	

I. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback?	Answer the Client Satisfaction Measurement Survey located at the front desk of the office. E-mail Address: igu.legazpi.gso.786@gmail.com
How feedback is processed?	Every Friday, the Officer-In-Charge compiles and records the feedback submitted. Feedback requiring answers are forwarded to the relevant division and they are required to answer within two (2) days of receipt of the feedback. The answer of the office is then relayed to the client.
How to file a complaint?	Answer the Client Satisfaction Measurement Survey located at the front desk of the office.



<p>How complaints are processed?</p>	<p>The Officer-In-Charge evaluates each complaint. Upon evaluation, the said Officer shall forward the complaint to the relevant division for their explanation. The Officer will create a report and shall submit to the Department Head for appropriate action. The Officer will give the feedback to the client.</p>
<p>Contact Information of General Services Office</p>	<p>Brgy. 13 – Ilawod West, Rizal Street Ground Floor, City Hall Compound, Albay, Philippines</p> <p>Contact Information: lgu.legazpi.gso.786@gmail.com</p> <p>MARIA CHONA A. RIOCASA <i>General Services Officer</i></p> <p>ROY E. DIMACULANGAN <i>Assistant General Services Officer</i></p>



INTERNAL AUDIT SERVICE



Internal Audit Service

External Services



I. Technical Assistance to On-Site Researchers

Assistance is provided to assist students in the completion of academic requirements other researchers in the field of internal audit.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/data	Grants request/schedules interview and provides data needed	+6	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
	Total:	None	One (1) hour	

II. Technical Assistance to Online Researchers

Assistance is provided to online researchers in the field of internal audit.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/data	Grants request/schedules interview and provides data needed.	None	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of</i>



				<i>Administrative Functions (ICAF)</i>
		Total:	None	One (1) hour



Internal Audit Service

Internal Services



I. Technical Assistance to City Officials and Chiefs of Offices/Divisions/Sections

Assistance is provided to supervisors to help them carry out their office mandates in consonance with internal audit findings/recommendations.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Officials/Chiefs of Offices/Divisions/Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data/ internal audit recommendations/advice	Grants request/analyzes given data and situationers/schedules meeting/provides information needed and/or makes appropriate recommendation/s	None	One(1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
	Total:	None	One (1) hour	

II. Technical Assistance to Rank-and-File Employees

Assistance/advice is provided to employees of the City Government of Legazpi to guide them in the performance of their duties

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Rank-and-File Employees of the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		



CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data internal audit recommendations/ advice	Grants request/ analyzes given data and situationers/ schedules meeting/ provides information needed and/or makes appropriate recommendations	None	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
	Total:	None	One (1) hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the Client Feedback Form and drop it at the Feedbacks Drop Box located at the Public Assistance and Complaints Desk (PACD).
How feedbacks are processed?	<p>Every Friday, the Officer monitoring the PACD opens the drop box, complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answers are then relayed to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: :(052) 742-3484</p>
How to file a complaint?	<p>Answer the Client Complaint Form and drop it at the Complaints Drop Box located at the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident



	<p>- Evidence</p> <p>For inquiries and follow-ups, clients may contact the telephone number: .:(052) 742-3484</p>
How complaints are processed	<p>The Officer monitoring the PACD opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The officer will prepare a report after the investigation and shall submit to the chief of office for appropriate action.</p> <p>The officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: .:(052) 742-3484</p>
Contact Information of the Internal Audit Service	<p>Ms. Joan E. Jamisal City Government Department Head I</p> <p>Email: ias.legazpi@gmail.com</p> <p>Mobile No.:(052) 742-3484</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)</p>



Legazpi City Hospital

ACCOUNTING SECTION

Internal Services



1. Cash Advance for Travel/Training

Service Information: May be availed of at least one week before the schedule of the approved official business to travel/ attend a seminar or workshop.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	LCH employees with plantilla positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of invitation (Seminar/ Workshop)			Organizers of the seminar or workshop	
Approved Travel Order			CHRMO thru HR Section of LCH	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents related to the Official Travel	1.1 Receives documents and records in the logbook		2 minutes	Accountant
	1.2 Reviews the Letter of Invitation to have a basis of the amount of registration fee and the allowed Daily Travel Expenses (DTE) to be granted to the employee		5 minutes	Accountant
	1.3 Prepares the Itinerary for travel and forwards it to the Chief of Hospital		20 minutes	Accountant
	1.4 Reviews and signs the Itinerary for travel		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	1.5 Prepares the DV and ORS based on the Itinerary		10 minutes	Accountant



	1.6 Reviews and signs the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	1.7 Submits the ORS, DV and supporting documents to the City Accounting Office for pre audit		30 minutes	Liaison Officer
	1.8 Submits the pre-audited documents to the City Budget Office for processing		10 minutes upon receipt of pre-audited documents	Liaison Officer
	1.9 Follows up the transaction until the check for the cash advance is available for encashment		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
2. Claims the check	2.1 Releases the check to the requesting personnel		3 minutes upon receipt of check/notice of claim	Accountant
		Total	2 hours in addition to processing time of City Budget, Accounting and Treasurer's Office	

2. Reimbursement of Expenses for Travel/Training

Service Information: May be availed of after the official business to attend a seminar or workshop.

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	Internal



Who may avail:	LCH employees with plantilla positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation (Seminar/ Workshop)		Organizers of the seminar or workshop		
Approved Travel Order		CHRMO thru HR Section of LCH		
Official Receipt (Registration fee)		Organizers of the seminar or workshop		
Certificate of Appearance		Organizers of the seminar or workshop		
Tickets (Bus, plane, other mode of transportation)		Mode of transportation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents related to the Official Travel	1.1 Receives documents and records in the logbook		2 minutes	Accountant
	1.2 Reviews the Letter of Invitation to have a basis of the amount of registration fee and the allowed Daily Travel Expenses (DTE) to be granted to the employee		5 minutes	Accountant
	1.3 Prepares the 1.3.1 Itinerary for travel 1.3.2 Certificate of Travel Completed And forwards them to the Requesting Personnel and to the Chief of Hospital		10 minutes	Accountant
2. Signs the Itinerary and the Certificate of Travel Completed	2.1 Reviews and signs the Itinerary for travel		20 minutes (depending on the availability of the signatory)	Chief of Hospital



	2.2 Prepares the DV and ORS based on the Itinerary		3 minutes	Accountant
	2.3 Reviews and signs the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	2.4 Photocopies and gathers the documents for submission		10 minutes	Accountant
	2.5 Submits the ORS, DV and supporting documents to the City Accounting Office for pre audit		30 minutes	Liaison Officer
	2.6 Submits the pre-audited documents to the City Budget Office for processing		10 minutes upon receipt of pre-audited documents	Liaison Officer
	2.7 Follows up the transaction until the check for the reimbursement becomes available		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
3. Claims the check	3.1 Releases the check		3 minutes upon receipt of check/notice of claim	Accountant
		Total	1 hour 53 minutes in addition to processing time of City Budget, Accounting and Treasurer's Office	



3. Cash Advance for Meals to be Served to Patients

Service Information: May be availed in anticipation of possible expenses to be incurred for the preparation of meals to be served to the patients.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Cashier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fidelity Bond		Bureau of Treasury thru the City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for cash advance	1.1 Prepares the DV and ORS for the cash advance		10 minutes	Accountant
	1.2 Reviews and signs the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	1.3 Submits the documents to the City Budget Office for processing		10 minutes upon receipt of pre-audited documents	Liaison Officer
	1.4 Follows up the transaction until the check for the cash advance is available for encashment		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
2. Claims the check	2.1 Releases the check		3 minutes upon receipt of check/notice of claim	Accountant
		Total	43 minutes in addition to processing time of City Budget, Accounting and	



			Treasurer's Office	
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4. Establishment of Petty Cash Fund

Service Information: The petty cash fund is established in order to facilitate small expenses of the agency.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Petty Cash Fund Custodian (PCFC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fidelity Bond		Bureau of Treasury thru the City Treasurer's Office		
Authority of an Accountable Officer (AO) issued by the Head of Agency indicating the maximum accountability and the purpose of cash advance		City Mayor's Office		
Certification that previous cash advance have been liquidated and accounted for in the books		City Accountant's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for establishment of petty cash fund	1.1 Prepares the DV and ORS for the cash advance		10 minutes	Accountant
	1.2 Reviews and signs the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	1.3 Submits the documents to the City Budget Office for processing		10 minutes upon receipt of pre-audited documents	Liaison Officer
	1.4 Follows up the transaction until the check for the cash advance		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer



	is available for encashment			
	1.5 Releases the check to the PCFC		3 minutes upon receipt	Accountant
	1.6 Receives the approved check from the City Treasurer's Office for the establishment of PCF		3 minutes	Petty Cash Fund Custodian (PCFC)
	1.7 Records in the Petty Cash Fund Record (PCFR) the date, particulars, reference and the amount of check in the 'Cash Advance' column		3 minutes	PCFC
	1.8 Encashes the check and keeps cash in a safety vault		Depends on the bank processes	PCFC
		Total	49 minutes in addition to processing time of City Budget, Accounting, Treasurer's Office, and the bank	

5. Utilization of the Petty Cash Fund

Service Information: Availed by employees with petty expenses which are needed in the daily operations of the agency.

Office or Division:	Accounting Section
Classification:	Simple
Type of Transaction:	Internal
Who may avail:	All LCH Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Fund Voucher Form		Petty Cash Fund Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Box I columns 'Particulars' and 'Amount' and Box A "Requested by" portion of the PCV	1.1 Receives the PCF Voucher		3 minutes	Requesting Personnel
	1.2 Signs Box A "Approved by" portion of the PCV and returns to Requesting Personnel.		20 minutes (depends upon the availability of the supervisor)	Immediate Supervisor of Requesting Personnel
2. Submits the required documents to the PCFC for the release of fund	2.1 Receives from the Requesting Personnel the PCV duly approved by the Immediate Head of the Requestor		10 minutes	Petty Cash Fund Custodian (PCFC)
	2.3 Releases requested fund 2.4 Upon release of the petty cash, signs in Box B "Paid by" portion of the PCV			
3. Receives petty cash and signs in Box B "Cash Received by" portion of the PCV	3.1 Issues Copy 2 of the PCV to the Requesting Personnel 3.2 Files the original of PCV awaiting liquidation		2 minutes	PCFC



4. Submits the official receipts and other supporting documents after the transaction	4.1 Receives the ORs and supporting documents awaiting replenishment of the PCF 4.2 Records the expenses		3 minutes upon receipt	PCFC
		Total	38 minutes	

6. Replenishment of Petty Cash Fund

Service Information: Availed by the Petty Cash Custodian whenever the Petty Cash Fund is 75% utilized.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Petty Cash Fund Custodian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Petty Cash Fund Voucher Form		From file		
Official Receipts		From merchants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits from the file the original of the PCV together with the SDs	1.1 Checks the completeness of all PCVs for the replenishment		3 minutes	Accountant
2. Based on the paid PCVs and SDs, prepares the RPPCVs in two copies and signs the "Certification"	2.1 Based on the RPPCVs, prepares Disbursement Voucher (DV) in four (4) copies and Obligation Request and		10 minutes	Accountant



portion of the RPPCV	Status (ORS) in three (3) copies.			
	2.2 Forwards copies 1-4 of the DV, original of the RPPCVs and PCV, and SDs to Authorized Official for review and signature		3 minutes	Accountant
	2.3 Signs in Box A portion of the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	2.4 Forwards copies 1-4 of the DV, copies 1-3 of ORS, originals of RPPCVs to the City Budget Office		30 minutes	Liaison Officer
	2.5 Follows up the transaction until the check for the replenishment of the PCF is available for encashment by the PCFC		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
	2.6 Releases the check to the PCFC		3 minutes upon receipt of check/notice of claim	Accountant
		Total	1 hour and 6 minutes in addition to processing time of City Budget, Accounting and Treasurer's Office	

7. Liquidation of Cash Advance for Travel



Service Information: This is the settlement of the cash advance previously availed by the employees, which must be done within 30 days upon return to their official station.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	LCH employees with plantilla positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation (Seminar/ Workshop)		Organizers of the seminar or workshop		
Approved Travel Order		CHRMO thru HR Section of LCH		
Official Receipt (Registration fee)		Organizers of the seminar or workshop		
Certificate of Appearance		Organizers of the seminar or workshop		
Tickets (Bus, plane, other mode of transportation)		Mode of transportation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the ORs and Other supporting documents	1.1 Receives the documents and records them in the logbook		3 minutes	Accountant
	1.2 Checks the completeness of the documents received 1.3 Returns to the Requesting personnel, if incomplete		10 minutes	Accountant
2. Returns the excess of cash advance, if there's any, to the Cashier	2.1 Issues an Official receipt for the cash return		10 minutes	Cashier
	2.2 Drafts the Certificate of Travel Completed (CTC) to be signed by the Requesting		10 minutes	Accountant



	Personnel and the Chief of Hospital			
3. Signs the CTC	3.1 Signs the CTC		20 minutes (depending on the availability of the signatories)	Chief of Hospital
	3.2 Collects the documents and compiles them together for submission		30 minutes	Accountant
	3.3 Submits the documents to the City Accounting Office		30 minutes	Liaison Officer
		Total	1 hour 53 minutes	

8. Liquidation of Cash Advance for Meals Served to Patients

Service Information: This is the settlement of the cash advance previously availed by an Accountable Officer. The Accountable Officer must settle the cash advance when the amount is completely utilized or when its purpose is served.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Head of the Dietary Section/Cashier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation (Seminar/ Workshop)		Organizers of the seminar or workshop		
Approved Travel Order		CHRMO thru HR Section of LCH		
Official Receipt (Registration fee)		Organizers of the seminar or workshop		
Certificate of Appearance		Organizers of the seminar or workshop		
Tickets (Bus, plane, other mode of transportation)		Mode of transportation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the ORs and	1.1 Receives the documents and		3 minutes	Accountant



Other supporting documents	records them in the logbook			
	1.2 Checks the completeness of the documents received 1.3 Returns to the Dietary Section Head, if incomplete		2 hours	Accountant
	1.4 Records the expenses		1 hour	Accountant
	1.5 Drafts the following: 1.5.1 Report of Disbursement 1.5.2 Certification for the expenses incurred And forwards them to their respective signatories		1 hour	Accountant
	1.6 Signs the Certification for the expenses Incurred		20 minutes (depending on the availability of the signatory)	Dietary Section Head Cashier Chief of Hospital
	1.7 Signs the Report of Disbursements		10 minutes (depending on the availability of the signatory)	Cashier
	1.8 Collects the documents and compiles them together for submission		30 minutes	Accountant
	1.9 Submits the documents to the City Accounting Office		30 minutes	Liaison Officer



		Total	5 hours and 33 minutes	
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9. Liquidation of Petty Cash Fund

Service Information: Done by the employees who utilized the Petty Cash Fund

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All LCH employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy 2 of PCV		Requesting personnel		
Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Copy 2 of the PCV and supporting documents	1.1 Receives Copy 2 of the PCV together with Supporting Documents (SDs) and records them.		3 minutes	Petty Cash Fund Custodian
	1.2 Checks and reviews completeness of documents such as the date, amount and nature of expenses paid as shown in the SDs 1.3 If incomplete, returns to the Requesting Personnel for completion of needed SDs		5 minutes	PCFC
	1.4 If complete, retrieves the		5 minutes	PCFC



	original of PCV from file and fills up Box II " Total Amount Granted", "Total Amount Paid per OR/Invoice No.", and "Amount Refunded/Reimbursed" portion of the original and Copy 2 of PCVs			
	1.5 Checks the appropriate boxes for "Received Refund" or "Reimbursement Paid" portion and signs Box C of the PCV		3 minutes	PCFC
2. Checks and fills up the appropriate boxes for "Liquidation Submitted by" and "Reimbursement Received by" upon submission of necessary SDs and receipt or reimbursement of cash, if any, and signs Box D of the PCV	2.1 Returns Copy 2 of the PCV to the Requesting Personnel.		5 minutes	PCFC
	2.2 Retrieves PCFR and records paid PCVs		5 minutes	Accountant
	2.3 Files the original PCV together with the SDs		5 minutes	Accountant



		Total	31 minutes	
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10. Payment of Salaries and Other Benefits for Employees with Plantilla Positions

Service Information:

Schedules of the benefits:

1. Salaries – Twice a month, usually on the 8th and 21st day of the month but is subject to change without prior notice
2. PERA – Once a month, usually during the 1st week
3. Mid-year Bonus – Not earlier than May 15 of the current year
4. Year-end Bonus and Cash Gift – Not earlier than Nov. 15 of the current year
5. PEI – Not earlier than Dec. 15 of the current year

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All LCH employees with Plantilla position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR for the month		HR Section		
General Payroll		City Accountants Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (For the salaries) Submits signed DTR for the current month	1.1 Checks the DTRs for completeness		3 minutes upon receipt	Accountant
	1.2 Summarizes the attendance of the employees		2 hours	Accountant
(For the other benefits)	1.3 Prepares the 1.3.1 ORS for the payroll 1.3.2 Remittance statements		30 minutes	Accountant



	1.4 Reviews and sign the payroll, the ORS, and Remittance Statements		20 minutes (depends on the availability of the Chief)	Chief of Hospital II
	1.5 Photocopies the ORS and Payroll		2 minutes	Accountant
	1.6 Submits DTRs to the City HRMO; 1.7 Submits the payroll and ORS, and other supporting documents to the City Budget Office		30 Minutes	Liaison Officer
	1.8 Follows up the transaction until salary is uploaded to the ATM accounts of permanent employees		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
		Total	3 hours 25 minutes in addition to processing time of City Budget, Accounting and Treasurer's Office	

11. Payment of Salaries for Contract of Service Staff

Service Information: Salaries for contractual staff are given once a month, after the preparation of DTRs

Office or Division:	Accounting Section
Classification:	Simple



Type of Transaction:	Internal			
Who may avail:	All LCH staff under Contract of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pag-IBIG MID number		HDMF (PagIBIG)		
TIN		Bureau of Internal Revenue		
Contract of Service		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Daily Time Record (DTR) for the current month, TIN and PagIBIG MID number	1.1 Checks the DTRs for completeness		3 minutes upon receipt	Accountant
	1.2 Encode the names, monthly salary and deductions of every contractual staff in the payroll template		2 hours	Accountant
	1.3 Sends to City HRMO the copy of contracts to request for authentication		30 minutes upon receipt of the Appointments	Liaison Officer
	1.4 Retrieves from CHRMO the authenticated photocopy of contracts		Depends on the processes in the City HRMO	Liaison Officer
	1.5 Prints Remittance Statements of monthly deductions/contributions to BIR, and PagIBIG		3 minutes	Accountant
	1.6 Encodes and prints work accomplishments		20 minutes	Accountant



	1.7 Prints the payroll and ORS		10 minutes	Accountant
2. Signs the work accomplishment	2.1 Reviews and sign the payroll, the ORS, remittance statements, and at the APPROVED portion of the work accomplishments		20 minutes (depends on the availability of the Chief)	Chief of Hospital II
	2.2 Photocopies the signed ORS and payroll		2 minutes	Accountant II
	2.3 Submits the payroll and ORS, and other supporting documents to the City Budget Office		30 Minutes	Liaison Officer
	2.4 Follows up the transaction until salary is ready for distribution to the contractual staff		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
		Total	3 hours 50 minutes in addition to processing time of CHRMO, City Budget, Accounting and Treasurer's Office	

12. Payment of Wages to Job Order Staff

Service Information: Wages of the job order staff are given once a month, after the preparation of DTRs

Office or Division:	Accounting Section
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Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All LCH staff under Job order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pag-IBIG MID number		HDMF (PagIBIG)		
Appointment		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Daily Time Record (DTR) for the current month, PagIBIG MID number	1.1 Checks the DTRs for completeness		3 minutes upon receipt	Accountant
	1.2 Encode the names, monthly salary and deductions of every job order staff in the payroll template		2 hours	Accountant
	1.3 Sends to City HRMO the copy of appointments to request for authentication		30 minutes upon receipt of the Appointments	Liaison Officer
	1.4 Retrieves from CHRMO the authenticated photocopy of appointments		Depends on the processes in the City HRMO	Liaison Officer
	1.5 Prints Remittance Statements of monthly deductions/contributions to PagIBIG		3 minutes	Accountant
	1.6 Prints the payroll and ORS		10 minutes	Accountant
	1.7 Submits the payroll and ORS, and other		30 Minutes	Liaison Officer



	supporting documents to the City Mayor's Office for signature			
	1.8 Follows up the transaction until salary is ready for distribution to the job order staff		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
		Total	3 hours and 16 minutes in addition to processing time of CHRMO, City Budget, Accounting and Treasurer's Office	

13. Payment of Hazard Pay, Subsistence and Laundry Allowance to Employees with Plantilla Position

Service Information: The hazard pay, subsistence and laundry allowance are given once a month, after the preparation of employee's DTRs.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All LCH employees with Plantilla position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR for the month		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed DTR for the current month	1.1 Checks the DTRs for completeness		3 minutes upon receipt	Accountant



	1.2 Summarizes the attendance of the employees and prepares the payrolls		3 hours	Accountant
	1.3 Prepares the ORS for the payroll		30 minutes	Accountant
	1.4 Reviews and sign the payroll, the ORS		20 minutes (depends on the availability of the Chief)	Chief of Hospital II
	1.5 Photocopies the ORS and Payroll		2 minutes	Accountant
	1.6 Submits the payroll and ORS, and other supporting documents to the City Budget Office		30 Minutes	Liaison Officer
	1.7 Follows up the transaction until the benefits are uploaded to the ATM accounts of employees		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
		Total	4 hours 25 minutes in addition to processing time of City Budget, Accounting and Treasurer's Office	

14. Payment of Philhealth Professional Fees to Consultants

Service Information: The payment of professional fees to consultants is done once a month.

Office or Division:	Accounting Section
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Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All LCH Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Auto Credit Payment Notice (ACPN)		Philhealth RO V		
Official Receipts for the ACPNs		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for PF release for the month	1.1 Checks ACPNs for the month for professional fees for distribution to consultants		4-8 hours depending on the number of ACPNs received for the month	Accountant
	1.2 Drafts DV		30 minutes	Accountant
	1.3 Photocopies ORs and ACPNs for attachment to DVs		1 hour	Accountant
	1.4 Sends the DVs to the City Accountant's Office for processing		30 Minutes	Liaison Officer
	1.5 Follows up the transaction until salary is ready for distribution to the contractual staff		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
		Total	10 hours in addition to processing time of City Budget, Accounting and Treasurer's Office	



Legazpi City Hospital

ACCOUNTING SECTION

External Services



1. Payment of Obligations

Service Information: The payment of obligation is done as the need arises.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	External			
Who may avail:	All agencies with transactions with LCH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligations, which can be any of the following, but not limited to: <ol style="list-style-type: none"> 1. Bill (Utilities) 2. Order of payment (Application for license to Operate) 3. Statement of Account (Blood Service Fee) 		Sources of Obligations, which could be any of the following, but not limited to: <ol style="list-style-type: none"> 1. Service provider of utilities (LCWD, APEC, DCTV) 2. FDA, DOH, Philhealth, etc. 3. DOH-CHD Bicol 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers a bill or any evidence of obligation by the government	1.1 Receives the documents and records them in the logbook		3 minutes	Accountant
	1.2 Reviews the document and drafts the ORS and DV		10 minutes	Accountant
	1.3 Reviews and signs the ORS		20 minutes (depending on the availability of the signatory)	Chief of Hospital
	1.4 Photocopies the ORS and files a copy of the ORS		3 minutes	Accountant
	1.5 Records the expenses		5 minutes	Accountant



	1.6 Submits the documents to the City Budget Office		30 minutes	Liaison Officer
	1.7 Follows up the transaction until a check is available for payment of obligations		Depends on the processes in the City Budget, Accounting and Treasurers Office	Liaison Officer
2. Claims the check	2.1 Releases the check		3 minutes upon receipt/notice of claim	Accountant
		Total	74 minutes/filled up documents in addition to processing time of City Budget, Accounting and Treasurer's Office	

2. Refund to Patients from Philhealth Package Used

Service Information: The refund to patients is allowed only if the Philhealth package exceeds the actual expenses incurred during his/her confinement.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	External			
Who may avail:	All agencies with transactions with LCH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of medicine or laboratory services (unavailable during his confinement) bought from a third party		Pharmacy or Laboratory outside LCH		
Statement of Account		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORs, SOA	1.1 Receives the documents and		3 minutes	Accountant



	records them in the logbook			
	1.2 Reviews the documents, and checks if the claims for the particular patient is already reimbursed by Philhealth, 1.3 Return to the patient if not yet reimbursed by Philhealth		10 minutes	Accountant
	1.4 Drafts the DV for the reimbursement		20 minutes	Accountant
	1.5 Submits the documents to the City Accountants Office		30 minutes	Liaison Officer
	1.6 Follows up the transaction until a check is available for payment of obligations		Depends on the processes in the City Accounting and Treasurer's Office	Liaison Officer
	1.7 Informs the patient of the availability of the check		5 minutes upon receipt of check	Accountant
2. Claims the check	2.1 Releases the check		3 minutes upon notice of claim	Accountant
		Total	71minutes/filled up documents in addition to processing time of City Accounting and Treasurer's Office	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Accounting Section
How feedbacks are processed	<p>At the end of the month, the Accountant opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are given answers within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09481401478</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in the Accounting Section</p> <p>Complaints can also be filed via telephone. 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: 09481401478</p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09958436010/ 09611787866</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Accounting Section	LCH Zone 9 Brgy Bitano Legazpi City	09481401478
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



Legazpi City Hospital Admission Section

External Service



Service Information: Admission Section

Office or Division:	Admission Section	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Hospital ID		OPD Section/ Admitting Section
Admission Order		LCH Physicians
PHIC ID/ MDR		Philhealth Office
Discharge Slip		Billing Section

A. ADMISSION OF PATIENT

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<i>Proceed to admitting area (Give correct patient's information when asked by the Admitting Staff)</i>	<i>Verifies patients record: -If OLD, Retrieves previous/ existing record (IHOMIS/ excel file)</i>	N/A	10 minutes	<i>Admitting Staff</i>



	<i>Pay the amount of PHP:20 at the cashier</i>	<i>If NEW, creates/ assigns new hospital record and/or issues patients hospital number/card (may require to present patient's valid ID for validation puposes whenever available); advises client to proceed at the cashier for payment</i>	<i>PHP: 20</i>	<i>15 minutes</i>	<i>Admitting Staff</i>
<i>2</i>	<i>Proceed to admitting area</i>	<i>Receives notice of admission</i>	<i>N/A</i>	<i>2 minutes</i>	<i>Admitting Staff</i>
<i>3</i>	<i>Provide additional Information</i>	<i>Collects the Patients Complete Demographic Profile and Admitting Diagnosis</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
<i>4</i>	<i>Submit updated MDR/ present PHIC ID of member</i>	<i>Verify PHIC Classification. Advises to see Billing Staff ASAP</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
<i>5</i>		<i>Records the patient's admission to iHomis and Excel File</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
<i>6</i>		<i>Records Patients Demographic in the Clinical Cover Sheet and Admission logbook</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
<i>7</i>	<i>Review/ confirm</i>	<i>Validates Information and</i>	<i>N/A</i>	<i>2 minutes</i>	<i>Admitting Staff</i>



	<i>completeness and correctness of data in the Clinical Cover Sheet before signing</i>	<i>secures signatures of patients/ information in Clinical Cover Sheet</i>			
8	<i>Surrender any valid ID either of patient/ watcher</i>	<i>Releases watcher's ID and informs the client that ID surrendered shall be returned/ claimed (thru the Guard-on-duty @ the hospital entrance) upon discharge of patient</i>	N/A	4 minutes	Admitting Staff
9	<i>Proceed back to ER</i>	<i>Instructs the patient's representative to return to ER</i>	N/A	1 minute	Admitting Staff

10		<i>Endorses the accomplished and signed Clinical Cover Sheet to ER Nurse-on-duty</i>	N/A	3 minutes	Admitting Staff
11		<i>Coordinates with Medical Social Services for Patients classification and the Billing and Claims for</i>	N/A	3 minutes	Admitting Staff



		<i>Billing Requirements</i>			
		Total:	P 20.00	1 hour	

B. DISCHARGE OF PATIENT

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<i>Billing Staff to forward Discharge Clearance Slip to Admitting Staff on duty</i>	<i>Receives Discharge Clearance Slip from the Billing Section</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
2		<i>Records Patients Discharge</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Admitting Staff</i>
		Total:	none	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the admitting area
How feedbacks are processed	<p>Every Friday, the assigned admitting staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the admitting staff concerned and they are required to</p>



	<p>answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number:</p>
<p>How to file a complaint</p>	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in the admitting area</p> <p>Complaints can also be filed via telephone. 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:</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Admission Section	LCH Zone 9 Brgy Bitano Legazpi City	
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09611787866



Legazpi City Hospital Billing and Claims

External Service



Service Information: Billing and Claims Section

Office or Division:	Billing and Claims	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Philhealth Identification Card (Optional) Membership Data Record (MDR) (Optional) Senior Citizen/PWD ID (mandatory for those availing of discounts) Duly Accomplished Claim Signature Form (CSF) Employer's Certification of Premium Contribution	Philhealth Office Philhealth Office Office of Senior Citizens/CSWD/MSWD Philhealth Member's Employer Philhealth Member's Employer

Schedule of Availability of Services: Monday to Sunday, 8:00AM-5:00PM (NO HOLIDAYS)

Contact number : 09061054887

Fees : Applicable Fees

Total Maximum Duration of Process: 1hr and 30 minutes (Inquiries and interruptions not included; stable internet connection is required.)



PHILHEALTH VERIFICATION ELIGIBILITY AND SUBMISSION OF DOCUMENTS PROCESS

(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS		AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceeds to the Billing Section for verification of Philhealth eligibility *initial verification for ER/OPD patients *final verification for admitted patients	1. Secures patient's signed CONSENT for PHIC verification (<i>PAHINTULOT</i>) 2. Checks the patient's Philhealth record on the PHIC portal (PBEF) 2. Forwards the consent and PHIC verification slip to the PCARES group chat or to the PCARES-on-duty	N/A	With MDR: 5 mins With PHIC ID: 7 mins Without ID and/or MDR: 10 mins (accurate information provided); (inaccurate/not available information) 20 mins <i>(Note: Requires stable internet signal. For slow internet, a 15-minute extension might be necessary.)</i>	Billing Clerk
2	Secures requirements for PHIC availment or for updating of PHIC validity/ membership	Orients the patient/representative on and provide list of the documents to be complied with to be eligible for availment of PHIC benefits	N/A	NBB: 5 mins *undeclared dependent: 8 mins PRIVATE: 10 mins (for update of employer and/or contribution) NBB/PRIVATE: 15 mins (with discrepancies in PHIC record)	Billing Clerk
3	Submits duly accomplished documents to the Billing Section upon admission or immediately the next day following the date of admission	Checks and verifies the accuracy and completeness of information on duly accomplished Philhealth forms	N/A	10 mins	Billing Clerk
Total				20 – 45 minutes	



BILLING PROCESS FOR NON-PHILHEALTH PATIENTS
(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS		AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1	A Ward/OR-DR/ER nurse endorses the face sheets and/or Discharge Clearance Slips of patients for discharge	Receives the face sheets and/or discharge clearance of patients for discharge from the Ward/OR-DR/ER nurse	N/A	5 mins	Billing Clerk
2		Counterchecks the accuracy/completeness of charges posted in IHOMIS and/or charge slips forwarded to Billing	N/A	10 mins	Billing Clerk
3		Counterchecks for discrepancy, if there is any, between the tentative and final bills Informs the IT personnel re: the names of patients for discharge for deletion of double/multiple charges (due to systems error in IHOMIS) Generates the final bill when the tentative and final bills have tallied	N/A	*1-2 days confinement:10mins *3-4 days confinement:15mins *5-7 days confinement:20mins *8-10 days confinement: 25 mins *10 or more days confinement: 30 mins *with procedure/s done: 30mins <i>(The time set here applies provided all charges have been posted in IHOMIS; otherwise, a 15-minute extension might be necessary for posting of charges.)</i>	Billing Clerk



		Encodes and prints the Statement of Account (SOA) complete with the patient's information, final diagnoses, date of confinement, summary of charges, and discounts, if applicable	N/A	For common diagnoses: *no verification of laboratory test and/or X-ray results needed: 10 mins For "rarely" encountered diagnoses: 20 mins	Billing Clerk
		Prepares the patients' Discharge Passes in triplicate (Nurse, Billing, and Guard) copies and records the same in the logbook		10 mins	Billing Clerk
		Forwards the face sheets and Discharge Passes of patients to the Ward/OR-DR/ER nurse		5 mins	Billing Clerk
			Total	50 – 80 minutes	

Note: The Ward/OR-DR/ER nurse shall then give the discharge pass to and advise the patient or his/her representative to proceed to the Billing Section to complete the discharge process. At this point the discharge process for non-Philhealth patients shall be observed.



DISCHARGE PROCESS FOR NON-PHILHEALTH PATIENTS
(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS		AGENCY ACTIONS	FESS	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceeds to the Billing Section and present the Discharge Pass given by the Ward/OR-DR/ER nurse for information and verification of hospital bills	Informs the client about hospital charges and double checks/confirms PHIC eligibility and check all documents needed for discharge	N/A	15 mins	Billing Clerk
2	Requests for a copy of hospital bills	Checks and verifies then prints the Statement of Account (SOA) and issues the same to the patient or his/her representative		10 mins	Billing Clerk
3	Executes promissory note (if need be) Proceeds to the Cashier's Office for payment of hospital bills	Endorses the patient to the Cashier in case there are particular instructions re: payment [e.g., for Official Receipt (OR) or Acknowledgment Receipt (AR) for possible PHIC patients]	Fees reflected in the SOA	15 mins	Billing Clerk
4	Presents OR/AR to Billing for recording of OR number/AR	Records the OR number/AR, amount paid, and date on the SOA		5 mins	Billing Clerk
5	Proceeds to the Ward/OR-DR/ER and presents the duly accomplished Discharge Pass to the nurse-on-duty	Issues three (3) copies (Nurse, Billing & Guard) of duly accomplished Discharge Pass to the patient or his/her representative		5 mins	Billing Clerk



6	Proceeds to the Security Guard and presents the Discharge Pass to the guard-on-duty	The guard-on-duty checks the Discharge Pass and records the time of patient's departure from the hospital		5 mins	Security Guard
			Total	55 minutes	

BILLING PROCESS FOR PHILHEALTH PATIENTS
(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE	
1	A Ward/OR-DR/ER nurse endorses to the Billing Section the face sheets of patients for discharge	Receives the face sheets of patients for discharge	N/A	5 mins	Billing Clerk
2		Counterchecks for accuracy/completeness/ discrepancies of charges, if there are any, between the tentative and final bills posted in IHOMIS and/or charge slips forwarded to Billing	N/A	10 mins	Billing Clerk
3		<p>Informs the IT personnel re: the names of patients for discharge for deletion of double/multiple charges (due to systems error)</p> <p>Generates the final bill when the tentative and final bills have tallied</p>	N/A	<p>*1-2 days confinement: 10 mins</p> <p>*3-4 days confinement: 15 mins</p> <p>*5-7 days confinement: 20 mins</p> <p>*8-10 days confinement: 25 mins</p> <p>*10 or more days confinement: 30 mins</p> <p>*with procedure/s done: 30 minutes</p>	Billing Clerk



				<p><i>(The time set here applies provided all the charges have been entered in IHOMIS; otherwise, a 30-minute extension might be necessary for encoding of charges.)</i></p>	
4		<p>Encodes and prints the Statement of Account (SOA) complete with the patient's information, final diagnoses, ICD code, date of confinement, summary of charges, net of Philhealth case rate and discounts, if applicable</p>		<p>For common diagnoses: *no verification of laboratory test and/or X-ray results needed: 10 *with verification of laboratory test and/or X-ray results needed: 20 For common procedures: *NBB: 20 mins *private patients; no consultant/s: 30 mins *with consultants:40mins For common procedures (with second case rate) *NBB: 30 mins *private patients; no consultant/s: 40mins *with consultants:50mins For "rarely" encountered diagnoses: *NBB: 40 mins *private patients; no consultant/s: 50mins *with consultants:60mins <i>(The time set here applies to patients whose PHIC eligibility has already been verified and required documents have already been submitted, checked and verified. Otherwise the time set for verification of PHIC eligibility and submission of documents required will apply</i></p>	<p>Billing Clerk</p>



				<i>on top of the time set for the above transaction.)</i>	
5		Prepares the patients' Discharge Passes in triplicate (Nurse, Billing, and Guard) copies and records the same in the logbook		10 mins	Billing Clerk
6		Forwards the face sheets and Discharge Passes of patients to the Ward/OR-DR/ER nurse		5 mins	Billing Clerk
			Total	50 – 120 minutes	
<p>Note: The Ward/OR-DR/ER nurse shall then receive the discharge passes and give the same to and advise the patient or his/her representative to proceed to the Billing Section for the discharge process. At this point, the discharge process for Philhealth eligible patients shall be observed.</p>					

DISCHARGE PROCESS FOR PHILHEALTH PATIENTS (The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceeds to the Billing Section and presents the Discharge Pass given by the Ward/OR-DR/ER nurse for issuance of Statement of Account (SOA)		Prints SOA with the final bill net of Philhealth and discounts, if applicable N/A With complete requirements checked and verified: 5 mins No verification done yet: 30 mins PHIC eligibility verified; without or incomplete requirements submitted: 20 mins For AR (with intent to refund) PHIC eligible: 15 mins PHIC ineligible: 20 mins With excess; no available fund for payment; to execute promissory note (PN): 30 mins	Billing Clerk



				For availment of medical assistance/discount *with MSW intake: 45 minutes *for intake yet: 1 hr & 30 mins	
2	Proceeds to the Cashier for payment of excess bill	Issues a copy of SOA to be presented to the Cashier upon payment of bills	N/A	5 mins	Billing Clerk
3	Presents OR/AR to Billing for recording of OR/AR number	Records Official Receipt (OR) number or Acknowledgment Receipt (AR) and amount paid on the soft copy of SOA	N/A	5 mins	Billing Clerk
4	Proceeds to the Ward/OR-DR/ER and presents Discharge Pass to the nurse-on-duty	Issues three (3) copies (Nurse, Billing & Guard) of duly accomplished Discharge Pass to the patient or his/her representative	N/A	5 mins	Billing Clerk
5	Proceeds to the Security Guard and present the Discharge Pass to the guard-on-duty	The guard-on-duty checks the Discharge Pass and records the time of patient's departure from the hospital	N/A	5 mins	Security Guard
Total				25 – 65 minutes	

BILLING and DISCHARGE PROCESS FOR NON-PHILHEALTH OPD PATIENTS WITH SURGICAL PROCEDURES

(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
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1	An OR/ER nurse endorses the patient's OPD treatment record with OR technique for billing	Receives the OPD treatment record with OR technique for billing	N/A	5 mins	Billing Clerk
2		Counterchecks for accuracy/completeness/ discrepancies of charges, if there are any, between the tentative and final bills posted in IHOMIS and/or charge slips forwarded to Billing	N/A	20 mins	Billing Clerk
3		<p>Informs the IT personnel re: the names of patients for discharge for deletion of double/multiple charges (due to systems error in IHOMIS)</p> <p>Generates the final bill when the tentative and final bills have tallied</p>	N/A	<p>10 mins</p> <p><i>(The time set here applies provided all the charges have been entered in IHOMIS; otherwise a 30-minute extension might be necessary for encoding of charges.)</i></p>	Billing Clerk
4		Encodes and prints the Statement of Account (SOA) complete with the patient's information, final diagnoses, procedure, summary of charges net of Philhealth case rate, and discounts, if applicable	N/A	<p><i>For common procedures with codes provided for by the surgeon:</i></p> <p><i>*NBB: 20 mins</i> <i>*Private: 30 mins</i></p> <p><i>For "rarely" encountered procedures; no codes provided for by the surgeon: 40mins</i></p> <p><i>*NBB: 40mins</i> <i>*Private: 60mins</i></p> <p><i>(The time set here applies provided the patient has been entered in IHOMIS and all</i></p>	Billing Clerk



				<p><i>charges have been posted therein; otherwise a 30-minute extension might be necessary for such processes. It also applies to patients whose PHIC eligibility has already been verified and required documents have already been submitted, checked and verified. Otherwise the time set for verification of PHIC eligibility and documents required will apply on top of the time set for the above transaction.)</i></p>	
5	The patient secures SOA from Billing and proceeds to the Cashier for payment of bills	Issues SOA to the patient for payment at the Cashier	N/A	5 mins	Billing Clerk
6	The patient presents the Official Receipt (OR) or Acknowledgment Receipt (AR) to Billing	Records the OR/AR number and amount paid on SOA; issues Discharge Clearance to the patient	N/A	10 mins	Billing Clerk
	The patient proceeds to the Security Guard and presents the Discharge Pass to the guard-on-duty	The guard-on-duty checks the Discharge Clearance and records the patient's departure from the hospital	N/A	5 mins	Billing Clerk
Total				75 – 135 minutes	



**BILLING and DISCHARGE PROCESS FOR PHILHEALTH OPD PATIENTS
WITH SURGICAL PROCEDURES**

(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE	
1	An OR/ER nurse endorses the patient's OPD treatment record with OR technique for billing	Receives the patient's OPD treatment record with OR technique for billing	N/A	5 mins	Billing Clerk
2		Counterchecks for accuracy/completeness/ discrepancies of charges, if there are any, between the tentative and final bills posted in IHOMIS and/or charge slips forwarded to Billing	N/A	10 mins	Billing Clerk
3		<p>Informs the IT personnel re: the names of patients for discharge for deletion of double/multiple charges (due to systems error in IHOMIS)</p> <p>Generates the final bill when the tentative and final bills have tallied</p>	N/A	<p>20 mins</p> <p><i>(The time set here applies provided all the charges have been entered in IHOMIS; otherwise a 30-minute extension might be necessary for encoding of charges.)</i></p>	Billing Clerk
4		Encodes and prints the Statement of Account (SOA) complete with the patient's information, summary of charges, diagnoses, procedure, RVS code net of Philhealth case rate, and discounts, if applicable	N/A	<p>For common procedures with codes provided for by the surgeon:</p> <p>*NBB: 20 mins *Private: 30 mins</p> <p>For "rarely" encountered procedures; no codes provided for by the surgeon: 40 mins</p> <p>*NBB: 40 mins *Private: 60 mins</p>	Billing Clerk



				<p><i>(The time set here applies provided the patient has been entered in IHOMIS and all charges have been posted therein; otherwise a 30-minute extension might be necessary for such processes.</i></p> <p><i>It also applies to patients whose PHIC eligibility has already been verified and required documents have already been submitted, checked and verified.</i></p> <p><i>Otherwise the time set for verification of PHIC eligibility and submission of documents required will apply on top of the time set for the above transaction.)</i></p>	
5	The patient secures SOA from Billing and proceeds to the Cashier for payment of bills	Issues SOA to the patient for payment at the Cashier	N/A	5 mins	Billing Clerk
6	The patient presents the Official Receipt (OR) or Acknowledgment Receipt (AR) to Billing	Records the OR/AR number and amount paid on the soft copy of SOA; issues Discharge Clearance to the patient	N/A	10 mins	Billing Clerk
7	The patient proceeds to the Security Guard and presents the Discharge Pass to the guard-on-duty	The guard-on-duty checks the Discharge Clearance and records the patient's departure from the hospital	N/A	5 mins	Billing Clerk
Total				75 – 125 minutes	



PRE- AND POST- DISCHARGE TRANSACTIONS

(The maximum time set applies to UNINTERRUPTED transactions and supported by stable internet connection.)

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE	
PRE-BILLING OR PROGRESS BILLING					
1	The patient or his/her authorized representative requests for tentative or progress bill	Prepares the SOA based on the charges posted in IHOMIS at the time of request for pre-bill <i>*This requires verification of Philhealth eligibility</i>	N/A	30 mins	Billing Clerk
Total			30 minutes		
REFUND (FOR NEWBORN AND FOR COMPLIANCE WITH PHIC REQUIREMENTS)					
1	The member or his/her authorized representative submits the requirements for refund	Receives the documentary requirements for refund and verifies them for completeness and accuracy	N/A	10 mins	Billing Clerk
2		Double checks the consistency of the charges posted in IHOMIS and on the SOA generated upon discharge	N/A	10 mins	Billing Clerk
3		Prints the Statement of Account (SOA) complete with the patient's information, diagnoses, procedure, RVS/ICD code, summary of charges net of Philhealth case rate and discounts, if applicable	N/A	5 mins	Billing Clerk



4	The member/his or her authorized representative signs the SOA and other documents	Verifies if the SOA and other documents are properly signed Marks the AR “OK FOR REFUND” indicates date of refund, then signs it	N/A	5 mins	Billing Clerk
5	The member or his/her representative proceeds to the Cashier for refund	Issues a copy of final SOA for the Cashier if the patient had incurred excess in his/her hospital dues (for issuance of OR)	N/A	5 mins	Billing Clerk
6	The member or his/her representative presents the Official Receipt (OR) to Billing	Records the OR number and amount paid on the soft copy of SOA	N/A	5 mins	Billing Clerk
Total				40 minutes	
SUBMISSION OF MAIPP DOCUMENTARY REQUIREMENTS BEYOND DISCHARGE (WITH PROMISSORY NOTE)					
1	The patient or his/her representative submits the documentary requirements to Billing	Receives the documents and verifies them for accuracy and completeness Retrieves discharge record and promissory note	N/A	no discrepancies: 20 mins with discrepancies: 30 mins (shall be advised to correct/complete discrepancies and resubmit)	Billing Clerk
2		Prepares final SOA for endorsement to MSW either for intake, for referral to <i>Ang Probinsyano (AP)</i> , or for both	N/A	For referral to AP: 15 mins For MAIPP availment: 15 mins	Billing Clerk



3		Prepares the documents for submission to AP by the patient or his/her representative Prepares two sets of regular MAIPP documents for submission to MSW and for Billing files/PHIC claims	N/A	20 mins	Billing Clerk
4	The patient or his/her representative submits the Guarantee Letter (GL) and other documentary requirements from AP to Billing	Receives the Guarantee Letter (GL) and other documentary requirements from AP and verifies them for completeness and authenticity (original are copies required)	N/A	5 mins	Billing Clerk
Total				60 – 70 minutes	
ISSUANCE OF SOA, CERTIFICATION OF OUTSTANDING BALANCE (COB) AND CERTIFIED TRUE COPY OF PROMISSORY NOTE					
1	The patient or his/her representative requests for a copy of SOA, COB and CTC of PN	Retrieves the patient's discharge/in-patient/OPD record and promissory note Encodes the certification, double checks the SOA for possible discrepancies) then prints them Scans the PN and certifies it as a true copy	N/A	30 mins	Billing Clerk
Total				30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Billing Section
How feedback is processed	<p>Every weekend, the Section Head opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring explanation is forwarded to the Hospital Administrator and the staff concerned is required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and cite your complaints under remarks and drop the survey form at the designated drop box at the Billing Section.</p> <p>Complaints can also be filed via telephone. 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:</p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How complaints are processed</p>	<p>The Complaints Officer (Hospital Administrator) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the staff concerned for his/her explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09175177178</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Billing Section	LCH Zone 9 Brgy Bitano Legazpi City	09061054887
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

CASHIER SECTION



Service Information: Cashier Services

Office or Division:	Cashier
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All (In-patient and Out-patient)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Charge slip and Statement of Account	Medical Imaging Dep't., Pharmacy, Laboratory, Records Section, Billing Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Proceed to cashier's window. Present billing statement.</i>	<i>Receives billing statement or charge slip.</i>	N/A	1 minutes	Cashier Staff Cashier Office
2 <i>Agrees with the total billed amount and willingness to pay.</i>	<i>Receives payment from payer, issues official receipt</i>	Applicable fees	2-3 minutes	Cashier Staff Cashier Office
3 <i>Agrees with the total billed amount but has insufficient money to settle his/her patient's bill.</i>	<i>Instructs client to proceed to the Social Worker for discount</i>	N/A	<i>Refer to citizen's charter Social Worker Department</i>	Social Worker Admin. Office
4 <i>Proceed to Social Worker for re-assessment of his/her paying capacity</i>	<i>Compute for the discounted bill of patient</i>	N/A	<i>Refer to citizen's charter Social Worker Department</i>	Social Worker Admin. Office



5	<i>Present final discounted bill to the cashier for payment</i>	<i>Receive payment and issue official receipt</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Cashier Staff Cashier Office</i>
<i>Total</i>				<i>8 – 9 minutes in addition to Social Work's time</i>	

Frontline Service: Cashier Section Procedures

Clients : Out-Patient / In-Patient / Walk-in Patient / Admitted Patients

Requirements : Statement of Account and Charge Slips
Senior Citizen's ID / PWD ID

Schedule of Availability of the Service: Monday to Friday, 8AM - 11PM, Saturday & Sunday, 8AM – 5PM

Fees : Applicable Fees

Total Maximum Duration of Process: 5 minutes



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the cashier window.
How feedbacks are processed	<p>Every Friday, the Admin Officer I (Cashier) opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09958436010</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the cashier window</p> <p>Complaints can also be filed via telephone. 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: 09958436010</p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How complaints are processed</p>	<p>The Complaints Officer (Chief Medical Technologist) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09958436010/09611787866</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Cashier Office	LCH Zone 9 Brgy Bitano Legazpi City	09175441601
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



Legazpi City Hospital

Dietary

External Service



Service Information: Nutrition and Dietetic

Office or Division:	Nutrition and Dietary	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Diet Prescription/Doctor's Order		Medical Ward Physician

Schedule of Availability of the Service:

Breakfast : 7:00 AM
Lunch : 11:30 AM
Dinner : 4:00 PM

A. GENERAL MEAL DISTRIBUTION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. A meal will be offered to each patient three (3) times daily	(included in room rates)	B-fast-6:30 AM/ Lunch-11:00AM/ Dinner-5:00PM	Cook, Food Server and Dietitian
	2. Patient meal will be prepared and serve according to physicians order and dietitian's formulated menu	N/A	N/A	Cook and Dietitian
	3. Patients on NPO diet will be given meals for watcher	N/A	N/A	Cook and ND



B. MENU PLANNING

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>1. Weekly menu is used as a guide</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>2. The budget allowed is taken into consideration in menu planning</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>3. One dish meal are use when a resource from wet market is limited and expensive</i>	<i>N/A</i>	<i>N/A</i>	<i>Cook and ND</i>

C. FOOD PROCUREMENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>1. Procurement of food stuffs are based on a daily budget allotment</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>2. Items are purchased in an open market system</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>3. Other items are delivered by market dealers</i>	<i>N/A</i>	<i>N/A</i>	<i>Cook, Dealer and Nutrition Dietitian</i>
	<i>4. Groceries are purchased on a day to day basis to prevent over stocking and proper control of items</i>	<i>N/A</i>	<i>N/A</i>	<i>Nutrition Dietitian</i>



D. DIET COUNSELING

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>1. Accept referrals of patients requiring diet therapy from the different</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>2. The dietitian coordinates with the doctors concerning patient's dietary management</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>3. NGT computations are done by therapeutic dietitian</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>
	<i>4. Teach mothers how to prepare proper food and how to feed them to her child</i>	<i>N/A</i>	<i>N/A</i>	<i>ND</i>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Nutrition and Dietetics Office
How feedbacks are processed	<p>Every Friday, the ND opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09611787866</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via telephone. 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: 09611787866</p>
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FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09611787866</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Nutrition and Dietary	LCH Zone 9 Brgy Bitano Legazpi City	09096220944
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

Clinical Laboratory

External Service



Service Information: Clinical Laboratory Examinations

Office or Division:	Clinical Laboratory	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Doctor's Request		LCH Physicians
Updated OPD card for service patients (if applicable)		Referring Physicians (for walk in patients)
Official Receipts		

Release of Official Results : For non-stat examinations (routine examination), results shall be released in the following schedules:

<i>Time of request rendered</i>	<i>Releasing Time (Except for Batch Testing)</i>
5.00am-8.00am	11:00am
8:01 am-12:00nn	3:00 pm
12:01 pm – 4:00 pm	7:00 pm
4:01 pm- 8pm	11:00 pm
8:01 pm-11pm	2:00 am
11:01 pm-4:59 am	5:00 am

(Note: Schedule of routing will vary or change during the event of a “stat request “ which means all other work must be stopped immediately with “stat” test being run. Results shall be released in the reception booth by the laboratory receptionist or designated personnel to patients or their authorized representatives or it shall be routed or delivered based on the routing schedule.)

STAT (within 1 hour if automated examination)

ASAP: (within 2 hours if automated examination)

Batch Testing: 3 P.M. (Lipid Profile, SGOT,SGPT,BUN,CREA,FBS,RBS,HBA1c,BUA)

Maximum Allowable Waiting Time: 3 Hours



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Get a number from Clinical Laboratory Staff on Duty</i>	<i>Provides the queue number and briefly explain waiting time procedure</i>	N/A	3 minutes	<i>Medical Technologist I Clinical Laboratory Medical Laboratory Technician I Clinical Laboratory Clinical Laboratory Aide I</i>
2 <i>Present Doctors request form</i>	<i>Receive requirements and issue applicable forms</i>	N/A	3 minutes	<i>Medical Technologist I Clinical Laboratory Medical Laboratory Technician I Clinical Laboratory Clinical Laboratory Aide I</i>
3 <i>Fill out applicable forms</i>	<i>Process registration Give charge slip to the patient Instruct patient to pay applicable fees</i>	<i>Please refer to List of Services pages 9-14</i>	5 minutes	<i>Medical Technologist I Clinical Laboratory Medical Laboratory Technician I Clinical Laboratory Clinical Laboratory Aide I</i>
4 <i>Get a number from queuing machine</i>		N/A	<i>Refer to citizen's charter Cashier Department</i>	<i>Staff on Duty Cashier Office</i>
5 <i>Pay applicable fees</i>	<i>Receive payment and issue official receipt</i>	N/A	<i>Refer to citizen's charter Cashier Department</i>	<i>Staff on Duty Cashier Office</i>



6	Present copy of official receipt	Record official receipt number	N/A	Official Receipt	2 minutes	Medical Technologist I Clinical Laboratory Medical Laboratory Technician I Clinical Laboratory Clinical Laboratory Aide I
7	Submit blood /laboratory sample (if applicable) Submit for blood extraction	Check if the sample is acceptable for testing (with specimen from patient) Perform blood extraction	N/A	Reception area, Blood Bank Division Extraction room, Blood bank	30 minutes	Medical Technologist I Clinical Laboratory Medical Laboratory Technician I Clinical Laboratory Clinical Laboratory Aide I
8	Come back for the scheduled time or date to claim the result	Release the result	N/A	Receipt Claim slip	7 minutes	Medical Technologist I Clinical Laboratory Medical Laboratory Technician I/ Laboratory Aide I Clinical Laboratory



<i>LIST OF SERVICES</i>	
<i>TEST</i>	<i>FEES TO BE PAID</i>
<i>Blood Chemistry</i>	
<i>1. Cholesterol Exam</i>	<i>PHP: 150</i>
<i>2. HDL/LDL exam</i>	<i>PHP: 100</i>
<i>3. Triglyceride</i>	<i>PHP: 100</i>
<i>4.FBS/RBS/PPBS</i>	<i>PHP: 100</i>
<i>5. Blood Urea Nitrogen (BUN)</i>	<i>PHP: 100</i>
<i>6. Creatinine</i>	<i>PHP: 100</i>
<i>7.Blood Uric Acid (BUA)</i>	<i>PHP: 100</i>



8. SGOT/AST	PHP: 150
9. SGPT/ALT	PHP: 150
10. Oral Glucose Tolerance Test	660
11. Na, K, Cl (package)	PHP:400
<i>HEMATOLOGY</i>	
1. CBC w/ platelet	PHP: 120
2. CT/BT	PHP:25
3. PROTINE	PHP 350
4. PARTIAL THROMBOPLASTIN TIME (PTT)	PHP 350
<i>CLINICAL MICROSCOPY</i>	
1. Urinalysis (4 parameters)	PHP:50



2. Urinalysis (11parameters)	PHP:100
3. Fecalalysis	PHP:50
4. Pregnancy Test	PHP:50
5. Occult Blood	PHP:300
1. Gram Stain	PHP:100
2. KOH mount	PHP:50
3. Trichomonas Vaginalis Identification (wet mount)	PHP:30
4. DSSM	PHP 250
SEROLOGY AND BLOOD STATION	
1. Test for Syphilis (Screening) (RPR) SD SYPHILIS	PHP:200
2.. HBsAg (immunochromatography)	PHP:100



<i>3..Dengue NS1</i>	<i>PHP:795</i>
<i>4.Dengue IgG/IgM</i>	<i>PHP:910</i>
<i>5. Wondfo Antigent Test Kit</i>	<i>PHP 450</i>
<i>5. HIV Screening</i>	<i>PHP 850</i>
<i>10. Duplicate Copy of Result (per print/copy)</i>	<i>PHP 50</i>
<i>1. Blood Handling and Storage Fee</i>	<i>PHP 200</i>
<i>2. Whole Blood</i>	<i>PHP 1800</i>
<i>3. Packed/ Washed RBC</i>	<i>PHP 1500</i>
<i>4. Platelet Concentrate</i>	<i>PHP 1000</i>
<i>5. Fresh Frozen Plasma</i>	<i>PHP 1000</i>
<i>6. Cryoprecipitate / Cryosupernate</i>	<i>PHP 1000</i>



7. Complete Crossmatching (Gel method)	PHP:600
8. Forward ABO/RH Grouping (Gel Method)	PHP:430
9. Duplicate Copy of Result (per print/copy)	PHP 50

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the clinical laboratory receiving area
How feedbacks are processed	<p>Every Friday, the Chief Medical Technologist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the clinical laboratory sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09958436004</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via telephone. 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: 09299674613</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer (Chief Medical Technologist) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09958436004</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)



LIST OF OFFICES

Office	Address	Contact Information
Clinical Laboratory	LCH Zone 9 Brgy Bitano Legazpi City	09299674613
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09611787866



LEGAZPI CITY HOSPITAL
Clinical Nursing Unit
External Service



Service Information

Office or Division:	Clinical Nursing Unit
Classification:	Level 1 Hospital
Type of Transaction:	Government to Client
Who may avail:	All admitted patients in Legazpi City Hospital classified and admitted within the capacity of LCH as a primary hospital or their lawful representative with the capacity to represent them in the course of the entire duration of hospital stay.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 sheet of Consent for Admission and Management duly signed by the Patient and/or his lawful representative	Admitting Section
1 sheet of Admitting Doctor's Orders	Physician-on-Duty/Affiliated Physician
1 set of Patient's Chart duly accomplished and signed	Emergency Room/ Operating Room/ Delivery Room Staff

The services of the Clinical Nursing Unit is available 24/7 upon giving consent for admission and management.

A. Admission to Clinical Nursing Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 With signed informed consent for admission and management	Prepares the bed and other supplies/equipment needed	None	5 minutes	CNU Staff
	Admits/Accompanies received patient from	None	5 minutes	CNU Staff



		Emergency Room or Recovery Room to Regular Room.			
2	-	Obtains thorough assessment.	None	5 minutes	CNU Staff
4	-	Carries out Doctor's Order	None	10 minutes	CNU Staff Nurse
5	-	Prepares and administers medications, as ordered	None	5 minutes	CNU Staff Nurse
6	-	Documents Nursing Care	None	5 minutes	CNU Staff Nurse
7	-	Endorses the patient to the next shift	None	3 minutes/patient	CNU Staff
8	Requires care and treatment/ Requests any health care needs.	Performs care and treatment/ Attends to bedside calls.	None	<i>*Depends on the procedures/ health care needs.</i>	CNU Staff

B. Doctor's Rounds and Carrying out of Doctor's Orders

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receives progress report, health education	Responds to immediate referrals and performs regular rounds.	None	10 minutes	Physician-on-Duty/ Attending Physician



and information.					
2	Receives new interventions	Carries out new Doctor's orders.	None	10 minutes	CNU Staff

C – 1. Discharge Clearance, Billing, Discharge within Office Hours

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Receives discharge instructions.	Advise/Confirms May Go Home status.	None	2 minutes	Physician-on-Duty/ Attending Physician/ CNU Staff
2	-	Updates charges through I-HOMIS utilized by the patient.	None	5 minutes	CNU Staff
3	-	Facilitates Discharge Clearance.	None	2 minutes	CNU Staff
4	Signs consent for discharge and acknowledges in-patient discharge instructions.	Prepares and explains the Patient's Discharge Instructions.	None	5 minutes	CNU Staff
		Conducts health education to the patient & significant others.	None	3 minutes	CNU Staff
5	Accomplishes and submits survey form.	Obtains Customer Satisfaction Survey.	None	3 minutes	CNU Staff
6	Receives instructions to proceed to Billing Section.	Receives endorsed discharge pass from Billing Staff.	None	2 minutes	CNU Staff
		Gives the endorsed discharge pass to significant other with instructions to proceed to Billing Section.	Hospital Charges	2 minutes	CNU Staff
7	Present the Discharge Pass cleared	Signs the Discharge Pass and logbook discharge.	None	2 minutes	CNU Staff



by Cashier and Billing Sections.				
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C – 2. Discharge Against Medical Advice (DAMA) and Request for Transfer to other Facility Clearance, Billing, Discharge within Office Hours

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Informs the Nurse of the decision to go home against medical advice/request transfer to hospital of choice.	None	3 minutes	CNU Staff
	Signs Discharge Against Medical Advise Form/ Execute of Request to Transfer to Hospital of Choice.	None	3 minutes	CNU Staff
2	Follow steps 2 – 7 of C – 1 Discharge Clearance, Billing, Discharge within Office Hours	-	-	-



D – 1. Transfer to Other Health Facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Acknowledges the Transfer.	Inform the patient/significant others of the need for transfer to other health facility.	None	5 minutes	Physician-on-Duty/ Attending Physician/ CNU Staff
2 -	Coordinates transfer to other health facility.	None	5 minutes	Physician-on-Duty/ Attending Physician
	Coordinates with Ambulance Service.	None	2 minutes	CNU Staff
3 Settle the hospital bill.	Follow Discharge process steps 2, 3,5, 6 and 7.	None	10 minutes	CNU Staff
4 Present the Discharge Pass cleared by Cashier and Billing Sections.	Facilitates transfer to other health facility via ambulance conduction.	None	5 minutes <i>*patient's transfer depends on availability of services from other health facility.</i>	Physician-on-Duty/ CNU Staff/ Staff Nurse

*Any transaction in the Clinical Nursing Unit (CNU) regarding the provision of healthcare and other related concerns does not have any corresponding payment. Any payment shall be made at the Cashier or Admitting Section.

*Time allotment for every step was set in the maximum time in consideration of the number of patients and their different medical needs.

*Time in response to calls and other patient's requests was intentionally not specified as it is highly relative and dependent to what may arise during the tour of duty and the kind of calls and needs which may not be predicted.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Clinical Nursing Unit Nurses' Station
How feedbacks are processed	Every Friday, the CNU Head Nurse opens the drop box and compiles and records all feedbacks submitted. Feedbacks requiring answers are forwarded to the Clinical Nursing Unit staff concerned and are required to answer within (3) days of the receipt of the feedback
How to file a complaint	Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the Clinical Nursing Unit Nurses' Station Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence For inquiries and follow-ups clients may contact the following telephone number: CNU 1&2: +63955-263-9471 CNU 3: +63965-094-8036
How complaints are processed	The Complaints Officer (CNU Head Nurse) opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: CNU 1&2: +63955-263-9471 CNU 3: +63965-094-8036



Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)
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LIST OF OFFICES

Office	Address	Contact Information
Clinical Nursing Unit 1&2	2 nd Floor, Legazpi City Hospital, Zone 9, Brgy. 37, Bitano, Legazpi City	+63955-263-9471
Clinical Nursing Unit 3	3 rd Floor, Legazpi City Hospital, Zone 9, Brgy. 37, Bitano, Legazpi City	+63965-094-8036
Chief Nurse	2 nd Floor, Legazpi City Hospital, Zone 9 Brgy. Bitano, Legazpi City	+63917-508-3175
Chief of Hospital	GF, Legazpi City Hospital, Zone 9 Brgy. Bitano, Legazpi City	+63917-772-3920



LEGAZPI CITY HOSPITAL

Dental

External Service



Service Information: Dental Health Care

Office or Division:	Dental Health Section	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Social Service/Philhealth Card or MDR	Medical Social Work/Philhealth	

Schedule of Availability of the Service:

Monday-Friday

8:00AM – 12:00PM In-Patient & OPD

1:00PM – 5:00PM Private Patien

3. Present your number & filling up Dental Patient Record, and	3. Receive the queue Number & issuance of form, Explanation	None	5 minutes	Dental Aide
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number from Admission Clerk, Provide the Data necessary in Filling up of Admission Forms (e.g. Consent/Authorization, Patient's data sheet, etc.)	1. Provides the queue number and briefly explain waiting time procedure & Admission Forms Data Sheet	None	10 minutes	Admitting Clerk/ Admin Office
2. Submit requirements, know patient's right and responsibilities, don't leave your things unattended, avoid unnecessary noise & Wait until your number called	2. Receive requirements and issuance of applicable forms, explanation of patient's right & responsibilities & maintenance of cleanliness and orderliness in admission & waiting area	None	30 minutes	Admitting Clerk/ Admin Office



<i>Consent for dental procedure</i>	<i>of Dental Patient Record & Waiver</i>			
<i>4. Oral Consultation</i>	<i>4. Oral Examination, X-ray & performance of other diagnostic procedure</i>	<i>Please refer to List of Services on page 8</i>	<i>30 minutes</i>	<i>Dentist</i>
<i>5. Dental Treatment</i>	<i>5. Provision of Dental Health Care</i>	<i>Please refer to List of Services on page 8</i>	<i>1 hour</i>	<i>Dentist</i>
<i>6. Instruction on Post-Operative Management</i>	<i>6. Side chair Instruction, Post-operative management & Instruction on prescribed medication</i>	<i>None</i>	<i>3 minutes</i>	<i>Dentist</i>
<i>7. Pay Applicable fees</i>	<i>7. Instruct the patient to pay to cashier</i>	<i>None</i>	<i>3 minutes</i>	<i>Dental Staff</i>
<i>8. Present Copy of Official Receipt & Discharge</i>	<i>8. Recording of official receipt number</i>	<i>None</i>	<i>4 minutes</i>	<i>Dental Staff, Dental Aide or Dentist</i>
<i>Total</i>			<i>2 hours 25 minutes</i>	



DENTAL SERVICES	PUBLIC FEES	PRIVATE FEES
1. Dental Consultation	Free	Free
2. Oral Prophylaxis	200Php	500Php (Mild) 600Php (Moderate) 700Php (Severe)
3. Tooth Restoration	300Php/tooth	600Php/tooth (Mild) 800Php/tooth (Moderate) 900Php/tooth (Severe)
4. Dental Sealant	200Php/tooth	400Php/tooth
5. Tooth Extraction	100Php/tooth	400Php/tooth
6. Dental Panoramic Xray	Free in Philhealth	1,000Php
7. Odontectomy (Impacted Wisdom Tooth Removal)	Free Philhealth	10,000Php/tooth
8. Alveoloplasty	Free in Philhealth	18,000Php or Philhealth + excess 3,000Php
9. Frenectomy (Excisional of Lingual Frenum)	Free in Philhealth	10,000Php or Philhealth + excess 1,500Php
10. Frenoplasty (Surgical Revision of Frenum)	Free in Philhealth	10,000Php or Philhealth + excess 1,500Php
11. Intraoral Incision and Drainage of Abscess	Free in Philhealth	6,000Php or Philhealth + excess 1,500Php



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Dental Clinic receiving area
How feedbacks are processed	<p>Every Friday, the Dentist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09558436010</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via telephone. 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: 09558436010</p>



FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09558436010/ 09611787866</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)



LIST OF OFFICES

Office	Address	Contact Information
Dental Clinic	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

Engineering and Facilities Management

Internal Service



Office or Division:	Engineering and Facilities Management			
Classification:	Administrative			
Type of Transaction:	Admin-EFM			
Who may avail:	Officers and Employees of Legazpi City Hospital (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance Repair Request Form		Engineering and Facilities Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request repair through Maintenance Request Form	Accept Client's request	None	5 minutes	Maintenance Personnel/Admin Aide I
	Prepare pre - inspection of the facility/parts/equipment	None	30 minutes	Maintenance Personnel/Admin Aide I
	Approve Pre-Inspection Report	None	5 minutes	Engineer II
	Notify the end user if facility/part/equipment is under warranty/need to be repaired outside or need to be replaced Prepare PR or Cost Estimate of the facility/parts/equipment	None	5 min	Admin Aide I Admin Aide I
	Review the specifications of the facility/parts/equipment listed in the PR and endorsed the	None	5 minutes	Engineer II



	document to the Procurement Section			
	Record and release the PR to the Procurement Section	None	10 minutes	Admin Aide I
	Repair the facility/parts/equipment Prepare post Inspection Report	None	16 hours	Maintenance Personnel/Admin Aide I
	Certify that the facility/parts/equipment is in good working condition	None	10 minutes	Engineer II
	Approve post Inspection Report	None	5 minutes	Engineer II
	Record Client's Maintenance Requests	None	5 minutes	Admin Aide I
Total			17 hours 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the admitting area
How feedbacks are processed	<p>Every Friday, the assigned admitting staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the admitting staff concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number:</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in the admitting area</p> <p>Complaints can also be filed via telephone. 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:</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Engineering And Facilities Management6	LCH Zone 9 Brgy Bitano Legazpi City	09950279413
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



Legazpi City Hospital Emergency Room

External Service



Service Information: Emergency Room

Office or Division:	Nursing Service Division- Emergency Room	
Classification:	Level 1 Hospital	
Type of Transaction:	Government to Client	
Who may avail:	Persons in need of urgent care.	
	REQUIREMENTS	WHERE TO SECURE
	Health Declaration Checklist*	Triage Area
	Hospital ID for Old Clients	Issued from previous Transaction
	Patient information slip for New Clients	Triage Area
	Referral from other Health Facilities	Referring Agency

LCH ER is a 6-bed capacity unit (3 Regular Patients bed, 1 Minor Surgery bed, 1 Examination bed, and 1 Isolation bed) that provides initial treatment to patients with life threatening/emergency healthcare needs under the scope of license as a Level I Hospital.

Schedule: 24/7

Total Response Time

Triaging System

Category of Patients:

- Urgent (Red) - To attend promptly
- Semi-urgent (yellow) - Maximum waiting time: *2 hours
- Non- urgent (green) - Maximum waiting time: ** 4 hours

*Extension time depends on the patient's condition, completion of diagnostic procedures, treatment plan by Attending Physician, intra-facility referrals and patient's influx.

**Advised for OPD consultation.



ER CONSULTATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 Proceed to triage area:</p> <ul style="list-style-type: none"> • To accomplish Health Declaration Checklist* • New patients to fill out information sheet • Old patients to present their Patient IDs <p><i>*if warranted.</i></p>	<p>Categorizes patient as:</p> <ul style="list-style-type: none"> ➤ Urgent (Red) ➤ Semi-urgent (yellow) ➤ Non-urgent (green) <p>Take initial assessment (vital signs to include height and weight), reason for consultation.</p>	None	<p>To attend promptly</p> <p>Maximum waiting time: *2 hours</p> <p>Maximum waiting time: ** 4 hours</p> <p>*Extended time depending on the present number of urgent cases.</p> <p>**advised for OPD consultation.</p>	Triage / Staff Nurse
<p>2 Patient Consultation and Management</p>	<p>2.1 Assesses Patient</p> <p>2.2 Institutes immediate management.</p> <p>2.3 Performs diagnostic and other procedures.</p> <p>2.4 Decides of patient's disposition.</p> <p>2.4.1 Admits patient (If necessary) or treat as OPD.</p> <p>2.4.2 Refers patient for specialty</p>	<p>N/A</p> <p>* Fees shall apply only if patient is for billing</p>	<p>15 minutes</p> <p>1 hour to 2hours</p> <p>30 minutes</p>	<p>Physician-on-Duty / ER Staff</p> <p>Physician-on-Duty</p> <p>Physician-on-Duty</p> <p>Physician-on-Duty</p>



	<i>care, if warranted.</i>		<i>25 minutes</i>	<i>Physician-on-Duty /ER Staff/ Ambulance Service Staff</i>	
	<i>2.4.3 Transfers patient to higher level facility for further evaluation and management, if warranted.</i>		<i>10 minutes</i>		<i>ER Staff/ Utility Personnel</i>
	<i>2.5 Performs post-mortem care.</i>		<i>15 minutes</i>		<i>ER Staff</i>
	<i>2.6 Discharges patient (if treated as OPD / DAMA)</i>				

ER ADMISSION

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>1a Signs informed consent for</i>	<i>1. Orients patient and significant other of patient's responsibilities.</i>	<i>N/A</i>	<i>5 minutes</i>	<i>ER Staff</i>



<p><i>admission and management.</i></p> <p>1b Presents admitting order (from affiliated consultants)</p>	<p>2. Carries out the admitting orders. 1.1 Stat orders 1.2 Routine orders</p> <p>3. Informs concerned unit of admission.</p> <p>4. Issues admission slip and advises patient's significant other to proceed to the admitting unit.</p> <p>5. Enters patient data in the admission logbook.</p> <p>Follows steps 1-5 (1a).</p>		<p>5 minutes 30 minutes</p> <p>2 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>ER Staff</p> <p>ER Staff</p> <p>ER Staff</p> <p>ER Staff</p>
<p>2 Prepares for interunit transfer.</p>	<p>Transfers patient to designated unit.</p>		<p>15 minutes</p>	<p>ER Staff/ Utility Personnel</p>
<p>3 Receives instruction from designated unit.</p>	<p>Endorses patient to receiving staff.</p>		<p>15 minutes</p>	<p>ER Staff</p>

ER DISCHARGE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 Proceeds to Billing Section.</p>	<p>Issues discharge clearance to patient/watcher with instructions.</p>		<p>2 minutes</p>	<p>ER Staff</p>
<p>2 Presents Exit Pass to ER Staff.</p>	<p>Signs exit pass and gives specific instructions.</p>		<p>10 minutes</p>	<p>ER Staff</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Emergency room receiving area
How feedbacks are processed	<p>Every Friday, the Emergency Room Section Head opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the clinical laboratory sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: +63905-892-1185</p>
How to file a complaint	Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the



	<p>designated drop box in front of the Emergency room receiving area</p> <p>Complaints can also be filed via telephone. 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: +63905-892-1185</p>
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FEEDBACK AND COMPLAINTS MECHANISM

<p>How complaints are processed</p>	<p>The Complaints Officer/ Section Head opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: +63905-892-1185</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Emergency Room	LCH Zone 9 Brgy 37, Bitano Legazpi City	+63905-892-1185
Chief of Hospital	LCH Zone 9 Brgy 37, Bitano Legazpi City	+63917-517-7178



LEGAZPI CITY HOSPITAL HUMAN RESOURCE

External & Internal Services



1. Service Information: Application for Employment

Application at the Legazpi City Hospital is open to anyone particularly bonafide residents provided they meet the qualifications required for the job opening. Job openings are posted at the City Hall Bulletin Boards and at the website of the Hospital and also published at the Civil Service Commission (CSC) ROV. Applications should be submitted to the Human Resource Office of LCH. The screening committee conducts screening to determine if the applicant is eligible for the position. Then submits the application to the HRMO-City Hall for verification and scheduling of PS Board screening. The Personnel Selection Board (PSB) screens applicants.

The PSB Composition:

- City Mayor or his duly assigned representative
- City Vice-Mayor or his duly assigned representative
- Sangguniang Bayan Member - Chairman of the Committee on Labor and Employment and Civil Service Matter.
- Department Heads of the department which has the vacancy
- City Human Resource Management Officer and its staff as its Secretariat
- Two (2) representatives of the rank-and-file career employees. One (1) from the first level and one (1) from the second level.
- President of the City Employees Association

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Personal Data Sheet		Applicant		
Application Letter		Applicant		
Transcript of Records		School		
Certificate of previous employment (if any)				
Certificate of eligibility/competency (if any)		PRC/CSC		
Other Documents (if any)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submit credentials	1. Receive resume/application	None	3 minutes	Human Resource Staff
	1.1 Check and evaluate applicant's qualifications with reference to the requirements of the position applied for	None	15 minutes	Human Resource Staff



	1.2 Conducts Preliminary screening	None	Depending on the availability of the Chief of Hospital	Admin Officer V Chief of Hospital
	1.3 Office of the Hospital Administrator will make an endorsement for an Applicant	None	Depending on the availability of the signatory	Admin Officer V Chief of Hospital
	1.4 Forward all documents and requirements submitted by the applicant to HRMO	None	30 minutes	Human Resource Staff/ Liaison Officer

2. Service Information: Application for Leave

Employee accrue leave credits each month and such credits may be used by the employee when the need to temporarily leave work arises, either due to illnesses or personal circumstances.

Actual leaves are deducted from earned leave credits. If an employee's leave goes beyond the accrued leave credits, he/she shall be without pay.

Applications for vacation leave must be filed at least **five (5) days** before the leave. For sick leaves, the application must be filed immediately upon the employee's return from such leave.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Leave Form		Human Resource Staff		
Medical Certificate for Sick Leave (exceeding 4 days)		Medical Records of the Hospital/ Clinic		
Clearance for Travel abroad (in case vacation leave will spent overseas)		CHRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee's application for leave	1. The employee files a leave of Absence, accomplishes	None	10 minutes	Employee



	<p>three (3) copies of Leave Form Application for signature of the Chief of Hospital and his/her immediate supervisor</p> <p>1.2 Employee submits the Application for Leave Form to HR Office of LCH together with the requirements (if any)</p> <p>1.3 Records the Application for Leave in the Logbook. Checks supporting documents are correct and in order</p> <p>1.4 Forwards application for leave to CHRMO. The Acting Human Resource Management Officer approves the computation on the Application for Leave</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p> <p>30 minutes</p>	<p>Employee</p> <p>Human Resource Staff</p> <p>Human Resource Staff</p>
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Note:

1. Special Privilege Leave shall be filed in advance (1 week)
2. Vacation Leave shall be filed in advance (discretion of the Head of Office)
3. Maternity Leave shall be filed in every instance of pregnancy.
4. Sick Leave shall be filed upon employee's return to office; medical check-up can be filed in advance.
5. Mandatory five-day vacation leave (Forced Leave) shall be arranged with the Chief of Hospital.

3. Service Information: Application For Securing Service Record/Certificate Of Employment And Other Personal Records

The LCH employee may request from HRMO copies of service records, certificate of employment and other certifications and personal records.

These usually are required for loans, credit E-Card applications, NOSA Step Increments/promotions, retirement and terminal leave purposes and employment to other companies/agencies upon resignation from the government service.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation				
Request Letter				
Program Itinerary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Securing Service Records/ Certificate of Employment and other Personal Records</i>	1. <i>Employee requests/ indicates the type of document being requested and its purpose</i>	None	5 minutes	Employee
	1.2 <i>Person in-charge conducts interview regarding the requested document</i>	None	10 minutes	Human Resource Staff



	1.3 Forward to CHRMO the record/ certification requested	None	20 minutes	Liaison Officer
	1.4 Employee receives the document from LCH Human Resource Office	None	1 day (upon receipt from (CHRMO))	Human Resource Staff

4. Application of Employee To Attend Trainings/Seminars

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation		Inviting Agency		
Request Letter		Office of the Chief of Hospital		
Program Itinerary		Inviting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee to attend trainings/ seminars	1. Receive and log invitation for training	None	5 minutes	Human Resource Staff
	1.2 Submit the requested invitation for training for evaluation and approval of the Chief of Hospital	None	15 minutes	Human Resource Staff
	1.3 Forward to CHRMO to prepare/ encode Office Order/Travel Order	None	1 hour	Liaison Officer
	1.4 Forward to CMO for Mayor's Signature	None	1 Day (depends on the availability)	CHRMO Staff



	<p><i>and for control number 1.5 CHRMO forward back the papers to LCH Human Resource Office</i></p>	<p><i>None</i></p>	<p><i>of the Hon. Mayor)</i></p> <p><i>1 hour</i></p>	<p><i>CHRMO Staff</i></p>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at HR drop box.</p>
How feedbacks are processed	<p>Every Friday, the Admin Officer V opens the drop box. She compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09150916396</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via cellphone. 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 numbers: 09150916396/ 09175177178</p>



FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09150916396/ 09175177178</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09150916396
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

Information and Technology Section

Internal Service



Service Information: Information Technology Section Procedures

Office or Division:	Information and Technology Section
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All Medical and Hospital Staff to include Allied Professionals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Job Order's Request Form	Sections in LCH
Philhealth Claims Documents	Billing Section

A. Request for PC, Printer Repair or Troubleshooting

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Hospital staff with Job Order Request for PC or Printer Repair or Troubleshooting</i>	<i>Receives Job Order Request Form Verify/ Checks the area that needs assistance and their concern</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
2 <i>Hospital Staff demonstrates the Issue or Technical Problem</i>	<i>Visits the area with concern and physically inspect the problem</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
3 <i>Hospital Staff Concurs that the Technical Issue is Received</i>	<i>Troubleshoots the technical issue and ensures that the problem is solved</i>	<i>N/A</i>	<i>60 minutes</i>	<i>IT Staff</i>
<i>Total</i>			<i>90 minutes</i>	



B. Request for Internet and Network Repair or Troubleshooting

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Hospital staff with Job Order Request for Internet and Network Repair or Troubleshooting</i>	<i>Receives Job Order Request Form Verify/ Checks the area that needs assistance and their concern</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
2 <i>Hospital Staff demonstrates the Issue or Technical Problem</i>	<i>Visits the area with concern and physically inspect the problem</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
3 <i>Hospital Staff Concurs that the Technical Issue is Received</i>	<i>Troubleshoots the technical issue and ensures that the problem is solved</i>	<i>N/A</i>	<i>60 minutes</i>	<i>IT Staff</i>
<i>Total</i>			<i>90 minutes</i>	

C. Request for Assistance and Troubleshooting for IHOMIS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Hospital staff with Job Order Request for Assistance and Troubleshooting for IHOMIS</i>	<i>Receives Job Order Request Form Verify/ Checks the area that needs assistance and their concern</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
2 <i>Hospital Staff demonstrates the Issue or Technical Problem</i>	<i>Visits the area with concern and physically inspect the problem</i>	<i>N/A</i>	<i>15 minutes</i>	<i>IT Staff</i>
3 <i>Hospital Staff Concurs that the Technical Issue is Received</i>	<i>Troubleshoots the technical issue and ensures that the problem is solved</i>	<i>N/A</i>	<i>60 minutes</i>	<i>IT Staff</i>
<i>Total</i>			<i>90 minutes</i>	

D. Transmission of PhilHealth E-Claims Via IHOMI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Hospital staff with complete Philhealth Claims Documents	Receives Philhealth Claims Verify/ Checks that the documents are complete and intact	N/A	15 minutes	IT Staff
2		Create/accomplish additional claims attachments (CF2, CF3, CF4)	N/A	100 minutes	IT Staff
		Scans all documents and converts them into appropriate files needed for transmission	N/A	120 minutes	IT Staff
3		Transmits all documents to Philhealth before the deadline	N/A	180 minutes	IT Staff
				<i>Total</i>	6 hours 55 minutes

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box inside of the IT Office
How feedbacks are processed	<p>Every Friday, the Head of IT opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the sections concerned and they are required to answer within (3) days of the receipt of the feedback</p>



	For inquiries and follow-ups clients may contact the following telephone number: 09958436010
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via telephone. 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: 09958436010</p>

LIST OF OFFICES

Office	Address	Contact Information
Information and Technology	LCH Zone 9 Brgy Bitano Legazpi City	09958436010
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09611787866



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer (Head of IT) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09958436010/09611787866</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)



LEGAZPI CITY HOSPITAL

Labor and Delivery Room

External Service



Service Information: Labor and Delivery Room Services

Office or Division:	Labor and Delivery Room
Classification:	Level 1 Hospital
Type of Transaction:	Government to Client
Who may avail:	Women of reproductive age who are about to give birth.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Arrival in Labor and Delivery Room. <i>Required to change into clean patient's gown and footwear.</i>	Receives endorsement from ER/ CNU.	N/A	5 mins	LR/DR Staff
	Transfer of patient to: <ul style="list-style-type: none"> • Labor Room • Delivery Room 	Php 100/ hr	5 mins 7 mins	LR/DR Staff/ Utility Personnel
	Obtains patient's vital signs including fetal heart tone, Leopold's Maneuver, cardiotocography and internal examination.	N/A	15-20 mins	LR/DR Staff/ Physician-On-Duty/ OB-Gyne Consultant
	Relay assessment to Physician-on-Duty/ OB-Gyne Consultant.	N/A		LR/DR Staff
2 Patient Care and Management	Monitors patient's vital, fetal heart tone and progress of labor.	N/A	14-16 hrs	LR/DR Staff/ Physician-On-Duty/ OB-Gyne Consultant
	Accomplishes partograph form.			LR/DR Staff



3 Prepare for Transfer to Designated Area/Unit/Facility	Transfer of Patient to:			
	<ul style="list-style-type: none"> • Delivery Room (6cm for multipara and fully for primipara) 		7 mins	LR/DR Staff/ Physician-On-Duty/ OB-Gyne Consultant
	<ul style="list-style-type: none"> • Operating Room • Other Facility 		7 mins 30 mins	LR/DR Staff/ Utility Personnel LR/DR Staff/ Utility Personnel
4 Intrapartum Care	Performs procedures related to Normal Spontaneous Delivery (Episiotomy and Repair or Repair of Laceration)		1-3 hrs	LR/DR Staff/ Physician-On-Duty/ OB-Gyne Consultant
5 Prepares for transfer to Designated Unit or Other Facility/ Signs DAMA	Transfer of Patient from DR to:			
	<ul style="list-style-type: none"> • Recovery Room • Other Facility 	Php 100/ hr Hospital Charges	10 mins 30 mins	LR/DR Staff/ Utility Personnel LR/DR Staff/ Utility Personnel

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the OR/ DR Complex receiving area.
How feedbacks are processed	<p>Every Friday, the LR/ DR Section Head opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Labor and Delivery Room Section and they are required</p>



	<p>to answer within (3) upon receipt of the feedback.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09552559440.</p>
<p>How to file a complaint</p>	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box at the OR/ DR Complex receiving area.</p> <p>Complaints can also be filed via telephone. 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: +63916-990-4788</p>

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How complaints are processed</p>	<p>The Complaints Officer (Labor and Delivery Room Section Head) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p>



	<p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: +63916-990-4788</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Labor and Delivery Room	Legazpi City Hospital, Zone 9, Brgy 37, Bitano Legazpi City	+63916-990-4788
Chief of Hospital	Legazpi City Hospital, Zone 9, Brgy 37, Bitano Legazpi City	+63917-772-3920



LEGAZPI CITY HOSPITAL

Records Section

External Service



Service Information: Records Section

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Green ID card of Patient	Issued by LCH
Record of Patient upon check-up	OPD/ER section
Request form	Admitting Section
Official Receipt	
Days/Hours of Releasing	Monday to Friday, 8:00 AM-5:00 PM Releasing: 8:00 AM – 4:00 PM

HOW TO AVAIL OF THE SERVICE (FOR VARIOUS CERTIFICATES AND FORMS REQUESTED)

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<i>Proceed to admitting area for filling of Request form</i>	<i>Ensures complete and properly filled-up request form</i>	<i>N/A</i>	<i>5 minutes</i>	<i>Clerk on Duty</i>
2.	<i>Client is instructed to pay at the cashier (If requested has a corresponding payment).</i>	<i>Ensures that client was properly instructed</i>	<i>N/A</i>	<i>2 minutes</i>	<i>Clerk on Duty</i>
3.	<i>Request form forwarded to Records Section for Retrieval of Patient's/Client's Record and Processing of request</i>	<i>Retrieval of patient's record needed for processing Patient's/Client's request</i>	<i>N/A</i>	<i>10 minutes</i>	<i>Clerk/Record Section Staff</i>



4. R E L E A S I N G	<p><i>Proceed directly to admitting section:</i></p> <p><i>a. Present receipt (if requested certificate has payment).</i></p> <p><i>b. If no payment required (present the white i.d. card of patient official receipt).</i></p> <p>NOTE: Patient-Official Receipt</p> <p>Authorized nearest kin of legal age- Authorization Letter duly signed by the patient; valid photo ID of the patient and the authorized nearest kin; Claim Stub with Official Receipt</p>	<p>Verification of payment and certificate/forms requested</p>	N/A	10 minutes	Clerk/Record Section Staff
		<p><i>Releasing</i></p>	N/A	5 minutes	Clerk/Record Section Staff
				<i>Total</i>	32 minutes

VARIOUS CERTIFICATES AND FORMS REQUESTED

CERTIFICATES AND FORMS REQUESTED	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>a.) Medico-Legal Certificate</i>	<i>PHP 75.00</i>	<i>1-2 days</i>	<i>Clerk/Record Section Staff</i>
<i>b.) Medical Certificate</i>	<i>PHP 75.00</i>	<i>1-2 days</i>	<i>Clerk/Record Section Staff</i>
<i>c.) Medical Abstract</i>	<i>PHP 100.00</i>	<i>3-5 days</i>	<i>Physician</i>
<i>d.) Insurance Claims</i>	<i>N/A</i>	<i>3-5 days</i>	<i>Physician</i>
<i>e.) SSS/GSIS Claims</i>	<i>N/A</i>	<i>3-5 days</i>	<i>Physician</i>
<i>f.) Birth Certificate</i>	<i>PHP 75.00</i>	<i>2 days</i>	<i>Clerk/Record Section Staff</i>



g.) <i>Death Certificate</i>	N/A	1 day	Clerk/Record Section Staff
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the admitting area
How feedbacks are processed	<p>Every Friday, Record Staff/Record Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Record Section concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09171304914</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in the admitting area</p> <p>Complaints can also be filed via telephone. 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: 09171304914</p>



FEEDBACK AND COMPLAINTS MECHANISM

How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the following telephone number: 09611787866</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Record Section	LCH Zone 9 Brgy Bitano Legazpi City	09171304914
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

Out Patient Section

External Service



Service Information: Consultation Services

Office or Division:	Out Patient Section	
Classification:	Level 1 Hospital	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Document 1	Consultation Treatment Form	Admitting Section
Document 2	Hospital ID	Admitting Section

Service Schedule : *Mondays to Fridays- 8:00am to 5:00pm*
Legal Holiday- no schedule
Declared Holiday- 8:00am-12:00pm
Cut-off Time: 4:00pm

Services Rendered	Clinic Schedule
OB-GYNE Consultation	Wednesday 8:00am to 4:00pm
Surgery Consultation	Monday- 10:00am- 12:00pm Tuesday- 1:00pm- 3:00pm Thursday- 12:00pm- 1:00pm
BCG/ Newborn and Postpartum Mother Consultation Day	Thursday
	<i>Note: Senior Citizen, Pregnant Women and PWD clients may avail of Out patient services anytime during clinic hours.</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1 Proceed to triage area:</p> <ul style="list-style-type: none"> To accomplish Health Declaration Checklist * New patients to fill out information sheet Old patients to present their Patient ID <p>*if warranted</p>	<p>Give queuing number and instruct patient to be seated and wait for their number to be called, briefly explain waiting time.</p> <p>Take initial assessment (vital signs to include height and weight), reason for consultation.</p>	None	<p>3 minutes (first come first serve basis)</p> <p>Maximum waiting time: 15 minutes</p> <p>*waiting time varies in case of patient influx</p>	Triage/ Staff Nurse
<p>2 Patients are called for consultation.</p>	Assists in the consultation process.	None	5 minutes	OPD Staff
<p>3 Patient Consultation and Treatment</p>	<ul style="list-style-type: none"> Obtains comprehensive medical history Performs complete physical examination Orders medical treatment Prescribes medicine 	None	10 minutes	Physician-on-Duty



	<ul style="list-style-type: none"> • Provides request for diagnostic procedures • Performs medical treatment 		<p>*extended time needed; depending on patient's medical status</p>	OPD Staff
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4	Interunit and intra facility referral	<ul style="list-style-type: none"> • Endorse to concern unit • Accomplish Referral Form/ Diagnostic Requests 	None	<p>5 minutes</p> <p>*please refer to citizen's charter of the concerned section</p>	OPD Staff
5	Follow-up check-up with diagnostic results for the continuation of management	<ul style="list-style-type: none"> • Explains results and gives appropriate prescription • Instruct patient regarding next visit schedule • Gives appropriate health teachings/advise 	None	<p>5 minutes</p> <p>*extended time needed for answering queries</p> <p>* extended time needed; depending on patient's condition</p>	Physician –on-duty



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the OPD Consultation room
How feedbacks are processed	<p>Every Friday, the Chief OPD Nurse opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09558436010</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the OPD receiving area receiving area</p> <p>Complaints can also be filed via telephone. 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: 09958436010</p>

FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.



	<p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09958436010/ 09611787866</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Out Patient Section	LCH Zone 9 Brgy.37 Bitano Legazpi City	09568776944
Chief of Hospital	LCH Zone 9 Brgy.37 Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL

Operating and Recovery Room

External Service



Service Information: Operating and Recovery Room Services

Office or Division:	Operating and Recovery Room
Classification:	Level 1 Hospital
Type of Transaction:	Government to Client
Who may avail:	All patients who are receiving and/or received anesthesia, surgical interventions and postpartum patients.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 With signed informed consent for surgery, treatment and other procedures	Receives surgery request slip immediately after doctor's order from other units.	None	5 minutes	Staff-on-Duty/ OR/RR Staff
2 Client verbalizes understanding of the contemplated procedure, risk and possible outcome.	Attending Physician re-educate the client and significant others of the contemplated procedure, its risk and possible outcome.	None	5 minutes	Attending Physician
	Anesthesiologist orients client and significant others of anesthesia care plan, its risk and possible outcome.	None	5 minutes	Anesthesiologist
3 Prepares transfer from other unit to Operating Room.	Admits/ accommodate client from other units.	None	5 minutes	OR/RR Staff
	Performs perioperative assessment.* <i>*preoperative checklist</i> <i>*WHO surgical safety checklist</i>	None	5minutes	OR/RR Staff



4	Prepares transfer from Semi-Restricted to Restricted Area. <i>*client assisted to wear OR gown, bouffant, surgical facemask and clean footwears.</i>	Ensures patient safety during transfer to Operating Table.	No Fee	5 minutes	OR/RR Staff/ Utility Personnel
5	Receives anesthesia and surgical care and treatment.	Performs WHO Surgical Safety Checklist.	None	Depends on the duration of surgical procedure.	All Surgical Team
6	Newborn receives essential intrapartum newborn care/ Significant Other receives information of newborn status.	Performs essential intrapartum newborn care. Carries out Doctor's orders.	None None	Depends on newborn status. 5 minutes	Attending Physician/ OR/RR Staff OR/RR Staff
7	Receives specimen and signs the Perioperative Form/Logbook, if warranted.	Endorses the properly labelled and treated specimen to client/significant other with given instructions.	None	5 minutes	OR/RR Staff
8	Prepares transfer to Recovery Room/ Regular Room.	Ensures patient safety during transfer to Recovery Room and/ or Regular Room. Performs post-operative monitoring, care and treatment. Assess client's readiness for trans-out to regular room.	None None None	10 minutes 1 Hour for NSD under Epidural Anesthesia 2-4 Hours for Surgical Patients under GA/Spinal/Epidural Anesthesia. <i>*readiness for transfer to regular room depends on Aldrete's Scoring</i>	OR/RR Staff OR/RR Staff OR/RR Staff



			<i>and case classification</i>	
		Obtains Customer Satisfaction Survey.	None	2 minutes OR/RR Staff
9	Receives discharge instructions/transfer to other facility.	Prepares the client/significant others for discharge.	None	5 minutes Attending Physician/ OR/RR Staff
		Inform the patient/significant others of discharge the need for transfer to other health facility.	None	5 minutes Attending Physician/ OR/RR Staff
		Updates charges through I-HOMIS utilized by the patient.	None	5 minutes OR/RR Staff
		Facilitates Discharge Clearance.	None	5 minutes OR/RR Staff
		Prepares and explains the Patient's Discharge Instructions.	None	5 minutes OR/RR Staff
		Conducts health education to the patient & significant others.	None	5 minutes OR/RR Staff
		Obtains Customer Satisfaction Survey.	None	2 minutes OR/RR Staff
		Coordinates transfer to other health facility.	None	5 minutes OR/RR Staff
10	Receives instructions to proceed to Billing Section.	Receives endorsed discharge pass from Billing Staff.	None	5 minutes CNU Staff
		Gives the endorsed discharge pass to significant other with instructions to proceed to Billing Section.	Hospital Charges	5 minutes CNU Staff



11	Present the Discharge Pass cleared by Cashier and Billing Sections.	Signs the Discharge Pass.	None	10 minutes	OR/RR Staff
		Coordinates with Ambulance Service. Facilitates transfer to other health facility via ambulance conduction.		10 minutes <i>*patient's transfer depends on availability of services from other health facility.</i>	OR/RR Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the OR/DR Complex receiving area
How feedbacks are processed	<p>Every Friday, the Section Head Nurse opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Operating and Recovery Room sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: +63965-095-9864</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box at the OR/DR Complex receiving area</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence



	For inquiries and follow-ups clients may contact the following telephone number: +63965-095-9864
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FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer (Section Head Nurse) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Chief Nurse for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Operating and Recovery Room	3 rd Floor, Legazpi City Hospital, Zone , Brgy. 37, Bitano Legazpi City	+63965-095-9864
Chief of Hospital	Legazpi City Hospital, Zone , Brgy. 37, Bitano Legazpi City	+639177723920



LEGAZPI CITY HOSPITAL

Pharmacy

External Service



Service Information: Filling-Up of Prescription for In-Patients

Office or Division:	Pharmacy	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	In-patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prescription (1 copy)		LCH Physicians/ Consultants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Patient/ Nursing attendant with doctor's prescription proceed to pharmacy</i>	1.1 Receives prescription from CNU 1.2 Verify/Checks prescription details 1.3 Check availability of items 1.4 If drugs and medicines are not available, instructs the Nursing Attendant/ Patient accordingly 1.5 If drugs and medicines are available 1.5.1 Fills up prescription 1.5.2 Give medicine according to coverage of PHIC	<i>None</i>	<i>30 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>
	1.6 Enters doctor's order to IHOMIS	<i>None</i>	<i>15 minutes</i>	<i>Nursing Attendant/ Nurse on Duty</i>
	1.7 Generates charge slip number and Issue doctor's order in IHOMIS that will be reflected on the final bill of the patient	<i>None</i>	<i>5 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>
2 <i>Receives prescribed medicines from the pharmacist</i>	2.1 Dispense and records medicine issued; and files the prescription.	<i>None</i>	<i>15 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>

Note: For Dangerous drugs, follow procedures per the Dangerous Drugs and Generics Act



Service Information: Filling-Up of Prescription for ER/ Walk-In/ Out-Patients

Office or Division:	Pharmacy	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	ER, Walk-In and Out-patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prescription (1 copy)	LCH Physicians/ Referring Physicians (for walk in patients)	
Yellow Prescription (2 copies)	LCH Physicians/ Referring Physicians with s2 license	
4Ps ID/ Philhealth ID	DSWD/ Philhealth	
Latest MDR (1 copy)	Philhealth	
Authorization Letter (1 copy)	4Ps/ Philhealth beneficiaries	
Medicine Purchase Booklet	OSCA/ PWD office	
Senior Citizen ID/ PWD ID	OSCA/ PWD office	
Official Receipt	LCH Cashier	

Note: For Dangerous drugs, follow procedures per the Dangerous Drugs and Generics Act.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Present doctor's prescription to the pharmacist</i>	1.1 Receives prescription from ER/ OPD Units and/ Walk-in patients 1.2 Verify/Checks prescription details 1.3 Check availability of items 1.4 Informs the patient of price and availability 1.5 If drugs and medicines are available: 1.5.1 Give medicine's starter dose/ full coverage if antibiotics. 1.6 Enters prescribed medicines to IHOMIS and prints charge slip. 1.7 Instructs the patient/client to pay to the cashier	$Unit\ Price \times Quantity = Total\ Amount$ $Total\ amount - 20\% \text{ discount (if SC/PWD)} = Grand\ Total$	30 minutes	Pharmacist/ Pharmacy Assistant on duty



2 <i>Present official receipt to the pharmacist</i>	2.1 Records medicine issued and files the prescription 2.2 Indicates the official receipt number on the dispensing logbook and fills up the prescription	<i>None</i>	<i>20 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>
3 <i>Receives prescribed medicines from the pharmacist</i>	3.1 Counsels the patient and dispense the medication	<i>None</i>	<i>15 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>

Service Information: Filling-Up of Discharge Slip for ER Patients

Office or Division:	Pharmacy
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	ER patients
CHECKLIST OF REQUIREMENTS	
Prescription (1 copy)	LCH Physicians
Discharge Slip (1 copy)	LCH Emergency Room
Authorization Letter (1 copy)	4Ps/ Philhealth beneficiaries
Medicine Purchase Booklet	OSCA/ PWD office
Senior Citizen ID/ PWD ID	OSCA/ PWD office
Official Receipt	LCH Cashier

Note: For Dangerous drugs, follow procedures per the Dangerous Drugs and Generics Act.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 <i>Present doctor's prescription to the pharmacist</i>	1.1 Enters doctor's order to IHOMIS 1.2 Process discharge slip and instructs the patient to proceed to the pharmacy	<i>None</i>	<i>30 minutes</i>	<i>Nursing Attendant/ Nurse on Duty</i>



2 <i>Present doctor's discharge slip to the pharmacist</i>	2.2 Receives discharge slip from the patient 2.3 Verify/ Checks doctor's order posted in iHOMIS 2.4 Generates charge slip number and print charge slip 2.5 Instructs the patient/relative to go to the billing section, pay to the cashier and return to the pharmacy	<i>None</i>	<i>30 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>
3 <i>Present official receipt to the pharmacist</i>	3.1 Records medicine issued and files the prescription 3.2 Indicates official receipt number in the dispensing logbook and fills up the prescription 3.3 Signs the discharge clearance and instruct the patient to return to ER	<i>None</i>	<i>30 minutes</i>	<i>Pharmacist/ Pharmacy Assistant on duty</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the clinical laboratory receiving area
How feedbacks are processed	<p>Every Friday, the Chief Pharmacist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the pharmacy sections concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09489961375</p>
How to file a complaint	Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the



	<p>designated drop box in front of the clinical laboratory receiving area</p> <p>Complaints can also be filed via telephone. 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: 09489961375</p>
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FEEDBACK AND COMPLAINTS MECHANISM	
<p>How complaints are processed</p>	<p>The Complaints Officer (Chief Pharmacist) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09489961375</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Pharmacy	LCH Zone 9 Brgy Bitano Legazpi City	09489961375
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	



Legazpi City Hospital Procurement Office

Internal Service



Procurement Division

Purchasing services in accordance with RA 9184 or the Government Procurement Reform Act.

Step	Actions to Take	Corresponding Task of Hospital Personnel	Duration of Activity (Maximum Time)	Person in charge	Documents Required	Amount Fee
1	Filing of Request by the concern division/section officer to the procurement section.	Filing and Consolidation of all request per quarter. Such items in the request must correspond or stated to the APP.	5 minutes (Filing) Per Quarter (Consolidation)	Admin Officer III Admin Aide VI	Request Slip Annual Procurement Plan	
2	<ul style="list-style-type: none"> Preparation of PR (Purchase Request) to be signed by the Chief of Hospital and submitted to CMO (City Mayor's Office) for Mayor's Approval. The PR will proceed GSO 	Purchase Request prepared and signed by the Chief of Hospital to be submitted to CMO (City Mayor's Office) for Mayor's Approval.	Preparation of Purchase Request per quarter 5 hours	Admin Officer III Admin Aide VI	Purchase Request and Obligation Request	



	<p>(General Services Office) for numbering and Checking of items if it is in accordance with the APP, and next to the CBO (City Budget Office) for Budget Allotment.</p> <ul style="list-style-type: none"> • Thereafter it will be back to GSO for BAC required papers and signatures. 					
3	<ul style="list-style-type: none"> • Receive from the GSO 3 canvass forms. 	Conduct of canvass at least 3 supplier per Item included in the Purchase Request	1 day per supplier	Admin Officer III	Canvass for the Supplier	



	<ul style="list-style-type: none"> • Conduct of Canvass at least 3 supplier per item • Submit the Canvass to GSO for award 					
4	<ul style="list-style-type: none"> • Issuance of PO (Purchase Order) by GSO • Delivery of items in the PO and Issuance of Sales Invoice/Charge Invoice by the Supplier upon complete delivery 	Receive and Inspect the Items Delivered together with the GSO inspector	3 hours per delivery (receive and inspection)	Admin Officer III Admin Aide VI	Purchase Order Sales Invoice, Charge Invoice	
5	Distribution of delivered items to the concern Division. (Donation/Purchased)	Distribute items	2 hours from inspection	Admin Officer III Admin Aide VI	Acknowledgment Receipt Requisition Issuance Receipt	



		Total	1 day 10 hours and 5 minutes			

LIST OF OFFICES

Office	Address	Contact Information
Procurement Section	LCH Zone 9 Brgy Bitano Legazpi City	09175518200
Administrative Office	LCH Zone 9 Brgy Bitano Legazpi City	09611787866
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



LEGAZPI CITY HOSPITAL
Radiology Department
(Ultrasound Section)

External Service



Service Information: Radiologic Examinations

Office or Division:	Radiology Department(Ultrasound Section)	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Doctor's Request		LCH Physicians
Updated OPD card for service patients (if applicable)		Referring Physicians (for walk in patients)
Official Receipts		

Release of Official Results: For non-stat examinations (routine examination), results shall be released in the following schedules:

<i>Time of request rendered</i>	<i>Releasing Time</i>
Monday – 9AM-10AM Tuesday -Starts at 4PM Wednesday – Starts at 4PM Thursday – Starts at 4PM Friday – Starts at 4PM	All results will be readily available at 10AM the next day

If in an event that the result is delayed because of unforeseen events such as no connectivity in the internet, natural calamities and no radiologist available to handle the for reading x-ray images the client is advised by the radiologic technologist on duty via text or call if the result is already available.

STAT (within 10 minutes from the time of examination for viewing/wet reading of the Resident on Duty)

ASAP: (Resident-on-duty/Nurse-on-duty will inform the Radiologic technologist/Radiologist for the temporary ultrasound reports)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present Doctors request form	Receive requirements, schedule patient and get contact information	N/A	3 minutes	Admin Aide IV Radiologic Technologist I & II
2 Fill out applicable forms	Process registration Give charge slip to the patient Instruct patient to pay applicable fees	N/A	3 minutes	Admin Aide IV Radiologic Technologist I & II
3 Pay applicable fees	Receive payment and issue official receipt	Please refer to List of Services pages 9-14	Refer to citizen's charter Cashier Department	Staff on Duty Cashier Office
4 Present copy of official receipt	Record official receipt number	N/A	2 minutes	Admin Aide IV Radiologic Technologist I & II
5 Patient enters the	Patient will undergone	N/A	2 minutes	



<i>examination room</i>	<i>preparation and quick orientation about the examination</i>	<i>Total</i>	10 minutes	<i>Radiologic Technologist I & II, Sonologist</i>		
			20 minutes			
6	<i>Claim result</i>	<i>Release the result</i>	<i>N/A</i>	<i>Official Receipt</i>	<i>Results available 10am the next day</i>	<i>Admin Aide IV Radiologic Technologist I & II</i>
				<i>Total</i>	<i>< 24 hours</i>	

LIST OF SERVICES

No.	PROCEDURE	AMOUNT
1	ABDOMINAL	1,700
2	HBT	850
3	LIVER	700
4	KUB	850
5	PELVIC	800
6	PROSTATE	700
7	UPPER ABDOMEN	950
8	LOWER ABDOMEN	950
9	WHOLE ABDOMEN	1,650
10	SINGLE ORGAN	700
11	TRANSRECTAL	950
12	TRANSVAGINAL (TVS)	950
13	BPS	1,150
14	KUB+PROSTATE	950



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the radiology department reception area</p>
How feedbacks are processed	<p>Every 1st week of the month, the Chief Radiologic Technologist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the radiology departments concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09497339717</p>
How to file a complaint	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the radiology department reception area</p> <p>Complaints can also be filed via telephone. 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: 09497339717</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Complaints Officer (Chief Radiologic Technologist) opens the complaints drop box on a monthly basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09497339717</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0949-733-9717 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Radiology Department	LCH Zone 9 Brgy Bitano Legazpi City	09497339717
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	091751777178



**Legazpi City Hospital
Radiology Department
(X-ray Section)**

External Service



Service Information: Radiologic Examinations

Office or Division:	Radiology Department (X-ray Section)	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Doctor's Request		LCH Physicians
Updated OPD card for service patients (if applicable)		Referring Physicians (for walk in patients)
Official Receipts		

Release of Official Results: For non-stat examinations (routine examination), results shall be released in the following schedules:

<i>Time of request rendered</i>	<i>Releasing Time</i>
5:00 AM-8:00 AM 8:01 AM-12:00 PM 12:01 PM – 4:00 PM 4:01 PM - 8:00 PM Beyond 1:00 AM	<i>All results will be readily available within 24-48 hours from the time or date of examination and the availability of the radiologist</i>

If in an event that the result is delayed because of unforeseen events such as no connectivity in the internet, natural calamities and no radiologist available to handle the for reading x-ray images the client is advised by the radiologic technologist on duty via text or call if the result is already available.

STAT (within 10 minutes from the time of examination for viewing/wet reading of the Resident on Duty)

ASAP: (Resident-on-duty/Nurse-on-duty will inform the Radiologic technologist on duty if the radiologist is available for ASAP reading)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present	Receive requirements and	N/A	3 minutes	Admin Aide IV



	Doctors request form	issue applicable forms				Radiologic Technologist I & II
2	Fill out applicable forms	Process registration	N/A	3 minutes		Admin Aide IV
5	Claim result	Give charge slip to the patient. Release the result. Instruct patient to pay applicable fees.	N/A	Official Receipt	Within 24-48 hours from the date of examination	Radiologic Technologist IV Radiologic Technologist I & II
3	Pay applicable fees	Receive payment and issue official receipt	Please refer to List of Services pages 9-14	Refer to citizen's charter of Cashier - 48 hours		Staff on Duty Cashier Office
4	Present copy of official receipt	Record official receipt number	N/A	2 minutes		Admin Aide IV Radiologic Technologist I & II
5	Patient enters the examination room	Patient will undergone preparation and quick orientation about the examination	N/A	2 minutes		Radiologic Technologist I & II
				10 minutes		
			Total	20 minutes		



LIST OF SERVICES

No.	PROCEDURE	PRICE
1	SKULL AP/LATERAL	440.00
2	TOWNE'S VIEW	220.00
3	WATER'S VIEW	220.00
4	PARANASAL SERIES	660.00
5	SKULL SERIES	660.00
6	NASAL BONE (SOFT TISSUE TECHNIQUE) LEFT AND RIGHT	440.00
7	MANDIBLE PA	220.00
8	CERVICAL AP/LATERAL	440.00
9	CERVICAL SERIES	880.00
10	THORACIC SPINE AP/LATERAL	440.00
11	THORACOLUMBAR SPINE AP/LATERAL	440.00
12	THORACIC SPINE OBLIQUE VIEW	220.00
13	LUMBAR SPINE AP/LATERAL	440.00
14	LUMBOSACRAL AP/LATERAL	440.00
15	LUMBAR SPINE OBLIQUE VIEW	220.00
16	SACRUM AP/LATERAL	440.00
17	COCCYX AP/LATERAL	440.00
18	CHEST PA (ADULT)	220.00
19	CHEST APICOLORDOTIC VIEW	220.00
20	CHEST AP/LATERAL (PEDIA)	440.00
21	CHEST PA/LATERAL (ADULT)	440.00
22	CHEST LATERAL DECUBITUS	220.00
23	RIB CAGE/THORACIC CAGE AP	220.00
24	RIB CAGE/THORACIC CAGE OBLIQUE	220.00
25	ABDOMEN AP (PLAIN)	220.00
26	ABDOMEN UPIGHT/SUPINE	440.00
27	ABDOMEN LATERAL DECUBITUS	220.00
28	KUB (PLAIN)	220.00
29	CLAVICLE AP	220.00
30	SHOULDER AP	220.00



31	PELVIS AP	220.00
32	FINGERS AP	220.00
33	FINGERS LATERAL/OBLIQUE	440.00
34	HAND PA/OBLIQUE	440.00
35	HAND (BALLCATCHERS)	220.00
36	WRIST PA/LATERAL	440.00
37	FOREARM AP/LATERAL	440.00
38	ELBOW AP/LATERAL	440.00
39	HUMERUS(ARM) AP/LATERAL	440.00
40	TOE AP/LATERAL	440.00
41	FOOT AP/OBLIQUE	440.00
42	FOOT LATERAL	220.00
43	ANKLE AP/LATERAL	440.00
44	ANKLE MORTISE VIEW	220.00
45	LEG AP/LATERAL	440.00
46	KNEE AP/LATERAL	440.00
47	FEMUR AP/LATERAL	440.00
48	HIP JOINT AP (BILATERAL)	440.00
49	HIP JOINT FROG LEG	220.00

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the radiology department reception area
How feedbacks are processed	Every 1 st week of the month, the Chief Radiologic Technologist opens the drop box and compiles and records all feedback submitted.



	<p>Feedback requiring answers are forwarded to the radiology departments concerned and they are required to answer within (3) days of the receipt of the feedback</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 09497339717</p>
<p>How to file a complaint</p>	<p>Answer the Customer Satisfaction Survey and sign your complaints under remarks and drop it at the designated drop box in front of the radiology department reception area</p> <p>Complaints can also be filed via telephone. 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: 09497339717</p>

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How complaints are processed</p>	<p>The Complaints Officer (Chief Radiologic Technologist) opens the complaints drop box on a monthly basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>



	<p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09497339717</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB; 0949-733-9717 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Radiology Department	LCH Zone 9 Brgy Bitano Legazpi City	09497339717
Chief of Hospital	LCH Zone 9 Brgy Bitano Legazpi City	09175177178



OFFICE OF THE CITY CIVIL REGISTRAR



1. Registration of On-Time Certificate of Live Birth

A process of registering Certificates of Live Birth of newly born child, born in Legazpi City, within thirty (30) days from the date of birth.

Office or Division:	Birth Registration Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public, Government and Private Hospital and Lying-in/ other birth attendants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Birth Certificate(4copies)		1.Hospital/ Lying-in/ other birthing facilities		
2. For Married Parents: Marriage Contract For Not Married Parents: AUSF (Affidavit to Use the Surname of Father) & Admission of Paternity		2.PSA/Local Civil registrar Office		
3.Information sheet		3.Hospital/ Lying-in		
4. Valid I.D.		4.Government/ Private sectors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit Certificate of Live Birth and other required attachments <u>a. Married Parents:</u> -with Marriage Contract	1. 1.) Receives Certificate of Live Birth,	1. a. None b. <u>P100.00</u> (Admission of Paternity) <u>P200.00</u>	<ul style="list-style-type: none"> • 20 minutes /filled up documents 2 hrs. /unfilled documents 	<i>City Civil Registrar</i> and



<u>b. Not Married Parents:</u> <ul style="list-style-type: none"> • With Admission of Paternity • With AUSF (Authority to use the Surname of the Father) 		(AUSF)		<i>Administrative Officer I</i> <i>Admin. Aide IV</i> <i>Bookbinder I</i> <i>Admin. Aide I</i>
	1.2.) Checks for correctness and completeness of data and attachments			
	1.3) Registers and signs documents by the local civil registrar/ authorized signatory.			
	1.4.) Assigns registry number			
2. Pays at the City Treasurer Office the required fees	2. Released personal copies to clients			
3. Receives registered				



Certificate of Live Birth				
	TOTAL	a. None B. P300.00	• 20 minutes /filled up documents 2 hrs. /unfilled documents	

2. Delayed Registration of Certificate of Live Birth

A process of registering Certificate of Live Birth born in Legazpi City beyond thirty (30) days upon giving birth or those who have no existing record from the Local Civil Registrar and PSA.

2.1 Out-of-Town Delayed Registration Pursuant to Rule 20 of Administrative Order No.1, Series of 1993- The process or registering Certificate of Live Birth of the constituents born outside of Legazpi city and have no existing record from the Local Civil Registrar and PSA

Office or Division:	Birth Registration Section	
Classification:	Simple	
Type of Transaction:	G2C-Government to Client	
Who may avail:	General Public, Government and Private Hospital and Lying-in/ other birth attendants	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Birth Certificate (MF 102) 4copies	1. Hospital/ Lying-Ins/ Other birthing facilities/ LCRO
	2. Affidavit of Delayed Registration of Birth (back of MF 102)	2. Hospital/ Lying-Ins/ Other birthing facilities/ LCRO
	3. Admission of Paternity (if not married)	3. Hospital/ Lying-Ins/ Other birthing facilities/ LCRO
	4. Marriage Contract of Parents (if married)	4. PSA/LCRO
	5. Any 2 of the ff: -Baptismal Certificate	5. -Church/ place of baptismal -Schools



-School Record Form 137(Elementary or HS) -Certified True copy of Voter's Registration Form(COMELEC) -Medical Record/Patient's Record Information -Pag-ibig Beneficiary Nomination Form -Philhealth Membership Data Record (MDR) - Service Record/Voter's List -SSS E-4 or Remittance Statement or Employee Membership Static Information -NBI Certificate/Police Clearance (least required)		-COMELEC -Hospital/Clinic -Pag-Ibig agency -Phihealth Office -COMELEC -SSS -NBI/ Police station		
6. Marriage Certificate of the Registrant		6.PSA/ LCR		
7. I.D. or Residence Certificate of registrant or informant with date & place of birth		7. Government/Private sector		
8. Affidavit of 2 disinterested persons		8. Law offices/Local Civil Registrar Office		
9. Sworn Statement of the mother/registrant (for unknown whereabouts of the mother/ or abandoned children)		9. Law offices/ Local Civil Registrar Office		
10. Barangay Certification as to residence of parents of the registrant		10. Barangay Hall		
11. Certification from PSA (Negative Result)		11. PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the necessary requirements	1. Interview and gives checklist of requirements to clients	<u>P100.00</u> (Admission of Paternity) <u>P200.00</u>	1. 1 hour &30 minutes / filled up	<i>City Civil Registrar</i> OCCR Legazpi City



		(AUSF)	2. 2 hours/ unfilled application	and <i>Administrative Officer I</i> <i>Admin. Aide IV</i> <i>Bookbinder I</i> <i>Admin. Aide I</i>
2. Submit and present the required documents	2.1.) Receives the documents			
	2.2.) Verify and check the correctness and completeness of the documents			
	2.3.) Signs documents by the local civil registrar/ authorized signatories			
	2.4) Organizes and prepares the documents for filing and posting			
3. Pays the required fees at the Cashier Section	3. Upon payment, issues claim stub to client indicating the date and		Ten(10) calendar days	



	time of release/ registration of documents.			
4. After compliance of ten (10) days' notice of posting, receives the personal copy of Certificate of Live Birth	<p>4. Documents will be released and registered after compliance of ten (10) days' notice of posting.</p> <p><i>For Out-of-Town Delayed registration:</i></p> <p>-Upon completion, sends the documents to the civil registrar of the city/ municipality where the birth occurred via courier.</p>	<p>(Out of Town Fee)</p> <p><u>P200.00</u> (Service Fee)</p>		
	Total	<p>P300.00 (Additional P200.00 for Out-of-Town)</p>	<p>1. 1 hour & 30 minutes / filled up</p> <p>2. 2 hours/ unfilled application and</p> <p>10 calendar days (posting period)</p>	



3. Legitimation

A process of allowing the illegitimate child (whose born out of wedlock) to be legitimated by subsequent marriage of parents.

Office or Division:	Archives Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public, Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (Original 2 Certified xerox copies)		1. PSA/ LCRO		
2. Marriage Contract of Parents		2.PSA/ LCRO		
3. Cenomar of mother & father (PSA) (3 xerox copies each)		3. PSA		
4. Valid ID or Community Tax Certificate		4.Government/Private Sector		
5.Affidavit of Legitimation(notarized)		5.LCRO		
6.Admission of Paternity (for unknown Father)		6.LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the necessary requirements	1. Interview and gives checklist of requirements to clients	<u>P250.00</u> (Endorsement Fee to Manila)	1 hour & 30 minutes/ document	<i>City Civil Registrar</i> OCCR Legazpi City
2 Submits complete requirements	2.1.) Receives the documents from client	<u>P155.00</u> (Mailing Fee)		and
	2.2.) Checks for the correctness and completeness of the submitted requirements			<i>Asst. Registration Officer</i>
	2.3.) Process the documents: cover letter, certificate of Legitimation, Cert. photocopy of notarized Affidavit of Legitimation executed by his/her parents, certified			<i>Admin. Aide I</i>



	photocopy of child's original and annotated COLB and certified photocopy of his/her parent's COM.			
3. Pays the required fees at City Treasurer's Office	3.1. Local Civil Registrar/Authorized signatories verifies and signs the document.			
	3.2. Sends copy of the documents to PSA Manila			
4. Receives copy of the annotated Birth certificate and other documents.	4. Releases personal copy of the annotated Birth Certificate and other documents to client.			
	Total	P405.00	1 hour & 30 minutes	

4. Registration of On-Time Certificate of Death

A process of registering Certificates of Death of persons died in Legazpi City within thirty (30) days from the date of death.

Office or Division:	Death Registration Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public, Government and Private Hospital/other Death attendants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Duly Accomplished Death Certificate reviewed by City Health Office		1. Hospital/City Health Office/LCRO		
2. Burial Permit /Transfer Permit		2.City Treasurer's Office		
3.Certification of Not Embalmed (if not embalmed)		3.Funeral Parlor/ Informant		
4.Certificate of Cremation(if cremated)		4.Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit Certificate of Death and other required attachments	1. 1.) Receives Certificate of Death	<u>P30.00</u> (Burial Fee) <u>P30.00</u>	15 min./document	<i>City Civil Registrar</i> OCCR Legazpi City



		(Issuance of Death Certificate) <u>P60.00</u> (Transfer Permit)		and <i>Chief of Death Registration Section</i> <i>Admin. Aide I</i>
	1.2.) Checks for correctness and completeness of data and attachments			
	1.3.) Registers and signs documents by the local civil registrar/ authorized signatory.			
	1.4.) Assigns registry number			
2. Pays the required fees at City Treasurer's Office	2. Released personal copies to clients			
3. Receive the Registered Certificate of Death				
	Total	P120.00	15 minutes	

5. Delayed Registration of Certificate of Death

A process of registering Certificate of Death of persons died in Legazpi City beyond thirty (30) days upon death or those who have no existing record from the Local Civil Registrar and PSA.

Office or Division:	Death Registration Section
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may avail:	General Public, Government and Private Hospital / other Death attendants
CHECKLIST OF REQUIREMENTS	
1 Duly Accomplished Death Certificate reviewed by City Health Office	1. Hospital/City Health Office/LCRO
2. Burial Permit /Transfer Permit	2.City Treasurer's Office
3.Certification of Not Embalmed (if not embalmed)	3.Funeral Parlor/ Informant
WHERE TO SECURE	



4.Certificate of Cremation (if cremated)		4.Funeral Parlor		
5.Burial Certificate		5.Cemetery/ Church where the deceased was buried		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit Certificate of Death and other required attachments	1. 1.) Receives Certificate of Death,	<u>P30.00</u> (Burial Fee) <u>P30.00</u> (Issuance of Death Certificate) <u>P60.00</u> (Transfer Permit)	15 min./document	<i>City Civil Registrar</i> OCCR Legazpi City and <i>Chief of Death Registration Section</i> <i>Admin. Aide I</i>
	1.2.) Checks for correctness and completeness of data and attachments			
	1.3.) Organizes and prepares the documents for filing and posting of Notice for ten (10) calendar days.		Ten (10) calendar days	
2. Pays the required fees at the City Treasurer Office	2.Documents will be registered and released after compliance of ten (10) days' notice of posting.			
3.After compliance of ten (10) days' notice of posting, receives the personal copy of Certificate of Death				
	Total	P120.00	15 minutes & 10 calendar days	



6. Registration of On-Time Marriage Certificate

A process of registering Certificates of Marriage of two individuals married/solemnized in Legazpi City within fifteen (15) days for with Marriage License and thirty (30) days for with Affidavit of Cohabitation/ P.D 1083.

Office or Division:	Marriage Registration Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Marriage Certificate (4 copies) -with attachments of: For Article 34- Affidavit of Cohabitation For P.D 1034- Dowry Agreement Form		Local Civil Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the duly accomplished Marriage Certificate (4 copies)	1. 1.) Receives the Certificate of Marriage	None	15 minutes/ document	<i>City Civil Registrar</i> OCCR Legazpi City and <i>Chief of Marriage Registration Section</i> <i>Admin. Aide I</i>
	1.2.) Checks/reviews the correctness and completeness of data			
	1.3.) Registers and signs the Marriage certificate by the Local Civil registrar/			



	Authorized Signatory			
	1.4.) Assigns Registry number			
2. Receive the registered Certificate of Marriage	2. Release personal copy to client			
	Total	None	15 minutes	

7. Delayed Registration of Marriage Certificate

A process of registering Certificate of Marriage of two individuals married/solemnized in Legazpi City beyond fifteen (15) days for with Marriage License and thirty (30) days for with Affidavit of cohabitation (Art. 34)/ P.D 1034

7.1 Reconstruction of Marriage Certificate

A process of reconstructing Marriage Certificates based on unregistered Marriage certificate/ Matrimony of marriage from Church/ Office of the Mayor/ Judge

Office or Division:	Marriage Registration Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Delayed Registration: <ol style="list-style-type: none"> 1. Duly Accomplished Marriage Certificate (4copies) 2. Negative Result of Marriage (for 3 months late) 		<ol style="list-style-type: none"> 1. Church/ Mayor's Office/ Judge 2. PSA 		
<ul style="list-style-type: none"> • Reconstruction of Marriage Certificate <ol style="list-style-type: none"> 1. CENOMAR 2. Negative Result of Marriage 3. Certificate of Marriage/Matrimony 4. 2 Birth certificate of children with correct date of Marriage 5. Affidavit of 2 Disinterested Person 		<ol style="list-style-type: none"> 1. PSA 2. PSA 3. Church/Mayor's Office/Judge 4. Client/LCR/PSA 5. Notary Public 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit complete documents and required attachments	1. Receives complete documents For Reconstruction	<u>P50.00</u> (Service Fee)	30 mins. /document	<i>City Civil Registrar</i> OCCR Legazpi City



	of Marriage certificate: a.) Prepares Certificate of marriage b.) Prepares and post notice of publication c. Notarize Affidavit of late registration d.) Give claim stub to client		10 mins./document	and <i>Chief of Marriage Registration Section</i> <i>Admin. Aide I</i>
2. Filled-up and sign affidavit of late registration (at the back portion of Marriage Certificate)	2.Registers and signs the Marriage certificate			
3. Pays at the City Treasurer's Office the prescribed fee.	3. Assigns registry number			
4. Get claim stub (with ten days posting period)	4. Release the registered Marriage Certificate			
5. Receives the registered Marriage Certificate				
	Total	P50.00	40 minutes	



8. Application and Issuance of Marriage License

A process of applying for a license to contract marriage of couple and have all the necessary personal data and information.

Office or Division:	Marriage Registration Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth certificate		1. LCRO/ PSA		
2.CENOMAR		2.PSA		
3.Valid ID		3.Government/Private sectors		
4.Parental Advice (21-24 yrs. Old)		4.LCRO		
5.Consent (18-20 yrs. Old)		5.LCRO		
6. Death Certificate of Spouse (for widow/widower)		6.LCRO/PSA		
7. Legal Capacity to Marry (for foreign national)		7.respective embassy		
8.Original/Certified True copy of Judicial Decree of Absolute Divorce/ Nullity of Marriage (for annulled/divorcee)		8.Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit complete requirements	1. Receives documents and interview clients	<u>P100.00</u> (Family Planning Fee) <u>P300.00</u> (Application Fee) <u>P200.00</u> (Marriage License Fee) <u>P500.00</u>	30 mins./ document 20 mins./ document	<i>City Civil Registrar</i> OCCR Legazpi City and <i>Chief Marriage Registration Section</i> OCCR Legazpi City



		(Solemnization Fee)		
2. Pays at the City Treasure's Office Family Planning Fee	2. Prepares parental advice/ consents (for 18024 yrs. Old)			
3. Attend Family Planning seminar as scheduled	3. Prepares family planning seminar schedule			
4.1. Come back after attended the family planning seminar	4.1. Prepares Marriage Application			
4.2review and sign Marriage Application Form	4.2. Prepares Notice of Publication			
4.3Pays at the City Treasure's Office the prescribed fees	4.3. Review and signs jurat of Marriage application			
	4.4. Post/mail notice of publication (with 10 days posting period)			
	4.5. Assigns marriage application number			
5. Get Claim Stub	5. Gives claim stub to client.			



6. Receives the Marriage License	6. Prepares and signs Marriage License		16 minutes/document	
	7. Release marriage License			
	Total	P1, 100.00	65 minutes	

9. Issuance of Certified True/Xerox Copies of Civil Registry Records

A process of acquiring certified true/Xerox copies of Birth Certificates, Marriage Certificates, Death Certificates and other civil registry records that are registered in Legazpi City.

Office or Division:	Archives Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Verification Form		1. Local Civil Registrar Office		
2. Valid ID		2.Government/Private Sector		
3.Authorization Letter (for not authorized persons to claim)		3.Owner of the Document/Authorized person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1) Fill-up and sign the verification form	1.Recieves the verification form	<u>P50.00</u> (local use) <u>P200.00</u> (abroad)	30-45 minutes/ document	<i>City Civil Registrar</i> OCCR Legazpi City and <i>Chief of Archives</i>
1.2.) Submit and present ID/ Authorization Letter				<i>Admin. Officer I</i>
2.Pays the required fees at the City Treasurer's Office	2.Verify and checks the record of the requested certificate			<i>Admin. Aide III</i>
3.Recieves the documents	3.Local Civil Registrar/Authorized signatory signs the certified true/Xerox copy of the document			



	4. Released the documents to clients			
	Total	<u>P50.00</u> (local use)	30-45 minutes	
		<u>P200.00</u> (abroad)		

10. Electronic Endorsement

A process of submitting in advance the newly registered copy of Birth, Marriage, and Death certificate to PSA in the current month for fastest acquiring of PSA copy in SECPA. This also includes endorsing a copy to PSA negative issued certification but available at the Local Civil Registrar including those who have blurred/ unreadable copies at PSA.

Office or Division:	Archives Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Applicant's COLB/COM/ Death Certificates		1. Owner's copy/ Local Civil Registrar		
2. Negative Certification from PSA		2. PSA		
3. PSA feedback form (if any)		3. PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the verification Form and submit the required documents (if any)	1.1 Receives the form/documents	<u>P50.00</u> (Electronic Endorsement Fee)	15- 30 minutes/document	<i>City Civil Registrar</i> OCCR Legazpi City
	1.2 Verify and checks the record			and <i>Chief of Archives</i>
2. Pays the required fees at the City Treasurer's Office	2.1 The Local Civil Registrar/Authorized Signatories issues and signs Endorsement letter		3-4 weeks waiting period at PSA	<i>Chief of Birth Registration section</i> <i>Admin. Officer I</i> <i>Admin Aide III</i>



	with the attached Certificate			
	2.2 Submits documents to PSA			
3. Receives a copy of endorsement letter and follow-ups at PSA after 3-4 weeks	3. Gives client a copy of endorsement letter sent to PSA and advises the client to follow-up after 3-4 weeks at PSA.			
Total		P50.00	30 minutes and 3-4 weeks	

11. Processing of Petitions for R.A 9048 and R.A 10172 (Change of first name and correction of Clerical Error in Civil Registry Records)

Administrative process of correction on erroneous entries in the Civil Registry documents.

Office or Division:	Archives Section
Classification:	Complex
Type of Transaction:	G2C-Government to Client
Who may avail:	General Public, Clients/Applicants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Birth, Marriage or Death Certificate with erroneous item subject for correction	1. LCRO and PSA
2. Petitioner's parents and sibling's COLB (Birth Certificate)	2. LCRO and PSA
3. Petitioner's Marriage Certificate (if married) and his/her children's COLB (Birth certificate)	3. LCRO and PSA
4. Petitioner's personal documents bearing the correct items in reference to his civil registry documents sought to be corrected (e.g. baptismal certificate, school and medical records, valid IDs, SSS and GSIS records)	4. Church/School/Hospital/CITY Health Office/SSS and GSIS



5. Additional requirements for Change of First Name and Correction of Sex and Birth date and month (NBI and Police Clearance, Employer's Affidavit of No Pending Administrative Charge, if employed, or Affidavit of Non-Employment)		5. NBI/Police and PAO or Private Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the subject civil Registry document for evaluation and needed supporting documents and required filing fees	1. Interview the client and advised to submit the needed supporting documents	1. None 2. <u>P3,200.00</u> change of First name/Correction of Sex, date of birth and month	2 minutes/ document 20 minutes/ document	<p><i>City Civil Registrar</i> OCCR Legazpi City</p> <p>or</p> <p><i>Chief of Archives</i></p> <p><i>Admin. Aide I</i></p>
2. Clients complied and submit the supporting documents	2. Evaluation and preparation of the needed petition, notary for jurat and advised for payment, advised the clients for publication of the petition, if it is for change of first name or correction of date and month/posting of petition in the City Hall Bulletin Board for ten (10) days	3. <u>P1,200.00</u> Correction of Entry 4. (Additional of <u>P300.00</u> for endorsement fee to PSA, Legal) 5. Publication fee is to be paid to publisher		
3. Clients submit the clippings and publisher's affidavit of publication	3. CCRO approved the petition and send it to PSA Legal Service, Quezon City for AFFIRMATION	5. P150.00		



	(waiting period is 2-3 months)			
4. Client received a certified Xerox copy of the AFFIRMED Petition with certificate of Finality and the annotated/corrected civil registry documents subject of petition	4.1 Receives copy of the OCRG AFFIRMED Petition, prepares certificate of Finality and annotated copy of the subject civil registry records.			
	4.2 .Endorses a copy of to PSA CRS for up-dating of the client's records on PSA Data thru Decap.			
Total		P4, 400.00 (Additional P300.00 for endorsement to PSA)	22 minutes	

12. Processing of the Application for Change of Surname per R.A 9255

Office or Division:	Archives Section
Classification:	Complex
Type of Transaction:	G2C-Government to Client
Who may avail:	General Public, Clients/Applicants
CHECKLIST OF REQUIREMENTS	
1. Certified Xerox copy of the child's LCRO and PSA Copy	1. LCRO and PSA
2. Subscribed Affidavit to Use the Surname of the Father: a. For the child age 0-7 years old - mother b. For the child age 7 – 18 years old - child with notarized attestation of the mother c. For the Child 18 years above - the child.	2. LCRO or any Notary Public



3. Notarized Father's Admission of Paternity for child' unrecognized by the natural father in the child's COLB		3. LCRO or any Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the LCRO and OCRG Copy of birth certificate with duly notarized Affidavit to Use the Surname of the Father, for un-recognized child by the in the birth certificate, include a notarized Affidavit of Admission of Paternity executed by his/her biological/natural father	1.1.) Evaluate the completeness and veracity of entries on the documents submitted and the real filiation and true identity of the father executing the Affidavit of Admission	P200.00 (Authenticata tion Fee)	20 minutes/ document	<p style="text-align: center;"><i>City Civil Registrar</i></p> <p style="text-align: center;">or</p> <p style="text-align: center;"><i>Registration Officer III</i></p> <p style="text-align: center;"><i>Admin. Aide I</i></p>
	1.2.) Register the submitted Legal Instrument to the appropriate Civil Register			
	1.3.) Advised for payment, prepare the Certificate of Registration and Annotated birth certificate of the child			
2. Clients received a copy of the child's annotated COLB.	2. Endorse to PSA a copy of the same registered documents for up-dating in PSA data of the child's record on PSA File			
Total		P200.00	20 minutes	



13. Registration of Court Decrees/Order: Adoption, Nullity of Marriage, Legal Separation Court Issuances

Registration of court processes affecting civil status of a person and issuance of annotated civil registry records effecting a court decree

Office or Division:	Archives Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 Certified Xerox copies of the Court Decision		1. Court where the DECISION was issued		
2. 4 Certified Xerox copy of the Certificate of Finality, Entry of Judgment, Decree of Adoption and Nullity/Annulment of Marriage Additional requirement if DECISION was not issued by RTC, Legazpi City		1. Court where the DECISION was issued		
3. Certificate of Registration and Authenticity of Court Decision issued by the MCR/CCR where the Court sits/located		3. MCR/CCR where the issuing the ORDER/DECISION is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Court DECISION/ORDER, together with the Certificate of Finality/Entry of Judgment/Decree of Adoption/Nullity or Annulment of Marriage and copy of the civil registry documents subject of the Court Decree/Order	1.a.) Examines and Evaluates the completeness and veracity of Court Decree	<u>P300.00</u> (Registration of Court Decree)	20 Minutes/ document	<i>City Civil Registrar</i> OCCR Legazpi City or <i>Chief of Archives</i> <i>Admin. Aide I</i>
	1.b.) Registers the Court Decree in the Registry Book of Court Decree			
	1.c.) Prepares the Certificate of Registration and annotated civil registry documents subject of the Court Order/Decree			
	1.d.) Advises the client the corresponding payment and			



	Endorses the subject document to PSA, Quezon City for up-dating in PSA data base the subject document.			
1. Clients received a copy of the annotated civil registry documents subject of the Court Action.				
Total		P300.00	20 minutes	

14. Supplemental Report

A process of adding/ supplementing omitted items in the concerned civil registry documents previously registered in LCRO and OCRG files.

Office or Division:	Archives Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public, Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified copy of the LCRO and OCRG birth, death and marriage certificate		1. LCLRO and PSA		
2. Subscribed Affidavit of Supplemental Report stating the reason why the entry was not properly filled up during registration		2. LCRO or Notary Public		
3. Any document bearing the correct information for the item to be supplemented/added		3. Issuing Office/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a certified copy of the civil registry document with blank items sought to be supplemented added, together the Notarized Affidavit of Supplemental Report	1. Evaluate the document submitted and prepare the supplemental item in Municipal Form No. 1A.	<u>P150.00</u> (Supplemental Fee)	20 Minutes/ application	<i>City Civil Registrar</i> OCCR Legazpi City or <i>Chief of Archives</i>
2. Payment of the required fees and Clients received his/her annotated Civil Registry	2. Prepare the annotated civil registry records and endorsement to			



documents with supplemental information	PSA for the needed up-dating in PSA data base effecting the supplemental data/items.			
Total		P150.00	20 minutes	

15. Issuances of Other Certificates Relative to Civil Registration

A process of issuance of miscellaneous certifications needed by the client for some legal purposes.

Office or Division:	Birth, Marriage, Death and Archives Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	General Public, Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application/Verification Form		1.LCRO		
2. Requesting Letter (if any)		2.Government/Private agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling of Application Form	1.1 Searching of records	P50.00 (Service Fee)	30 minutes/application	<i>City Civil Registrar</i> OCCR Legazpi City and <i>Chief of Archives</i> <i>Chief of Birth Registration Section</i> <i>Admin. Officer I</i>
	1.2 preparation of certification			
2. Payment of the required fees at City Treasurer's Office	2. Local Civil Registrar/ Authorized signatory signs the certification			
3. Receives the certification/document	3. Release the document to client			
Total		P50.00	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Accomplish/ Fill-up the Customer Feedback form available at Information Desk/ Window 1 of our office.
How feedbacks are processed	Once the feedback is received, it will be forwarded and endorsed to the concerned section/ person for appropriate action.
How to file a complaint	Accomplish Client's Complaint/ Feedback Form with Public Assistance and Complaints Desk (PACD) Clients inquiries, feedback mechanisms, suggestions, recommendation as well as complaints may send/call to: 1. Priscilla L. Galicia(OIC-CCR)- 09276463610 2. Juan B. Yuson (ROIII) - 09358185300 3. Corazon Kim E. Nemir(Admin. Officer I)- 09369700665 Email Address: legazpicivilregistrar@gmail.com
How complaints are processed	The office evaluates the Accomplished PACD Form and interviews the complainant. After which, endorses the complaint to the concerned appointed officer/ Local Civil Registrar. The Local Civil Registrar calls the attention of the concerned person/ sector being complained for appropriate action and provides feedback.
Contact Information of CCB, PCC, ARTA	LCRO Office- CP# 09606884345

Office	Address	Contact Information
Office of the City Civil Registrar- Legazpi City	Legazpi City Hall Building 1F, Rizal St. Legazpi City, Albay	09606884345 legazpicivilregistrar@gmail.com



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES

External Services



Solid Waste Management

SECURING OF PERMIT TO DUMP:

The OCENR is implementing a timed and scheduled segregated collection services. Collection of waste from the established Materials Recovery Facility or Drop-Off-Center (MRDOC) of each barangay is done daily. The “No Segregation, No Collection” policy is strictly enforced by the city. From the Barangay MRDOC, waste will be transported to its intended destination, Composting Facility or Sanitary Landfill Facility. However, individuals and firms may directly dispose their garbage to the city’s designated facility on a case to case basis upon request.

Office or Division:	Office of the City Environment and Natural Resources (OCENR)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client prepares a letter of request (1 original copy, 1 photocopy)		Client		
Fill-in Permit to Dump Form		OCENR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client prepares a letter of request and present letter to the Desk Officer	1.1 Desk Officer review the letter of request, give client a request for permit to Dump Form to fill-up	None	5 minutes	<i>Administrative Personnel</i>
Client properly filled-up the request for permit to Dump form	2.1 Review the permit to Dump Form if properly filled-up	None	10 minutes	<i>Administrative Personnel</i>
	2.2 Client is interviewed and request is referred to technical personnel for ocular inspection of garbage for Disposal			
	2.3 Ocular Inspection of garbage	None	1 hr. (depends on location)	<i>Administrative Personnel</i>



	2.4 Report of Inspection/ Recommendation	None	20 minutes	Administrative Personnel
	2.5 Issuance of Permit to Dump (if request is acceptable) 2.6 City ENRO explains if declined	None	10 minutes	Administrative Personnel City ENRO
	Total		1 hr. & 45 mins.	

SECURING OF VISITORS ENTRY PASS TO THE CITY SANITARY LANDFILL FACILITY:

The construction of a Sanitary Landfill Facility is a mandate under RA 9003, otherwise known as the “Ecological Solid Waste Management Act of 2000”. This is to protect public health and the environment. To construct a SLF is quiet costly that’s why only a few of the LGUs were able to establish a Sanitary Landfill Facility (SLF) as its final disposal of the collected waste from the households and one of them is the City of Legazpi. From construction up to the start of the operation and until now, the facility is frequently visited by LGUs from other cities/municipalities, students and even business entrepreneurs. Inside the SLF, the areas to be visited are classified into Yellow Zone (Safe Area) and Red Zone (Critical Area). Technical Assistance to the visitors are provided by the OCENR Staff

Office or Division:	Office of the City Environment and Natural Resources (OCENR)	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Client prepares a letter of request (1 original copy, 1 photocopy)	Client	
Fill-up entry pass form	OCENR	

SECURING OF ENVIRONMENTAL CERTIFICATE TO ECOLOGICAL SOLID WASTE MANAGEMENT SEMINAR TO BUSINESS ESTABLISHMENT (FACE TO FACE/VIRTUAL SEMINAR) FOR NEW BUSINESS AND FOR RENEWAL OF BUSINESS PERMIT:

Per City Ordinance No. 0010-2008, all owners & operators of business & commercial establishments are required to undergo a seminar on Ecological Solid Waste Management prior to issuance of a business permit and license to operate. Seminar



on ESWM is done by OCENR 5x a week (Monday to Friday afternoon) during the peak months of Business Permit Renewal and 2x a week (Tuesday & Thursday

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client prepares a letter of request and present letter to the Desk Officer	1.1			
Client fill-up the SLF Visitors Entry Pass Form	2.1 Properly filled-up form is checked and client is asked if project orientation is needed	None	10 minutes	Special Operations Officer III/ Technical Staff
	2.2 If project orientation is asked to be conducted, City ENRO assigns a Technical Personnel	None	10 minutes	City ENRO
	2.3 Issuance Of SLF Entry Pass		5 mins	Special Operations Officer III/ Technical Staff
	1.1 Information Desk Officer refers the client to OCENR personnel project-in-charge	None	5 minutes	Administrative Personnel
	OCENR Personnel request the client to fill-up the SLF Visitors Entry Pass Form	None	10 minutes	Special Operations Officer III/ Administrative Personnel
	Total		40 mins.	

afternoon) during lean month:

I - FOR ENVIRONMENTAL SEMINAR:

FOR NON-COMPLIANT BUSINESS ESTABLISHMENTS/ESTABLISHMENTS WITH EXPIRED CERTIFICATE OF ATTENDANCE. NON-COMPLIANT BUSINESS ESTABLISHMENTS ARE OPERATIONAL BUSINESSES IN THE CITY THAT HAVE NO RECORD OF ATTENDANCE TO THE ESWM/EBDS.

Office or Division:	Office of the City Environment and Natural Resources (OCENR)
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Client accomplishes the Environmental Baseline Data Sheet (to be filled-up via Google Forms)		Link can be found at OCENR's Facebook Page		
Attendance to the Virtual Environmental Webinar		OCENR will send the details of the virtual seminar via Zoom to the applicants' email address or mobile number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client accomplishes the Environmental Baseline Data Sheet (to be filed-up via Google Forms)	1.1 Review the form and sends the details of the virtual seminar via Zoom to the applicant's email address a. Applicants with expired Certificate of Attendance will be cleared from the negative list after the submission of environmental Baseline Data Sheet (EBDS)	50.00 a. For business establishment with Mayor's Permit-payment is included in the 1 time assessment b. For micro enterprises, such as sari-sari stores/	15 minutes	Administrative Personnel
Applicant attends the Environmental Webinar	b. Applicants tagged as non-compliant will be cleared from the negative list after attending the virtual seminar 2.1 OCENR conducts the Environmental Webinar 2.2 Prepares the Environmental Certificate after the webinar a. Prepares and print the EC for release to the client b. Sends the e-copy of the EC to the applicant's	ambulant vendors), a payment slip will be issued to the client for payment to the CTO)	2.5 hrs 10 minutes per certificate	Webinar Team Administrative Staff



	via email, if requested			
	Total		2 hours & 50 mins.	

II - FOR NEW APPLICATION/RENEWAL OF ENVIRONMENTAL CERTIFICATE BUSINESS ESTABLISHMENTS.

Office or Division:	Office of the City Environment and Natural Resources (OCENR)			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New applications for business permit/renewal wherein the validity period of the environmental certificate (EC) is not yet expired, they will be processed upon application of a new/renewal business permit to BPLO				
Attendance to the Environmental Seminar		OCENR will send the details of the environmental seminar to the applicants email address or mobile number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant attends the Environmental Webinar	1 .OCENR checks the information of the clients in the data base provided by BPLO	50.00	10 minutes	<i>Administrative Staff</i>
	2. Review the form and sends the details of the environmental seminar to the applicant's email address or mobile number	<i>a. For business establishment with Mayor's Permit-payment is included in the 1 time assessment</i>		
	3. Conducts the Environmental Seminar (venue to be announced)	<i>b. For micro enterprises , such as sari-sari stores/ ambulant vendors), a</i>	2.5 hrs	<i>Seminar Team</i>



	4. Prepares the Environmental Certificates after the seminar a. Prepares and print the	<i>payment slip will be issued to the client for payment to the CTO)</i>	10 minutes per certificate	Administrative Staff
	Total		2 hours & 50 mins.	

NOTE: The Environmental Certificate (EC) is valid only for three (3) years after its issuance. After the validity period, business establishments will have to renew their EC by attending another ESWM/Environmental seminar for updates/developments on Environmental Program and Policies of the City.

SECURING OF A CERTIFICATE OF NO OBJECTION TO CUT TREE

Individuals, schools, firms and other entities who wish to cut down trees within our outside their property or within the project site required to secure a Permit to Cut Tree from the Department of Environment and Natural Resources (DENR). However, as a requirement by the DENR, a certification of no objection shall be secured from the LGU concerned. In the City of Legazpi, the certification may be secured from the Office of the City Environment and Natural Resources:

Office or Division:	Office of the City Environment and Natural Resources (OCENR)	
Classification:	simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	ALL	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Two (2) original copies	Client
	1. Client prepares a letter of request addressed to the City Mayor, Attn: Mr. Cicero T. Caño, City ENRO (<i>indicate in the letter the mobile number of the focal person from the requesting party to facilitate in addressing the request.</i>)	Client
	2. Barangay Certificate of No Objection to Cut Trees	Barangay
	3. Land Title/Tax Declaration (for private lot)	Client
	4. Map/Diagram showing the exact location of all trees requested to be cut bearing its individual geographical coordinates and tree species	Client Client
	5. Individual pictures of trees to be cut with corresponding geographical coordinates	Client



<ol style="list-style-type: none"> 6. Tabulated Inventory list of trees to be cut reflecting the tree species and its number/quantity and tree circumference at breast height 7. Site Development Plan showing the details of the project 8. Authorization letter with duly attached ID of landowner (if the requesting/transacting party is not the property owner) 9. Identification card of the landowner/transacting party 10. Barangay Resolution/minutes of the barangay consultation meeting (for selected government projects) 11. Environmental Compliance Certificate together with its Annexes or Certificate on Non Coverage (ECC/CNC) from EMB V (for development projects/undertaking requiring ECC/CNC) 12. Zoning Certification (for development projects requiring ECC/CNC per City Ordinance No. 14-0011-2019, if applicable) 13. Locational Clearance (City Ordinance No. 14-0011-2019), if applicable 14. Duly accomplished Tree Replacement Undertaking 15. Ocular visit/inspection upon submission of complete requirements <p><i>Note: Additional documents may be requested when complex situation requires as it may arise upon complete evaluation of the submitted requirements and actual inspection.</i></p>	<p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Barangay</p> <p>DENR-EMB</p> <p>City Planning & Development Office</p> <p>City Planning & Development Office</p> <p>OCENR</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) with complete required documents and provide a duplicate copy at OCENR, to the Desk Officer</p>	<ol style="list-style-type: none"> 1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO 2.1 City ENRO, conducts initial evaluation of the letter request and provide instruction to the concerned 	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>15 minutes</p>	<p><i>Administrative Personnel</i></p> <p><i>City ENRO</i></p>



	<p>personnel for appropriate action</p> <p>3.1 The personnel in-charge conducts evaluation of the documents and schedule the date of the actual inspection</p>	None	1-3 days (depending on the complexity of the request, number of days may be shortened)	<i>Project Development Officer III/ Technical Personnel</i>
	<p>4.1 Conduct ocular inspection to validate the request, make appropriate recommendation, and prepares the necessary certification for signature by the City ENRO</p> <p>5.1 The City ENRO checks and reviews the Certificate of No Objection and if found valid, the certification is signed</p> <p>6.1 OCENR Information Desk Officer receives and records the duly signed certification for release to the requesting client to support his/her request for a Permit to Cut Tree with the DENR Field Office</p>	None	5 days (depending on the complexity of the request. number of days may be shortened)	<i>Project Development Officer III/ Technical Personnel</i>
		None	20 minutes	<i>City ENRO</i>
		None	10 minutes	<i>Administrative Personnel</i>
	Total		8 hours & 50 mins.	



SECURING OF A CERTIFICATION FOR THE APPLICATION FOR THE REGISTRATION OF CHAINSAW

Individuals, firms and other entities who wanted to register the chainsaw being used in cutting-down trees are required to apply for the Registration of Chainsaw from the Department of Environment and Natural Resources (DENR). However, as a requirement by the DENR, a certification shall be secured from the LGU concerned. In the City of Legazpi, the certification may be secured from the Office of the City Environment and Natural Resources (OCENR):

Office or Division:	Office of the City Environment and Natural Resources (OCENR)	
Classification:	simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<u>Two (2) original copies</u>		
1. Client prepares a letter of request addressed to the City Mayor, Attn: Engr. Linno Benju Q. Calleja, OIC-City ENRO/SOO III (<i>kindly indicate in the letter the mobile number of the person to facilitate coordination</i>)	Client	
2. Certificate of registration issued by DENR (copy of the expired registration subject for renewal)	DENR	
3. Identification card of the owner	Client	
4. Official receipt/sales invoice for the purchase of the unit or duly notarized Affidavit of Ownership	Client	
5. Barangay Certification of chainsaw ownership	Barangay	
6. Picture of the chainsaw with following photo capture: a. Whole unit b. Serial number of the unit	Client	
7. Stencil of the serial number of the unit	Client	
<p><i>Note: Additional documents maybe requested when situation requires as it may arise upon complete evaluation of the submitted requirements</i></p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) with complete required documents and provide a duplicate copy at OCENR, to the Desk Officer	1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO	None	15 minutes	<i>Administrative Personnel OCENR</i>
	2.1 City ENRO conducts initial evaluation of the letter request and provide Instruction to the concerned personnel for the appropriate action and forwards the communication to the OCENR Desk Officer for proper routing.	None	20 minutes	<i>City ENRO OCENR</i>
	3.1 The OCENR Desk Officer refers the documents to the personnel-in-charge for immediate action.	None	10 minutes	<i>Administrative Personnel OCENR</i>
	4.1 The personnel in-charge conducts	None	1 day	<i>Project Development</i>
			None	10 minutes
	5.1 OCENR Information Desk Officer receives & records the duly signed certification for release to the requesting client to support his/her request for registration of chainsaw	None	5 minutes	<i>Administrative Personnel</i>



	Total		2 hours	
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REQUEST FOR TREE SEEDLING

Organizations, schools, firms and other entities who wish to request for seedling for their tree planting activities may send letter request to the Office of the City Environment and Natural Resources (OCENR). The Office is responsible for the seedling production and distributing tree seedlings for tree planting activities:

Office or Division:	Office of the City Environment and Natural Resources (OCENR)			
Classification:	simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client prepares a letter of request addressed to the City Mayor, Attn:Engr. Linno Benju Q. Calleja, OIC-City ENRO/ SOO III (<i>indicate in the letter the mobile number of the person to facilitate coordination</i>) 2. Promissory of Undertaking reflects the conditions that the client has comply with the OCENR		Client OCENR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) and provide a duplicate copy at OCENR, to the Desk Officer</p>	<p>1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO</p>	None	10 minutes	<i>Administrative Personnel</i> OCENR
	<p>2.1 City ENRO, conducts initial evaluation of the letter request and provide instruction to the concerned personnel for appropriate action and forward the communication to the OCENR Desk Officer for proper routing</p>	None	20 minutes	<i>City ENRO</i> OCENR
	<p>3.1 The personnel in-charge evaluates the letter and checks the availability of the seedlings at the nursery. If seedlings are available, pertinent documents (seedlings withdrawal slip and promissory of undertaking) are prepared prior to the release of the seedlings.</p>	None	2 days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 City ENRO approves the seedlings withdrawal slip.			
	5.1 Clients signs the promissory of undertaking.			
	6.1 OCENR Desk Information Officer releases the duly signed withdrawal to the client.			
	7.1 Client presents the seedling withdrawal slip at the nursery to secure the seedlings.			
		None	10 minutes	City ENRO OCENR
		None	5 minutes	Client Administrative Personnel OCENR
		None	2 minutes	Client
		None	Depending on the clients availability	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.1 OCENR nursery personnel facilitates the hauling of the seedlings and records the details of the request.	None	<i>½ day (depending on the quantity of seedlings requested and the location of the nursery, number of days may be extended)</i>	<i>Nursery Personnel OCENR/Client</i>



REQUEST FOR THE CONDUCT OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) CAMPAIGN

INFORMATION, EDUCATION AND COMMUNICATION (IEC) CAMPAIGN is used for generating awareness. Organizations, schools, establishments and other entities who wish to request for a conduct of Information, Education & Communication (IEC) may send letter request to the Office of the City Environment and Natural Resources (OCENR):

Office or Division:	Office of the City Environment and Natural Resources (OCENR)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client prepares a letter of request addressed to the City Mayor, Attn: Engr. Linno Benju Q. Calleja, OIC-City ENRO/SOO III (<i>indicate in the letter the mobile number of the person to facilitate coordination</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client prepares a letter of request and have it received at the City Mayor's Office (Original Copy) and provide a duplicate copy at OCENR, to the Desk Officer	1.1 Information Desk Officer received and records the letter and forwarded it to the City ENRO	None	10 minutes	<i>Administrative Personnel</i> OCENR
	2.1 City ENRO checks his availability, if not: a: informed other Senior Staff about the letter for immediate action.	None	15 minutes	<i>City ENRO</i> OCENR
	3.1 Coordinate and confirmed with the requesting party the available schedule and speaker.	None	15 minutes	<i>Resource Speaker</i> OCENR



REQUEST FOR SERVICES DESLUDGING/SYPHONING OF SEPTIC TANKS

The City Government of Legazpi enacted an Ordinance No. 0025-2015 known as “Septage Management Code” of the City of Legazpi. This is to protect public health and the environment, it shall cover the entire territorial jurisdiction of the City and shall apply to all proposed, planned or existing buildings or structures, whether public or private, residential, commercial

Office or Division:	Office of the City Environment and Natural Resources (OCENR)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client prepares a letter of request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client proceeds to OCENR information Desk Officer	1.1 Information Desk Officer refers the client to the technical person in-charge of the Septage Management Program	None	2 minutes	<i>Administrative Personnel OCENR</i>
	2.1 Personnel interviews the client and fills-up the Survey Form	None	10 minutes	<i>Laborer I/ Surveyor/ Coordinator OCENR</i>
	3.1 Schedules the client for inspection of their septic tank (provided that the survey form is completely filled-out)	None	10 minutes	<i>Laborer I/ Coordinator OCENR</i>



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After payment, present Official Receipt or Septage Fee at OCENR	4.1 Inspect septic tank	None	2 hrs.	<i>Laborer I/ Surveyor OCENR</i>
	5.1 Issuance of Payment Order Form (POF)	Septage Fee payment to City Treasurer's Office	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	6.1 Schedules clients for actual desludging service (<i>depends on the availability of vacuum trucks</i>)	None	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	7.1 Provide lists of clients for desludging to the desludging service team	None	5 minutes	<i>Laborer I/ Coordinator OCENR</i>
	8.1 Actual Desludging operation (<i>depends on the availability of vacuum trucks</i>)	None	1.5 hours per trip	<i>Laborer I/ Desludging Team OCENR</i>
	9.1 Prepares Manifest Form to be signed by client as conformity to the completion of the desludging operation	None	5 minutes	<i>Laborer I/ Vacuum Truck Unit Operator OCENR</i>



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the OCENR , then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>OCENR Contact Number: 0946-599-0597</p>
How feedback is processed?	<p>The Administrative Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows:</p> <p>eswm_ocenrlegazpi@yahoo.com 0946-599-0597</p>
How to file complaint?	<p>To file a complaint against the OCENR, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none"> - Full name, address and contact information of the Complainant - Narrative of the Complaint - Evidences - Name of the Person being Complained <p>Send all complaints against the OCENR, through writing on the COMPLAINT FORM (CSC Form #3) or to eswm_ocenrlegazpi@yahoo.com</p> <p>For follow-ups or inquiries, the contact information is: 0946-599-0597</p>
How complaints are processed?	<p>All complaints received against the OCENR will be processed by the Administrative Division.</p> <p>The ADMIN reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints received on a daily basis. The ADMIN shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after conduct of investigation, the ADMIN shall</p>



	<p>prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the OCENR, for appropriate action &/or final decision.</p> <p>The ADMIN shall give the feedback to the clients via email, or through writing.</p>
<p>Contact Information of OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES (OCENR)</p>	<p>Engr. LINNO BENJU Q. CALLEJA OIC - City ENRO/ SOO III</p> <p>Mr. RHODERIC M. ABACHE Project Development Officer III</p> <p>Office Number: 0946-599-0597</p> <p>Email Address: eswm_ocenrlegazpi@yahoo.com</p>



PUBLIC EMPLOYMENT SERVICE OFFICE



Employment Facilitation - Jobseekers

Office or Division:	Public Employment Service Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Resume NSRP FORM 1 		Hand Carry by the applicants		
		PESO's Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Resumes, viewing of available job vacancies and job referral request.	Registration and Issuance of National Skills Registration Program Form (NSRP Form 1)	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Accept Resumes and get the Accomplished NSRP Form 1	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Documents will be assessed and evaluated as to the completeness of data required in the form.	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	If the client is only requesting for the list of available Job Vacancies, present PESO Job Vacancies Catalog	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	For Job Matching/Referral, Interview qualified applicant and suggest Job Vacancies of Partner Employers and/or Technical Vocational Institutions.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant
	Issues Referral Slip	None	3 minutes	PESO Manager



				Labor and Employment Officer II/Assistant
		Total	24 mins.	

Employment Facilitation – Employers (Local and Overseas)

Office or Division:	Public Employment Service Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PESO Checklist of requirements (Local and Overseas Employers) 		PESO's Front Desk		
<ul style="list-style-type: none"> NSRP FORM 2 		PESO's Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for accreditation for New Agencies/ Employers to access PESO Legazpi Services	Registration and Issuance of National Skills Registration Program Form 2 (NSRP Form 2)	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Get the Accomplished NSRP Form 2	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Issuance of Requirements	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
Submission of requirements for accreditation for New Agencies/ Employers to access PESO Legazpi Services	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Documents will be assessed and evaluated as to the completeness of requirements.	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	Assist the client based on their request	None	5 minutes	Labor and Employment Assistant



				Admin Aide I/IV
Employer's Request for Resume Browsing, Job posting, Scheduling of Local/Overseas Recruitment Activity	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Get the Letter of Intent and evaluate the client's request.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
	Verify if the client had already submitted their complete requirements.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
	If client has no requirements yet or submitted documents are already expired, give the list of needed documents	None	3 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
	Assist the client based on their request	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
		Total	43 mins.	

OFW Help Desk

Office or Division:	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	Government to Client
Who may avail:	Returning Overseas Filipino Workers (OFWs) Displaced Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Official documents related to the clients' concern 	Hand Carry by the client
<ul style="list-style-type: none"> Any documents pertaining to the clients' concern 	Hand Carry by the client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing/Information Re: OFWs and OFs Concerns and Programs.	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Assist the client based on their request	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant Contract Of Service
	Issues Referral/Assist to Proper Agency/ Programs	None	3 minutes	PESO Manager Labor and Employment Officer II/Assistant
		Total	16 mins	

SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

Office or Division:	Public Employment Service Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Students Out of School Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Birth Certificate • ITR of Parents or BIR Tax Exemption (if the parents are employed) or Barangay Indigency (if the parents are unemployed) • Certificate of Grades • 2 pieces of 2x2 picture • Certification from the Barangay or CSWD if OSY 		Hand Carry by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing of SPES Program	Registration	None	3 minutes	Labor and Employment Assistant
	Documents will be assessed and evaluated as to the	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant



	completeness of requirements.			Admin Aide I/IV
	If qualified and with complete documents, application will be processed and will be included to list of qualified beneficiaries to be submitted to DOLE for final approval.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV
	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	3 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	21 mins.	

JOBSTART PHILIPPINES PROGRAM

Office or Division:	Public Employment Service Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Students Out of School Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Birth Certificate • Barangay Certificate • Certificate of Grades • Atleast High School Graduate 		Hand Carry by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing of JobStart Philippines Program	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Documents will be assessed and evaluated as to the completeness of requirements.	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV Contract of Service



	If qualified and with complete documents, application will be processed and will be included to list of qualified beneficiaries to be submitted to DOLE for final approval.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV Contract of Service
	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	23 mins.	

OTHER DOLE (Grant Based) PROGRAMS

Office or Division:	Public Employment Service Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Qualified Beneficiaries depending on the Program (TUPAD, GIP, DILEEP, etc...)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> At least 1 Valid ID or Barangay Certification Other requirements to follow depending on the availability of program/s 		Hand Carry by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing of Other DOLE (Grant Based) Program	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	For initial interview and assessment regarding their qualifications.	None	15 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
	If qualified, will be given Form and Lists of Requirements to be	None	5 minutes	Labor and Employment Officer II/Assistant



	submitted the following day, else slot will be given to the next qualified applicant.			Admin Aide I/IV
	If not qualified, notify the applicant for appropriate actions.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	28 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area.</p> <p>or</p> <p>Contact info: 052-820-7621 pesolegazpi@gmail.com</p>
How feedback is processed?	<p>Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen or institution.</p> <p>For inquiries and follow-ups, clients may contact the following landline and mobile numbers:</p> <p>052-820-7621 0927 532 3801</p>
How to file complaint?	To file a complaint against the PESO, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:



	<ul style="list-style-type: none">- Full name, address and contact information of the Complainant- Narrative of the Complaint- Evidences- Name of the Person being Complained <p>Send all complaints against the PESO, through writing on the COMPLAINT FORM (CSC Form #3) or to pesolegazpi@gmail.com</p> <p>For follow-ups or inquiries, the contact information are as follows:</p> <p>052-820-7621 0927 532 3801</p>
<p>How complaint is processed?</p>	<p>The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.</p>
<p>Contact Information of PUBLIC EMPLOYMENT SERVICE O(PESO)</p>	<p>MR. DIOSDADO R. RAÑESES CGDH I/ PESO Manager</p> <p>Office Number: (052) 820-7621 Cellphone Number: 0927 532 3801 Email Address: pesolegazpi@gmail.com</p>



**OFFICE OF THE SANGGUNIANG PANLUNGSOD
LEGISLATIVE A.**



1) Receiving of documents

Service Information

Office or Division:	Office of the Sangguniang Panlungsod – Vice-Mayor’s Office			
Classification:	Simple			
Type of Transaction:	GC2 – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 document and obtain receiving copy with tracking number.	2. Receive / read / check completeness of documents and its attachments (if any).	None	10 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	2.1 Receive the document by affixing date and time of receipt, document number and signature of receiving staff.	None	20 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	1.3 Forward document to: a. Secretary to the Sanggunian for agenda b. Vice-Mayor for approval (if solicitation)	None None	30 minutes 30 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor <i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor



	Vice-Mayor for signature (if communications from CMO; Resolutions, Ordinances, Appropriation Ordinances, etc.)	None	30 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	Total:	None	2 Hours and 10 Minutes	

2. Releasing of documents / solicited items

Office or Division:	Office of the Sangguniang Panlungsod – Vice-Mayor’s Office			
Classification:	Simple			
Type of Transaction:	GC2 – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of the letter request / solicitation letter.	1. If the request is for certification / references, provide the customer the document.	None	30 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	2. If the request is for solicitation submit letter to the Vice-Mayor for approval.	None	20 minutes (client is required to leave their contact number for release of their solicited item)	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	3. Release solicited item to client (if duly approved by the Vice-Mayor) with proof of receipt duly signed by the solicitor.	None	10 minutes	<i>Local Legislative Staff Officer I</i> Office of the Vice-Mayor
	Total:	None	1 hour	



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



**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,	<i>LLSO III / Legal Aide</i>



			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 PHP 50.00 per page for certified true copy	1 hour	LLSO III / Legal Aide 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 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 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, taxicabs 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		
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	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 / Authorized Inspector</i> Office of the Sangguniang Panlungsod
	3. Re-evaluation of application and assessment of fees	None	10 minutes	<i>Senior Transportation Regulation Officer II</i> 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	1 hour	<i>Cashier</i> City Treasurer's Office



		2. Certificate on Safety and Roadworthiness – PHP30.00 per unit 3. City Plate – PHP200.00 per unit		
	Approval of Mayor's Permit	None	30 minutes	City Mayor City Mayor's Office
	Release of the Mayor's Permit and City Sticker	None	10 minutes	Senior Transportation Regulation Officer II 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, taxicabs 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 <ul style="list-style-type: none"> - within immediate family Through boundary hulong agreement	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
	2. Verify / evaluate submitted application	None	30 minutes	<i>Senior Transportation Regulation Officer II</i> 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> <i>Authorized Inspector</i>



	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 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 approving the application	None		Sanggunian Members 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	Upon follow-up, assessment of fees	Tricycle for-hire Renewal of franchise 1. Operator's	1 hour	Cashier 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 1. Operator's Permit – PHP300.00 (1-3 units)</p> <p>2. Transfer – PHP150.00 per unit</p> <p>Pedicab-for-hire 1. Operator's permit – PHP150.00 (1-3 units)</p> <p>Renewal and transfer of franchise: 1. 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> Office of the Sangguniang Panlungsod</p>
		<p>Total:</p>	<p>6 hours</p>	



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, taxicles 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 taxicle-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	<i>Senior Transportation Regulation Officer II</i> 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> 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> 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	
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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	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	Upon follow up, assessment of fees	PHP50.00	10 minutes	Cashier City Treasurer's Office



issued upon payment.				
	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	<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	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 splegazpi2016@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	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>HON. OSCAR ROBERT H. CRISTOBAL CP Number: 0939-923-6997</p> <p>MA. LETICIA B. BELLO City Secretary CP Number: 0917-770-3307 0999-988-9950 Email Address: splegazpi2016@gmail.com</p>



GENDER AND DEVELOPMENT (GAD) DIVISION



EXTERNAL SERVICES

1. PROVISION OF GAD AND REFERRAL SERVICES

The provision of GAD Information and Referral Services includes the furnishing of relevant information related to GAD concerns and referral to appropriate government departments or agencies for concerns that are beyond the mandate of the GAD Division Office .

Frontline Service	:	GAD Referral Services
Clients	:	Walk-in clients
Written Request	:	Letter Request
Requirements	:	Request/Referral Form
Schedule of Availability of the Service	:	8 hours
E-mail address	:	LegaCy.GenderAndDevelopment@gmail.com
Fees	:	None

WALK-IN CLIENTS					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Walk-in clients: Visitors Log	1. Simple Transactions: GAD Related information or data that is readily available	GAD Staff	Request and Referral Letter	Within 3 working days	
	2. Complex Transactions: GAD-Related information that not readily available, requiring the review and approval of appropriate authorities prior to release	GAD Staff	Referral/letter to recommended agency for further information	Within 7 working days	
b. Written Request:					
c. Letter Request	3. Highly Technical Transactions:				
	3.1. GAD-related information that is not readily available and require further research, consultation with other stakeholders, processing of raw tables from available databases or review /approval of GFPS	GAD Staff/ GFPS	Letter Request address to GAD Focal Person/ Local Chief Executive	Within 15 working days	



WALK-IN CLIENTS					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. All clients pass through the receiving GAD staff for inquiries	1. GAD Staff refers to the GAD Focal Person for concerns	Concerned Unit/Personnel (Administrative GAD Team)	Letter Request	One minute	
b. Discusses the concerns to the clients to get relevant information needed to assess the request	1. Discusses the concerns of the clients to get relevant information needed to assess their request	Concerned Unit/Personnel (Admin GAD Team)		1-2 minutes	
	2. Advises the clients on the appropriate actions they can take and agency/institution with mandate or competence to provide the needed assistance for their request	Research and Planning Team, Monitoring and Evaluation Team		2-3 minutes	
c. Accomplishes the ARTA Feedback Form on GAD Services and drops it at the suggestion box	1. The GAD staff summarizes the feedback forms every end of the month	GAD Staff	Feedback form	3-5 minutes	

TELEPHONE INQUIRIES					
a. Receives calls requesting information and referral services	1. Receives phone inquiries related to GAD and related services requested by private individuals and institutions, barangays, departments, agencies, other LGUs and clients	GAD Staff	Mobile Call or Mobile or messenger text message	1-2 minutes	
b. Provides the necessary details of the inquiries/ requests	2. Directly responds to sample inquiries	GAD Staff		2-3 minutes Complex W/in 3-5 WD Highly Technical W/in 15 WD	
	3. For complex inquiries, proposals and follow-ups to requests needing clearance from the top management, GAD staff advises the client to either write or send a copy of the letter providing specific details on the nature and purpose of their concern		Simple Within 1 WD		
	4. Asks details of the clients and forward the call to the concerned personnel / GAD staff/management				



WRITTEN INQUIRIES / REQUESTS					
c. Sends letter request or proposal to GAD Office (Email/Hard Copy) indicating important details about the inquiry	1. Encodes/records received letters forwarded by personnel in charge into GAD Database/Logbook (Request/Inquiries Received through email or hard copy) 2. GAD staff forward received documents to Head of GAD for instructions 3. Updates GAD Database on the action taken and the status of the response/assistance provided	GAD Staff/Team	Letter Request	5 minutes upon receipt of request	
			GAD Data / Reports	5 minutes upon receipt of update	
End of Transaction					
Who May Avail : Government to Citizen, Government to Government, Government to Non-Government Organizations General Public, Private Sectors, Government Instrumentalities, Legazpi City Employees					

Documentary Requirements where to secure <ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 	
For Walk-in Clients:	Visitor's Attendance Form
For Written Request:	Letter Request addressed to the Local Chief Executive through the GAD Focal Point System
Inquiries , Feedback Mechanisms, Suggestions, Recommendations as well as Complaints may be send to/filed to	
Marlene C. Balubar – GFPS Focal Point Person Cp No- . 0939-930-5809 E-mail- LegaCy.GenderAndDevelopment@gmail.com	
Maria Celeste Perpetua R. Lorbes – GAD Staff Cp No- 09399052891 E-mail- LegaCy.GenderAndDevelopment@gmail.com	

2. REFERRAL TO THE SERVICE PROVIDER REGARDING GAD TRAINING CONCERNS

All offices, departments and agencies including barangay officials in the local government officials shall initiate gender sensitivity orientation and training and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice.

Office or Division:	GAD Division	
Classification	Simple Transaction : Total Processing Time	Within 2-3 working days
Type of Transaction	G2C – Government to Citizen G2G – Government to Government G2N - Government to Non-Government	
Who May Avail	General Public, City Government Employees, Private Sector	
Documentary Requirements where to secure <ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 		
For Walk-in Clients:	Letter Request (Email or Hard Copy)	
Visitor's Attendance Form	Requesting Party	



FOR WRITTEN RESPONSE:

CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents To Be Presented	Maximum Time Of Transaction	Amount of Fees
Walk-In Clients					
a. All clients pass through the receiving GAD staff	1. The GAD staff refers the clients to the gad focal person			1 Minute	
b. Discusses the concern of the client to get relevant information needed to assess the request	2. Discusses the concern of the client with the GAD staff to get relevant information needed and refers to the gad focal person	GAD STAFF	Letter Request for training	1-2 Minutes	
c. Clients to proceed to the GAD focal person for their concerns/inquiries	3. GAD focal person advises the client on the appropriate they can take and referral to agency/institution to provide them the needed assistance they requested	GAD STAFF		5 Minutes	
Telephone Inquiries					
a. Receives call from different offices/agency requesting for training	1. Receives phone inquiries related to request of GAD training				
b. Provides the necessary details of the inquiries/ requests	2. Directly responds to simple inquiries and advice client for the next step	GAD STAFF		2-3 Minutes	
Written Inquiries/Requests					
a. Letter Of Training Request From Barangays, Departments, National Agencies, Private Institutions And Other LGUs and other Clients	1. GAD Staff Forward Letter To The GAD Focal Person For Recommending Actions Regarding Training Request For Approval	GAD STAFF LCE	Letter Request for training	Within 1 Day	
	2. GAD Focal Person Receives The Letter And Recommends Approval From The LCE	GAD STAFF LCE		Within 1-2 Working Days	
	3. GAD Staff Coordinates With The CHRMO For Office Order For Staff Attending The Training.	GAD STAFF LCE CHRMO		Within 2-3 Working Days	
	4. GAD Staff Coordinates With Speaker/GAD Resource Person And Discuss With Requesting Party The Training Needs, Participants' Profile And Preliminary Requirements, Program, Materials Needed, Requirements And For Confirmation Of Dates, Venues And Other Arrangements	GAD Staff And Focal Person Secretariat	Letter Request to Resource Speaker	Within 1-2 Days	
	5. GAD staff prepares a transmittal letter to the speaker/GAD resource person approved by the LCE	GAD Staff GAD Focal Person LCE		30 minutes	
	6. Conduct of actual training by the speaker and training team with Evaluation of Training and Documentation Report	GAD Resource Speaker GAD training team	Training Module	8-16 hours	



3. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON GAD PLANS AND BUDGET AND GAD ACCOMPLISHMENT REPORTS

Office or Division:	GAD Division				
Classification	Highly Technical Transaction :	Total Processing Time Within 7 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	City Government Employees, Barangays				
Documentary Requirements where to secure					
<ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Barangay ○ GAD Focal Person and approved by the Barangay Captain 					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Clients pass through the receiving GAD staff to assist concern for technical assistance	1. GAD staff refers the client to GAD Focal Person for concern	GAD staff	GAD P/B	1 minute	
	2. GAD staff and Focal Person provide technical assistance to the clients in the GAD planning and budgeting preparation and GAD accomplishment reports		GAD ARs	1 hour	
For Walk-in Clients: Visitor's Attendance Form					
For Written Request: Letter Request addressed to the Local Chief Executive through the GAD Focal Point System					

4. COMPILATION OF ENDORSED (by CPDO) BARANGAY GAD PLAN AND BUDGET (BGPBs) and ACCOMPLISHMENT REPORT (ARs)

Office or Division:	GAD Division				
Classification	Highly Technical Transaction :	Within 7 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Barangays				
Documentary Requirements where to secure					
<ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Barangay GAD Focal Person (GFPS), ○ approved by the Barangay Captain, submitted to CPDO and received by City DILG 					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of fees
a. Submits the Barangay GAD Plan and Budget for the next year	1. Receives the submitted and endorsed of Barangay GAD Plan and Budget	GAD Staff assigned	Brgy GAD P/B	2-5 minutes	
	2. Check the template used and complete attachments			30 minutes to 1 hour	
	3. GAD staff assigned checks the submitted Barangay GAD Plan and		Brgy GAD P/B		



	Budget with complete attachments (GAD Accomplishment Reports of the previous year)				
	<ul style="list-style-type: none"> ✓ After checking the submitted GPB, concerned staff logs receipt date of the GPB ✓ Checked and reviewed GPB submitted 	GAD Staff Assigned	Brgy GAD ARs	Within 1 working day	
For Walk-in Clients:					
Visitor's Attendance Form					

INTERNAL

1. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE TO DIFFERENT OFFICES PREPARING GAD PLAN AND BUDGET

Office or Division:	GAD Division				
Classification	Highly Technical Transaction : Total Processing Time	Within 15 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Government Different Offices				
Documentary Requirements where to secure					
<ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Different Offices GAD Accomplishment Reports					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Client pass through the GAD staff for technical assistance for budget preparation of GPB	1. GAD staff refers clients to GAD Focal Person for GPB concerns	GAD Staff	Office GPB	1 minute	
b. Discusses the concerns of the different offices for assistance needed regarding their GPB	1. GAD focal person discusses with GAD TWG of concerned offices regarding their GPB	GAD focal person GAD TWG of concerned offices	GPB	1-2 hours	
	2. GAD focal person provide technical assistance in the revision of the GPB of concerned offices				
	3. Advises the concerned offices on the correction/ revision on their GPB				
c. Accomplishes the feedback form on GAD Services	1. GAD staff consolidates feedback forms at the end of every month	GAD Staff		10 minutes	



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2. REFERRAL TO THE SERVICE PROVIDER REGARDING GAD TRAINING CONCERNS

All offices, departments and agencies including local government officials shall initiate gender sensitivity orientation and training and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice.

Office or Division:	GAD Division
Classification	Simple Transaction : Total Processing Time Within 2-3 working days
Type of Transaction	G2G – Government to Government G2N - Government to Non-Government
Who May Avail	General Public, City Government Employees, Private Sector
Documentary Requirements where to secure	
<ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 	
For Walk-in Clients:	Letter Request (Email or Hard Copy)
Visitor's Attendance Form	Requesting Party

FOR WRITTEN RESPONSE:

Client Step	Agency Activity	Person Responsible	Documents To Be Presented	Maximum Time Of Transaction	Amount Of Fees
Walk-In Clients					
a. All clients pass through the receiving GAD staff	1. The gad staff refers the clients to the GAD focal person			1 Minute	
b. Discusses the concern of the client to get relevant information needed to assess the request	2. Discusses the concern of the client with the GAD staff to get relevant information needed and refers to the gad focal person	GAD STAFF	Letter Request for Training	1-2 Minutes	
c. Clients to proceed to the GAD focal person for their concerns/inquiries	3. GAD focal person advises the client on the appropriate they can take and referral to agency/institution to provide them the needed assistance they requested	GAD STAFF		5 Minutes	
Telephone Inquiries					
a. Receives call from different offices/agency requesting for training	1. Receives phone inquiries related to request of GAD training		Mobile Call of		



b. Provides the necessary details of the inquiries/requests	2. Directly responds to simple inquiries and advice client for the next step	GAD STAFF	Text/Messenger Message	2-3 Minutes	
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Written Inquiries/Requests					
a. Letter Of Training Request From Barangays, Departments, Agencies, Private Institutions And Other LGUS And Clients	1. GAD Staff Forward Letter To The GAD Focal Person For Recommending Actions Regarding Training Request For Approval	GAD STAFF LCE		Within 1 Day	
	2. GAD Focal Person Receives The Letter And Recommends Approval From The LCE	GAD STAFF LCE		Within 1-2 Working Days	
	3. GAD Staff Coordinates With The CHRMO For Office Order For Staff Attending The Training.	GAD STAFF LCE CHRMO		Within 2-3 Working Days	
	4. GAD Staff Coordinates With Speaker/GAD Resource Person And Discuss With Requesting Party The Training Needs, Participants' Profile And Preliminary Requirements, Program, Materials Needed, Requirements And For Confirmation Of Dates, Venues And Other Arrangements	GAD Staff And Focal Person Secretariat		Within 1-2 Days	
	5. GAD staff prepares a transmittal letter to the speaker/GAD resource person approved by the LCE	GAD Staff GAD Focal Person LCE		30 minutes	
	6. Conduct of actual training by the speaker and training team with Evaluation of Training and Documentation Report	GAD Resource Speaker GAD training team		8-16 hours	

<p>For Walk-in Clients: Visitor's Attendance Form</p> <p>For Written Request: Letter Request addressed to the Local Chief Executive through the GAD Focal Point System</p>
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3. REVIEW AND ENDORSEMENT OF CITY GOVERNMENT OF LEGAZPI DEPARTMENT'S GAD PLAN AND BUDGET (GPB)

Office or Division:	GAD Division				
Classification	Highly Technical Transaction : Total Processing Time	Within 15 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Government Different Offices				
Documentary Requirements where to secure <ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Different Offices ○ GAD Accomplishment Reports 					
Client Step	Agency activity	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount Of Fees
a. Clients pass through the GAD staff for GPB review concerns	1. GAD staff receives the GPB for review	GAD staff		1 minute	
b. Present or submit GPB (Hard copy of soft copy)	1. One on one consultation or assistance in formulating/review of GPB			1-2 hours	
	2. Provides the clients the comments/ feedback after the consultation				
	3. Client to re-submit the corrected GPB for further evaluation			Within 2 working days	
2. Submit the reviewed proposed GPB to GAD focal person	1. Receives the GPB and will undergo evaluation and review, critique by the GAD focal person	GAD staff and GAD focal person		15 working days	
	2. Consolidates reviewed proposed GPB based on the comments of the GAD Focal Person and Staff				
	3. Submits the consolidated GPB to the portal of DILG for further review				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedbacks and/or complaints may be sent via email to:	Legacy.genderanddevelopment@gmail.com
How feedbacks are processed	Feedbacks and/or complaints are acknowledged and replied via email explaining process, action taken and disposition to the relevant offices
How complaints are processed	Complaints are processed and acted and communicated to the complainant via e-mail or calls.



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the Client Feedback Form and drop it at the Feedbacks Drop Box located at the Public Assistance and Complaints Desk (PACD).
How feedbacks are processed?	<p>Every Friday, the Officer monitoring the PACD opens the drop box, complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answers are then relayed to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: 480-0139.</p>
How to file a complaint?	<p>Answer the Client Complaint Form and drop it at the Complaints Drop Box located at the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be filed via telephone. 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 telephone number: 480-0139.</p>
How complaints are processed	<p>The Officer monitoring the PACD opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p>



	<p>The officer will prepare a report after the investigation and shall submit to the chief of office for appropriate action.</p> <p>The officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: 431-3454.</p>
Contact Information of the City Government of Legazpi	<p>Hon. Atty. Alfredo A. Garbin, Jr. City Mayor</p> <p>Email: BagongLegazpi24@gmail.com Tel No.: (052) 732-7988</p> <p>Ms. Grace R. Bachiller OIC/City Administrator</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)</p>



List of Offices

OFFICE	ADDRESS	CHIEF OF OFFICE /CONTACT INFORMATION
OFFICE OF THE CITY MAYOR (CMO)		<p>Hon. Atty. Alfredo A. Garbin, Jr. City Mayor (052) 732-7988</p> <p>Mr. Ronaldo A. Garbin Executive Assistant IV</p> <p>Ms. Ma. Cristina D. Zantua Chief of Staff/ Public Information Officer</p>
CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE	Motorpool, Airport Road, Legazpi City	<p>Engr. Miladee N. Azur City Government Department Head I (052) 431-0330 09209528188 Legazpi.cdrrmd@gmail.com</p>
ECONOMIC & INVESTMENT PROMOTIONS DIVISION	2/f City Hall Compound, Rizal St., Legazpi City	<p>Ms. Ma. Theresa D. Nuñez Supervising Administrative Officer (052) 742-3990</p>
ECONOMIC ENTERPRISE & MANAGEMENT DIVISION (EEMD) ALBAY MARKET	Albay Public Market, Legazpi City	<p>Mr. Ralph Vincent L. Lasin Market Supervisor IV Officer-In-Charge 09177930043</p>
		<p>Mr. Ronald H. Pasano</p>



ECONOMIC ENTERPRISE & MANAGEMENT DIVISION (EEMD) LEGAZPI MARKET	Legazpi Public Market, Legazpi City	Licensing Officer IV Officer-In-Charge 09192729466
INFORMATION TECHNOLOGY DIVISION	3/F City Hall Compound, Rizal St., Legazpi City	Mr. Guillermo B. Yuson, Jr. Information Technology Officer II 09274965288
BUSINESS PERMITS & LICENSING OFFICE	BPLO Building, City Hall Compound, Rizal St., Legazpi City	Ms. Asuncion C. Viñas City Government Department Head I 09158727722
OFFICE OF THE SANGGUNIANG PANLUNGSOD-SECRETARIAT	2/F, SP Bldg., City Hall Compound, Rizal St., Legazpi City	Ms. Maria Leticia A. Buenaflor-Bello Secretary to the Sanggunian
CITY ACCOUNTANT'S OFFICE	Ground Floor, City Hall Annex Bldg., City Hall Compound, Rizal St., Legazpi City	Ms. Gloria E. Aringo City Government Department Head I (052) 742-3700 gloria_aringo@yahoo.com
CITY ADMINISTRATOR'S OFFICE	2/F, City Hall Bldg., Rizal St., Legazpi City	Ms. Grace R. Bachiller CGADH I/ Asst. CPDC OIC/City Administrator
CITY AGRICULTURE'S OFFICE	Lakandula Dr., Brgy. Gogon, Legazpi City	Ms. Sheila R. Nas City Government Department Head I (052) 742-1739 wjjk41@yahoo.com
	Ground Floor, City Hall Annex Bldg., City Hall	Engr. Eduardo A. Luna, Jr.



CITY ASSESSOR'S OFFICE	Compound, Rizal St., Legazpi City	City Government Department Head I (052) 742-6882 legazpi.assessorsoffice@gmail.com
CITY BUDGET OFFICE	2/F, City Hall Bldg., Rizal St., Legazpi City	Mr. Jeffrey P. Navarro City Government Department Head I (052) 820-3048 cbo_leg@yahoo.com
CITY CIVIL REGISTRAR'S OFFICE	Ground Floor, City Hall Bldg., Rizal St., Legazpi City	PRISCILLA L. GALICIA Zoning Officer IV OIC- OCCR 0927-646-3610 occrlegazpicity@gmail.com
CITY COOPERATIVE DEVELOPMENT OFFICE	3/F, City Hall Bldg., Rizal St., Legazpi City	Ms. Gina Marie A. Belchez Community Affairs Asst. II OIC Designate 09103339650/ 09922213639 gmbelchez@gmail.com
CITY ENGINEER'S OFFICE	Legazpi Blvd., Dap-Dap, Legazpi City	Engr. Clemente A. Ibo City Government Department Head I/ City Engineer 09989830073
CITY HEALTH OFFICE	City Hall Compound, Rizal St., Legazpi City	Dr. Francis Gerald A. Gomez /Medical Officer III OIC/ City Health Officer CHOLegazpi@gmail.com



CITY LEGAL OFFICE	2/ City Hall Annex Bldg., City Hall Compound, Rizal St., Legazpi City	Atty. Ivy-Lynn M. Raguindin- De Leoz City Government Department Head I legazpicitylegaloffice@gmail.com
MUSEO DE LEGAZPI	Gregorian Mall, Rizal St., Legazpi City	Marites V. Tagle-Pasa, DPA Supervising Administrative Officer OIC/Museum Curator Designate museodelegazpi@yahoo.com
CITY PLANNING & DEVELOPMENT OFFICE	2/F, City Hall Bldg., Rizal St., Legazpi City	Ms. Jocelyn M. Codorniz City Government Department Head I (052) 742-0821
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE	Lakandula Dr., Brgy. Gogon, Legazpi City	Cecilia E. Arcilla, RSW,PhD CGADH I OIC- CSWDO cswdolegazpi@yahoo.com
CITY TREASURER'S OFFICE	Ground Floor, SP Bldg., City Hall Compound, Rizal St., Legazpi City	Ms. Carlita P. De Guzman City Government Department Head I (052) 201-94-87 ctoleg@yahoo.com
CITY VETERINARY OFFICE	Ground Floor, City Hall Annex Bldg., City Hall Compound, Rizal St., Legazpi City	Dr. Emmanuel V. Estipona City Government Department Head I 09615453386



GENERAL SERVICES OFFICE (GSO)	Ground Floor, City Hall Bldg., Rizal St., Legazpi City	Ms. Ma. Chona A. Riocasa City Government Department Head I lgu.legazpi.gso.786@gmail.com
INTERNAL AUDIT OFFICE (IAS)	City Hall Compound, Rizal St., Legazpi City	Ms. Joan E. Jamisal City Government Department Head I (052) 742-3484 ias.legazpi@gmail.com
LEGAZPI CITY HOSPITAL	Zone 9, Brgy. ___-Bitano, Legazpi City	Dr. Lady Ann T. Serrano Medical Specialist II Officer-In-Charge 09611787866
OFFICE OF THE CITY ENVIRONMENT & NATURAL RESOURCES (OCENR)	Legazpi Blvd., Dap-Dap, Legazpi City	Mr. Linnu Benju Q. Calleja Special Operations Officer III Officer-In-Charge 09465990597
PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)	3 rd floor, SM City Legazpi, Legazpi City	Mr. Diosdado R. Rañeses City Government Department Head (052) 820-7671 pesolegazpi@gmail.com
TOURISM SERVICES DIVISION	Ground Floor, City Hall Bldg., Rizal St., Legazpi City	Mr. Ricky A. Loterte Administrative Officer II OIC/ City Tourism Officer



<p>URBAN POOR AFFAIRS OFFICE (UPAO)</p>	<p>City Hall Annex Bldg., City Hall Compound, Rizal St., Legazpi City</p>	<p>Engr. Augusto B. Ante Special Operations Officer IV 09335101953</p>
<p>CITY HUMAN RESOURCE MANAGEMENT OFFICE</p>	<p>3/F, City Hall Bldg., Rizal St., Legazpi City</p>	<p>Marites V. Tagle-Pasa, DPA Supervising Administrative Officer OIC/ City HRM Officer (052) 431 3454 chrmo.legazpicity@gmail.com</p>
<p>OFFICE OF THE VICE MAYOR (VMO)</p>	<p>2/F, SP Bldg., City Hall Compound, Rizal St., Legazpi City</p>	<p>Hon. Oscar Robert H. Cristobal Vice Mayor CP Number: 0939-923-6997</p>
<p>OFFICE OF THE SANGGUNIANG PANLUNGSOD</p>		<ol style="list-style-type: none"> 1. Hon. Jose Gregorio R. Ojano 2. Hon. Lourence M. Beltran 3. Hon. Ismael B. Buban IV 4. Hon. Glenn O. Casulla 5. Hon. Luis Felipe L. Gutierrez 6. Hon. Maria Paz Salud C. Imperial 7. Hon. Alexander U. Jao 8. Hon. Joseph Philip L. Lee 9. Hon. Roberto Rafael N. Lucila II 10. Hon. Renato A. Valladolid 11. Hon. Milagros B. Bal <i>Representative, Liga ng mga Barangay Ex-Officio Member</i> 12. Hon. John Nicolas C. Garbin <i>Representative, SK Federation President, Legazpi City Chapter, Ex-Officio Member</i>

