



CITY GOVERNMENT OF MALOLOS

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate:

1. To exercise general supervision and control over all programs, projects, services, and activities of the City Government;
2. To enforce all laws and ordinances relative to the governance of the City and in the exercise of the appropriate corporate powers;
3. To initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development; and,
4. To ensure the delivery of basic services and provision of adequate facilities as provided for under Section 17 of Local Government Code of 1991.

II. Vision:

Philippines' premiere historical city of skilled, intellectual, disciplined, God-loving and empowered citizens with better quality of life embracing global challenges under a dynamic leadership.

III. Mission:

1. To empower the citizenry thru economic self-sufficiency by providing global standard and employable technical education and skills development trainings;
2. To uplift the living conditions of the distressed and disadvantaged individuals, families and communities by providing prompt and appropriate social intervention;
3. To build a resilient community adapting to the changing environment;
4. To ensure quality infrastructure, sustainable agriculture and fishery, tourism, arts and culture and employment.
5. To maximize income generation through proper management of logistics both human and material resources, well-defined urban planning and the

- formulation of programs and policies that will ensure the effective delivery of services.
6. To enhance competencies, structures and systems for effective and efficient service delivery.

IV. Service Pledge:

Panunumpa ng Lingkod Bayan

Ako’y isang lingkod-bayan

Katungkulan ko ang maglingkod nang buong katapatan at kahusayan at makatulong sa katatagan at kaunlaran ng aking bayan

Sisikapin kong patuloy na maragdagan ang aking kaalaman

Magiging bahagi ako ng kaayusan at kapayapaan sa pamahalaan. Susunod at tutulong ako sa pagpapatupad ng mga umiiral na batas at alituntunn nang walang kinikilingan.

Isasaalang-alang ko ang interes ng nakararami bago ang pansarili kong kapakanan.

Isusulong ko ang mga pogramang mag-aangat sa antas ng kabuhayan ng mamamayan. Aktibo akong makikibahagi sa mga dakilang layunin sa lipunan.

Hindi ako magiging bahagi at isisiwalat ko ang anumang katiwalian na makakaabot sa aking kaalaman.

Gagawin kong kapaki-pakinabang ang bawat sandal. Sa lahat ng panahon sisikapin kong makatugon sa mga hamon sa lingkod bayan.

Ang lahat ng ito para sa ating Dakilang Lumikha at sa ating bayan.

Kasihon nawa ako ng Maykapal.

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CITY MAYOR'S OFFICE

1. Mayor's Clearance

The Mayor's Office Clearance is issued to individuals needing a document stating that he/she has no pending case filed with the Office of the Mayor.

Certifications are issued to affirm the validity of information.

Office/Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Community Tax Certificate (1 original) -Police clearance for residents (1 original) -NBI clearance for non-residents (1 original) -Documentary stamp -Order of payment 		<ul style="list-style-type: none"> -Barangay Hall -Police Station -NBI -City Treasury Office -City Treasury Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required fees at the City Treasury Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	1. Accept the payment based on the Order of Payment. 1.1 Issue the Official Receipt	P100.00	5 mins	<i>Treasurer</i> City Treasury Office
2. Sign in the Client Log Book in the office lobby.	2. Give the Log Book to the client	None	2 mins	<i>Admin Aide</i> Mayor's Office
3. Submit the required documents for initial assessment and verification.	3. Receive the required documents and check for completeness		5 mins	<i>Admin Aide</i> Mayor's Office

*Make sure to present Order of Payment / Receipt				
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Certificate or Clearance to the client	P20.00	3 mins	<i>Admin Aide</i> Mayor's Office
TOTAL:			15 mins	

2. Provision of Burial Assistance

The Mayor's Office offers financial assistance to defray funeral and related expenses to indigent individual or families.

Office/Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Barangay Certificate of Indigency (1 original) -Death Certificate (1 photocopy) -Government Issued Identification Card of the Client (1 photocopy) -Contract or official receipt named after the person indicated in the Barangay Certificate of Indigency (1 original) 		<ul style="list-style-type: none"> -Barangay Hall -Medical facility where the deceased expired -BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO -Funeral service provider 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification. *Make sure to secure the	1. Receive the required documents and check for completeness 1.1 Delegate amount based on the requesting	None		<i>Executive Assistant (EA) II</i> Mayor's Office <i>EA II</i> Mayor's Office

Contract or Official Receipt from the Funeral Service	<p>client. *PHP 3000 - resident *PHP 5000- volunteer *PHP 10000 – official</p> <p>1.2 Issue the Obligation Request if all required documents were given and amount determined</p> <p>1.3 Start processing the request and issuance of check for signature</p> <p>1.4 Have the check signed by the Mayor</p>			<p><i>EA II</i> Mayor's Office</p> <p><i>Budget Officer</i> Budget Office</p> <p><i>Accountant</i> Accounting Office</p> <p><i>Treasurer</i> Treasury</p> <p><i>Mayor</i> Mayor's Office</p>
2. Return to the Treasury for the release of check.	2. Release the check to the requesting client.	None		<i>Treasurer</i> Treasury
TOTAL:			3-10 working days	

3. Provision of Financial Assistance

Aside from burial, medical and livelihood aid, the Mayor's Office offers other financial assistance to indigent individuals or families as the need arises.

Office/Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents only

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Personal letter addressed to Mayor (1 original) -Barangay Certificate of Indigency (1 original) -Government Issued Identification Card of the Client (1 photocopy) -Social case study		-Immediate family member of the patient -Barangay Hall -BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO -City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification. *Make sure to secure the social case study from the Social Welfare and Development Office.	1. Receive the required documents and check for completeness	None		<i>EA II</i> Mayor's Office
	1.1 Delegate amount based on the severity of the patient's condition. *PHP 20000 is the maximum amount.			<i>EA II</i> Mayor's Office
	1.2 Issue the Obligation Request if all required documents were given and amount determined			<i>EA II</i> Mayor's Office
	1.3 Start processing the request and issuance of check for signature			<i>Budget Officer</i> Budget Office <i>Accountant</i> Accounting Office <i>Treasurer</i> Treasury
	1.4 Have the check signed by the Mayor			<i>Mayor</i> Mayor's Office
2. Return to the	2. Release the	None		<i>Treasurer</i>

Treasury for the release of check.	check to the requesting client.			Treasury
TOTAL:			3-10 working days	

4. Provision of Livelihood Assistance

The Mayor's Office offers financial assistance to indigent individuals or families in need of a capital to start or continue a micro-enterprise. Residents are given three months to pay with no interest rate. The amount increases based on the accountability of the resident to pay on time. Those who hold a record of non-payment within the three-month period will no longer be given financial aid.

Office/Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Personal letter addressed to Mayor (1 original) -Barangay Certificate of Indigency (1 original) -Government Issued Identification Card of the Client (1 photocopy) -Social case study 		<ul style="list-style-type: none"> -Immediate family member of the patient -Barangay Hall -BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO -City Social Welfare and Development Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification. *Make sure to secure the social case study from the Social Welfare and	1. Receive the required documents and check for completeness 1.1 Delegate amount based on the severity of the patient's condition. *PHP 20000 is the maximum amount.	None		<i>EA II</i> Mayor's Office <i>EA II</i> Mayor's Office

Development Office.	1.2 Issue the Obligation Request if all required documents were given and amount determined 1.3 Start processing the request and issuance of check for signature 1.4 Have the check signed by the Mayor			<i>EA II</i> Mayor's Office <i>Budget Officer</i> Budget Office <i>Accountant</i> Accounting Office <i>Treasurer</i> Treasury <i>Mayor</i> Mayor's Office
2. Return to the Treasury for the release of check.	2. Release the check to the requesting client.	None		<i>Treasurer</i> Treasury
TOTAL:			3-10 working days	

5. Provision of Medical Assistance

The Mayor's Office offers financial assistance to indigent individuals or families with disease and/or illness health problems. Residents are being assisted depending on the seriousness of the medical condition that needs to be addressed.

Office/Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
-Personal letter addressed to Mayor (1 original)	-Immediate family member of the patient
-Medical abstract of patient (1	-Medical institution where the patient is

original) -Barangay Certificate of Indigency (1 original) -Picture of patient (whole body) -Government Issued Identification Card of the Client (1 photocopy) -Social case study	admitted -Barangay Hall -Immediate family member of the patient -BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO -City Social Welfare and Development Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification. *Make sure to secure the social case study from the Social Welfare and Development Office.	1. Receive the required documents and check for completeness 1.1 Delegate amount based on the severity of the patient's condition. *PHP 20000 is the maximum amount. 1.2 Issue the Obligation Request if all required documents were given and amount determined 1.3 Start processing the request and issuance of check for signature 1.4 Have the check signed by the Mayor	None		<i>EA II</i> Mayor's Office <i>EA II</i> Mayor's Office <i>EA II</i> Mayor's Office <i>Budget Officer</i> Budget Office <i>Accountant</i> Accounting Office <i>Treasurer</i> Treasury <i>Mayor</i> Mayor's Office
2. Return to the	2. Release the	None		<i>Treasurer</i>

Treasury for the release of check.	check to the requesting client.			Treasury
TOTAL:			3-10 working days	

6. Processing of Scholarship Application

The Mayor's Office recognizes the right of each child to education thus the Scholarship Program. New scholarship applications are accepted and processed during the 1st semester of every school year, while renewal of applications are accepted and processed during the 2nd semester. Qualifiers are given certificates of scholarship for enrolment.

Office/Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Certificate of Registration -Certificate of Grades -Certificate of Good Moral Character -Government Issued Identification Card of the Client (1 photocopy) -Community Tax Certificate (1 original) -Barangay Certificate of Indigency (1 original) 		<ul style="list-style-type: none"> -Educational Institution -Educational Institution -Educational Institution -BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO -Barangay Hall -Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of personal data	1. Verify names in the scholars' masterlist	None	5 mins	Scholarship TWG
2. Fill out application form	2. Receive the required documents and check for completeness	None	5 mins	Scholarship TWG

3. Wait for a Notification of the Scholarship Grant	3. Processing of application including notifications	None	15 days	Scholarship TWG
TOTAL:			15 working days 10 minutes	

7. Solemnization of Marriage

Pursuant to the Local Government of 1991, one of the duties of the City Mayor is to solemnize marriage. This is included in the responsibilities of the Mayor's Office to prepare the Marriage Contract to be signed by the contracting parties, witnesses and the City Mayor as the solemnizing officer.

Office/Division:		Office of the Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All *provided that one of the contracting parties must be a resident of the City.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Marriage license (1 original) - Solemnization fee -Documentary stamp (1 original) -Full name of witnesses -Wedding ring on wedding day <p>*If the couple cohabitates five years and above:</p> <ul style="list-style-type: none"> -Affidavit Art. 34 Cohabitation (4 copies) or Barangay Certification of Cohabitation (1 original) -Certificate of No Marriage (1 original) -Birth certificate/Baptismal (1 original) 		<ul style="list-style-type: none"> -Local Civil Registry -Treasurer's Office -City Treasury Office -Requesting Client -Requesting Client <ul style="list-style-type: none"> -Attorney/Legal Consent -Barangay Hall <ul style="list-style-type: none"> -PSA Office -PSA Office/Religious Institution 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment	1. Receive the required documents and check for completeness	P200.00	2 mins	<i>Admin Aide</i> Mayor's Office

and verification.				
2. Wait for the confirmation of the schedule	2. Check and align with the schedule	P150.00	2 mins	<i>Admin Aide</i> Mayor's Office
3. Record the schedule given.	3. Confirm the schedule with the client.	P20.00	2 mins	<i>Admin Aide</i> Mayor's Office
4. Return to the Mayor's Office for assigned wedding date.	4. Organize and prepare necessary documents according to the assigned wedding date.	None	60 mins	<i>EA II</i> Mayor's Office
TOTAL:			1 hr 6 mins	

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 City Mayor's Office. Contact info: (044)796-2793 or mayorbebonggatchalian@gmail.com</p>
How feedbacks are processed	<p>Every day, the Admin Officer opens the drop box and compiles and records all feedback submitted. 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 answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (044) 796-2793.</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the City Mayor's 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 following telephone number: (044) 796-2793</p>
How complaints are processed	<p>The Complaints Officer pens 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.</p> <p>The Complaints Officer will give the</p>

	feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (044) 796-2793.
Contact Information of Mayor's Office	(044) 796-2793 mayorbebonggatchalian@gmail.com

CITY ADMINISTRATOR OFFICE

1. Receiving of documents from external clients, and their approval and endorsement to concerned offices, agencies, personnel, etc.

These are personal requests of clients which are acted upon by the City Administrator by way of approving it or referring the letter/document to the concerned offices, agencies and personnel for appropriate action.

Office or Division:	City Administrator’s Office – Inter-Office Coordination and Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter (1 original copy, duly signed by the requesting party and Photocopy of Identification Card w/ contact number)			Citizens	
For proposals (detailed project proposal and business profile if applicable w/ contact information)			Businesses	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/documents/ Proposals, etc.	Receives and checks documents/letters	None	3 minutes	<i>Administrative Staff</i> Office of the City Administrator
	Recording of documents/letters	None	3 minutes	<i>Administrative Staff</i> Office of the City Administrator
	For Action	None	10 minutes – 1day	<i>City Administrator</i>
	Releases/endorses documents/letter	None	8 minutes	<i>Administrative Staff</i> Office of the City Administrator
	TOTAL	None	23 minutes to 1 day and 23 minutes	

2. Monitoring and endorsement of department reports and recommendations to the Local Chief Executive

These are details of programs, plans, projects and activities (PPA) that is proposed for implementation as well as reports of on-going PPA's that is reviewed by the City Administrator for the approval and information of the Local Chief Executive

Office or Division:	City Administrator's Office – Inter-Office Coordination and Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPA details (with cover letter signed by the Department Head and other documents as necessary for validation)			Concerned Departments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/documents/ Proposals, etc.	1. Receive all necessary documents, with special attention to the date of completion of the report and their	None	5 minutes	<i>Administrative Staff Office of the City Administrator</i>
	2. Review the documents. Draft recommendations based on the findings.	None	1 hour	<i>Administrative Officer</i>
	3. Start the process of endorsing the documents by having the recommendation reviewed and signed by the City Administrator, and endorse to the Office of the LCE.	None	10 minutes	<i>Administrative Officer and City Administrator</i>
	TOTAL	None	1 hour and 15 minutes	

3. Receiving of documents from internal clients, and their approval and endorsement to concerned offices, agencies, personnel, etc.

These are personal requests of clients which are acted upon by the City Administrator by way of approving it or referring the letter/document to the concerned offices, agencies and personnel for appropriate action.

Office or Division:	City Administrator's Office – Inter-Office Coordination and Administrative Assistance Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Departments of the City Government of Malolos and attached National Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1 original copy, duly signed by the requesting party)			Concerned Departments	
2. Purchase Requests (signed by requesting department head. Disbursement Vouchers (signed by the City Accountant and City Treasurer with all attached documents)			Concerned Departments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/documents/ Proposals, etc.	Receives and checks documents/letters	None	3 minutes	<i>Administrative Staff</i> Office of the City Administrator
	Recording of documents/letters	None	3 minutes	<i>Administrative Staff</i> Office of the City Administrator
	For Action	None	10 minutes – 1day	<i>City Administrator</i>
	Releases/endorses documents/letter	None	8 minutes	<i>Administrative Staff</i> Office of the City Administrator
	TOTAL	None	23 minutes to 1 day and 23 minutes	
2. Submit Financial Documents (Purchase Request, Disbursement Vouchers)	Receives and checks completeness of PR and DV	None	15 minutes	<i>Administrative Officer</i> Office of the City Administrator

	Recording of PR and DV	None	5 minutes	<i>Administrative Officer</i> Office of the City Administrator
	For Signature/Initial	None	10 minutes – 1day	<i>City Administrator</i>
	Releases/endorse financial documents to the next concerned department	None	8 minutes	<i>Administrative Officer</i> Office of the City Administrator
	TOTAL	None	38 minutes to 1 day and 38 minutes	

4. Supervision and/or attendance in meetings concerning the City Government Programs, Projects and Activities

These are details of the IEC materials, plans and manuals regarding the City Government Programs, Projects and Activities that is being implemented by the City Government of Malolos.

Office or Division:		City Administrator's Office		
Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Details of the programs, projects and activities (PPA) must be attached along with a cover letter signed by the Department Head; for meetings, official invitations must be attached; other documents as necessary for validation.			Concerned Departments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit details of the programs, projects and activities (PPA) for meetings, official	1. Receive all necessary documents, with special attention to the date of the invitation	None	5 minutes	<i>Administrative Staff</i> Office of the City Administrator

invitations must be attached				
	2. Review the details of the PPAs, attend meetings if any. Draft recommendations based on the report/presentation of the offices.	None	1 hour (or depending on the duration of the meeting, if any)	<i>Administrative Officer Supervising Admin Officer/ Development Management Officer City Administrator</i>
	3. Start the process of endorsing the recommendations, reviewed and signed by the City Administrator, and endorse to the concerned offices.	None	10 minutes	<i>Administrative Officer</i>
	TOTAL	None	1 hour and 15 minutes	

5. Supervision of IEC materials, plans and manuals regarding the City Government Programs, Projects and Activities

These are details of the IEC materials, plans and manuals regarding the City Government Programs, Projects and Activities that is being implemented by the City Government of Malolos.

Office or Division:	City Administrator's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPA details (with cover letter signed by the Department Head and other documents as necessary for validation)			Concerned Departments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Request Letter/documents/ Proposals, etc.	1. Receive all necessary documents, with special attention to the date of completion of the IEC materials, plans or office manuals and their validity.	None	5 minutes	<i>Administrative Staff Office of the City Administrator</i>
	2. Review the documents. Draft recommendations based on the findings	None	1 hour	<i>Administrative Officer</i>
	3. Start the process of endorsing the documents by having the recommendation reviewed and signed by the City Administrator, and endorse to the Office of the LCE.	None	10 minutes	<i>Administrative Officer and City Administrator</i>
	TOTAL	None	1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Accomplish the CA Client Feedback form and drop it in the designated box beside the transaction window of the Office of the City Administrator</p> <p>Contact Info: (044) 760-6676</p> <p>Mail us at: Office of the City Administrator, 2nd Floor, New City Hall Building, Government Center, McArthur Highway, Brgy. Bulihan City of Malolos, Bulacan.</p>
<p>How feedbacks are processed</p>	<p>The CA staff(s) collects all accomplished CA client Feedback form from the designated box every end of each working da. Feedbcks are then evaluated to determine its merit or identify a feedback that requires CA's immediate action/answer.</p> <p>Feedbacks that require action will be endorsed to the concerned Division/Unit/Department for appropriate action.</p> <p>The answer or action taken by the office is then relayed to the citizen.</p> <p>Otherwise, feedbacks are compiled and records all feedbacks received.</p>
<p>How to file a complaint</p>	<p>You may submit your written complaint through:</p> <p>Email: malolos.oca.2010@gmail.com or;</p> <p>You can proceed in person at the Office of the City Administrator.</p> <p>Important information is required in order to help evaluate your complaint. We can best respond to you and assist you better if you provide the following information:</p> <p>Name of persona(s) complained of his/her position; Details of the issue(s) being raised, including the narration of relevant facts and evidence which shows the acts allegedly committed by CA employee(s); Documentary evidence (if any); Name of Witness (if any); Complainant's name, complete address, and contact</p>

	number
How complaints are processed	<p>When CA receives a complaint against CA employee(s), CA will initiate an internal investigation to determine the existence of a probable cause;</p> <p>The CA personnel involved will be sent a copy of the complaint, and asked to comment and provide answer thereon;</p> <p>Then , the comment answer and evidence submitted by the complained CA employee will be evaluated by CA;</p> <p>After which the CA may recommend for the dismissal of the complaint of the filing of the necessary administrative case before the HR/legal Office.</p> <p>CA/HR shall also update the complainant on the action taken by the CA regarding his/her complaint.</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA-2728 PCC: 8888 CCB: 0908-881-6565</p>

BUSINESS PERMIT AND LICENSING DIVISION

1. Application for Billboards, Signs, Signboards and Advertisement Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Advertisement Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Permit from the Provincial Government of Bulacan			Applicant	
*Written Authority of the Representative if Needed			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	As assessed	15 Minutes	CTO Cashier
3. Claim the Advertisement Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

2. Application for Certificate of No Business

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	No Business Application			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Applicant	
Barangay Indigent Certificate			Barangay Hall where the applicant resides	
*Written Authority of the Representative if Needed			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE request for Certificate of No Business	BPLD	None	30 Minutes	Special Permit Processor

2. Claim the Certificate of No Business	BPLD	None	30 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

3. Application for Closure of Business

Office or Division:	Business Permit and Licensing Division			
Classification:	Complex			
Type of Transaction:	Closure Business Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basis for Computing Tax		BIR/Store		
Latest Original Business Permit, Business Plate		Store/Shop		
Barangay Business Closure		Barangay Hall where the Business is located		
Affidavit of Closure (Single Proprietor)		Notary Public		
Board Resolution of Closure (Partnership, Corporation or Cooperative)		Corporate Secretary		
*Written Authority of the Representative if Needed		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	1 Hour	Closure Processor
2. INSPECTION	BPLD	None	1 Day	Inspector
3. PAY	CTO	As assessed	1 Hour	CTO Cashier
4. Claim the Closure Certificate	BPLD	None	2 Hours	Releasing Personnel
		TOTAL:	1 Day and 4 Hours	

4. Application for Cock Fighting Permit

Office or Division:	Business Permit and Licensing Division
Classification:	Simple

Type of Transaction:	Cock Fighting Permit Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Application		Applicant		
*Written Authority of the Representative if Needed		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	As assessed	15 Minutes	CTO Cashier
3. Claim the Cock Fighting Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

5. Application for Dropping of Franchise

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Dropping of Franchise Application			
Who may avail:	Tricycle Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original owner's copy of Franchise		Applicant		
Community Tax Certificate of Franchise owner		City Treasurer's Office		
OR/CR		Land Transportation Office		
*Deed of Sale of Franchise if bought		Franchise Seller		
*Written Authority of the Representative if Needed		Tricycle Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON

				RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	1 Hour	Franchise Processor
		TOTAL:	1 Hour	

6. Application for Film Making Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Film Making Permit Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Application		Applicant		
*Written Authority of the Representative if Needed		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	₱1,000/day	15 Minutes	CTO Cashier
3. Claim the Film Making Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

7. Application for Hauling and Trucking Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Hauling and Trucking Permit Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Application		Applicant		
*Written Authority of the Representative if		Business Owner		

Needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	₱500	15 Minutes	CTO Cashier
3. Claim the Hauling and Trucking Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

8. Application for Motorized Tricycle Operators Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	MTO Application			
Who may avail:	Tricycle Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original owner's copy of Franchise		Applicant		
Community Tax Certificate		City Treasurer's Office		
Barangay Clearance		Barangay Hall where the Operator resides		
Toda Certificate		Toda		
FETODAMBI Certificate		FETODAMBI President		
OR/CR		Land Transportation Office		
Valid Driver's License		Land Transportation Office		
*Written Authority of the Representative if Needed		Tricycle Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	1 Hour	Franchise Processor
2. PAY	CTO	₱100	30 Minutes	CTO Cashier
3. Claim the	BPLD	None	30 Minutes	Releasing

Advertisement Permit				Personnel
		TOTAL:	2 Hours	

9. Application for New Business

Office or Division:	Business Permit and Licensing Division			
Classification:	Highly Technical			
Type of Transaction:	New Business Application			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI		Department of Trade and Industry		
SEC		Securities and Exchange Commission		
CDA		Cooperative Development Authority		
Occupancy		Engineering's Office		
Contract of Lease		Property Owner		
*Barangay Business Permit if Needed		Barangay Hall where the Business is located		
*Written Authority of the Representative if Needed		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	B.O.S.S.	None	1 Hour	Zoning, Engineering, Sanitary, BPLD, CTO, BENRO, PESO, BFP
2. PAY.	CTO	As assessed	1 Hour	CTO Cashier
3. Claim Business Permit.	BPLD	None	2 Hours	Releasing Personnel
		TOTAL:	4 Hours	

10. Application for Parade

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Parade Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Application, Sketch / Route			Applicant	
*Written Authority of the Representative if Needed			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	₱150/day	15 Minutes	CTO Cashier
3. Claim the Parade Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

11. Application for Renewal of Business

Office or Division:	Business Permit and Licensing Division			
Classification:	Complex			
Type of Transaction:	Renewal Business Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basis for computing Tax		BIR/Store		
BIR Returns		BIR		
POS System Generated Report		Store/Shop		
*Written Authority of the Representative if Needed		Business Owner		
*Barangay Business Permit if Needed		Barangay Hall where the Business is located		
*Certification/Permit from other agencies if applicable		National Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	B.O.S.S.	None	1 Hour	Engineering, Sanitary, BPLD, CTO, BENRO, PESO, BFP
2. PAY	CTO	As assessed	1 Hour	CTO Cashier
3. CLAIM the Business Permit	BPLD	None	2 hours	Releasing Personnel
		TOTAL:	4 Hours	

12. Application for Renewal of Franchise Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Renewal of Franchise Permit Application			
Who may avail:	Tricycle Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original owner's copy of the previous Franchise		Applicant		
Community Tax Certificate		City Treasurer's Office		
Barangay Clearance		Barangay Hall where the Operator reside		
Toda Certificate		Toda		
FETODAMBI Certificate		FETODAMBI President		
OR/CR		Land Transportation Office		
Valid Driver's License		Land Transportation Office		
*Written Authority of the Representative if Needed		Tricycle Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	1 Hour	Franchise Processor
2. PAY	CTO	₱365	30 Minutes	CTO Cashier
3. Claim the Advertisement Permit	BPLD	None	30 Minutes	Releasing Personnel
		TOTAL:	2 Hours	

13. Application for Security Guard, Watchmen and Private Detective Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Security Guard, Watchmen and Private Detective Permit Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Application			Applicant	
*Written Authority of the Representative if Needed			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	₱150	15 Minutes	CTO Cashier
3. Claim the Security Guard, Watchmen and Private Detective Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

14. Application for Telecommunications Facility Permit

Office or Division:	Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	Telecommunications Facility Permit Application			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Application			Applicant	
*Written Authority of the Representative if Needed			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE the accomplished application form	BPLD	None	30 Minutes	Special Permit Processor
2. PAY	CTO	₱5,000	15 Minutes	CTO Cashier
3. Claim the Telecommunications Facility Permit	BPLD	None	15 Minutes	Releasing Personnel
		TOTAL:	1 Hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish feedback form
How feedbacks are processed	1 – Sort feedback form 2 - Review 3 – Resolution / Action
How to file a complaint	Accomplish complaint form
How complaints are processed	1 – File the complaint form 2 – Conference 3 – Resolution / Action 4 – Appeal 5 – Resolution / Action

CITY ACCOUNTING OFFICE

1. Issuance of Accountant's Advice of Local Check Disbursement

Office:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	Internal, Government to Depository Banks			
Who may avail:	City of Malolos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher and complete supporting documents Check prepared by City Treasurer's Office		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Treasurer's Office forwards the required documents to Table 2	Prepares Journal Entry Voucher	-	3 minutes	Bookkeeper I
	Records the transaction in the Cash Disbursement Journal	-	1 minute	Bookkeeper 1
	Prepares Accountant's Advice of Local Check Disbursement	-	2 minutes	Admin. Aide I
	Approves and signs the Accountant's Advice of Local Check Disbursement	-	2 minutes	City Accountant
	Forwards the Complete Documents to City Treasurer's Office	-	2 minutes	Messenger I
	Forwards the Accountant's Advice to Depository Bank	-	-within 1 hr.	Messenger I
TOTAL			1 hr 15 minutes	

2. Issuance of BIR Withholding Tax Certificate on Compensation

Office:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Slip Form		Table 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Table 1 and submit the accomplished request slip form.	Receive and review the request slip form	-	3 minutes	Admin. Aide I
	Prepares BIR Form 2316	-	10 minutes	Senior Bookkeeper
	Sign the BIR Form 2316	-	2 minutes	City Accountant
Claim the document at Table 1	Logs the transaction and release the document to client	-	2 minutes	Admin. Aide I
TOTAL			17 minutes	

3. Issuance of BIR Withholding Tax Certificates to Suppliers, Contractors and Consultants

Office:	City Accounting Office		
Classification:	Simple		
Type of Transaction:	Internal, Government to Suppliers, Contractors & Consultants		
Who may avail:	Suppliers, Contractors & Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Request Slip Form, BIR Certificate of Registration, Photocopy of Paid Disbursement Voucher		Table 1	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to Table 1	Receive and review the submitted requirements.	-	2 minutes	Admin. Aide I
	Prepare the BIR Withholding Tax Certificates.	-	10 minutes	Bookkeeper I
	Review and verified the BIR Withholding Tax Certificates.	-	2 minutes	Fiscal Examiner I
	Sign and approve the BIR Withholding Tax Certificate.	-	2 minutes	City Accountant
Claim the document at Table 1	Issue the requested documents.	-	2 minutes	Admin. Aide I
TOTAL			18 minutes	

4. Issuance of Certificate of PhilHealth Contributions to Employees and Officials

Office:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form Philhealth Claim Signature Form (CSF)		Table 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished Request Slip Form and	Receive and Review the submitted documents	-	3 minutes	Admin. Aide I

Philhealth Claim Signature Form to Table 1				
	Accomplish employer's certification in CSF	-	3 minutes	Senior Bookkeeper
	Prepare Certificate of Philhealth Contribution	-	5 minutes	Senior Bookkeeper
	Sign the CSF and the Certificate of Philhealth Contribution	-	2 minutes	City Accountant
Claim the requested documents at Table 1	Logs the transaction and release the accomplished CSF and Certificate of Philhealth Contribution	-	2 minutes	Admin. Aide I
TOTAL			15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form and drop it at the designated drop box in front of the City Accounting Office.</p> <p>Or contact us at: Email add: malolosacctg@yahoo.com Contact no.: (044) 791-1277</p>
How feedbacks are processed	<p>Our designated staff opens drop box daily and records all the feedback received. Feedback that requires answers are forwarded to concerned officer/staff and are required to be answered within three days upon receipt of feedback. Our office will relay the answer to the concerned client.</p> <p>For inquiries and follow-up, clients may contact (044) 791-1277.</p>
How to file a complaint	<p>State Name, Address and Type of complaint.</p> <p>May file complaint to: Email add: malolosacctg@yahoo.com Contact no.: (044) 791-1277 Drop letter at designated drop box in front of the City Accounting Office.</p>
How complaints are processed	<p>Our complaints officer opens the complaints drop box daily. Complaints are evaluated, investigated and forwarded to concerned staff for his/her explanation. Complaints officer will prepare a report after thorough investigation and submit it to the Office of City Mayor for appropriate action. The complaint officer will give the feedback to the client.</p> <p>For inquiries and follow-up, clients may contact (044) 791-1277.</p>
Contact Information	<p>(044) 791-1277 malolosacctg@yahoo.com</p>

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CITY AGRICULTURE OFFICE

1. Availment of Farm Input Assistance

Provision of farm input assistance to the farmers and fisherfolks in the City of Malolos are usually done by the national agencies and the City Government of Malolos based on targeted project in the annual budget.

Office or Division:	Crops & Fisheries Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers and fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Valid Identification Card Barangay Certificate/Clearance RSBSA registration/ Fisherfolk Registration 		<ol style="list-style-type: none"> Farmer / fisherfolk Identification Card Barangay City Agriculture Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Agricultural Extension Worker (AEW) and inform about the input assistance requested.	1. Acknowledge client concern and provide information on the provision of input assistance.	None	15 minutes	<i>Agricultural Extension Worker assigned in the barangay</i>
	1.1. The AEW visit the farm and validate the request for assistance.		1 day	<i>Agricultural Extension Worker</i>
2. Attend the briefing	2. Conduct briefing about the program	None	5 working days	<i>City Agriculturist</i>
	2.1. Prepare the Master List of farmer beneficiaries		5 working days	<i>Agricultural Extension Worker</i>
3. Sign the master list and receive the input assistance	3. Let the beneficiaries sign the sign list and release the input	None	2 days	<i>Agricultural Extension Worker</i>

	assistance			
	TOTAL	None	13 days	

2. Issuance of Renewal Permit for Bakladan, Lambatan and Talabahan (Oysterbed)

A Permit to operate is being issued annually in the form of renewal to those fisherfolks with an existing permit on bakladan, lambatan, and talabahan (oysterbed) operating within the designated area or location in the municipal waters of Malolos. As of today, the Office is no longer accepting new application for new permit to operate; thus, only renewal is allowed.

Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any fisherfolk who is residing in the City of Malolos who has an existing permit to operate are entitled for the annual renewal of their permit. Likewise, those who are non-residents of Malolos with an existing permit can still avail of the service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Old Permit; 2. Cedula (current year); 3. Official Receipt of the Permit 		<ol style="list-style-type: none"> 1. Last year renewed permit by the Office 2. City Treasurer’s Office of Malolos 3. City Treasurer’s Office of Malolos 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office.	1. Give the Log Book to the Client.	None	1 minute	<i>Waterways personnel</i>
2. Submit the required documents to the Waterway personnel for initial assessment and verification (Old Permit).	2. Receive the required documents and check for completeness. 2.1. Start processing the request.	None	9 minutes	<i>Waterways personnel</i>
3. Pay the required fees at the City	3. Accept the payment based on the	a. Mayor’s Permit-P100	3 minutes	<i>Collecting personnel</i>

Treasurer Office by showing the Order of Payment.	Order of Payment. 3.1. Issue the Official Receipt.	b. Permit to operate – P165/ per unit c. Cedula – P35		
4. Return to the City Agriculture Office for the processing and release of the renewed permit.	4. Check the Official Receipt. 4.1. Record the client's details in the Log book and release Mayor's Permit & Permit to Operate.	None	2 minutes	<i>Waterways personnel</i>
TOTAL		None	15 minutes	

3. Technical Assistance on Crop Production

Technical assistance is extended to farmers by the Agricultural Extension Worker assigned in their respective agricultural barangays on crop production and management.

Office or Division:	Crops Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers in the City of Malolos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the City Agriculturist and inform about the service needed/ or approach the Agricultural Extension Worker (AEW) when doing field work in the barangay.	1. Acknowledge the client.	None	2 minutes	<i>City Agriculturist Agricultural Extension Worker</i>

2. Sign the client log book clearly printing farmer's name and address.	2. Give the log book to the client for documentation	None	1 minute	<i>Admin Staff Agricultural Extension Worker</i>
3. Express the technical service needed.	3. The City Agriculturist or Agricultural Extension Worker assign in the barangay provides information and/or technical service assistance.	None	27 minutes	<i>City Agriculturist Agricultural Extension Worker</i>
TOTAL		None	30 minutes	

4. Technical Assistance on Farm Soil Analysis

Technical assistance is extended to farmers by the Agricultural Extension Worker assigned in their respective agricultural barangays on farm soil analysis.

Office or Division:	Crops Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers in the City of Malolos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 kilo of soil sample collected from the farmland		From the farmer's farmland		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collect soil samples and air dry them in a clean and ventilated room for 3 days. (If the farmer has some query regarding the collection of samples,	1. If there are some queries on the process of collection of soil sample, the Agricultural Extension Worker will provide	None	5 days	<i>Agricultural Extension Worker</i>

approach the Agricultural Extension Worker assigned in the barangay).	information on the technical process of soil sample collection.			
2. Label the soil samples indicating farmer's name, farm location, crops to be planted and the area for planting	2. Assist the farmer in proving label to the soil samples	None	2 minutes	<i>Agricultural Extension Worker</i>
3. Submit soil samples to the assigned Agricultural Extension Worker in the barangay for analysis	3. Accept the soil samples. 3.1. Soils Coordinator will do the soil analysis. 3.2. Prepare test result and release it to the farmer	None	5 days	<i>Agricultural Extension Worker Soils coordinator</i>
	TOTAL	None	10 days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Agriculture Office</p> <p>Contact info: 09278478874 or malolos.agriculture@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every day, the City Agriculturist opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the division is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following cellphone number: 09278478874</p>
<p>How to file complaint/s?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Agriculture Office.</p> <p>Complaint/s can also be filed via telephone or email. 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 cellphone number: 09278478874</p>
<p>How complaints are processed?</p>	<p>The City Agriculturist opens the Complaints drop box on a daily basis and evaluate each complaint.</p> <p>Upon evaluation, the City Agriculturist shall start the investigation and forward the complaint to the relevant division for their explanation.</p> <p>The City Agriculturist will create a report after the investigation for appropriate action of concern division.</p>

	<p>The City Agriculturist will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following cellphone number: 09278478874</p>
Contact Information	<p>09278478874 malolos.agriculture@gmail.com</p>

CITY ASSESSOR OFFICE

1. Issuance of Cadastral Map

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
Representative				
Special Power of Attorney or written authorization from the property owner		Notary Public/ Citizen/Client Being Represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
Government Issued Identification Card of the Representative		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all needed requirements	Receive and verify the required documents if with existing records	None	35 minutes	<i>Tax Mapper IV</i> <i>Tax Mapper I</i> <i>Engineering Assistant</i> <i>Tax Mapping Division</i> City Assessor's Office

2. Issuance of Certification (Property Holdings, No Property and No Improvement)

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency (1 original)				
Principal				
Government Issued Identification Card		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
Representative				
Special Power of Attorney or written authorization from the property owner		Notary Public/ Citizen or Client Being Represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
Government Issued Identification Card of the Representative		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all needed requirements	Receive and verify the required documents		10 minutes	
Pay the required fees at the City Treasurer's Office	Issue the Order of Payment Start Processing the request	PHP100 per copy		<i>Office of the City Treasurer</i> <i>Local Assessment Operation Officer I, Administrative Assistant</i>

				<i>II, Administrative Aide I Assessment Records and Management Division City Assessor's Office of Malolos City</i>
Return to the Office of the City Assessor	Accept and Check Official Receipt			
Release of the Certified True Copy of Tax Declaration	Issue the Certified True Copy of Tax Declaration			

3. Issuance of Certified True Copy of Tax Declaration

Office or Division:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Government Issued Identification Card	BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA
Representative	
Special Power of Attorney or written authorization from the property owner	Notary Public/ Citizen or Client Being Represented
Government Issued Identification Card of the person being represented (1 original and 1	BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA

photocopy)				
Government Issued Identification Card of the Representative		BIR, SSS, GSIS, Pag-ibig, Post Office, DFA, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all needed requirements	Receive and verify the required documents		25 minutes	
Pay the required fees at the City Treasurer's Office	Issue the Order of Payment Start Processing the request	PHP100 per copy		<i>Office of the City Treasurer</i> <i>Local Assessment Operation Officer I, Administrative Assistant II, Administrative Aide I</i> <i>City Assessor's Office of Malolos City</i>
Return to the Office of the City Assessor	Accept and Check Official Receipt			
Release of the Certified True Copy of Tax Declaration	Issue the Certified True Copy of Tax Declaration			

4. Issuance of Tax Declaration

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer				
Certified True Copy of Transfer Certificate of Title (1 photocopy)		Register of Deeds of Bulacan		
Transfer Tax Receipt (1 photocopy)		City Treasurer’s Office of Malolos City		
Tax Clearance/ Tax Receipt (1 photocopy)		City Treasurer’s Office of Malolos City		
Certification Authorizing Registration (CAR) (1 photocopy)		Bureau of Internal Revenue (BIR) RDO 25A		
Deed of Sale, Donations or Extra-Judicial Settlement of Estate (1 photocopy)		Notary Public		
Affidavit of consolidation of property if consolidation or if property is acquired property thru auction (1 photocopy)		Notary Public		
Approved subdivision plan if subdivided (1 photocopy)		Land Registration Authority (LRA) DENR- Land Management Services		
Special Power of Attorney (1 photocopy)		Citizen or Client Being Represented		
Newly Assessed Building				
Building Plan (1 original)		Owner’s Copy		
Any of the Following : Title, Tax Declaration of lot, Real Property Receipt (1 photocopy)		City Assessor’s Office City Treasurer’s Office		
Machinery				
Sworn declaration of owner showing the statement of true value of machinery		Company Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit all needed requirements</p>	<p>Receive and verify submitted requirements if with existing records</p>	<p>None</p>	<p>35 minutes</p>	<p><i>Local Assessment Operation Officer IV</i></p> <p><i>Local Assessment Operation Officer I</i></p> <p><i>Administrative Assistant II</i></p> <p><i>Administrative Aide I</i></p> <p>Appraisal and Assessment Division City Assessor's Office</p>
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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 City Assessor's Office</p> <p>Contact info: (044) 794-3473 cityassessormalolos@gmail.com</p>
How feedbacks are processed?	<p>Every Friday, the Assessment Records and Management Division opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Assessor's Office</p> <p>Complaints can also be filed via telephone and email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Date - Evidence <p>For inquiries and follow-ups, client may contact: (044) 794-3473 or email us at cityassessormalolos@gmail.com</p>
How complaints are processed?	<p>The Assessment Records and Management Division opens the complaint drop box on a daily basis and evaluates each complaint.</p> <p>They shall start the investigation and forward the complaint to the relevant division/person for their explanation.</p> <p>They shall also submit a report to the City Assessor for appropriate action.</p> <p>For inquiries and follow-ups, client may contact: (044) 794-3473 or email us at cityassessormalolos@gmail.com</p>
Contact Information	<p>(044) 794-3473 cityassessormalolos@gmail.com</p>

CITY BUDGET OFFICE

1. Budget Management Service - Preliminary Review of Barangay Budget

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Captains or thru their Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Barangay Budget Preparation Forms		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly accomplished Barangay Budget Preparation Forms-(BBPF)	1.Check submitted Barangay Budgets as to the completeness of BBPF, Receive if complete. 2.Prepare necessary adjustment/ corrections if needed. 3. When revision is not needed, prepare recommendations for considerations of the Sanggunian.	NA	1 day	Cheska Marie Paaño

2. Budget Management Service - Preparation of City Annual Budget

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Local Budget Preparation Forms		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Each Department Head prepares and submits the budget proposal	<ol style="list-style-type: none"> 1. The Budget Officer review and consolidate the budget proposal, 2. conduct budget hearing 3. evaluate budget proposal 4. submit executive budget to sanggunian 	NA	4 months	City Budget Officer

3. Budget Management Service - Processing of Obligation Request

Office or Division:	City Budget Office
Classification:	Simple
Type of	G2G – Government to Government

Transaction:				
Who may avail:		All City Officials and Employees including Elected Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses 1.a. Obligation Request 1.b. Disbursement Voucher 1.c. Approved Payroll or list of payees indicating their net payments 1.d. Approved Contract for initial payment; 2. Travelling Allowances (per-diem) 2.a. Obligation Request 2.b. Disbursement Voucher 2.c. Approved travel order 2.d. Approved itinerary of travel 3. Assistance 3.a. Obligation Request 3.b. Disbursement Voucher 3.c. Request Letter 3.d. Certificate of Barangay Indigency 3.e. Social Case Study from CSWDO 3.f. Medical Abstract/Doctor's Prescription for Medical Assistance 3.g. Death Certificate for Burial Assistance 4. Procurement 4.a. Obligation Request 4.b. Purchase Request		1. CHRMO 2. Concerned Office 3. Mayor's Office / CSWDO 4. Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit obligation request and supporting documents	1. Receives obligation request with complete documents necessary to the transaction 2. Review/Check allotment availability, verify	NA	10minutes	Rio Bautista/Jan e San Jose/Beverly Garcia/Clarissa Manuel

	<p>completeness of documents. Otherwise return documents to the office concerned.</p> <p>3. Post the ObR in the Registry of Allotments and Obligations (RAO) and ascertain availability of appropriations</p> <p>4. Signed box B of ObR and forward Documents to Accounting Office</p>			
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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
How feedbacks are processed	<p>Weekly, the assigned employee opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned employee and they are required to answer within seven (7) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box.</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: 044-794-4854.</p>
How complaints are processed	<p>The Assigned Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Assigned Officer shall start the investigation and forward the complaint to the concerned employee for explanation.</p> <p>The Assigned Officer will create a report after the investigation and shall submit it to the City Administrator/CHRMO for appropriate action.</p>

	<p>The Assigned Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 044-794-4854</p>
Contact Information	(044) 794-4854

CITY CIVIL REGISTRY

1. Court Decree – Adoption, Annulment, Correction

Office or Division:	City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified copy of Finality and Decision (7 sets)		Court – Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the documents from the client	Interview the client and reviewing of the documents (finality and decision) if certified copy by the branch. (7 sets)		5minutes	<i>Irene S. Vinta</i>
2. Waiting for the Verification from the Court	Verification and authentication of the petition on the Court proceedings thru LBC transaction. (will be verified thru text or call)		3 weeks – 1 month	<i>Irene S. Vinta</i>
3. Payment of fees	Certification and Annotation of documents	P 1, 240.00	30 minutes	Treasurer's Office / <i>Irene S. Vinta</i>
4. Waiting for the releasing of documents	Documents are subject for signature and reviewing of the City Civil Registrar.		10 minutes	<i>Jocielynn A. Javier City Civil Registrar</i>

5. Waiting for the releasing of documents	Issuance/releasing of the document.		1 minute	<i>Irene S. Vinta</i>
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2. Issuance of Certified True Copies and Transcription of Registry Records

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request slip (Birth, Marriage, Death) ID'S		CCRO, Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished request slip	Verification of the availability of documents		5minutes	<i>Paolo Jordan S. Tolentino / Ma. Salome de Guzman</i>
2. Order of payment	Preparation of requested civil registry documents.		2 minutes	<i>Paolo Jordan S. Tolentino / Josheine Oseth Clavio</i>
3. Payment of fees	Authentication of certified true copies	See fees below	3 minutes	<i>Treasurer's Office / Jocielynn A. Javier City Civil Registrar</i>
4. Waiting for the Certified true copy/transcription of the requested document.	Issuance of certified true copies.		2 minutes	<i>Paolo Jordan S. Tolentino</i>

CERTIFIED TRUE COPY – PHP50.00 TRANSCRIPTION – PHP100.00

3. Issuance and Application of Marriage License

Office or Division:	City Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Legal aged residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Baptismal Certificate		CCRO, Personal, Church		
2x2 ID picture		Personal		
18-20 years old – Father’s signature and appearance		Personal		
21-24 years old – Parent’s signature and appearance		Personal		
26 years old & above – CENOMAR (PSA – Certificate of No Marriage)		PSA		
For foreigners – Certificate of Legal Capacity: Embassy of Manila (Original), Passport, Birth Certificate / Family Register		Embassy of Manila		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out the forms and submission of the forms needed for the application of marriage license.	Receiving and reviewing of accomplished application for marriage license		5 minutes	<i>Wilma D.C. Santiago</i>
2. Payment of fees		PHP 202.00	5 minutes	Treasurer’s Office
3. Affirmation of oath	Recording of documents in the registry book		2 minutes	<i>Jocielynn A. Javier City Civil Registrar</i>
4. Claiming of the Marriage License.	Issuance of marriage on the 11 th day after 10 days of posting		10 days posting, 11 th day; release	<i>Wilma D.C. Santiago</i>

4. Late Registration, Legitimation and Out-of-Town Registration

Office or Division:	City Civil Registry Office			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH CERTIFICATE:				
1. PSA Negative Certificate	PSA			
2. Affidavit of 2 Witnesses	Attorney			
3. Baptismal Certificate	Church			
4. Voter's Certification	Commission on Elections (COMELEC)			
5. Marriage Contract of Parents	PSA/Local Civil Registry Office			
6. FORM 137	School/DepEd			
7. Marriage Contract	PSA/Local Civil Registry Office			
DEATH CERTIFICATE:				
1. PSA Negative Certificate	PSA			
2. Affidavit of 2 Witnesses	Attorney			
3. Affidavit of Surviving Kin	Attorney			
4. Death Certificate	Funeral Service/Hospital			
5. Medical Certificate from the Hospital	Hospital			
6. Picture of tombstone	Client			
MARRIAGE CERTIFICATE:				
1. PSA Negative Certificate	PSA			
2. CENOMAR (Bride & Groom)	PSA			
3. Affidavit of Contracting Parties	Attorney			
4. Affidavit of 2 Witnesses	Attorney			
5. Marriage Contract/Certificate	Local Civil Registry Office			
6. Cedula/Valid ID	Client, Treasurer's Office, Barangay Hall			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out the forms and submission of the forms needed for the	Receiving and reviewing for delayed registration of		5 minutes	<i>Kimberly</i>

application.	birth, death and marriage, out-of-town registration and legitimation.			<i>Ann E. Capillo</i>
2. Payment of fees	Reviewing and signature of the City Civil Registrar	P 100.00	5 minutes	Treasurer's Office/ <i>Jocielynn A. Javier</i> City Civil Registrar
4. Claiming of the document.	Issuance of the document on the 11 th day after 10 days posting period.		10 days posting, 11th day; release	<i>Kimberly Ann E. Capillo</i>

LATE REGISTRATION – PHP100.00 LEGITIMATION – PHP100.00

5. Petition for Correction R.A. 9048 and R.A. 10172

Office or Division:	City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
BIRTH CERTIFICATE:		
1. PSA Birth Certificate	PSA	
2. Baptismal Certificate	Church	
3. Voter's Certification	Commission on Elections (COMELEC)	
4. Marriage Contract	PSA/Local Civil Registry Office	
5. FORM 137 (Elementary)	School/DepEd	
6. NBI & Police Clearance	NBI & Police Station	
7. ID'S, Cedula	Personal, Baranggay Hall, Municipal Hall	
DEATH CERTIFICATE:		
1. PSA Death Certificate	PSA	

2. Baptismal Certificate	Church			
3. Marriage Contract	PSA/Local Civil Registry Office			
4. FORM 137 (Elementary)	School/DepEd			
5. ID'S, Cedula	Barangay Hall, Municipal Hall			
6. NBI & Police Clearance	NBI & Police Station			
MARRIAGE CERTIFICATE:				
1. PSA Marriage Certificate	PSA			
2. Birth Certificate (Husband & Wife)	PSA/ Local Civil Registry Office			
3. Baptismal Certificate (Husband & Wife)	PSA/ Local Civil Registry Office			
4. Birth Certificate of Children	PSA/ Local Civil Registry Office			
5. ID'S, Cedula	Barangay Hall, Municipal Hall			
6. NBI & Police Clearance	NBI & Police Station			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	Conducts interview to the client regarding the petition and receiving the complete documents.		5 minutes	<i>Ma. Kathleen D. Natividad</i>
2. Payment of fees	Verification and filing of the petition for the correction of the civil document.	See fees below	10 minutes	Treasurer's Office/ <i>Ma. Kathleen D. Natividad</i>
4. Waiting of 4-8 months for the Decision of the Petition from PSA.	Preparation of the Notice of Posting, Certification of Posting and Record Sheets then proceed to preparation of the document action taken by the City Civil Registrar.		10 minutes	<i>Ma. Kathleen D. Natividad</i>
	Certified copy of all the		5 minutes	<i>Ma. Kathleen</i>

	documents needed for the petition.			<i>D. Natividad</i>
	Documents are now subject for reviewing and signature of the City Civil Registrar.		5 minutes	<i>Jocielynn A. Javier City Civil Registrar</i>
	Documents are transmitted to PSA after 15-days posting period.			<i>Ma. Kathleen D. Natividad/ Josheine Oseth Clavio</i>

- R.A. 10172 P 3,000.00 (National Publication – P 3,000.00 with receipt from the Publisher)
- R.A. 9048 P 3,000.00 (CFN - National Publication with receipt from the Publisher P 3,000.00) (Local Publication with receipt from the Publisher – P 1,500.00)
- R.A. 9048 P 1,000.00 – Clerical Error

6. Petition for Correction (R.A. 9048 and R.A. 10172) Finality

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Decision of Petition from PSA		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission the photocopy of Decision from PSA and photocopy of the civil document to be corrected	Preparation of Certificate of Finality of RA 9048 / RA 10172 for security paper issuance and annotated COLB of the petition.		20 minutes	<i>Josheine Oseth Clavio</i>
2. Waiting for the Finality	Documents are now subject for reviewing and signature of the City Civil Registrar.	NONE	2 minutes	<i>Jocielynn A. Javier City Civil Registrar</i>
	Release of the Finality to be transmitted by the client to PSA Legal Office.		1 minute	<i>Josheine Oseth Clavio</i>

7. R.A. 9255 Supplemental, Endorsement

Office or Division:	City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
R.A. 9255				
1. Affidavit of Acknowledgement to Use the Surname of the Father	Attorney			
2. Affidavit of Admission of Paternity	Attorney			
3. Birth Certificate of Child	Personal/Hospital/Clinic			
4. Baptismal Certificate of Child (With Father's Name)	Church			
5. Form 137 (CTC with Father's Name)	School/DepEd			
6. SSS (Beneficiary of Father)	SSS			
SUPPLEMENTAL REPORT				
1. Birth Certificate (PSA Copy)	PSA			
2. Affidavit of Supplemental	Attorney			
3. Voter's Registration Record	Commission on Elections (COMELEC)			
4. Form 137	School/DepEd			
5. Marriage Contract	LCRO'S/PSA/ Church			
6. PhilHealth MDR	PhilHealth			
7. SSS Record	SSS			
8. Baptismal Certificate	Church			
ENDORSEMENT				
1. Photocopy of document (3 copies)	Personal			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the complete requirements	Receiving and reviewing the requirements from the client		5 minutes	<i>Juvy B. Mendoza</i>
3. Payment of fees	Preparation of annotation on the COLB and certified copies of attached supporting documents.	See fees below	20 minutes	Treasurer's Office/ <i>Juvy B. Mendoza</i>

3. Checking of the prepared document by the LCRO.	Reviewing and affirmation		2 minutes	<i>Jocielynn A. Javier City Civil Registrar Ma. Theresa G. Garcia Supervising Adm. Officer</i>
4. Waiting for the registered document.	Issuance/ releasing of the document after 2 posting days		2 posting days	<i>Juvy B. Mendoza</i>

CERTIFIED TRUE COPY – PHP50.00 TRANSCRIPTION – PHP100.00

8. Registration of Birth, Marriage and Death Certificate

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished certificate of Live Birth, Marriage Certificate and Death Certificate		Hospital, Clinic, Church, Funeral Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the civil document	Receiving and reviewing the details in the civil document.		5 minutes	<i>Wilbert Roland M. Tolosa</i>
3. Payment of fees (if late registration)	Recording of the document in the registry books	P 100.00	5 minutes	Treasurer's Office
3. Affirmation of oath	Registration of		2 minutes	<i>Jocielynn A.</i>

	the document.			<i>Javier City Civil Registrar</i>
4. Waiting for the registered document.	Issuance/ releasing of the document.		2 minutes	<i>Wilbert Roland M. Tolosa</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the City Government of Malolos Client Feedback Form and drop it in the designated drop box at the Information lobby. Contact info: Human Resources Office (044) 791-1755
How feedbacks are processed	The Human Resources Division collects all accomplished Client Feedback Form from the designated drop box. Feedbacks are then evaluated to determine its merit or identify feedbacks that require immediate action/answer from the concerned office.
How to file a complaint	<p>Clients may submit their written complaint to our office (City Civil Registry Office) personally. Or via Electronic mail to the CITO: cito@maloloscity.gov.ph; CCRO: (044) 794-3620 or; CHRMO; (044) 791-1755</p> <p>We can best respond to you and assist you better if you will provide the following information:</p> <p>Name of the Person(s) Complained of; Details of the issue(s) being raised, including the narration of relevant facts and evidence which shows the acts allegedly committed by CCRO employee(s); Documentary evidence (if any); Name of Witness (if any); Complainant's name, complete address, and contact number.</p>
How complaints are processed	When the CCRO or CHRMO receives a complaint against CCRO Employee(s), the CCRO/CHRMO will initiate an internal investigation to determine the existence of a probable cause; The CCRO personnel involved will be sent a copy of the complaint, and asked to comment and provide answer thereon; Then, the comment, answer and evidence submitted by the complained CCRO employee will be evaluated by the Department head of the CCRO or CHRMO; After which the latter may recommend for the dismissal of the complaint or the filing of the necessary administrative case before the Legal Branch.
Contact information	(044) 794-3620

**CITY DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE**

1. Assistance in DRR-CCA study or research

Assistance in acquiring Disaster Risk Reduction and Climate Change Adaptation related information are given to students or agencies conducting study or research.

Office of Division:	City Disaster Risk Reduction and Management Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Students (Colleges/Universities), Public or Private Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter (1 original copy, 1 photocopy)			Client or School/Agency of the client	
Valid ID (1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Office of the City Mayor.	1. Receive the required documents and check for completeness . 2. Approval of the request. 2.1. The approved request will be forwarded to the CDRRMO for appropriate action.	None	3 mins 1 day	<i>Chief of Staff</i> Mayor's Office
2. Provide a copy of the letter to the City Disaster Risk Reduction and Management Office.	3. Receive the required documents and check for completeness . 4. Upon approval of the Office of the City Mayor, the	None	3 mins 1 hour	<i>LDRRMO IV</i> CDRRMO

	<p>CDRRMO will check for the availability of the data requested.</p> <p>5. The CDRRMO will coordinate with the requesting student/agency regarding the data being requested and its availability.</p>			
3. Provide details on the mode of data sharing (through email, personal interview, questionnaire, etc.)	<p>6. For interview, the CDRRMO will set a date for the discussion with the person of interest.</p> <p>7. The CDRRMO will send the requested data via email or other data sharing method.</p>	None	1 hour	<i>LDRRMO IV</i> CDRRMO

2. Issuance of Resort Safety Inspection Report

A Resort Safety Inspection Report is issued to resorts within the territorial jurisdiction of the City of Malolos in compliance with Executive Order No. 19, Series 2017 requiring all resort owners/managers/operators to provide trained, accredited and experienced lifeguards.

Office of Division:	City Disaster Risk Reduction and Management Division	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Resort owners/managers/operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business Permit Application Form (1		Business Permit and Licensing Division

photocopy)				
First Aid and Basic Life Support Training Certificate (1 photocopy)		Lifeguard of Resort		
Water Safety Training Certificate (1 photocopy)		Lifeguard of Resort		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for Resort Safety Inspection Report	1. Receive the required documents and check for completeness. 2. The CDRRMO will inform the client of the schedule of inspection.	None	5 mins	<i>LDRRMO IV</i> CDRRMO
2. Accompany the team in conducting inspection	3. Undertakes resort inspection and check for compliance or non-compliance with Executive Order 19, Series 2017. 4. Prepares Resort Safety Inspection Report. 5. The CDRRMO will coordinate with the client of the date of report issuance.	None	1 day	<i>LDRRMO IV</i> CDRRMO
3. Secure Resort Safety Inspection Report	4. Issues Resort Safety Inspection Report	None	10 mins	<i>LDRRMO IV</i> CDRRMO

3. Lending of rescue tools and equipment

Rescue tools and equipment are lent to requesting agencies to augment in the conduct of trainings, disaster operations and other related services.

Office of Division:	City Disaster Risk Reduction and Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter (1 original copy, 1 photocopy)			Agency of the client	
Borrower's valid ID (1 photocopy)			Client or Agency of the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Office of the City Mayor.	1. Receive the required documents and check for completeness. 2. Approval of the request. 2.1. The approved request will be forwarded to the CDRRMO for appropriate action.	None	3 mins 1 day	<i>Chief of Staff</i> Mayor's Office
2. Provide a copy of the letter to the City Disaster Risk Reduction and Management Office.	3. Receive the required documents and check for completeness.	None	3 mins	<i>LDRRMO IV</i> CDRRMO
3. Coordinate with the CDRRMO for the availability of the requested	4. Upon approval of the Office of the City Mayor, the CDRRMO will check for the availability of the	None	15 mins.	<i>LDRRMO IV</i> CDRRMO

tool/equipment.	requested tool/equipment, date of usage and pick-up.			
4. Accomplish the Borrower's Form attached with a photocopy of the borrower's ID.	5. Give the Borrower's Form to the client. 6. Receive the form and check for completeness.	None	10 mins.	<i>LDRRMO IV</i> <i>CDRRMO</i>
5. Pick-up the requested tool/equipment	7. Give instructions for care and usage. 8. Release or issue the tool/equipment requested.		15 mins.	<i>LDRRMO IV</i> <i>CDRRMO</i>
6. Return the borrowed item clean and in good condition 1-2 days after use attached with photo documentation of its use.	9. Accept the tool/equipment and check for any damage and general condition. (Repair/replacement of any damage of the borrowed tool/equipment shall be shouldered by the borrower)		15 mins.	<i>LDRRMO IV</i> <i>CDRRMO</i>

4. Rescue and Emergency Response

Rescue and emergency response include medical incident, vehicular accident, trauma, crime and fire incident, drowning and retrieval and other related emergency services given to the citizens of the City of Malolos.

Office of Division:	City Disaster Risk Reduction and Management Division		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Emergency Hotline (044) 760-5160 or two-way radio.	1. Attend to the call.	None	1 minute	<i>LDRRMO IV</i> CDRRMO
2. Provide the necessary information regarding the emergency.	2. Gather important information as follows: <ul style="list-style-type: none"> • Name of caller • Contact number • Location • Landmark • Date and Time of Incident • Condition • Others 3. Dispatch of the needed response team. 4. Provide instructions to the caller on how to give first aid while the team is heading to the scene. 5. Monitoring of the response team's location 6. Response team's arrival on scene. 7. Providing necessary	None	1 minute 3 minutes/km after dispatch until the team reaches the scene	<i>LDRRMO IV</i> CDRRMO

	action or service.			
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5. Standby Medic or Ambulance

Provision of Standby Medic or Ambulance in planned events to prepare and respond for any untoward incidents and emergencies are given to requesting agencies in the City of Malolos.

Office of Division:	City Disaster Risk Reduction and Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter (1 original copy, 1 photocopy)			Agency of the client	
Event plan or details (1 original copy, 1 photocopy)			Agency of the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Office of the City Mayor.	1. Receive the required documents and check for completeness. 2. Approval of the request. 2.2. The approved request will be forwarded to the CDRRMO for appropriate action.	None	3 mins 1 day	<i>Chief of Staff</i> Mayor's Office
2. Provide a copy of the letter to the City Disaster Risk Reduction and	3. Receive the required documents and check for completeness. 4. Upon approval of the Office of	None	3 mins 1 hour	<i>LDRRMO IV</i> CDRRMO

Management Office.	the City Mayor, the CDRRMO will check for the schedule and availability of resources. 5. Upon confirmation, the CDRRMO will contact the client/agency for discussion of event/program details.		1 hour	
3. Coordinate with the CDRRMO for planning on event details and meetings.	4. Discuss and finalize event plans. 5. Conduct an orientation prior to the event/program.	None	2 hours	<i>LDRRMO IV</i> CDRRMO

6. Trainings/Orientations on Disaster Risk Reduction and Climate Change Adaptation

Provision of trainings/orientations on Disaster Risk Reduction and Climate Change Adaptation which includes First Aid Training, Water Safety Orientation, Fire Safety and Earthquake Orientation and Drills, DRRM Orientation, CBDRRM Training and other related activities to requesting agencies/establishments in the City of Malolos.

Office of Division:	City Disaster Risk Reduction and Management Division			
Classification:	Complex			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter (1 original copy, 1 photocopy)			Client or School/Agency of the client	
Valid ID (1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the	1. Receive the required documents	None	3 mins	<i>Chief of Staff</i> Mayor's Office

Office of the City Mayor.	and check for completeness. 2. Approval of the request. 2.1. The approved request will be forwarded to the CDRRMO for appropriate action.		1 day	
2. Provide a copy of the letter to the City Disaster Risk Reduction and Management Office.	3. Receive the required documents and check for completeness. 4. Upon approval of the Office of the City Mayor, the CDRRMO will coordinate with the requesting agency or institution.	None	3 mins 15 mins	<i>LDRRMO IV</i> <i>CDRRMO</i>
3. Provide details on the requested training or orientation.	5. Discuss and finalize with the requesting agency the following: • Schedule, date and venue • Participants (profile, number, etc.) • Type of training	None	1 hour	<i>LDRRMO IV</i> <i>CDRRMO</i>
4. Attend to the training or orientation.	6. Conduct training or orientation.	None	1-5 days	<i>LDRRMO IV</i> <i>CDRRMO</i>
5. Accomplish	7. Collect the	None	20 mins	<i>LDRRMO IV</i>

the post-activity evaluation form.	post-activity evaluation form. 8. Conclude the training or orientation.			CDRRMO
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FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box inside the City Disaster Risk Reduction and Management Office.</p> <p>Office Contact info: (044) 760-5160 or cityofmalolos.cdrrmo@gmail.com</p>
<p>How feedbacks are processed</p>	<p>Every Friday, a staff from the Administration and Training Section opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the head of office and will be answered within three (3) days of the receipt of the feedback.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 760-5160.</p>
<p>How to file a complaint</p>	<p>The client may submit a complaint letter providing the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>Complaints may be filed personally or through email: cityofmalolos.cdrrmo@gmail.com.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 760-5160.</p>
<p>How complaints are processed</p>	<p>The CDRRMO staff regularly checks the email for complaints. It will be forwarded to the head of office for appropriate action.</p> <p>Upon review, the head of office shall start the investigation and shall create a report afterwards.</p> <p>The CDRRMO will send the feedback to the client.</p>

	For inquiries and follow-ups, clients may contact the following telephone number: (044) 760-5160.
Contact information	(044) 760-5160 cityofmalolos.cdrrmo@gmail.com

**CITY ECONOMIC ENTERPRISE AND
DEVELOPMENT OFFICE**

1. Rental/Usage of Malolos Sports & Convention Center

Scheduling of clients intention to hold their events at the Malolos Sports and Convention Center

DESCRIPTION OF THE SERVICE	Scheduling of Events
OFFICE OR DIVISION	Financial Management Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen, Government to Business, Government to Government
WHO MAY AVAIL	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Intent	Citizen, client, business owner, government offices
Approval of Request	Mayor's Office, City Economic Enterprise Development Office (CEEDO)
Quotation/Billing Statement	Financial Management Division/ City Economic Enterprise Development Office
Payment/Official Receipt	City Treasurer's Office

STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiry/ Reservation/ Scheduling of Events	none	3 minutes	CEEDO Admin Staff/ PURO I
2	Submission of Letter Intent	none	2 minutes	MO Staff/CEEDO Staff
3	Follow-up/approval of request at Mayor's Office	none	3 minutes	CEEDO Staff
4	Issuance of Quotation/ Billing Statement	none	3 minutes	PURO I

5	Payment for use of Facility	100,000- Concerts or Events with Admission Ticket Sales/ 50,000- Religious or Private Events without Admission Ticket Sale / 6,000-Sports Activities/Conventions with Admission Ticket Sales / 2,500- Rehearsal/Practice/Early Move-in or limited number of hours of the use in any type of event described above	3 minutes	RCC I/Cashier
6	Present the Official Receipt		2 minutes	PURO I

2. Issuance of Malolos Public Market Certification for Renewal

Requirement for renewal application of Business Permit

OFFICE OR DIVISION	Market Services Division/Malolos Public Market
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Stall owner of Malolos Public Market/Applicants for Renewal of Business Permits

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DTI Certification	DTI Office
Barangay Clearance/Permit	Brgy. San Vicente/Brgy. Panasahan (for fishport)
Photocopy of old Permit	Business Permit and Licensing Division (BPLO)
Pay Assessment form with Receipt	Business Permit and Licensing Division (BPLO)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email mayorbebonggatchalian@gmail.com / BUTCH05_aldaba@yahoo.com
How feedbacks are processed	
How to file a complaint	With the City Legal Office
How complaints are processed	With the City Legal Office
Contact Information of CCB, PCC, ARTA	

CITY ENGINEERING OFFICE

1. Issuance of Building Permit/Accessory Permit and Ancillary Permit

For person, firm or corporation, including any agency or instrumentality of the government who shall erect, construct, alter, move, convert, or demolish any building or structure.

Office of Division:	City Engineering Office	
Classification:	Simple/Complex	
Type of Transaction:	G2C	
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to obtain building permit	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application forms, 5 copy each	City Engineer's Office	
Lot survey plan signed and sealed by Geodetic Engineer, 5 copy each	Geodetic Engineer	
Architectural plan/s signed and sealed by Architect, 5 copy each	Architect	
Civil and Structural plan/s signed and sealed by Civil Engineer for single (1) and two (2) storey building and Structural Engineer for three (3) storey and above, 5 copy each	Civil or Structural Engineer	
Electrical plan/s signed and sealed by Professional Electrical Engineer, 5 copy each	Professional Electrical Engineer	
Mechanical plan/s signed and sealed by Professional Mechanical Engineer, 5 copy each	Professional Mechanical Engineer	
Sanitary plan/s signed and sealed by Sanitary Engineer, 5 copy each	Sanitary Engineer	
Plumbing plan/s signed and sealed by Sanitary Engineer, 5 copy each	Master Plumber	
Electronic plan/s signed and sealed by Electronics Engineer, 5 copy each	Electronics Engineer	
Certified true copy of OCT/TCT, if the applicant is not the registered lot owner notarized Contract of Lease, or Deed of Absolute Sale, 5 copy each	City Assessor's Office	
Current Real Property Tax Receipt, 5 copy each	City Treasurer's Office	
Bill of Materials/Cost Estimates signed and sealed by professionals, 5 copy	Architect, Civil/Structural Engineer, Professional Electrical Engineer,	

each	Professional Mechanical Engineer, Sanitary Engineer, Master Plumber, Electronics Engineer			
Structural Design Analysis signed and sealed by Civil Engineer for two (2) storey and below and Structural Engineer for three (3) storey and above, 5 copy each	Civil or Structural Engineer			
Locational Clearance obtained from City Planning and Development Office, 1 original and 4 photocopy	City Planning and Development Office			
Fire Safety Evaluation Clearance, FSEC obtained from BFP, 1 original and 4 photocopy	Bureau of Fire Protection			
Barangay Clearance for Construction, 1 original and 1 photocopy	Barangay Hall			
Other clearances whenever necessary, 1 original and 4 photocopy	Other government agency			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements except FSEC from BFP	1.1 Receive application and requirements	None	15 mins	Ryan Pascual
	1.2 Evaluate Architectural, Civil, Electrical, Mechanical, Sanitary /Plumbing	None	2 hrs	Engr. Cecilia Santos Engr. Arnold Punongbayan
	1.3 Conduct site inspection	None	1 day	Engr. Cecilia Santos Engr. Arnold Punongbayan
	1.4 Assess fees	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Bring 3 sets of Plans, 1 set of Bill of Materials/Cost Estimate and endorsement letter to BFP.	2. Return 3 sets of Plans, 1 set of Bill of Materials/Cost Estimate and issue endorsement	As per BFP	5 mins	

	letter for BFP			
3. Receive Order of Payment.	3. Release Order of Payment.	None	2 mins	Ryan Pascual
4. Submit FSEC Form.	4. Receive FSEC.	None	2 mins	Ryan Pascual
5. Pay Order of Payment at City Treasurer's Office.	5. City Treasurer's Office			
6. Submit photocopy of OR.	6. Receive photocopy of OR	None	2 mins	Ryan Pascual
7. Wait for the schedule of the releasing of the Building Permit.	7.1 Prepare all submitted forms and plans for signature, stamp control 7.2 Signed by signatories	None	1 hr	Ryan Pascual
		None	10 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan Engr. Ricasol Millan
8. Claim Building Permit	8. Release Building Permit	None	2 mins	Ryan Pascual

2. Issuance of Certificate of Occupancy

For person, firm or corporation, including any agency or instrumentality of the government who would like to occupy or use the building or structure

Office of Division:	City Engineering Office
Classification:	Simple/Complex
Type of Transaction:	G2C
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to obtain occupancy permit

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Architectural, Civil/Structural, Electrical, Mechanical, Sanitary Plumbing, Electronics completion form, one copy		City Engineer's Office		
As built plans, one copy		Architect, Civil/Structural Engineer, Professional Electrical Engineer, Professional Mechanical Engineer, Sanitary Engineer, Master Plumber, Electronics Engineer		
Specifications, one copy		Architect, Civil/Structural Engineer, Professional Electrical Engineer, Professional Mechanical Engineer, Sanitary Engineer, Master Plumber, Electronics Engineer		
Picture of the Building/Structure showing front, right, left and rear side, one copy		By applicant		
Barangay Clearance for Occupancy, one copy		Barangay Hall		
Fire safety inspection certificate FSIC, one copy		Bureau of Fire Protection		
Other clearances whenever necessary, one copy		Other government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements except for FSIC from BFP	1.1 Receive requirements	None	15 mins	Ryan Pascual
	1.2 Evaluate Architectural, Civil, Electrical, Mechanical, Sanitary /Plumbing	None	30 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan
	1.3 Conduct site inspection	None	1 day	Engr. Cecilia Santos Engr. Arnold Punongbayan
	1.4 Assess fees	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Bring endorsement letter to BFP.	2. Issue endorsement letter for BFP.	As per BFP	5 mins	

3. Receive Order of Payment.	3. Release Order of Payment.	None	2 mins	Ryan Pascual
4. Submit FSIC.	4. Receive FSIC.	None	2 mins	Ryan Pascual
5. Pay Order of Payment at City Treasurer's Office.	5. City Treasurer's Office			
6. Submit Order of Payment.	6. Receive Order of Payment.	None	2 mins	Ryan Pascual
7. Wait for the schedule of the releasing of the Certificate of Occupancy.	7.1 Prepare certificate of occupancy.	None	1 hr	Ryan Pascual
	7.2 Sign certificate by signatories.		10 mins	Engr. Cecilia Santos Engr. Ricasol Millan
8. Claim Certificate of Occupancy.	8. Release Certificate of Occupancy.	None	2 mins	Ryan Pascual

3. Issuance of Certificate of Final Electrical Inspection – New Connection

For person, firm or corporation, including any agency or instrumentality of the government who would like to apply for new electrical connection from Meralco.

Office of Division:	City Engineering Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to obtain new connection from Meralco services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Yellow Card, one copy			Meralco	
Copy of Certificate of Occupancy, one copy			By applicant/owner	
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON

STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all the requirements.	1.1 Receive all the requirements	None	10 mins	Ryan Pascual
	1.2 Assess fees.	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Receive Order of Payment.	2. Release Order of Payment.	None	5 mins	Ryan Pascual
3. Pay Order of Payment at City Treasurer's Office.	3. By City Treasurer's Office			
4. Submit photocopy of Official Receipt.	4. Receive copy of payment.	None	2 mins	Ryan Pascual
5. Secure signature of approval.	5. Sign permit by signatories.	None	10 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan Engr. Ricasol Millan
6. Claim Certificate of Final Electrical Inspection.	6. Release Certificate of Final Electrical Inspection.	None	2 mins	Ryan Pascual

4. Issuance of Certificate of Final Electrical Inspection – New Connection without Certificate of Occupancy

For person, firm or corporation, including any agency or instrumentality of the government who would like to apply for new electrical connection from Meralco.

Office of Division:	City Engineering Office
Classification:	Simple/Complex
Type of Transaction:	G2C
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to obtain new connection from Meralco services.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Yellow Card, one copy		Meralco		
Sketch / Location Map, one copy		By applicant/owner		
Barangay Clearance for Electrical Application, one copy		Barangay Hall		
Land Title, one copy		City Assessor's Office		
Current Tax Receipt, one copy		City Treasurer's Office		
Other permit/clearances applicable to the application, one copy		Government agency involved in the application		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Receive all the requirements	None	10 mins	Ryan Pascual
	1.2 Conduct site inspection	None	1 day	Romulo Angeles Ronnie Manlapaz
	1.3 Assess fees	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Receive Order of Payment.	2. Release Order of Payment.	None	5 mins	Ryan Pascual
3. Pay Order of Payment at City Treasurer's Office.	3. By City Treasurer's Office			CTO
4. Submit photocopy of Official Receipt.	4. Receive copy of payment.	None	2 mins	Ryan Pascual
5. Secure signature of approval.	5. Sign permit by signatories.	None	10 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan Engr. Ricasol Millan
6. Claim Certificate of Final Electrical Inspection.	6. Release Certificate of Final Electrical Inspection.	None	2 mins	Ryan Pascual

5. Issuance of Certificate of Final Inspection – Reconnection of Service

For person, firm or corporation, including any agency or instrumentality of the government who would like to apply for reconnection of electrical service from Meralco.

Office of Division:	City Engineering Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to reconnect to Meralco services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Yellow Card, one copy			Meralco	
Old Meralco Bill, one copy			By applicant/owner	
Current Real Property Tax Receipt, one copy			City Assessor's Office	
Barangay Clearance for Meralco service, one copy			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Receive all the requirements	None	10 mins	Ryan Pascual
	1.2 Conduct site inspection	None	1 day	Romulo Angeles Ronnie Manlapaz
	1.3 Assess fees	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Receive Order of Payment.	2. Release Order of Payment.	None	5 mins	Ryan Pascual
3. Pay Order of Payment at City Treasurer's Office.	3. By City Treasurer's Office			
4. Submit photocopy of Official Receipt.	4. Receive copy of payment.	None	2 mins	Ryan Pascual

5. Secure signature of approval.	5. Sign permit by signatories.	None	10 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan Engr. Ricasol Millan
6. Claim Certificate of Final Electrical Inspection.	6. Release Certificate of Final Electrical Inspection.	None	2 mins	Ryan Pascual

6. Issuance of Temporary Electrical Permit

For person, firm or corporation, including any agency or instrumentality of the government who would like to apply for temporary electrical service from Meralco.

Office of Division:	City Engineering Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government desiring to obtain occupancy permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Temporary Electrical Permit form, two copy		City Engineer's Office		
Building Permit / Ancillary Permit / Accessory Permit, one copy		City Engineer's Office		
Yellow Card, one copy		Meralco		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Receive all the requirements	None	10 mins	Ryan Pascual
	1.2 Assess fees	As per NBCP PD 1096	5 mins	Ryan Pascual
2. Receive Order of Payment.	2. Release Order of Payment.	None	5 mins	Ryan Pascual
3. Pay Order of Payment at City	3. By City Treasurer's Office	None	2 mins	Ryan Pascual

Treasurer's Office.				
4. Submit photocopy of Official Receipt.	4. Receive copy of payment.	None	2 mins	Ryan Pascual
5. Secure signature of approval (2 signatories)	5. Sign permit by signatories.	None	10 mins	Engr. Cecilia Santos Engr. Arnold Punongbayan Engr. Ricasol Millan
6. Claim Temporary Electrical Permit.	6. Release Temporary Electrical Permit.	None	2 mins	Ryan Pascual

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	May send feedback to: ceo_malolos@yahoo.com 0923-330-1900 Drop letter at our office drop box
How feedbacks are processed	We validate and evaluate feedbacks for affirmation or correction to better improve our better services.
How to file a complaint	State Name, Address and Type of Complaint. May file complaint to: ceo_malolos@yahoo.com 0923-330-1900 Drop letter at our office drop box
How complaints are processed	After receiving, complaints are being validated, evaluated
Contact information	ceo_malolos@yahoo.com 0923-330-1900

CITY GENERAL SERVICES OFFICE

1. Provision of Equipment/Item for Community Services

(Installation of tents, setup of sound systems, tables, chairs)

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	Citizens of City of Malolos / All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Department/Office		
		2. Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office	1. Acknowledge the client and prepare logbook for the client to sign	None	5 minutes	Ma. Claudine DC. Azur <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
2. Prepare and forward request letter for provision of items/equipment	2.1. Receive the request letter, record in the logbook, and take appropriate action	None	5 minutes	Ma. Imelda A. Villena <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.2. Check availability of requested item/equipment	None	5 minutes	Noel R. Batanes <i>Administrative Officer II</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property</i>

				<i>Management Division</i>
	2.3. Transmit request letter to the City Mayor's Office (CMO) / City Administrator's Office (CAO) for approval/notation for appropriate action	None	5 minutes	Rolando C. Estrella <i>Administrative Aide I</i> Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.4. Receive request letter from CMO/CAO with route slip indicating action to be taken	None	10 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.5. Notify requestor for confirmation and schedule of activity and services	None	5 minutes	Engr. Reynaldo S. Garcia <i>City General Services Officer</i>
3. Sign Acknowledgement Receipt and Service Requisition Form (SRF)	3.1. Deliver and set up item/equipment requested	None	1 hour	Noel R. Batanes <i>Administrative Officer II</i>
	3.2. Install tents	None	1 hour	Paul Marvin G. Gutierrez <i>Supervising Administrative Officer (Supply Officer IV)</i>
	3.3. Set up the sound system	None	30 minutes	
	3.4. Set up tables and chairs	None	30 minutes	Engr. Reynaldo S. Garcia <i>City General Services Officer</i>
TOTAL:		None	3 hours, 35 minutes	

2. Application/Renewal of Building Insurance

Office or Division:	City General Services Office – Records and Archives Division
Classification:	Highly Technical
Type of	G2G – Government to Government

Transaction:				
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely Filled-up GSIS Application Form		1. Government Services Insurance System		
2. Updated Report of Building Content		2. General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/Send Notice to LGU for renewal of Building Insurance	1.1. Secure application form and fill it up	None	5 minutes	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Gerald G. Aldaba <i>Administrative Officer I</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>
	1.2. Prepare updated Building Content with Depreciation Cost	None	5 days	Victor R. Santiago <i>Supervising Administrative Officer IV</i>
				Richelle Santiago <i>Administrative Aide I</i>
	1.3. Submit complete documents to GSIS for billing	None	1 hour	Victor G. Aldaba III <i>Administrative Assistant II</i>
Jeunesse Ben C. Santos <i>Administrative Aide I</i>				
2. GSIS shall prepare the Billing Statement	2.1. Prepare Obligation Request (ALOBS)	None	5 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Richelle Santiago <i>Administrative Aide I</i>
	2.2. Transmit prepared Obligation Request to the City Budget Office for budget appropriation	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>

	2.3. Prepare Disbursement Voucher	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.4. Transmit prepared Disbursement Voucher to the City Accounting Office for allotment obligated	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.5. Transmit Disbursement Voucher to the City Treasurer's Office for availability of funds	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.6. Transmit Disbursement Voucher with attached and prepared check to the City Mayor's Office for approval of payment by Local Chief Executive	None	1 day	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
3. Prepare Order of Payment	3. Payment of Building Insurance		2 hours	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>
4. Issue Certificate Insurance Policy	4. Encode and file original copy of Insurance Policy – LGU-owned building/property	None	1 day, 10 minutes	Victor R. Santiago <i>Supervising Administrative Officer IV</i>
TOTAL:		None	7 days, 4 hours	

3. Application/Renewal of Government-Owned Motor Vehicles

Office or Division:	City General Services Office – Records and Archives Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely Filled-up Application Form		1. Government Services Insurance System		
2. Photocopy of OR & CR		2. General Services Office		
3. Motor Vehicle Inspection Report		3. General Services Office - Motorpool		
4. Stencil Motor and Chassis Number		4. General Services Office - Motorpool		
5. Latest Motor Vehicle Photo		5. General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform/Send Notice for Renewal of LGU-owned Motor Vehicle Insurance	1.1. Secure application form and fill it up	None	5 minutes	Gerald G. Aldaba <i>Administrative Officer I</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>
	1.2. Prepare photocopy of Original Receipt (OR) and Certificate of Registration (CR)	None	5 minutes	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Jeunesse Ben C. Santos <i>Administrative Aide I</i>
	1.3. Inspect vehicle/s	None	10 minutes	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Jeunesse Ben C. Santos <i>Administrative Aide I</i>
	1.4. Submit prepared and complete documents to GSIS	None	2 hours	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>

2. GSIS shall prepare the Billing Statement	2.1. Prepare Obligation Request (ALOBS)	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.2. Transmit prepared Obligation Request to the City Budget Office for budget appropriation	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.3. Prepare Disbursement Voucher	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.4. Transmit prepared Disbursement Voucher with complete documents to the City Accounting Office for allotment obligated	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.5. Transmit Disbursement Voucher with complete documents to the City Treasurer's Office for availability of funds and preparation of check	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.6. Transmit Disbursement Voucher with attached and prepared check to the City Mayor's Office for approval of payment by Local Chief Executive	None	1 day	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property</i>

				<i>Management Division</i>
3. Prepare Order of Payment	3. Payment of LGU-owned Motor Vehicle Insurance		2 hours	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>
4. Issue Certificate of Cover	4. File/Encode original copy of Certificate of Cover – LGU-owned motor vehicles	None	5 minutes	Victor R. Santiago <i>Supervising Administrative Officer IV</i>
				Richelle Santiago <i>Administrative Aide I</i>
TOTAL:		None	1 day, 5 hours, 15 minutes	

4. Issuance of Office Janitorial, Electrical, and Other Supplies

Office or Division:	City General Services Office – Procurement and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS)		1. City General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office	1. Acknowledge the client and prepare logbook for client to sign	None	1 minute	Ma. Claudine DC. Azur <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
2. Prepare and fill-up	2.1. Receive filled-up and signed	None	5 minutes	Neneth P. Nicolas <i>Warehouseman I</i>

Requisition and Issue Slip (RIS) in three (3) copies	Requisition and Issuance Slip			Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.2. Review and verify RIS as to completeness of information	None	5 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
				Engr. Reynaldo S. Garcia <i>City General Services Officer</i>
	2.3. Fill-up the RIS No./Date, Quantity, and Remarks, and record RIS in the logbook	None	5 minutes	Neneth P. Nicolas <i>Warehouseman I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
2.4. Sign the Approved portion of RIS for the issuance of stocks	None	5 minutes	Engr. Reynaldo S. Garcia <i>City General Services Officer</i>	
3. Receive the supplies requested and sign in the "Received by" portion of the RIS	3.1. Issue/Release requested supplies	None	*Simple Transaction – 25 mins. *Complex Transaction – 90 mins.	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.2. File permanently in numerical order two (2) copies of RIS	None	5 minutes	Neneth P. Nicolas <i>Warehouseman I</i>
TOTAL:		None	1 hour, 56 minutes	

5. Preparing Purchase Order for Procurement Management Procedures

Office or Division:	City General Services Office – Procurement and Property Management Division
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete set of approved documents attached to the PR		1.City General Services Office		
2. Obligation Request (OBR)		2. City Budget Office		
3. BAC Resolution – Canvass and Award		3. BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit complete document/s for preparation of Purchase Orders	1. Receive complete documents from Bids and Award Committee (BAC)	None	5 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
				Ma. Imelda A. Villena <i>Administrative Aide I</i>
2. Sign in the clients' logbook	2.1. Prepare Purchase Order (PO)	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.2. Assess/ Countersign prepared PO for better accuracy on details	None	5 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.3. Forward PO to the General Services Officer	None	5 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>

	2.4. Countersign the prepared Purchase Order and/or provide appropriate action for approval of the Head of Procuring Agency	None	10 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
				Engr. Reynaldo S. Garcia <i>General Services Officer</i>
	2.5. Prepare Transmittal to Concerned Office (LCE/CA)	None	5 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.6. Transmit Purchase Order to concerned office (LCE/CA)	None	1 day	Rolando C. Estrella <i>Administrative Aide I</i>
				Noel R. Batanes <i>Administrative Officer I</i>
	2.7. Receive approved Purchase Order/Contract Agreement/Service	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	2.8. Record approved Purchase Order/Contract Agreement/Service	None	5 minutes	Ma. Imelda A. Villena <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property</i>

				<i>Management Division</i>
	2.9. Prepare Acceptance and Inspection Report (AIR)	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Neneth P. Nicolas <i>Warehouseman I</i>
	2.10. Countersign AIR	None	10 minutes	Neneth P. Nicolas <i>Warehouseman I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
				<i>Representative Inspector</i> Bids and Awards Committee Office
	2.11. Sign AIR for approval	None	10 minutes	Engr. Reynaldo S. Garcia <i>General Services Officer</i>
	2.12. Assign control number of Purchase Order and notify the supplier for the delivery	None	10 minutes	Ma. Imelda A. Villena <i>Administrative Aide I</i>
3. Fill out Notice of Delivery and Request for Inspection	3. Approve Notice of Delivery and Request for Inspection	None	5 minutes	Noel R. Batanes <i>Administrative Officer II</i>
				Engr. Reynaldo S. Garcia <i>General Services Officer</i>
4. Fill-up Notice of Delivery and Request for Inspection	4.1. Accept delivery (goods and equipment)	None	15 minutes	Neneth P. Nicolas <i>Warehouseman I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	4.2. Inspect delivery	None	15 minutes	Neneth P. Nicolas

				<i>Warehouseman I</i>
				Noel R. Batanes <i>Administrative Officer II</i>
				Ariel Boticano <i>BAC Representative</i>
	4.3. Receive complete documents	None	15 minutes	Ma. Imelda A. Villena <i>Administrative Aide I</i>
4.4. Release complete documents	Ma. Claudine DC. Azur <i>Administrative Aide I</i>			
TOTAL:		None	1 Day 1 hour, 35 minutes	

6. Recording and Controlling Purchase Request for Procurement Management Process

Office or Division:	City General Services Office – Procurement and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Canvass Form		1. City General Services Office		
2. Purchase Request Form		2. City General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for canvass price of necessary documents	1. Conduct canvassing of necessary items and for check by the Procurement Head to be forwarded to the requestor	None	10 minutes	Noel R. Batanes <i>Administrative Officer II</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management</i>

				<i>Division</i>
2. Sign in the client logbook in the office	2. Prepare logbook to the client	None	5 minutes	Ma. Claudine DC. Azur <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
3. Transmit Purchase Request (PR) duly signed by the Requesting Officer	3.1. Receive the duly signed Purchase Request (PR)	None	10 minutes	Ma. Claudine DC. Azur <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.2. Assign control number and date	None	5 minutes	Ma. Imelda A. Villena <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.3. Determine the specification of items/supplies needed	None	5 minutes	Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.4. Transmit Purchase Request (PR) to the City Mayor's Office for the approval of Head of Procuring Agency	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>				
3.5. Transmit approved Purchase	None	10 minutes	Rolando C. Estrella <i>Administrative Aide</i>	

	Request to City Budget Office for budget appropriation			I Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.6. Transmit Controlled Purchase Request to Bids and Awards Committee (BAC) Office for any alternative mode of procurement	None	2 days	Rolando C. Estrella <i>Administrative Aide I</i> Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
TOTAL:		None	2 days, 55 minutes	

7. Renewal of Motor Vehicle Registration

Office or Division:	City General Services Office – Records and Archives Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		1. Land Transportation Office		
2. Photocopy of OR & CR		2. General Services Office		
3. Motor Vehicle Inspection Report		3. Emission Testing Center (Accredited)		
4. Stencil Motor and Chassis		4. General Services Office		
5. Certificate of Emission Compliance		5. Emission Testing Center (Accredited)		
6. Certificate of Insurance Cover		6. Government Services Insurance System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide application form	1.1. Secure application form and fill it up	None	5 minutes	Victor G. Aldaba III <i>Administrative Assistant II</i>

				Gerald G. Aldaba <i>Administrative Officer I</i>
	1.2. Prepare photocopy of Original Receipt and Certificate of Registration	None	5 minutes	Victor G. Aldaba III <i>Administrative Assistant II</i>
				Jeunesse Ben C. Santos <i>Administrative Aide I</i>
2. Perform/Conduct Vehicle Emission Test	2. Submit motor vehicle/s for emission testing	*Php 450 per unit - Vehicle/Truck *Php 350 per unit - Motorcycle	1 hour	Jeunesse Ben C. Santos <i>Administrative Aide I</i>
				Victor R. Santiago <i>Supervising Administrative Officer IV</i>
3. Inspect vehicle and prepare Billing Statement for renewal	3.1. Submit motor vehicle with complete documents for inspection	None	2 hours	<i>Assigned Official Driver - Concerned Department</i>
				<i>Department Head</i>
	3.2. Prepare Obligation Request (ALOB)	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>
	3.3. Transmit prepared Obligation Request to the City Budget Office for budget appropriation	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>

	3.4. Prepare Disbursement Voucher	None	10 minutes	Ma. Corazon M. Chico <i>Administrative Aide I</i>	
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>	
	3.5. Transmit prepared Disbursement Voucher with complete documents to the City Accounting Office for allotment obligated	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>	
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>	
	3.6. Transmit Disbursement Voucher with complete documents to the City Treasurer's Office for availability of funds and preparation of check	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>	
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>	
	3.7. Transmit Disbursement Voucher with attached and prepared check to the City Mayor's Office for approval of payment by Local Chief Executive	None	1 day	Rolando C. Estrella <i>Administrative Aide I</i>	
				Paul Marvin G. Gutierrez <i>Head - Procurement and Property Management Division</i>	
	4. Prepare Order of Payment	4. Payment of Motor Vehicle Registration Fee to LTO		4 hours	Victor G. Aldaba III <i>Administrative Assistant II</i>
					Jeunesse Ben C. Santos

				<i>Administrative Aide I</i>
				<i>Victor R. Santiago Supervising Administrative Officer IV</i>
5. Issue Original Certificate of Registration and Official Receipt	5. Encode and file Original Copy of Certificate of Registration and Official Receipt	None	10 minutes	<i>Richelle Santiago Administrative Aide I</i>
				<i>Victor R. Santiago Supervising Administrative Officer IV</i>
TOTAL:		450	2 days, 10 minutes	

8. Request for Repair and Maintenance

Office or Division:	City General Services Office – Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Department Head		
2. Repair and Request Slip and Acknowledgement Receipt		2. City General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	1. Acknowledge the client and prepare logbook for the client to sign	None	5 minutes	<i>Ma. Claudine DC. Azur Administrative Aide I</i>
2. Submit request letter and fill-up and sign in the requisitioner portion of Request for Pre-Repair Inspection	2.1. Receive the request letter and provide the client a Pre-Repair Inspection Form	None	5 minutes	<i>Noel R. Batanes Administrative Officer II</i>
				<i>Engr. Reynaldo S. Garcia City General Services Officer</i>

	2.2. Check the property to be repaired whether owned/maintained by the agency referring to its property inventory report	None	5 minutes	Gerald G. Aldaba <i>Administrative Officer I</i>
				Victor R. Santiago <i>Supervising Administrative Officer</i>
3. Forward to the agency concerned the required Pre-Repair Inspection Activity Request	3.1. Conduct pre-repair inspection	None	10 minutes	Pablo O. Cadiz <i>Mechanic I</i>
				Robert C. San Pedro <i>Administrative Aide I</i>
	3.2. Determine necessity of repair and extent of the damage, whether cost of repair is economical or not	None	10 minutes	<i>Maintenance Division Head (SPURO)</i>
	3.3. Verify correctness or conformity with the actual scope of work to be done as determined by the mechanics	None	10 minutes	Engr. Reynaldo S. Garcia <i>City General Services Officer</i>
	3.4. Prepare Pre-Repair Inspection Report, indicating inspector's findings/observations and recommendations	None	10 minutes	Robert C. San Pedro <i>Administrative Aide I</i>
				<i>Maintenance Division Head</i>
	3.5. Transmit Pre-Repair Inspection Report to the Mayor's Office/Administrator's Office for approval/notation	None	10 minutes	Rolando C. Estrella <i>Administrative Aide I</i>
				<i>Maintenance Division Head</i>
	3.6. Procure/Purchase necessary materials, supplies, and spare parts needed	None	1 day	Engr. Reynaldo S. Garcia <i>City General Services Officer</i>
3.7. Mechanic/Maintenance personnel perform repair work	None	45 minutes – 8 hours	<i>Chief Mechanic/Maintenance Personnel</i>	
4. Fill-up and sign	4.1. Prepare RRS and	None	5 minutes	Robert C. San

RRS and Acknowledgement Receipt	Acknowledgement Receipt			Pedro <i>Administrative Aide I</i>
	4.2. Prepare Waste Material Report	None	5 minutes	
	4.3. Conduct post-repair inspection and prepare the Certificate of Acceptance indicating that the work or service has been accomplished	None	5 minutes	Robert C. San Pedro <i>Administrative Aide I</i>
				Pablo O. Cadiz <i>Mechanic I</i>
Engr. Reynaldo S. Garcia <i>City General Services Officer</i>				
4.4. File accomplished Waste Material Report, RRS, and Acknowledgement Receipt	None	5 minutes	Alicia S. Felipe <i>Administrative Aide I</i>	
TOTAL:		None	2 days, 1 hour, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Answer the client feedback form and drop it at the designated dropbox in front of the City General Services Office</p> <p>Contact info: 09178735011 or 795-5051</p>
<p>How feedback is processed?</p>	<p>Every Friday, the City General Services Officer opens the dropbox, then compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant divisions/individuals and they are required to answer within 72 hours of the receipt of feedback.</p> <p>The answer/reply of the division/individual concerned is then relayed or discussed to the citizen.</p> <p>For follow-ups and inquiries, clients may contact the office through 09178735011 or 795-5051.</p>
<p>How to file complaint/s?</p>	<p>Answer the Client Complain Form and drop it at the designated dropbox in front of the City General Services Office.</p> <p>Complaint/s can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name and designation of person being complained - Incident - Evidence <p>For follow-ups and inquiries, clients may contact the mobile number 09178735011.</p>

<p>How complaints are processed?</p>	<p>The City General Services Officer opens the complaints dropbox every Friday and evaluates each complaint.</p> <p>Upon evaluation, the CGSO shall start the investigation and forward the complaint to the relevant division/individual for their explanation.</p> <p>The City General Services Officer will make a report after the investigation and shall forward it to the City Administrator/CHRMO, and the City General Services Officer will give updates/feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the mobile number 09178735011.</p>
<p>Contact Information of GSO</p>	<p>09178735011 / 795-5051</p>

CITY HEALTH OFFICE

ENVIRONMENTAL HEALTH AND SANITATION SERVICES

Issuance of Health Certificates and Sanitary Permits in compliance with P.D. 856 –
The Code on Sanitation of the Philippines

Office or Division:	Environmental Health and Sanitation Division – City Health Office			
Classification:	Simple			
Type of Transaction:	New and Renewal			
Who may avail:	All Business Establishments/Clients			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Health Certificate (Food) a. Chest Xray Result b. Urinalysis Result c. Fecalalysis Result d. 2 pcs. 1X1 I.D. picture with red background		Environmental Health and Sanitation Division – City Health Office		
Health Certificate (Non- Food) a. Chest Xray Result b. Urinalysis Result c. .2 pcs. 1X1 I.D. picture with white background		Environmental Health and Sanitation Division – City Health Office		
Sanitary Permit (New – Food & Non Food Est.) a. Sanitation Inspection Form b. Application of Business Permit c. Health Certificates requirements d. Payment receipt		Environmental Health and Sanitation Division – City Health Office		
Sanitary Permit (Renewal – Food & Non Food Est.) a. Application of Business Permit b. Health Certificates requirements c. Payment receipt		Environmental Health and Sanitation Division – City Health Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Health Certificate requirements	1.1 Assessment of Laboratory requirements Submitted and payment receipt for Health Certificate	1.1 Php 100	1.1 5-10 seconds	1.1 City Sanitation Inspectors
	1.2 Preparation of Health Certificates to be issued	1.2 None	1.2 40-50 seconds	1.2 City Sanitation Inspectors

	1.3 Approval & Signing of Health Certificates 1.4 Releasing of Health Certificates	1.3 None 1.4 None	1.3 1 minute 1.4 30 seconds	1.3 City Health Officer 1.4 CHO Secretary, EH&S staff
(New) 1. Filling up Sanitary Inspection Form	1.1 Assessment of Sanitary Inspection Form	1.1 None	1.1 1-2 minutes	1.1 City Sanitation Inspectors
	1.2 Inspection of Business Establishment	1.2 None	1.2 1 hour	1.2 City Sanitation Inspectors
2. Submission of Sanitary Permit requirements	2.1 Assessment of Requirements and payment receipt for Sanitary Permit	2.1 Php 100	2.1 2-3 minutes	2.1 City Sanitation Inspectors
	2.2 If incomplete Requirements Recommendation & Compliance should be done	2.2 None	2.2 1 minute	2.2 City Sanitation Inspectors & Client
	2.3 If complete Preparation of Sanitary Permit to be issued	2.3 None	2.3 1-2 minutes	2.3 City Sanitation Inspectors
	2.4 Approval & Signing of Sanitary Permit	2.4 None	2.4 2-3 minutes	2.4 City Health Officer
	2.5 Releasing of Sanitary Permit	2.5 None	2.5 1 minute	2.5 CHO Secretary, EH&S staff

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Accomplish the EH&S –CHO form and drop it in the designated box beside the transaction window of the City Health Office</p> <p>Contact number : (044) 791-2449</p> <p>Mailing address: City Health Office 2nd floor New City Hall Building, Government Center, Mc Arthur Highway, Brgy. Bulihan, City of Malolos, Bulacan</p>
<p>How feedbacks are processed</p>	<p>The CHO secretary collects all accomplished CHO client feedback form from the designated box after each working day.</p> <p>Feedbacks are then evaluated to determine its merit or identity a feedback that requires CHO's immediate action/answer.</p> <p>Feedbacks that require action will be endorse to the EH&S division for appropriate action.</p> <p>The answer /action taken by the division is then relayed to the citizen.</p> <p>Otherwise, feedbacks are complied and records all feedbacks received.</p>
<p>How to file a complaint</p>	<p>Written complaint address to the City Health Officer and indicates the ff:</p> <ol style="list-style-type: none"> 1. Important information required in order to help the evaluate the complaint <ol style="list-style-type: none"> a. Name of person(s) complained and his address b Location of area being complained d. Details of the issue /s being raised , including e. narration of relevant facts and evidence that shows his/her/its <p>allegedly violation to P.D.856 – The Code on Sanitation of the Philippines.</p> <p>Name of witness (if any)</p> <p>Complainants name , complete address and contact number</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1.Evaluation of the complain being raised 2. Preparation of Inspection needs/materials <ol style="list-style-type: none"> a..Proper wearing of complete uniform and Identification card b.Securing Mission Order from the City Health Officer

	<p>c. Issuance of Sanitary order to P.D 856 – The Code on Sanitation of the Philippines violator/s</p> <p>d. Submission of reports with recommendation to solve the complain, copy furnished the complainant</p> <p>2. Re-inspection is done after a certain period was given for compliance</p> <p>3. If not complied, another Sanitary order will be issued and if not complied again, a hearing will be done to give the respondent to reason out his/her non compliance</p> <p>3. If complied, Certificate of Compliance will be issued.</p>
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CITY HUMAN RESOURCE MANAGEMENT OFFICE

1. Job Application

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos and Job Seekers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter			CHRMO – Recruitment, Placement and Performance Management Division	
Fully Accomplished Personal Data Sheet (CS Form No. 12, Revised 2017)				
Certificate of Eligibility (photocopy)				
Transcript of Records (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit Application (complete with requirements)	Receive applications/Retrieve electronic mail applications	None	5 minutes	Rebecca Alejandrino
	Evaluate application		1 hour	Maribelle Fajardo
	Inform applicants on the status of applications		1 day	Joie Marie Caballero

2. Application for Terminal Leave

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Form			CHRMO – Career Development and Benefits Division	
Duly Accomplished Clearance Form				
Certificate of Last Day in Service				
Certificate of No Pending Case				
SALN				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit duly accomplished	Receive duly accomplished leave form	None	5 minutes	Rebecca Alejandrino

application form for terminal leave (complete requirements)	Route the request to personnel in-charge			
	Control/Record Leave Application		1 hour	Maribelle Fajardo/ Angelic Bernardo
	Approve/Sign/Release Application for Retirement		1 day	Mark Lester Santos/ Rebecca Alejandrino

3. Application for Vacation/Sick Leave

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Leave Application Form			CHRMO	
Medical Certificate (if sick leave of more than five (5) days)				
Clearance for vacation leave (if more than thirty (30) days)				
Authority to Travel (in case vacation spent overseas)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit duly accomplished leave application (complete requirements)	Receive duly accomplished retirement application	None	5 minutes	Rebecca Alejandrino
	Route the request to personnel in-charge			

	Control/Record Leave Application		1 hour	Maribelle Fajardo/ Angelic Bernardo
	Approve/Sign/Release Application for Retirement		1 hour	Mark Lester Santos/ Rebecca Alejandrino

4. Loan Applications

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Loan Application (complete requirements, may vary depending on the institution)			CHRMO – Career Development and Benefits Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit duly accomplished loan application	Receive duly accomplished loan application	None	5 minutes	Rebecca Alejandrino
	Route the request to personnel in-charge			
	Prepare loan application approval		1 hour	Margarita Jose/
	Forward Loan Application to Institution		1 day	Joie Marie Caballero Mark Lester Santos/ Rebecca Alejandrino

5. Retirement Application

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Retirement Application Form			CHRMO – Career Development and Benefits Division	
Duly Accomplished Clearance Form				
Certificate of Last Day in Service				
Certificate of No Pending Case				
SALN				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit Application (complete with requirements)	Receive duly accomplished retirement application	None	5 minutes	Rebecca Alejandrino
	Verify Records		1 hour	Margarita Jose/ Jonathan Tolentino/ Maribelle Fajardo/
	Approve/Sign/Release Application for Retirement		1 day	Mark Lester Santos/ Rebecca Alejandrino

6. Request for Certification of Employment and Compensation, Service Record and Leave Credits

Office:	City Human Resource Management Office (CHRMO)			
Classification:	Support Services			
Type of Transaction:	Internal/Support Services to Employees			
Who may avail:	Officials and Employees of City Government of Malolos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			CHRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Fill-up and Submit Request Slip	Receive duly accomplished request slip	None	5 minutes	Rebecca Alejandrino
	Route the request to personnel in-charge			
	Prepare and release requested document		2 hours for employed personnel and 1 day for resigned/retired	Margarita Jose/ Jonathan Tolentino/ Maribelle Fajardo/ Angelic Bernardo

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Get a copy of the feedback form or write it in any paper the clients prefer
	Write or mark feedbacks and recommendations
	Drop the form in the box or submit it directly to the office
How feedbacks are processed	Every end of the working week, the office opens the drop box to retrieve the feedbacks, as well as those submitted to the office.
	Feedbacks requiring responses shall be answered immediately.
	Inquiries and follow-ups can be done thru phone or personal appearance.
How to file a complaint	Get a copy of the complaint form or write it in any paper the clients prefer and write or mark complaints
	Provide the following information:
	Name of employee being complained. Incident. Evidence, if any.
	Drop the complaint in the box or submit it directly to the office.
How complaints are processed	Every end of the working week, the office opens the drop box to retrieve complaints, as well as those submitted to the office.
	Complaints requiring responses shall be answered immediately.
	Complaints are acted upon promptly and dealt with appropriate action.
	Inquiries and follow-ups can be done thru phone or personal appearance.
Contact Information	chrnomalolos@gmail.com

CITY LEGAL OFFICE

1. Addressing Internal Complaints against City Government of Malolos Employees

Office or Division:		City Legal Office		
Classification:		Simple		
Type of Transaction				
Who may avail:		Malolos Indigent Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued valid ID		Respective Government Agency		
Endorsement/ request letter from the City Mayor's Office		Office of the City Mayor of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up information in Client's Log Sheet: -Name -Address - Mobile Number - Type of Legal Service needed/ Purposes	1 Assists client to fill up the form	None	1 minute	Admin. Ass't
Presents ID and Endorsement/request letter from the City Mayor's Office	1.1 Presents all the supporting documents and written complaint by the aggrieved party/ies addressed to the City Mayor	None	1 minute	Admin. Ass't
Relay Concerns/ Inquiry to the Legal Assistants/ Legal Officer / Attorney IV	1.2 Refers the Client to the Lawyer of the Day	None	1 minute	Admin. Ass't
	1.3 Clients concerns are responded to and acted upon with legal advise	None	10-20 minutes (depending on the concerns)	Lawyer of the day

	Send the serve notices for scheduled investigation/meeting/hearing (The Office will conduct investigation/meeting/hearing to all concerned parties and issue necessary resolutions or recommendation)	None	1 day	
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2. Legal Aid Program

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction				
Who may avail:	Malolos Indigent Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued valid ID		Respective Government Agency		
Endorsement/ request letter from the City Mayor's Office		Office of the City Mayor of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up information in Client's Log Sheet: -Name -Address - Mobile Number - Type of Legal Service needed/ Purposes	1 Assists client to fill up the form	None	1 minute	Admin. Ass't
Presents ID and Endorsement/request letter from the City Mayor's Office	1.1 Validate the presented documents	None	1 minute	Admin. Ass't

Relay Concerns/ Inquiry to the Legal Assistants/ Legal Officer / Attorney IV	1.2 Refers the Client to the Lawyer of the Day	None	1 minute	Admin. Ass't
	1.3 Clients concerns are responded to and acted upon with legal advise	None	10-30 minutes	Lawyer of the day
	1.4 Notes action taken and recomendations in relation to the case	None		
	1.5 Submits the information and refer to the Legal Assistant	None		
Wait to the release of the legal form, if any	1.6 Drafts legal forms, if any	None	5-20 minutes	Legal Ass't
Receive the legal form, if any	1.7 Release legal forms, if any	None	1 minute	Admin. Ass't

3. Preparing Legal Forms/Affidavits

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction				
Who may avail:	Malolos Indigent Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued valid ID		Respective Government Agency		
Endorsement/ request letter from the City Mayor's Office		Office of the City Mayor of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up information in Client's Log Sheet: -Name -Address - Mobile Number - Type of Legal	1 Assists client to fill up the form	None	1 minute	Admin. Ass't

Service needed/ Purposes				
Presents ID and Endorsement/requ est letter from the City Mayor's Office	1.2 Validate the presented documents	None	1 minute	Admin. Ass't
Relay Concerns/ Inquiry to the Legal Assistants/ Legal Officer / Attorney IV	1.2 Refers the Client to the Lawyer of the Day	None	1 minute	Admin. Ass't
	1.3 Clients concerns are responded to and acted upon with legal concerns	None	2-5 minutes	Lawyer of the day
	1.4 Notes action taken and recommendations in relation to the case	None		
	1.5 Submits the information and refer to the Legal Assistant	None		
Wait to the release of the legal form, if any	1.6 Drafts legal forms, if any	None	3-10 minutes	Legal Ass't
Receive the legal form, if any	1.7 Release legal forms, if any	None	1 minute	Admin. Ass't

4. Rendering of Written Legal Opinion/s

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction				
Who may avail:	CGM OFFICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued valid ID		Respective Government Agency		
Endorsement/ request letter from the City Mayor's Office		Office of the City Mayor of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up information	1 Assists client to fill	None	1 minute	Admin.

in Client's Log Sheet: -Name -Address - Mobile Number - Type of Legal Service needed/ Purposes	up the form			Ass't
Endorsement and all the supporting documents	1.2 Receives the endorsement letter and all the supporting documents	None	1 minute	Admin. Ass't
Relay Concerns/ Inquiry to the Legal Assistants/ Legal Officer / Attorney IV	1.2 Refers all the documents to the Lawyer of the Day	None	1 minute	Admin. Ass't
	1.3 Clients concerns are responded to and acted upon with letter	None	10-20 minutes (depending on the opinion needed)	Lawyer
	1.4 Notes action taken and recommendations in relation to the case	None		
	1.5 Submits the information and refer to the Legal Assistant	None		
Release of the legal opinion	1.6 Drafts legal opinion	None	1-3 days	Legal Ass't
	1.7 Approves legal opinion	None		Lawyer
Receive the legal opinion	1.7 Release legal opinion	None	1 minute	Admin. Ass't

5. Review of Contracts, Ordinance and other Legal Instruments

Office or Division:	City Legal Office
Classification:	Simple
Type of Transaction	

Who may avail:		Malolos Indigent Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued valid ID		Respective Government Agency		
Endorsement/ request letter from the City Mayor's Office		Office of the City Mayor of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up information in Client's Log Sheet: -Name -Address - Mobile Number - Type of Legal Service needed/ Purposes	1 Assists client to fill up the form	None	1 minute	Admin. Ass't
- Draft Contract, instrument or ordinance - Supporting Documents - Endorsement/ request letter	1.1 Presents all the supporting Draft Contract, instrument or ordinance Supporting Documents Endorsement/ request letter	None	1 minute	Admin. Ass't
Relay Concerns/ Inquiry to the Legal Assistants/ Legal Officer / Attorney IV	1.2 Refers the Client to the Lawyer of the Day	None	1 minute	Admin. Ass't
	1.3 Review the documents	None	2-5 minutes (depending on the documents needed)	Lawyer of the day
Receive the documents	1.7 Release documents	None	1-3 days (depending on the documents needed)	Admin. Ass't

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Write a comment or direct message at our official Facebook page Malolos City Legal Office 2. Send an email to citylegaloffice.malolos@gmail.com ; and/or 3. . Fill up a complaint or feedback form at the City Legal Office
How feedbacks are processed	Designated Lawyers and Administrative Officers are tasked to monitor and respond to complaints and feedbacks received
How to file a complaint	Administrative Complaints shall be filed in accordance to the 2017 Rules of Administrative Cases of the Civil Service Commission
How complaint are processed	Administrative Complaints are evaluated in accordance to the 2017 Rules of Administrative Cases of the Civil Service Commission
Contact Information of City Legal Office	citylegaloffice.malolos@gmail.com

CITY PLANNING AND DEVELOPMENT OFFICE

1. Issuance of Locational Clearance

Locational clearance is a requirement in the issuance of Building Permit to ensure the conformity or compatibility of the project/building with the City's Comprehensive Land Use Plan and Zoning Ordinance.

Office or Division:	City Planning and Development Office (CPDO)/ Land Use and Zoning Division (LUZD)
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	Building Permit applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form - duly accomplished and notarized (1 copy)	City Planning and Development Office (CPDO)/ Land Use and Zoning Division (LUZD)
Original/Transfer Certificate of Title (1 photocopy)	Registry of Deeds
If the applicant is not the registered owner: - Deed of Sale/Contract to Sell (1 photocopy) - Contract of Lease (1 photocopy) - Authorization to occupy lot (1 photocopy)	
Real Property Tax Declaration (1 photocopy)	Office of the City Assessor
Current Real Property Tax Official Receipt (1 photocopy)	Office of the City Treasurer/ Revenue Operations Division
Survey Plan (Lot/Location Plan) - signed and sealed by a Geodetic Engineer (1 photocopy)	
Vicinity Map - signed and sealed by a licensed professional (1 photocopy)	
Perspective - signed and sealed by a licensed professional (1 photocopy)	

Floor Plans - signed and sealed by a licensed professional (1 photocopy)				
Bill of Materials - signed and sealed by a licensed professional (1 photocopy)				
Barangay Endorsement to Construct (1 photocopy)		Barangay Hall of the project location		
Homeowners Association consent - if the project is other than residential (1 photocopy)		Homeowners Association office		
Long brown expandable envelope (1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with the requirements.	1.1. Receive the application and evaluate the completeness of requirements and the project's conformity with the comprehensive land use plan and zoning ordinance.		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	1.2. Conduct site inspection (if necessary)		1 day	Grace Bernadette P. Cabasal Zoning Officer I CPDO Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.3. Evaluate the Inspection Report (if necessary).		5 minutes	Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.4. For non-conforming projects: Endorse to the Sangguniang Panlungsod or Local Zoning Board of		5 minutes	Engr. Benjamin M. Ilag Zoning Officer IV Engr. Eugene N. Cruz, En. P. City Planning and Development

	Appeals for appropriate action. Update the client on the development of the transaction verbally or in writing.			Coordinator CPDO
	1.5. For projects with violation: 1.5.1. Issue Notice of Violation and Order to comply 1.5.1.1. Order to pay administrative fine (conforming) 1.5.1.2. Order Work Stoppage (conforming/non-conforming).			
2. Pay the fees/fines (at the Office of the City Treasurer) and submit photocopy of Official Receipt (OR).	2.1. Issue Order of Payment.	HLURB 2013 Schedule of Fees	1 minute	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.2. Accept photocopy of Official Receipt (OR).		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.3. Prepare, review and approve Evaluation Report and Decision on Zoning (Locational Clearance granted).		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV Engr. Eugene N.

				Cruz, En. P. City Planning and Development Coordinator CPDO
3. Claim Locational Clearance.	3. Release Locational Clearance.		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO
HLURB 2013 Schedule of Fees				
A. Single residential structure attached or detached				
1. P100,000 and below		P288		
2. Over P100,000 to P 200,000		P576		
3. Over P200,000		P720 + (1/10 of 1% in excess of P200,000)		
B. Apartments/Townhouses				
1. P500,000 and below		P1,440		
2. Over P500,000 to 2 Million		P2,160		
3. Over P2 Million		P3,600 + (1/10 of 1% of cost in excess of P2 Million regardless of the number of floors)		
C. Dormitories				
1. P2 Million and below		P3,600		
2. Over P2 Million		P3,600 + (1/10 of 1% of cost in excess of P2 Million regardless of the number of floors)		
D. Institutional				
Project Cost of which is				
1. Below P2 Million		P2,880		
2. Over P2 Million		P2,880 + (1/10 of 1% of cost in excess of P2 Million)		
E. Commercial, Industrial and Agro-Industrial				
Project Cost of which is				
1. Below P100,000		P1,440		
2. Over P100,000 to P500,000		P2,160		
3. Over P500,000		P2,880		
4. Over P1 Million to P2 Million		P4,320		
5. Over P2 Million		P7,200 + (1/10 of 1% of cost in excess of P2 M)		
F. Special Uses/ Special Projects				
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)				
1. Below P2 Million		P7,200		
2. Over P2 Million		P7,200 + (1/10 of 1% of cost in excess of P2		

	M)
G. Alteration/ Expansion (affected areas/ cost only)	Same as the original application

2. Issuance of Preliminary Approval and Locational Clearance (PALC), Development Permit (DP) and Alteration of Plan (AP)

Development Permit is a requirement in subdivision (residential, commercial, industrial, farm lot and memorial park/cemetery) project development.

Development Permit (DP) is the final permit issued or granted to any subdivision owner/developer already issued with Preliminary Approval and Locational Clearance (PALC) which will allow the development activities as reflected in the approved plans.

Alteration of Plan (AP) is the permit being granted to subdivision owner/developer to change or alter the approved plans subject to the existing provisions of laws and guidelines.

Office or Division:	City Planning and Development Office (CPDO)/ Land Use and Zoning Division (LUZD)
Classification:	Simple
Type of Transaction:	G2B - for government services whose client is a business entity
Who may avail:	Subdivision owner/developer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Preliminary Approval and Locational Clearance (PALC) and Development Permit (DP)	
Application Form - duly accomplished and notarized (1 copy)	
Site Development (schematic Plan) at a scale ranging from 1:200 to 1:2000 showing the proposal layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area, prepared duly signed and sealed by any licenses and registered architect, environmental planner, civil engineer or geodetic engineer (2 copies)	

<p>Vicinity Map (prepared, duly signed and sealed by a license and registered geodetic engineer) indicating the adjoining land uses, access as well as existing facilities and utilities and least within 500 meters from the property boundaries of the project, drawn to any convenient scale (2 copies)</p>	
<p>Topographic Plan (prepared duly signed and sealed by a licensed and registered geodetic engineer to include the following:</p> <ul style="list-style-type: none"> - Boundary lines bearing and distances or geographic coordinates of the reference or tie point (referred to as the Bureau of Lands Locational Monuments/BLLM #) - Streets, easements width and elevation or right-of-way within the project and adjacent subdivision/areas. - Utilities within and adjacent to the proposed subdivision project, location sizes and invert elevations of sanitary and storm or combined sewers, location of gas lines, fire hydrants, electrical and telephone poles and street lights, if any, if water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers if applicable. - Ground elevation of the subdivision for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and selected points not more than 25 	

<p>meters apart in all directions for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings.</p> <ul style="list-style-type: none"> - Watercourses, marshes, rock and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features - Proposed public improvements: highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision (2 copies) 	
<p>Survey Plan (Lot/Location Plan) prepared, duly signed and sealed by a license and registered geodetic engineer of the lot(s) as described in TCT(s) (2 copies)</p>	
<p>Original/Transfer Certificate of Title (O/TCT) in the name of the applicant Certified True Copy (2 photocopies)</p>	<p>Registry of Deeds</p>
<p>Real Property Tax Declaration (2 photocopies)</p>	<p>Office of the City Assessor</p>
<p>Current Real Property Tax Official Receipt (2 photocopies)</p>	<p>Office of the City Treasurer/ Revenue Operations Division</p>
<p>Right to Use/Deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land (2 copies)</p>	
<p>Special Power of Authority (SPA)/Authorization from the Owner, if applicant is other than the owner (2 copies)</p>	

<p>Zoning Certificate/Sangguniang Panlungsod Ordinance Reclassifying the Subject Land from Agricultural to Non-Agricultural (subdivision) uses (2 photocopies)</p>	<p>City Planning and Development Office (CPDO)/ Sangguniang Panlungsod</p>
<p>Sangguniang Barangay Resolution/Ordinance Endorsing the Subdivision Project (2 photocopies)</p>	<p>Barangay Hall of the subdivision project location</p>
<p>Sangguniang Panlungsod Resolution/Ordinance Approving the Subdivision Development Plan (2 photocopies)</p>	<p>Sangguniang Panlungsod</p>
<p>Subdivision Development Plan duly signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer, consisting of the site development plan at any of the following scales 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals to include the following:</p> <ul style="list-style-type: none"> - Roads, easements of right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any - Lot numbers, lines and areas and block numbers - Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces <p>(2 copies)</p>	
<p>Civil and Sanitary Works Design (2 copies) Engineering plans/construction drawing based on applicable engineering code and design criteria to include the following:</p> <ul style="list-style-type: none"> - Road (geometric and structural) design/plan duly signed and sealed by a licensed and registered civil engineer. - Profile derived from existing topographic map duly signed 	

<p>and sealed by a licensed and registered geodetic engineer showing the vertical control, designed grade, curve elements and all information needed for construction</p> <ul style="list-style-type: none"> - Typical roadway sections showing relative dimensions of pavement, sub0base and base preparation, curbs, gutters, sidewalk, shoulders, benching and others. - Details of roadway and miscellaneous structures such as curb and gutter (barrier, mountable and drop)slope protection wall and retaining wall - Storm drainage and sanitary sewer system duly signed and sealed by a licensed registered sanitary engineer or civil engineer. <ul style="list-style-type: none"> - Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line. - Details of sanitary and storm drainage lines and miscellaneous structures such as various type of manholes catch basins inlets (curbs, gutter, and drop) culverts and channel linings. - Site grading plan with finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed and registered civil engineer 	
<p>Water system layout and details duly signed and sealed by a licensed and</p>	

registered sanitary engineer or civil engineer. Should a pump motor has a horsepower (hp) rating of 50 ho or more, its pump rating and specifications shall be duly signed and sealed by a licensed and registered professional mechanical engineer (2 copies)	
Conversion Order (CO)/Exemption Clearance (EC) - 1 Certified True Copy	Department of Agrarian Reform (DAR)
Environmental Compliance Certificate or Certificate of Non-Coverage (ECC/CNC) - 1 Certified True Copy	Department of Environment and Natural Resources (DENR)
<p>Project Description for project having an area of 1 hectare and above to include the following:</p> <ul style="list-style-type: none"> - Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; - Audited financial statement for the last 3 preceding years; - Income tax return for the last 3 preceding years; - Certificate of Registration from Securities and Exchange Commission (SEC); - Articles of incorporation or partnership; Corporation by-laws and all implementing amendments; and - For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program. <p>(2 copies)</p>	
Plans, specification and Bills of Materials/Cost Estimates duly signed and sealed by the appropriate licensed and registered professionals (2 copies)	
Application for permit to drill (2 copies)	National Water Resource Board (NWRB)

Traffic Impact Assessment (for subdivision project 30 hectares and above) (2 copies)	
Joint Affidavit of owner/developer and licensed architects, environmental planner, civil engineer, or geodetic engineer that the subdivision conforms to the standards requirements of applicable rules and that development thereof shall be made in accordance as submitted (2 copies)	
List of Names of Duly Licensed Professionals who duly signed the plans and other similar documents in connection with application filed indicating the following information: <ul style="list-style-type: none"> - Surname, First name, Middle Name - Maiden name, in case of married women professional - Professional license number, date of issue and expiration of its validity - Professional tax receipt and date of issue - Taxpayer's Identification Number (TIN) (2 copies)	
Alteration of Plan (AP)	
Plan showing the Proposed Alteration duly signed and sealed by any licensed and registered architects, environmental planner, civil engineer, or geodetic engineer (5 copies)	
Letter stating the purpose/reason for the proposed alteration/conversion (5 copies)	
Sworn statement that the affected lots have not been sold (5 copies)	
Written conformity or consent of the duly organized homeowner's association or the majority of the	

lot/unit buyers (5 copies)				
Original/Transfer Certificate of Title(s) of the affected lots/units if the said lots/units have been titled (1 certified true copy, 4 photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with requirements.	1.1. Receive the application and evaluate the completeness of requirements and the project's conformity with the comprehensive land use plan and zoning ordinance.		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.2. Conduct site inspection (if necessary).		1 day	Grace Bernadette P. Cabasal Zoning Officer I CPDO Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.3. Evaluate the Inspection Report (if necessary).		1 day	Engr. Benjamin M. Ilag Zoning Officer IV Engr. Eugene N. Cruz, En. P. City Planning and Development Coordinator CPDO Engr. Gilbert T. Gatchalian

				City Mayor (for DP only)
	<p>1.4. For projects with violation:</p> <p>1.4.1. Issue Notice of Violation and Order to comply</p> <p>1.4.1.1. Order to pay administrative fine (conforming)</p> <p>1.4.1.2. Order Work Stoppage (conforming/non-conforming).</p>			
2. Pay the fees/fines (at the Office of the City Treasurer) and submit photocopy of Official Receipt (OR).	2.1. Issue Order of Payment.	HLURB 2013 Schedule of Fees	1 minute	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.2. Accept photocopy of Official Receipt (OR).		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.3. Prepare, review and approve PALC/DP/AP.		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV Engr. Eugene N. Cruz, En. P. City Planning and

				Development Coordinator CPDO Engr. Gilbert T. Gatchalian City Mayor (for DP only)
3. Claim PALC/DP/AP	3. Release PALC/DP/AP.		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO

HLURB 2013 Schedule of Fees

I. Subdivision Projects (under P.D. 957)	
A. Approval of Subdivision Plans (including townhouses)	
1. Preliminary Approval and Location Clearance (PALC)/Preliminary Subdivision Development Plan (PSDP)	
- Processing Fee	P360/ha. or a fraction thereof
- Inspection Fee	P1,500/ha. regardless of density
2. Final Approval and Development Permit	
- Processing Fee	P2,880/ha. regardless of density
Additional Fee on Floor Area of housing component	P3.00/sq. m.
- Inspection Fee	P1,500/ha. Regardless of density
(Project already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
II. Subdivision Project (under B.P. 220)	
A. Approval of Subdivision Project	
1. Preliminary Approval and Locational Clearance	
- Processing Fee	
a. Socialized Housing	P90/ha.
b. Economic Housing	P216/ha.
- Inspection Fee	
a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ha.
2. Final Approval and Development Permit	
- Processing Fee	
a. Socialized Housing	P600/ha.
b. Economic Housing	P1,440/ha.
- Inspection Fee	

a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ha.
(Project already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	P7.20/sq. m.
5. Occupancy Permit	
- Processing Fee	
a. Socialized Housing	P6/sq. m.
b. Economic Housing	P7.20/sq. m.
- Inspection Fee (saleable floor area of the housing component)	
a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ha.
III. Industrial/Commercial Subdivision	
A. Approval of Industrial/Commercial Subdivision	
1. Preliminary Approval and Locational Clearance	
- Processing Fee	P432/ha.
- Inspection Fee	P1,500/ha.
2. Final Approval and Development Permit	
- Processing Fee	P720/ha.
- Inspection Fee	P1,500/ha.
(Project already inspected for PALC application may not be charge inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
IV. Farmlot Subdivision	
A. Approval of Farmlot Subdivision	
1. Preliminary Approval and Locational Clearance	
- Processing Fee	P288/ha.
- Inspection Fee	P1,500/ha.
2. Final Approval and Development Permit	
- Processing Fee	P1,440/ha.
- Inspection Fee	P1,500/ha.
(Project already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
V. Memorial Park/Cemetery Project	
A. Approval of Memorial Park/Cemetery Project	
1. Preliminary Approval and Locational Clearance	
a. Memorial Project	P720/ha.

b. Cemeteries	P288/ha.
Inspection Fee	
a. Memorial Project	P1,500/ha.
b. Cemeteries	P1,500/ha.
2. Final Approval and Development Permit	
a. Memorial Project	P3.00/sq. m.
b. Cemeteries	P1.50/sq. m.
- Inspection Fee	
(Project already inspected for PALC application may not be charge inspection fee)	
a. Memorial Project	P1,500/ha.
b. Cemeteries	P1,500/ha.
3. Alteration Fee	Same as Final Approval and Development Permit

3. Issuance of Zoning Certificate

Zoning Certificate is a requirement in land reclassification, land conversion, subdivision permit/Preliminary Approval and Locational Clearance (PALC) and other related requirements from other agencies. It identifies the classification of the subject lot/property.

Office or Division:	City Planning and Development Office (CPDO)/ Land Use and Zoning Division (LUZD)
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	lot/property owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original/Transfer Certificate of Title (1 photocopy)	Registry of Deeds
If the applicant is not the registered owner: - Deed of Sale/Contract to Sell (1 photocopy) - Contract of Lease (1 photocopy) - Authorization to occupy lot (1 photocopy)	
Real Property Tax Declaration (1	Office of the City Assessor

photocopy)				
Current Real Property Tax Official Receipt (1 photocopy)		Office of the City Treasurer/ Revenue Operations Division		
Survey Plan (Lot/Location Plan) - signed and sealed by a Geodetic Engineer (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Receive the application and evaluate the completeness of requirements and identify the classification of the subject lot/property in the zoning map/ordinance.		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I CPDO
2. Pay the fees (at the Office of the City Treasurer) and submit photocopy of Official Receipt (OR).	2.1. Issue Order of Payment.	P 720 per hectare	1 minute	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.2. Accept photocopy of Official Receipt (OR).		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO
	2.3. Prepare, review and validate classification in the Zoning Certificate.		10 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV Engr. Eugene N.

				Cruz, En. P. City Planning and Development Coordinator CPDO
3. Claim Zoning Certificate.	3. Release Zoning Certificate.		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO

4. Issuance of Zoning Clearance

Zoning Clearance is a requirement in the issuance of Business Permit to ensure the conformity or compatibility of the business with the City's Comprehensive Land Use Plan and Zoning Ordinance.

Office or Division:		City Planning and Development Office (CPDO)/ Land Use and Zoning Division (LUZD)		
Classification:		Simple		
Type of Transaction:		G2B - for government services whose client is a business entity		
Who may avail:		Business Permit applicants (New and Change Location/Owner)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Homeowners Association consent - if the business is located inside the subdivision (1 photocopy)		Homeowners Association in that subdivision		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.	1.1. Receive the application and evaluate the business' conformity with the comprehensive land use plan and zoning ordinance.	P 216 (included in the business permit fees)	10 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.2. Conduct site		1 day	Grace Bernadette

	inspection (if necessary).			P. Cabasal Zoning Officer I CPDO
	1.3. Evaluate Inspection Report (if necessary).		5 minutes	Engr. Benjamin M. Ilag Zoning Officer IV CPDO
	1.4. Prepare and approve Zoning Clearance.		5 minutes	Grace Bernadette P. Cabasal Zoning Officer I Engr. Benjamin M. Ilag Zoning Officer IV CPDO
2. Claim Zoning Clearance.	2. Release Zoning Clearance.		30 seconds	Grace Bernadette P. Cabasal Zoning Officer I CPDO

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	May send feedback to: Email address: maloloscpdo@yahoo.com Contact no.: (044) 791-6608 Drop letter at our office drop box
How feedbacks are processed	We validate and evaluate feedbacks for affirmation or correction to better improve our services.
How to file a complaint	State Name, Address and Type of complaint. May file complaint to: Email address: maloloscpdo@yahoo.com Contact no.: (044) 791-6608 Drop letter at our office drop box
How complaints are processed	After receiving, complaints are being validated, evaluated and acted upon.
Contact Information	Email address: maloloscpdo@yahoo.com Contact no.: (044) 791-6608

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

1. After care for Drug Surrenderies (Total duration of service: 6-8 months)

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Recovered Drug Dependent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Court order		Court		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Provide the court order	1. Conduct Initial Intake	N/A	30 minutes	Social worker
2. Listen to the social as she present the Aftercare program and contract	2. Presentation of Aftercare program and contract.	N/A	30 minutes	Social worker
3. Regularly report to the social worker on the date scheduled and attend counselling	3. Conduct counselling	N/A	1 Hour	Social worker
4. Provide needed documentary requirements to avail services	4. Refer client for other services based on initial assessment and plans	N/A	30 minutes	Social worker

2. Case Management of Children at Risk (CAR) (Duration of service per client: 3-6 months)

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Minors below 18 and resident of City of Malolos Parents/Guardian of CAR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Case file containing: Details of the				

case, documents that can serve as basis to determine age: 1.1 Birth Certificate 1.2 Baptismal certificate 1.3 School records 1.4 Travel papers 1.5 Health records		Local Civil Registrar/PSA Church School DFA Health centers/Hospitals/clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Parents will provide necessary documents	1. Pre-screening of documents	N/A	3 minutes	Social worker
2. Appearance of CICL	2. Conduct Intake and Assessment	N/A	1 Hour	Social worker
3. Parents will attend case conference with their barangay representative preferably their BWDO	3. Conduct Case conference with parents/Barangay (BWDO) to discuss intervention program for the child.	N/A	1-2 Hours	Social worker
4. CICL will regularly report to the social worker on the date scheduled	4. Implementation and constant monitoring of the Intervention Program	N/A	30- minutes to 1 hour every session	Social worker
5. CICL will regularly report to the social worker on the date scheduled	5. implementation and monitoring of the disposition program	N/A	1 hour every session	Social worker
5. Child will regularly report to the social worker on the date scheduled	6. Once Intervention program was successfully completed, child will undergo After Care services implemented and monitored by the SW in cooperation with barangay.	N/A		Social worker

**3. Case Management of Children in Conflict with the Law (CICL)
(Duration of service per client: 3-6 months)**

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Minors below 18 and resident of City of Malolos Parents/Guardian of CICL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Case file containing: Details of the case, documents that can serve as basis to determine age: 1.1 Birth Certificate 1.2 Baptismal certificate 1.3 School records 1.4 Travel papers 1.5 Health records		Local Civil Registrar/PSA Church School DFA Health centers/Hospitals/clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Parents will provide necessary documents	1. Initial intake	N/A	20-25 minutes	Social worker
2. Appearance of CICL	2. Assessment of the CICL's case and determination of level of Discernment to be submitted to Prosecutor's Office.	N/A	5-10 days	Social worker
3. CICL will answer Assessment of Discernment Tool	3. Determine if diversion is appropriate; come up with a recommended diversion program to either 1. CSWDO level; 2. Prosecutor's Office Level; 3. Regional Trial Court's Level	N/A	2 days	Social worker
4. CICL together with parents/guardian	4. Conduct a case conference with the child, and parents to	N/A	1-2 Hours	Social worker

will attend case conference	discuss the diversion proceedings and sign the Diversion contract.			
5. CICL will regularly report to the social worker on the date scheduled	5. Implementation of the Diversion Program (Monitoring of child's progress, counselling)	N/A	30 minutes- 1 hour every session (usually for 6 months)	Social worker
	6. Once Diversion Program is successfully completed, the Social Worker in-charge will submit a Terminal Report on the Diversion Program.	N/A	1-2 Days	Social worker
6. Minors will regularly report to the social worker on the date scheduled	7. CICL will undergo After Care Program and services under the CSWDO in cooperation with barangay.	N/A	1 Hour every session	Social worker

4. Case Management of Violence Against Women and Children (VAWC)

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Victims of VAWC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Referral letter		Social worker if not resident of Malolos		
2. Barangay blotter		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Provide all information needed	1. Conduct intake interview and assess the	N/A	1-3 hours	Social worker

	immediate needs of the victim-survivor such as medical Treatment and temporary shelter. Inform victims of available services			
2. Attend counseling	2. Provide crisis intervention. Conduct therapeutic counselling and facilitate safety and security planning with the client.	N/A	1 Hour every session	Social worker
3. Provide needed documentary requirements to avail services	3. Refer client for other services based on initial assessment and plans	N/A	1 Hour	Social worker
4. Inform the SW of the dates of hearings	4. Assists client in court hearings	N/A	1-3 hours every hearing	Social worker

5. Issuance of Assessment for Discernment for CICL

OFFICE OR DIVISION:	CSWDO – Social Service Division
CLASSIFICATION:	
TYPE OF TRANSACTION:	G2C
WHO MAY AVAIL:	Minors below 18 and resident of City of Malolos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy of the following	
1. Court order requesting for disposition and home study report on CICL	Court
2. Case file containing: 2.1 Details of the case 2.2 CICL's birth certificate	Court Local Civil Registrar/PSA

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Parents will	1. Pre-screening of	N/A	5 minutes	Social worker

provide necessary documents	documents			
2. Appearance of CICL	2. Initial Intake/ interview of the CICL	N/A	25 minutes	Social worker
3. CICL has to answer Discernment Tool to determine minor's level of discernment.	3. Social Worker in-charge will assess the child's current situation and determine level of discernment.	N/A	25 minutes	Social worker
	4. Release of final assessment and submit document to the Prosecutor's Office / Municipal Trial Court.	N/A	1 day Preparation of assessment 5-10 days to submit the assessment to the Prosecutor's Office / Municipal Trial Court.	Social worker

6. Issuance of Certificate of Indigency

OFFICE OR DIVISION:	CSWDO – Social Service Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Resident of City of Malolos of legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Barangay Certificate of Indigency	Barangay Hall (Brgy Captain)			
2. Certificate of No Property	City Assessor's Office			
3. Certificate of No Business	Business and Licensing Division			
4. Valid ID	Government agencies			
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. The client needs to submit the required documents.	1. Review/screening of the submitted requirements	N/A	2 minutes	CSWDO Staff

2. Provide needed information	2. Interview of Client	N/A	5 minutes	CSWDO Staff
3. Wait or the release	3. Prepare Certification	N/A	10 minutes	CSWDO Staff
	4. Review and approval of certification	N/A	2 minute	Lolita SP. Santos, RSW
4. Check the documents and receive if no correction	5. Recording and Releasing of certification	N/A	1 minute	CSWDO Staff

7. Issuance of Disposition / Home Study Report / Disposition Program for CICL (Duration of service per client: 6-8 months)

OFFICE OR DIVISION:		CSWDO – Social Services Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Minors below 18 and resident of City of Malolos		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Court order requesting for disposition and home study report on CICL		Court		
2. Case file containing: 2.1 Details of the case 2.2 CICL's birth certificate		Court Local Civil Registrar/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Parents will provide necessary documents	1. Pre-screening of documents	N/A	3 minutes	Social worker
2. Appearance of CICL	2. Initial Intake/ interview of the CICL	N/A	1 Hour	Social worker
	3. Assess the child's current situation, write a home study report and create disposition.	N/A	1 day	Social worker

	4. Release of Home study report and propose disposition and submit document to Court	N/A	1 day	Social worker
5. CICL will regularly report to the social worker on the date scheduled	5. implementation and monitoring of the disposition program	N/A	1 hour every session	Social worker

8. Issuance of Persons with Disability Identification Card

OFFICE OR DIVISION:	CSWDO –COMMUNITY AFFAIRS DIVISION
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	C2G
WHO MAY AVAIL:	All qualified person's with disability applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEW APPLICANTS	
1. Application form	CSWDO CAD Office
2. Medical Certificate	Issued by the Specialist Doctor
3. 2 pcs 1x1 picture	
4. Barangay Certificate	Barangay Hall (Punong Barangay)
FOR RENEWAL	
➤ Application Form	CSWDO-CAD Office
➤ 2 pcs 1x1 picture	Attending Physician (Hospital)
➤ Barangay Certificate	Barangay Hall (Punong Barangay)
➤ Old ID & Booklet	

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the Required Documents for Initial Assessment and Verification	1. Receive the Required Documents and Check the Completeness	N/A	3 minutes	CAD Staff
2. Wait for the release of the ID	2. If Qualified, start the Processing of PWD ID	N/A	5-10 minutes	CAD Staff
	3. Approval and	N/A	3 minutes	City Mayor

	affixing signature of the City Mayor & CSWDO Department Head			CAD-Division Head
	Release of PWD ID to the Client	N/A	3 minutes	CAD Staff
3. Check the ID and receive if no correction	4. Release of PWD ID to the Client	N/A	3 minutes	CAD Staff

9. Issuance of Referral / Recommendation of Livelihood Assistance

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		Resident of City of Malolos of legal age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Barangay Certificate of Indigency		Barangay Hall (Brgy. Captain)		
2. Personal Letter to the Governor		Client		
3. Project Proposal		Client		
4. Meralco Bills		Meralco Office		
5. Marriage Certificate		Local Civil Registrar Office/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. The client needs to submit the required documents.	1. Review the submitted requirements	N/A	5 minutes	CSWDO Staff
2. Provide needed information	2. Interview of Client	N/A	5 minutes	CSWDO Staff
3. Wait or the release	3. Preparation of Project Proposal	N/A	10 minutes	CSWDO Staff
	4. Approval and Affixing of Signature	N/A	1 minute	Lolita SP. Santos, RSW
4. Check the documents and receive if no correction	5. Recording and Releasing of Papers	N/A	1 minute	CSWDO Staff

10. Issuance of Solo Parent Identification Card

OFFICE OR DIVISION:		CSWDO –COMMUNITY AFFAIRS DIVISION		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		All qualified Solo Parent new and renewal applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR NEW APPLICANTS				
5. Application form		CSWDO CAD Office		
6. Death Certificate (if widow)		Issued by the Specialist Doctor		
7. Affidavit of Solo Parent (if single/separated)		Notary Law Office		
8. Cedula		Treasurer's Office		
9. ITR/Payslip		BIR/Company HR		
10. Barangay Certification		Barangay Hall		
11. 2 pcs 1x1 picture				
12. Xerox copy of Birth Certificate (children)		LCR/PSA		
13. School Certificate/Xerox ID		School		
FOR RENEWAL				
➤ Application Form		CSWDO-CAD Office		
➤ School Certificate/Xerox ID				
➤ Barangay Certificate		Barangay Hall (Brgy Captain)		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the Required Documents for Initial Assessment and Verification	1. Receive the Required Documents and Check the Completeness	N/A	3 minutes	CAD Staff
2. Provide needed information	2. Validation of Solo Parent New Applicants/Renewal	N/A	1-2 days	CAD Staff
	3. If Qualified, prepare the Solo Parent ID	N/A	5-10 minutes per ID	CAD Staff
3. Return on the schedule date of release of ID	4. Approval and affixing signature of the City Mayor & CSWDO Department Head	N/A	3 minutes	City Mayor CSWDO-Head

4. Check the ID and receive if no correction	5. Release of Solo Parent ID to the Client	N/A	3 minutes	CAD Staff
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11. Issuance of Travel Clearance to Minor Travelling Abroad

OFFICE OR DIVISION:	CSWDO – Social Service Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C
WHO MAY AVAIL:	Minor below 18 years old who is resident of City of Malolos. Note: No minor below 13 years old shall be allowed to travel alone
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	CSWDO- Social Services Division
2. Assessment Report from the Local Social Welfare and Welfare and Development Office (LSWDO) or SWO II of the Social Welfare and Development (SWAD) team	CSWDO- Social Services Division
3. A photo copy of Birth Certificate of minor/s from the PSA	PSA Office
4. A photo copy of marriage certificate of the minor’s parents from the PSA	PSA Office
5. In the case of illegitimate minor, certificate of no marriage (CENOMAR) of the minor’s mother from the PSA.	PSA Office
6. Special Power of Attorney and Affidavit of support and Consent from minor’s parents from the Philippine Embassy/ Consulate for parents who are working abroad w/ attached photo copy of passport and working permit/visa. For parents who worked locally Notary Affidavit of Support and Consent and Support at the place of residence of minor/s, the solo parent or the legal guardian with valid identification card w/ specimen signature permitting the minor to travel to a foreign country.	Any Law Office (place of residence of parents)
7. Two (2) original colored 1x1 photos (white, red or blue background) of the minor taken w/in the last six (6) months from the time of application. No scanned picture is allowed.	Any photo studio

8. Affidavit of support and certified copy of any evidence to show financial capability of sponsor (parents/legal guardian or other person/agency shouldering the expenses) such as 8.1 Certificate of Employment or 8.2 latest Income Tax Return or 8.3 Bank Statement, etc.		Any Law office HR BIR BANK		
9. Photo copy of death certificate from PSA, in case of either or both parents of minor are deceased;		PSA		
10. Photo copy of passport of minor's traveling companion, if appropriate.		DFA		
11. Unaccompanied minor (for 13 above minors), Certificate from the Airlines and Waiver from the parent/s releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the minor.				
12. Assessment fee (LGU): P200.00		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit all documentary requirements	1. Check the authenticity of submitted documents	N/A	5 minutes	CSWDO Staff
2. Provide needed information	2. Interview parents/guardian/minor	N/A	5 minutes	CSWDO Staff
3. Wait for the release of Assessment report	3. Prepare of Assessment Report for minor travelling abroad	N/A	20-25 minute	CSWDO Staff
4. Payment of Assessment Fee		P 200.00	10 minutes	City Treasurer's Office
	4. Review and Approval of Assessment Report Recording and Releasing		3 minutes	LOLITA SP, SANTOS, RSW /In-charge social worker
5. Receive the sealed assessment report and requirements	5. Record/release assessment report	N/A	2 minutes	CSWDO Staff

(to submit at DSWD RO III)				
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12. Provision of Aid to Individuals in Crisis Situation and Indigent

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		C2G		
WHO MAY AVAIL:		All needy and disadvantaged individual/family.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Mayor		Client		
Barangay Certificate of Indigency		Barangay Hall (Punong Barangay)		
Valid ID		Client		
ADDITIONAL DOCUMENTS: MEDICAL ASSISTANCE				
➤ Medical Abstract or Medical Certificate (if with illness)		Attending Physician (Hospital)		
➤ Updated Doctor's Prescription with PTR/License number with doctor's signature (for medicine)		Attending Physician (Hospital)		
➤ Hospital bill (hospitalization)		Hospital		
➤ Protocol (for dialysis/cancer patients)				
➤ Quotation (for confinement)		Attending Physician (Hospital)		
➤ Procedure Request (for medical examination)		Attending Physician (Hospital)		
➤ Police Report/Copy of Complaints (for court related expenses)		PNP Office		
FOR BURIAL ASSISTANCE				
➤ Funeral contract		Service provider		
➤ Death Certificate		Hospital		
EDUCATIONAL ASSISTANCE				
➤ Latest Certificate of enrollment/registration		School		
➤ Latest School ID		School		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1. Check the authenticity of submitted documents	N/A	2 minutes	CSWDO Staff

2. Provide needed information	2. Interview client/closest relative of client	N/A	5 minutes	CSWDO Staff
3. Wait for the release of Social Case Study Report/ Assessment	3. Prepare of Social Case Study/ Assessment	N/A	20 minutes	CSWDO Staff
4. Wait for the release of Social Case Study Report/ Assessment	4. Approval of CSWDO/officer-in-charge	N/A	2 minutes	P Lolita SP. Santos, RSW
5. Receive the Social Case Study Report/ Assessment	5. Release Social Case Study Report/ Assessment	N/A	1 minute	CSWDO Staff

13. Securing Pre-Marriage Counseling Certificate

The Service is in compliance with P.D 965 and Article 16 of the family code by conducting Pre-Marriage Orientation/Counseling Seminar/Session to applicants for marriage license as pre-requisite for securing marriage license.

OFFICE OR DIVISION:		CSWDO –Population Welfare Division		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		Applicants of Marriage license (18 yrs old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished pre- Marriage Counseling Information Sheet		CSWDO/population Welfare Division		
2. 1 pc-2x2 Picture of Couple		Any photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Provide the necessary documents/fil I up PMC Information Sheet	1. Received the documents and check the completeness and authenticity of each	N/A	10 minutes	CSWDO/Population Welfare Division

	documents			
2. Provide needed information of the interviewer	2. Interview Applicants and Schedule for PMC Session	N/A	10 minutes	CSWDO/Population Welfare Division
3. Attend PMC session on the date scheduled	3. Conduct PMC session	N/A	3-4 hours	CSWDO/Population Welfare Division
4. Return on the schedule date of release of certificate	4. Prepared PMC certificate	N/A	5 minutes per certificate	CSWDO/Population Welfare Division
5. Check certificate and receive if no correction	Release/ Issuance PMC Certificate	N/A	5 minutes (release of PMC is 10 working days after the PMC session)	CSWDO/Population Welfare Division

14. Walk-in cases of WEDC/VAWC/Mental Patients/Individuals in Difficult Situations

OFFICE OR DIVISION:		CSWDO – Social Service Division		
CLASSIFICATION:				
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL:		PATIENTS/INDIVIDUALS IN DIFFICULT SITUATIONS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the following				
1. Referral Letter				
2. Barangay blotter		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Provide the referral letter/barangay blotter if applicable	1. Conduct Initial Intake	N/A	20 minutes	Social worker
2. Attend counselling	2. Conduct counselling	N/A	1-2 Hours	Social worker
3. Provide needed documentary	4. Refer client for other services (if	N/A	30 minutes	Social worker

requirements to avail services	necessary)			
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the City Government of Malolos Client Feedback Form and drop it in the designated drop box at the window or at the Information desk at the lobby. Contact information: Human Resources Office (044) 791-1755
How feedbacks are processed	All the Client Feedback Form will be collected by the HRMO and will be evaluated to determine its merit or identify feedbacks that require immediate action/answer from the concerned office.
How to file a complaint	Client/s may submit their written complaint to CSWDO office or directly to the HRMO. Or via Electronic mail to the CITO: cito@maloloscity.gov.ph ; or at cswdomalolos@yahoo.com Provide all the necessary information including the name of the subject staff/personnel so we can provide immediate actions.
How complaints are processed	The CSWDO with HRMO will conduct internal investigations to determine the existence of a probable cause to any complaint received against the CSWDO staff/personnel. The subject personnel will be evaluated by the Department head of the CSWDO and the CHRMO will provide necessary actions.
Contact information	

CITY TRAFFIC MANAGEMENT OFFICE

1. Regulatory Sticker for PUJ

Office or Division:	POSD – CTMO			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO GOVERNMENT			
Who may avail:	OPERATOR – DRIVER OF PUJ			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OFFICIAL RECEIPT AND CERTIFICATE OF REGISTRATION			LTO	
FRANCHISE			LTFRB	
NOTICE OF HEARING			LTFRB	
LICENSE			LTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY FOR REGULATORY STICKER	1. CITY TRAFFIC MANAGEMENT OFFICE	...	5 MINUTES	JOEL MASANGKAY (CTMO OFFICER)
2. PAYING FOR REGULATORY STICKER	2.1 CITY TREASURY OFFICE	STICKER	5 MINUTES	BONIFACIA CAPULE (TREASURY OFFICER)
3. RELEASE OF REGULATORY STICKER	2.2 CITY TREASURY OFFICE	...	5 MINUTES	MELANY DAYAO (TREASURY OFFICER)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and give it to the officer in the City Traffic Management Office.
How feedbacks processed	Monday to Friday you give a client feedback form to the CTMO officer. Feedback requiring answer forwarded to the relevant offices and they are required to answer within 3 days of the receipt of the feedback.
How to file a complaint	Go to CTMO answer the Complaint Form and make sure to provide the following information. <ul style="list-style-type: none"> - name of person being complained - incident - evidence - your contact number
How complaints are processed	<ul style="list-style-type: none"> - Evaluate the complaint. - Issued a Memo to the complained person. - Complaint and answer to the Memo will be forwarded to the CHRMO for the Investigation.
Contact Information	

CITY TRAINING, EMPLOYMENT AND COOPERATIVE OFFICE

1. Availment of Training Skills for Center-based Training

Application of Training and Enrollment Procedures for Center-Based

Office or Division:	CTECO - Training Division			
Classification:				
Type of Transaction:	Government to Applicant			
Who may avail:	<ol style="list-style-type: none"> 1. General Public or any client or applicant, male or female 2. Must be atleast 18 years of age 3. Must be atleast High School Graduates 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete list of documentary requirements		Secure from Training Center Registrar Center-Based and Community Based		
Four (4) pcs. 1"x1" ID Pictures		Photography shop or studio		
Four (4) pcs Passport Size (white background with collar)		Photography shop or studio		
Bring original and submit photocopy of the following: <ol style="list-style-type: none"> a. Brgy. Clearance b. Birth Certificate c. HS Diploma/ College/ TOR 		Documentary Requirements: Brgy. Hall PSA or Local Civil Registrar Office School		
Chest X-Ray Result		Issued by licensed physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor's Log Sheet	Log in at visitor's log book, Security Guard on duty	none	1 minute	<i>Security Guard on Duty</i>
2. Client Log Sheet/ Log Book	Registrar provides the applicant with information about the training skills program needed and the documentary requirements	none	2-15 minutes	<i>Registrar or Admin Personnel (Training)</i>
3. Applicants' Registration	Registrar checked and validates the documents	none	30 minutes	<i>Registrar or Admin Personnel</i>

	submitted with duly accomplished Trainees Profile			<i>(Training)</i>
4. Training Schedule	Registrar will notify the qualified applicants through thru call or text for the schedule of orientation and training	none	2 minutes	<i>Registrar or Admin Personnel (Training) and Trainer</i>

2. Availment of Training Skills for Community Based Training

Application of Training and Enrollment Procedures for Community Based

Office or Division:	CTECO - Training Division			
Classification:				
Type of Transaction:	Government to Applicant			
Who may avail:	<ol style="list-style-type: none"> 1. General Public or any client or applicant, male or female 2. Must be atleast 18 years of age 3. Must be atleast High School Graduates 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete list of documentary requirements		Secure from Training Center Registrar Center-Based and Community Based		
Four (4) pcs. 1"x1" ID Pictures		Photography shop or studio		
Four (4) pcs Passport Size (white background with collar)		Photography shop or studio		
Bring original and submit photocopy of the following: <ol style="list-style-type: none"> a. Brgy. Clearance b. Birth Certificate c. HS Diploma/ College/ TOR 		Documentary Requirements: Brgy. Hall PSA or Local Civil Registrar Office School		
Chest X-Ray Result		Issued by licensed physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor's Log Sheet	Log in at visitor's log book, Security Guard on duty	none	1 minute	<i>Security Guard on Duty</i>

2. Client Log Sheet/ Log Book	Registrar/ Community Based Coordinator provides the applicant with information about the training skills program needed and the documentary requirements	none	2-15 minutes	<i>Registrar or Community Based Coordinator</i>
3. Applicants' Registration	Registrar/ Community Based staff checked and validates the documents submitted with duly accomplished Trainees Profile	none	30 minutes	<i>Registrar or Community Based Staff</i>
4. Training Schedule	Registrar/ Community Based Staff will notify the qualified applicants through thru call or text for the schedule of orientation and training	none	2 minutes	<i>Registrar or Community Based Staff</i>

3. Business Permit

PESO clearance is issued to applicants with regards to Kautusang Bayan Blg.02-99 and Kapasyahang Panlungsod Blg.86-2010

Office or Division:	CTECO - Employment Division
Classification:	
Type of Transaction:	Government to Business Establishment
Who may avail:	1. Persons applying for a Business Permit

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete list of Employees		Secure from business establishment		
Company Profile		Business Establishment/ Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of employees	Evaluate listings	none	2 minutes	<i>Admin - Employment Staff</i>
2. Wait for the evaluation and verification	Conduct random verification	none	2 – 5 minutes	<i>Admin - Employment Staff</i>
	Approves submitted list of employees	none	1 minute	<i>Employment Head/ Division Chief- Employment (PDO IV)</i>
3. Receives Clearance and Certification	Issues certification and clearance	none	1 minute	<i>Admin - Employment Staff</i>
END OF TRANSACTION				

4. Job Referral

Applicants looking for jobs are issued job referrals based on skills and education attainment

Office or Division:	CTECO - Employment Division
Classification:	
Type of Transaction:	Government to Applicant
Who may avail:	1. Applicants looking for work in private companies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Resume	Applicant
PEIS Form	Employment Office (PESO Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name in Applicants Logbook	Assist applicant when writing in logbook	none	2 minutes	<i>Admin - Employment Staff</i>
2. Fill out the PESO Employment Information System (PEIS) Form	Assist applicant while filling out form	none	2-5 minutes	<i>Admin - Employment Staff</i>
3. Submit resume and completed PEIS Form	Check applicant resume and PEIS form	none		<i>Admin - Employment Staff</i>
4. Scan job vacancies	1. Assist applicant and ensure that the chosen job is based on his/her skills and work experience (job counselling) and provide one of the following:	none	2 minutes	<i>Admin - Employment Staff</i>
5. Receive Job Referral Letter	1.1 Issue the applicant with a job referral letter, if there is a job match,	none	2-3 minutes	<i>Employment Head/ Division Chief- Employment (PDO IV)</i>
	1.2 Refer applicant to a skills training if there is no job match			

5. Releasing of Training Certificates

Issues certificates of training for Center-Based and Community Based

Office or Division:	CTECO - Training Division			
Classification:				
Type of Transaction:	Government to Applicant			
Who may avail:	<ol style="list-style-type: none"> 1. Graduated trainees 2. Trainees passed the Assessment Examination 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official List of Graduates		Secure form Training Center Registrar (Center-Based and Community Based)		
Valid ID's for identification		Authorized gov't offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor's Log Sheet	Log in at visitor's log book, Security Guard on duty	none	1 minute	<i>Security Guard on Duty</i>
2. Request for the release of Training Certificate and show any valid ID for identification	1. Registrar/ Community Based Coordinator validates the Identification Card and checks the name of trainees in the Official List of Graduates	none	5 minutes	<i>Registrar/ Community Based Coordinator</i>
2.1 Claims Certificate of Training	1.1. Releases Training Certificates 1.2. Releases Competency Assessment Result Summary (CARS)			
1. Training Certificate Record Sheet	Sign on the record sheet	none	1 minute	<i>Registrar or Community Based Staff</i>

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6. Request for Cooperative and Livelihood-related Seminars and Trainings

Facilitate and assist in cooperative and livelihood related seminars and trainings

Office or Division:	CTECO - Cooperative Division			
Classification:				
Type of Transaction:	Government to Citizens			
Who may avail:	1. Duly registered cooperatives operating in the City of Malolos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Cooperative		
List of attendees		Requesting Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	Receive the submitted letter	none	2 minutes	<i>Admin Staff-Coop (Administrative Aide I) - Cooperative Division</i>
2. Wait for the confirmation of the requested livelihood related seminar or training	Coordinate with Training Center regarding livelihood trainings and confirm the schedule of the livelihood training/ seminar	none	5-10 minutes	<i>Admin Staff - Coop (Administrative Aide I) - Cooperative Division</i>
3. Attend the scheduled Livelihood Training/Seminar	Conduct of scheduled Livelihood Training/Seminar	none	4-8 hours	<i>Training Division</i>

7. Request for Financial Assistance (Soft Loan)

Grant to Primary Cooperative for Financial Assistance/ Soft Loan

Office or Division:	CTECO - Cooperative Division			
Classification:				
Type of Transaction:	Government to Primary Cooperatives			
Who may avail:	1. Duly registered cooperatives operating in the City of Malolos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Cooperative		
Pertinent and attachments for purpose of assistance/ project proposal and feasibility study		Requesting Cooperative		
Mayor's Permit		City Mayor's Office		
Articles of Cooperation and By-Laws		Requesting Cooperative		
Audited Financial Statement		Requesting Cooperative		
Memorandum of Agreement between the City Government and the Primary Cooperative (Proof of Sangguniang Panlungsod (SP) Accreditation)		Sangguniang Panlungsod – City Government of Malolos		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	Receive necessary requirements	none	2 minutes	<i>Division Chief - Cooperative (PDO IV)</i>
2. Wait for the processing of documents	Review the submitted required documents	none	1 week	<i>Division Chief - Cooperative (PDO IV)</i>
	Approval of the City Cooperative Officer	none		<i>Cooperative Head</i>
	Forward the document to the Office of the City Mayor for	none		<i>Administrative Unit</i>

	approval			
	Transmit to the Sangguniang Panlungsod for the resolution/ Memorandum of Agreement	none		
	Process the voucher	none		
3. Receive the Check	Releasing of Check	none	5 minutes	<i>City Treasurer's Office</i>

8. Scheduling of Needs Analysis For Organization of Cooperatives

Assistance in the Organization of Primary Cooperative

Office or Division:	CTECO - Cooperative Division			
Classification:				
Type of Transaction:	Government to Primary Cooperatives			
Who may avail:	1. Group intending to organize cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Cooperative		
Initial List of Officers		Requesting Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	Receive the submitted letter	none	2 minutes	<i>Admin Staff-Coop (Administrative Aide I) - Cooperative Division</i>
2. Undergo interview/pre-	Conduct interview/pre-	none	10-15 minutes	<i>Cooperative Head/</i>

orientation/ briefing	orientation/ briefing			<i>Divison Chief - Cooperative (PDOIV)</i>
3. Wait for the confirmation and schedule of Pre-Registration Seminar (PRS)	Coordination with CDA for PRS schedule	none	5-10 minutes	<i>Cooperative Head/ Divison Chief - Cooperative (PDOIV)</i>
4. Attend the scheduled Pre-Registration Seminar (PRS)	Conduct and give Technical Assistance in the scheduled PRS	none	8 hours	<i>Division Chief - Cooperative (PDO IV)/CDA Resource Speaker</i>

FEEDBACK AND COMPLAINTS MECHANISM

CITY OF MALOLOS TRAINING CENTER

How to send feedback	1. Accomplish Applicants Feedback Form
	2. Drop in the designated drop box of City of Malolos Training Center
	3. Send feedback complaints thru e-mail ctecomtc@yahoo.com
	4. You can contact us through our telephone number 794-3630
How feedbacks are processed	1. Receive a feedback using the following: a. written feedback form and complaints b. receiving telephone calls to give feedbacks c. sending e-mail
	2. Interview and assess the applicants need
	3. Record the feedback in a log book/sheet with name, address, contact number, inquiry/ complaints and the date it was received
	4. Refer the inquiries/complaints to concerned staff/focal person
	5. Records inquiries/complaints and indicates action taken
	6. Consolidate and file the report.
How to file a complaint	1. Applicant file complaints using Applicant's Complaint Report Form or give suggestions.
	2. Applicant calls to report a complaint
	3. Applicant send email to report a complaint

	<p>4. Make sure to provide the following information:</p> <ul style="list-style-type: none"> o Name of person(s) being complained o Date of Incident/Transaction o Incident/Transaction o Evidence o Other that may support complaint
How complaints are processed	<p>1. Receive a complaint using the following:</p> <ul style="list-style-type: none"> a. written complaint form b. receiving telephone calls to report complaints c. sending e-mail
	<p>2. Record the complaints in a log book/sheet with name, address, contact number, complaints and the date it was received</p>
	<p>3. Reads and assess the nature of the complaints</p>
	<p>4. Identify who should be handling the complaint, add the name of the responsible to the data base or file</p>
	<p>5. Refers issues to the concerned person/ staff/ head</p>
	<p>6. Prepares, review, provides necessary action on complaint</p>
	<p>7. Inform on the status of his/her complaint</p>
Contact Information	<p>(044) 794-3630 ctecomtc@yahoo.com</p>

FEEDBACK AND COMPLAINTS MECHANISM	
CTECO – EMPLOYMENT AND COOPERATIVE DIVISION	
How to send feedback	1. Use Community Feedback Log Sheet - Accomplish the client feedback form and

	drop it at the designated drop box in front of CTEC Office
	2. Use help desks and information desks
	3. Use phone lines for calls and/or SMS
	4. Use E-mail address for feedbacks/complaints
How feedbacks are processed	1. Receive a feedback using a written feedback log
	2. Record the feedback in a database with the date it was received, name and contact details
	3. Identify areas where we need to improve
How to file a complaint	1. Use Community Complaints Log Sheet - Accomplish the client complaint form and drop it at the designated drop box in front of CTEC Office
	2. Use help desks and information desks
	3. Use phone lines for calls and/or SMS thru 09254661735 (Cooperative Division).or use email address pesomalolos@yahoo.com.ph for Employment Division Make sure to provide the following information: o Name of person(s) being complained o Date of Incident/Transaction o Incident/Transaction o Evidence o Other that may support complaint
How complaints are processed	1. Receive a complaint using a written complaints log

	2. Record the complaints in a database with the date it was received, name and contact details
	3. Identify who should be handling the complain, and add the name of the responsible to the database
	4. Responding to the complaints
Contact Information	09254661735 pesomalolos@yahoo.com

CITY TREASURY OFFICE

1. Assessment of Real Property Tax due

Office or Division:	City Treasury Office- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tax Declaration			City Assessor's Office	
Copy of O.R. of previous payment			From the client/ taxpayer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present tax declaration or Official Receipt of previous payment to the Cashier at Window 1, 2 or 3.	1.1 Accept tax declaration or Official Receipt of previous payment as reference for the assessment of tax due.	Amount of tax due	3-5 minutes	Window 1 Crispina Salazar Window 2 Anna Marie Reyes Window 3 Raquel Liwanag

2. Payment of Business Tax

Office or Division:	City Treasury Office- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Account			Business Permit and Licensing Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Statement of Account	1.1 Accept the Statement of Account as	Amount of tax due	1-3 minutes	Window 4 Ma. Luisa Arellano

to the Cashier at Window 4, 5 or 6.	reference for the issuance of Official Receipt.			Window 5 Darlene Preciosa Abella Window 6 Marites Francisco
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3. Payment of Community Tax Certificate

Office or Division:	City Treasury Office- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out Form of client's information or		Window 9 or 10		
Previous issued CTC		From the client/taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled out form to the Cashier at Window 9 or 10	1.1 Accept the filled out form or previous issued CTC as reference for the issuance of CTC	A. P5.00 + P1.00/1,000.00 (not to exceed P5,000.00) B. P500.00 + P2.00/5,000.00 (not to exceed P10,000.00)	2-3 minutes	Window 9 Lourdes Dela Cruz Window 10 Julieta Santos

4. Payment of Miscellaneous Fees

Office or Division:	City Treasury Office- Revenue Division
Classification:	Simple
Type of	G2C

Transaction:				
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		City Civil Registrar Office, City Engineering Office,		
		City Health Office, City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment at Window 4, 5 or 6.	1.1 Accept the Order of Payment as reference for the issuance of Official Receipt	See Table of Miscellaneous Fees	1-2 minutes	Window 4 Ma. Luisa Arellano Window 5 Darlene Preciosa Abella Window 6 Marites Francisco

Table of Miscellaneous Fees

Fees:	
A. Health ID	- Php 100.00
B. Working Permit	- Php 300.00
C. Court Clearance	- Php 100.00
D. Mayor's Clearance	- Php 100.00
E. P.T.R	- Php 300.00 (January) (February – December surcharge .25, penalty .02 per month)
F. R.A. 9842 on Anti-Rabies Act of 2007	-Php500.00/1,000.00
G. Motorcade	- Php 150.00
H. Dropping	- Php 50.00
I. Franchise	- Php 215.00
J. MTOP	- Php 150.00per year
K. Regulatory Sticker	- Php 200.00
L. Police Clearance	- Php50.00 local Php100.00 abroad
M. CTC	- Php 50.00
N. Solemnization Fee	- Php 150.00
O. Certified True Copy	- Php 50.00 (Certificate Engineering) Php 150.00 (Zoning Certificate)

P. Tax Clearance	- Php100.00
Q. Travel Fee	- Php200.00
R. Application Fee	- Php100.00
S. Special Services	- Php100.00
T. Certified True Copy	- Php 50.00 (Birth) Php50.00(Marriage) Php 50.00 (Death)
U. Legitimation	- Php100.00
V. Death	- Php100.00(Cremation)
W. Late Registration	- Php 100.00(Transfer Permit)

5. Payment of Real Property Tax

Office or Division:	City Treasury Office- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration		City Assessor's Office		
Copy of O.R. of previous payment		From the client/ taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present tax declaration or Official Receipt of previous payment to the Cashier at Window 1, 2 or 3.	1.1 Accept tax declaration or Official Receipt of previous payment as reference for the issuance of Official Receipt.	Amount of tax due	1-2 minutes	Window 1 Crispina Salazar Window 2 Anna Marie Reyes Window 3 Raquel Liwanag

6. Payment of Traffic Violation/s

Office or Division:	City Treasury Office- Revenue Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Traffic Citation Ticket			Traffic Violator	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the traffic citation ticket to the Cashier at Window 7	1.1 Accept the citation ticket as reference for the assessment and issuance of Official Receipt	Per violation committed	2-5 minutes	Window 7 Bonifacia Capule

CITY VETERINARY OFFICE

1. Animal Treatment

Office or Division :		City Veterinary Office		
Classification :		Simple		
Type of Transaction :		Government to Citizen		
Who may avail :		Residents of Malolos who are livestock raisers or pet owners.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
-Must be residents of Malolos -livestock raisers / pet owners			Walk - in / call/ text to the CVO.	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Appointment thru text, call or walk – in.	0	30 minutes	C.V.O. / staff
2	History taking and Physical Examination	0	10 minutes	City Veterinarian
3	Treatment of animals	0	2 minutes	City Veterinarian

2. Impounding

Office or Division :		City Veterinary Office		
Classification :		Simple		
Type of Transaction :		Government to Citizen		
Who may avail :		Constituents of Malolos		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Without request			Routine roving and catching of stray dogs and cats.	
With Request - Request letter - Via text / call or social media			-Address to the M.O. or C.V.O. -Sent to M.O. or C.V.O.	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Verification of letter / call / text / Social media.	0	10 minutes	C.V.O. / staff
2	Preparation of vehicles, equipment	0	5 minutes	C.V.O. / Poundkeeper

	and pound keepers.			
3	Proceed to the area concern (stray dogs).	0	2 hours	Poundkeeper
4	Transport of seized animals to the City Pound.	0	30 minutes	Poundkeeper
5	Redemption of seized animals (penalty)	P500 (RA 9482)	20 minutes	Pet Owner Cashiers / Treasurer's Office

3. Meat Inspection

Office or Division :		City Veterinary Office		
Classification :		Simple		
Type of Transaction :		Government to Citizen		
Who may avail :		Livestock traders / Meat vendors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Veterinary Health Certificate			License Veterinarian (subject for inspection before issuance of Veterinary Health Certificate)	
2. Shipping Permit			Provincial Veterinary Office / BAI	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Checking and verification of VHC and SP.	0	5 minutes	Meat Inspector
2	Ante – mortem Inspection	0	2 minutes / hog	Meat Inspector
3	Post – mortem Inspection	0	2 minutes / hog	Meat Inspector
4	Issurance of Meat Inspection Certification (MIC)	0	3 minutes	Meat Inspector
5	Weighing and recording of	P70.00 / Carcass	4 minutes	Weigher (weighing only)

	weights and submitted to the collector.			MAPUMA (collection of fee)
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4. Rabies Vaccination

Office or Division :		City Veterinary Office		
Classification :		Simple		
Type of Transaction :		Government to Citizen		
Who may avail :		Pet owners (residents of Malolos)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Pet owners must be a resident of Malolos ;			Interview and identification card.	
B. Animals must be apparently healthy ;			History taking and physical examination.	
C. Dogs and cats must at least 3 months old.			Date of birth of animals.	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Barangays Mass Anti-Rabies Vaccination - Request letter address to the Mayor or CVO. Walk – in Clients - Via text / call or social media	0	4 hours	Barangay Officials C.V.O.
			5 minutes	Pet Owners C.V.O.
2	History taking of the Animals.	0	5 minutes	C.V.O. / staff
3	Physical examination of the Animals.	0	5 minutes	C.V.O. / staff
4	Vaccination	0	1 minute	C.V.O. / staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Clients Feedback Form and drop it in the designated box.
How feedbacks are processed	The HRMO collects all accomplished feedback form, feedbacks are then evaluated, and identify complaints which requires immediate action or answer.
How to file a complaint	Written complaint may be submitted to Mayors Office or proceed directly to City Veterinary Office. Complaint and complainant information must be complete in its details.
How complaints are processed	Upon receive of the complaint against CVO or its employee, the office shall initiate investigation for the determination of the probable cause. Answer to the complaint will be submitted to the HRMO for proper action.
Contact Information	

List of Offices

	DEPARTMENT	HEAD / OIC	LOCATION
1	City Accounting Office	Ms. Marciana D. Jimenez	Ground Floor
2	City Administrator - Business Permit and Licensing Office	- Atty. Aida S. Bernardo	2 nd Floor - Ground Floor
3	City Agriculture Office	Mr. Romeo Bartolo	3 rd Floor
4	City Assessor Office	Ms. Leonora A. Resolis	Ground Floor
5	City Budget Office	Ms. Leilani O. Maclang	2 nd Floor
6	City Civil Registry	Ms. Jocielyn A. Javier	Ground Floor
7	City Economic and Enterprise Development Office	Mr. Victorino G. Aldaba, Jr.	3 rd Floor
8	City Engineering Office	Engr. Ricasol P. Millan	3 rd Floor
9	City General Services Office	Engr. Reynaldo S. Garcia	3 rd Floor
10	City Health Office	Dr. Victor Antonino R. Batanes	2 nd Floor
11	City Human Resource Management Office	Mr. Mark Lester S. Santos	3 rd Floor
12	City Legal Office	Atty. Raymond Reyes	2 nd Floor
13	City Mayor's Office - City Disaster Risk Reduction and Management Office - City Environment and Natural Resources Office - City Information Office - City Information and Technology Division - City Traffic Management Office - City Tourism, Arts, Culture, Youth and Sports Office	Mr. Cesar B. Caluag, Jr. Mr. Oscar Nicodemus Mr. Regemrei Bernardo Mr. Joel Eugenio Mr. Adelio Asuncion Mr. Rolly Marcelino	Ground Floor 3 rd Floor 2 nd Floor 5 th Floor Ground Floor 5 th Floor
14	City Planning and Development Office	Engr. Eugene N. Cruz	3 rd Floor
15	City Social Welfare and Development Office	Ms. Lolita P. Santos	Ground Floor
16	City Training, Employment and Cooperative Office	Mr. Ravenal S. Ramos	3 rd Floor
17	City Treasury Office	Mr. Anthony A. Mendoza	Ground Floor
18	City Veterinary Office	Mr. Jorge V. Crisostomo	3 rd Floor
19	City Vice Mayor's Office	Hon. Noel G. Pineda	4 th Floor
20	Office of the Secretary of the Sangguniang Panlungsod	Ms. Cristina R. Gutierrez	4 th Floor