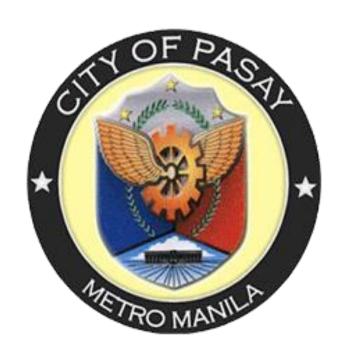


Cover Page



City Government of Pasay

CITIZEN'S CHARTER

2024 (6th Edition)



1st Page



City Government of Pasay

CITIZEN'S CHARTER 2024 (6th Edition)



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PASAY CITY HYMN

Pasay Mabuhay Ka!
Composed by: Ofelia San Juan/ Raymond San Juan
Lyrics by: Ivan Grulla

Mabuhay! Lungsod ng Pasay Perlas ng Kamaynilaan Hangad ay Kaunlaran Sa Lahat ng Larangan

Mabuhay! Lungsod ng Pasay Dungawan ng Sandaigdigan Ugaling Mapagtanggap Ng Tunay na Mamamayan

Pasay! Mahal Kong Bayan Sa Puso'y Nag-iisa Pasay, Dakilang Bayan Pasay, Mabuhay Ka!

Ang Lahat ay Maka-Diyos, Makabansa, Makatao, Masipag, at Mapagmahal Ang Tunay na Pasayeño

Pasay! Mahal Kong Bayan Sa Puso'y Nag-iisa Pasay, Dakilang Bayan Pasay, Mabuhay Ka!



Message



HON. IMELDA CALIXTO-RUBIANO
City Mayor

In this day and age where information dissemination is made possible in a second by a mere click or a glance, it is important for us to keep up and provide awareness, as well as solutions, as quick as a person's click or tap in their devices. Truly, it is important for us to be able to deliver public service in an instant for us to equip each and every Pasayeño in his or her daily life.

This is where our ever-reliable Citizen's Charter plays its role. In providing a comprehensive and up-to-date guide that will aid in eliminating unnecessary and unverified news and information, so that each Pasayeño is well-informed and in the know. Eliminating problems and saving precious time, the Citizen's Charter is one of our fail-proof ways in delivering our unwavering and consistent Tapat Na Paglilingkod.

In our grand vision of being a smart, self-sufficient, and sustainable Eco-City, the awareness and participation of our constituent goes hand in hand with our globally competitive economy and our environmentally-conscious landscapes.

In this grand vision -- which will happen sooner rather than later -- our progress and development will not only be measured by economic scales or city-wide surveys. Instead, our progress and development will be illustrated by each Pasayeño knowing our laws, policies, advocacies, and procedures by heart, and by each Pasayeño enjoying government services at the tip of their fingertips, through our effective information dissemination such as through the Citizen's Charter.

It is high time to take the next big steps in Pasay City, and it will all start with us providing the best to our Pasayeños every single day, through the Citizen's Charter, our H.E.L.P. Priority Agenda, and our honest-to-goodness *Tapat Na Paglilingkod*.

Thank you!



Message



HON. ANTONINO G. CALIXTO

City Congressman

The City Government of Pasay has dedicated to the citizens the highest quality of service that each and every Pasayeño deserves. We have vastly improved the quality and efficiency of our service to those we serve. However, we must continue to learn and innovate our systems to ensure that the quality of service that we give to the people does not diminish.

The Citizen's Charter aims to guide the people in their transactions and services to our local government. This is a tool that we need to inform the people on the steps and processes which are required to help them in their transactions with the government both now, and the future. On the other hand, the City Government of Pasay and its employees would be reminded of our duties to the public and the timeframes which we need to follow to ensure a smooth flow in our service to the people.

As we continue to update our citizen's charter, it is also important that our employees be reminded of their duties and mandates. Let us continue to improve our service each day and be examples of efficient public service to the public and to our peers.

Thank you very much.







HON. ATTY. WALDETRUDES S. DEL ROSARIO

City Vice Mayor

As our covenant with you, who have entrusted the future of our City to us, the Pasay City Government present to you our amended Citizens Charter.

This Charter is our commitment to serve you, our constituents, more efficiently. Let us therefore work hand in hand to ensure that we, your public servants, adhere to our pledge to serve you to the best of our abilities, and to ensure that we deliver our services in the most efficient, effective and prompt manner.

We therefore encourage you, our partners in development, to take time to read this charter. Help us meet the standards that we have set for ourselves. Only from your honest evaluation can we truly say that we have reached our aim of serving you the best way possible.

Together, let us work towards a smart, sustainable Eco-City.



Message



ATTY. PETER M. MANZANO
City Administrator

The Citizen's Charter is the Pasay City Government's testament to our commitment to serving our beloved Pasayeños. This comprehensive document addresses Standards of Services, Information, Choice, Consultation, Non-discrimination, Accessibility, Redress of Grievances, Courtesy, and Value for Money.

Through the diligent implementation of this tool, our personnel are guided to provide services that are both timely and of high quality, fostering a culture of good governance characterized by transparency and accountability. The Charter also streamlines processes to facilitate the City Government's endeavor in providing prompt, accurate and efficient public service which is tailored to meet the needs of our constituents, upholding our resolve in giving "Tapat at Higit pa sa Sapat" brand of service, with the leadership of our beloved City Mayor, Hon. Imelda Calixto-Rubiano.

In our pursuit for responsive governance, Pasay City has crafted this CY 2024 Citizen's Charter in compliance with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Act of 2018 and is aligned with the Anti Red Tape Act of 2007 which aims to expedite transactions, improve services, and enforce compliance through penalties.

We are very grateful for your continued support as we strive to provide the public with exemplary public service to go above and beyond your expectations.

Maraming salamat po at makakaasa po kayo na lagi po namin kayong tapat na paglilingkuran.



INTRODUCTION

Welcome to Pasay City Government Citizen's Charter.

This revised guidebook on the citizen's charter of Pasay City contains information on business and non-business transactions/services offered by the local government to its citizens. From the creation of the City Government's original citizen's charter as to the implementation of the Anti-Red Tape Act (ARTA) Law of 2007, comes now its revised version, per strict adherence to Republic Act No. 11032 or the Ease of Doing Business-Efficient Government Service Delivery (EODB-EGSD) Act of 2018 (the revised ARTA Law). Section 2, Rule I of RA 11032 provides that it is the State policy to promote integrity and accountability in government service, to foster proper management of public affairs and public property, to establish effective practices aimed at the efficient turnaround in the delivery of government services, and the prevention of graft and corruption in government.

The citizen's charter, which shall be formulated by a task force constituted by the local chief executives, could come in many forms. It may be through information billboards, which should be posted at the main entrance of offices or at the most conspicuous places; in published materials written in either English or Filipino, or in the local dialect; or uploaded on the City's website displaying the information required for every transaction/service. The posted information should have a comprehensive and uniform checklist or requirements; procedures to avail of the service; person/s responsible for each time; maximum time to complete the process; documents to be presented by the customer; amount of fees to be paid, if necessary; and procedures for filing complaints.

This handbook of citizen's charter will guide the citizens/taxpayers on how to avail City Government business and non-business transactions/services in the community level and for them to avoid transacting with fixers. Also, it aims for zero contact transactions, except during preliminary assessment of the request, and evaluation of the sufficiency of the submitted requirements.

The citizen's charter will enable the City to improve its public service delivery, transparency, and accountability in local governance. It enables citizens/customers to check their expectations against what is offered, and provides mechanism for giving feedback when expectations are not met. Taxpayers deserve value for money from the taxes and charges they pay, and they have the right for consultation, courtesy, information and the opportunity to express their views and react from their experiences, relative to the government service that they have availed of.

In compliance with the EODB-EGSD Act of 2018, this revised citizen's charter is hereby established to serve not just as a guide for the transacting public; but also, as a covenant of the City Government of Pasay to its constituents.



HOW TO USE THIS GUIDEBOOK

This revised Pasay City Government Citizens Charter guidebook is a tool to facilitate the delivery of services to Pasayeños and visitors specifying standards, quality and time frame, with the commitments from the different departments of the city government of Pasay.

This guide book describes the services provided by the City Government. It is written for the customers' benefit, the services are presented with step-by-step guide on how to avail of these, the standard response time for its delivery, and the person/s responsible for the task. This information is complemented by a list of required documents and fees that a customer must comply with, to facilitate service delivery.

Sketched maps of the location of the department handling the service further enhance the charter. To provide geographical directions to taxpayers, they can come in handy as cross reference for smaller office-specific mini maps incorporated in each service description.

City Government of Pasay, the administration's commitments towards its taxpayers and responsibility among its officials and staff, is to promote fair practices and to give information with respect to various services provided by the City Government. The performance pledge from each office serves as a contract by which taxpayers can reflect whether they are being given quality services, and identify people responsible for ineffective service delivery as a basis for feedback, complaints, and suggestions.

The City Government of Pasay always endeavors to serve its constituents better.

The ability to achieve the City's vision largely depends on the satisfaction of those it serves. A satisfied customer is an ambassador in developing and promoting a promising livable city.

With this guidebook, the City Government looks forward to share with the Pasayeños and visitors, a mutually beneficial and harmonious relationship in doing business and non-business transactions with one another.



BRIEF HISTORY OF PASAY

BRIEF PROFILLE

History

1863 : Pasay became Independent Pueblo

January 1, 1901 : The town of Pasay was incorporated into the Province of

Rizal

June 21, 1947 : Pasay was named Rizal City

June 7, 1950 : Rizal City was changed to Pasay City thru R.A. No. 437

Physical features

Location

North - City of Manila

East - Cities of Makati & Taguig

South - City of Paranaque

West - Manila Bay
Total Land Area : 18.08 sq. km.
Uban Area : 5.505 sq. km.
Reclaimed Area : 4.00 sq. km.

No. of Barangays : 201 Zones : 20 Districts : 2

Land Use

Land Use Category	Land Area/ha	Percent to Total
Residential 2 and 3	389.92	21.57
Commercial 1, 2 & 3	332.38	18.39
Institutional	117.81	6.52
Cultural	15.91	0.88
Planned Unit Development	133.09	7.36
Open Spaces/Parks and Recreation	64.03	3.54
Cemetery	5.25	0.29
Utilities and Transportation	506.59	28.02
Roads	211.79	11.72
Waterways	30.90	1.71
TOTAL	1,807.67	100%

Demographics

Total Population : 440,656 (PSA 2020) Growth Rate : (2015-2020) 1.19

Household Size : 3.4

Population Density: 24,480 persons /sq.km.



Social Welfare

No. of Day Care Centers : 109
No. of Social Welfare Unit Offices : 12
No. of Feeding Centers : 99
Social Development Center : 1
Center for the Elderly : 1
Pasay City Youth Home : 1

HEALTH FACILITIES

HEALTH FACILITIES	PUBLIC	PRIVATE
Number of Hospitals	2	2
Number of Health Centers	14	0
Number of Lying-In	1	6
Number of Private Clinics	14	63
Number of Dental Clinics	-	78

Source: CHO

EDUCATION

Public	SY 2016- 2017	SY 2017- 2018	SY 2018- 2019	SY 2019- 2020	SY 2020- 2021
Kindergarten	4,541	4,666	5,322	4,500	5,105
Elementary	30,577	29,385	28,465	29,681	30,015
Junior High School	18,375	18,105	18,671	19,278	19,395
Senior High School	2,025	3,695	4,707	5,820	6,434

Educational Institutions	PUBLIC	PRIVATE	Total
Number of Pre-Schools	21	45	66
Number of Elementary Schools	22	45	67
Number of High School	18	33	51
Number of Colleges	0	5	5
Number of University	1	1	2
Number of Vocational Schools	0	5	5

Source: DepEd-Pasay

Protective Services

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Crime Statistics	CY 2017	CY 2018	CY 2021
Number of Policemen	723	497	497
Number of Police Station	12	12	12
Policemen to Population Ratio	1:591	1:721	1:886
Total Index Crime	656	668	335



Total Non-Index Crime	6,528	6,996	1,280
Total Crime Volume	7,184	7,664	1,615
Average Monthly Crime Rate	27.7	39.5	134.6
Crime Solution Efficiency	73	84	94

Source: Pasay City Police Department

ECONOMIC PROFILE

Labor Force and Employment

	Total Population in Labor Force (in '000) Labor Force Participation Rate						(%)	
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	43,459.91	5,536.55	1,570.16	180.56	60.92	60.27	59.61	61.03
2019	44,197.12	5,903.56	1,751.54	191.42	61.26	60.50	61.09	60.55
2020	43,878.16	5,717.69	1,676.33	317.38	59.51	57.53	57.49	57.93

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

	Total Emplo	yed Popul	ation ('000)		Employment F	Rate (%)		
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	41,156.53	5,171.04	1,466.17	167.58	94.70	93.40	93.85	92.81
2019	41,938.01	5,547.99	1,664.11	182.73	94.89	93.98	94.91	95.46
2020	39,377.84	5,051.15	1,477.27	268.14	89.74	88.34	88.92	84.49

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

	Total Unem	ployed P	opulation (i	n '000)	Unemployment Rate (%)			
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	2,303.37	365.52	103.99	12.99	5.30	6.60	6.15	7.19
2019	2,259.11	355.57	87.43	8.69	5.11	6.02	5.09	4.54
2020	4,500.32	666.53	199.06	49.24	10.26	11.66	11.08	15.51

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Year	Total Underemployed Population (in '000)			Under	employı	ment Rate (%)	
i c ai	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	6,734.33	375.15	102.94	5.12	16.36	7.25	7.59	3.06
2019	5,778.28	296.46	58.55	3.08	13.78	5.34	3.58	1.69
2020	6,395.12	464.88	80.18	21.21	16.24	9.20	4.94	7.91

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey



Household Below Poverty threshold: 6.4% Source: (CBMS-Pasay Preliminary results/2018/CPDO)

TRADE AND INDUSTRY

Industry Section	2016	2017	2018	2019	2020
AGRICULTURE	8	8	4	4	4
Agriculture, Forestry and Fishing	8	8	4	4	4
INDUSTRY	8,142	8,218	9,144	9,304	9,304
Mining and Quarrying	-	-	44	35	35
Manufacturing	6,578	6,538	7,489	7,058	7,058
Electricity, Gas, Steam and Air Conditioning Supply	-	-	ı	-	-
Water Supply; Sewerage, Waste Management and Remediation Activities	202	202	145	-	-
Construction	1,362	1,478	1,466	2,211	2,211
SERVICES	108,773	106,279	129,691	133,016	130,634
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	23,839	23,698	23,432	23,433	23,651
Transportation and Storage	22,501	21,271	19,795	31,668	31,585
Accommodation and Food Service Activities	15,535	15,680	21,042	18,525	18,624
Information and	1,407	1,427	2,839	3,026	2,823
Industry Section	2016	2017	2018	2019	2020
Communication					
Financial and Insurance Activities	5,308	3,618	11,238	6,675	6,676
Real Estate Activities	2,956	3,097	5,103	4,150	5,209
Professional, Scientific and Technical Activities	1,731	1,653	1,706	1,625	1,407
Administrative Support Service Activities	23,957	23,679	29,560	30,767	28,213
Private Education	2,699	3,353	3,426	2,719	2,701
Human Health and Social Work Activities	2,187	2,174	2,387	2,252	2,252
Entertainment and Recreation	3,859	3,861	5,386	4,991	4,295
Other Service Activities	2,794	2,768	3,777	3,185	3,198
Total	116,923	114,505	138,839	142,324	139,942

Source: Philippine Statistics Authority - 6th Edition RSET_PSA-NCR Note: Refer to Annex 0-1 to Annex 0-5 for the Total Employment of MSMEs by Industry Section for the Year 2016 to 2020.



CULTURAL AND TOURISM

Cultural Center of the Philippines (CCP Complex) Folk Arts Theater (Tanghalang Francisco Balagtas)
Philippine International Convention Center (PICC)
Philippine World Trade Center
Philippine World Trade Training Center
Sofitel Hotel (Philippine Plaza Hotel)
Coconut Palace Extra-Metropolitan
SMX Convention Center
The Shrine of Saint Therese of the Child Jesus
Chinese Temple

INFRASTRUTURE AND UTILITIES

TRANSPORTATION

Total Road Length : 131.20 km

Transportation Hub

International Passenger Terminal (IPT 1,2,3 and 4)

LRT Terminal

MRT Station

Water

Maynilad Water Services, Inc. 42,791 Active Water Connections

POWER SUPPLY

Manila Electric Company Commercial Establishment Household Industries

COMMUNICATION SYSTEM

PLDT SMART GLOBE Telecom INTERNET

PROMINENT LANDMARKS

Ninoy Aquino International Airport 1,2 and 3
MRT Terminal
LRT Terminal
Cultural Center Complex
Folk Arts Theater
GSIS Building
Sofitel Hotel (Philippine Plaza Hotel)
Shrine of Jesus the Way, The Truth and The Life



SM Mall of ASIA
The Shrine of St. Therese of the Child Jesus

NEW DEVELOPMENT AND EXPANSION

Holiday Inn Express Manila New Port City
Sea Residences Mall of ASIA
Bay Garden
Marriot Hotel
New Port City New Residences
Quantum Residence
S Residences
La Verti
Palm Tree Villas
Radiance North
Fairway Terraces
MAAX
Conrad Hotel
Breeze Residences
Studio Zen

FINANCE AND ADMINISTRATION

Income Classification : 1st Class City (Highly Urbanized)



PASAY CITY ELECTED OFFICIALS

Hon. ANTONINO G. CALIXTO

City Congressman

Hon. IMELDA CALIXTO-RUBIANO
City Mayor

Hon. ATTY. WALDETRUDES S. DEL ROSARIO
City Vice Mayor

City Councilors

District I

Hon. MARK ANTHONY A. CALIXTO Hon. MARY GRACE B. SANTOS Hon. MARLON A. PESEBRE Hon. MARIA ANTONIA C. CUNETA Hon. ABRAHAM ALBERT Q. ALVINA Hon. RICARDO E. SANTOS

District II

Hon. JOSE C. ISIDRO JR. Hon. EDITHA Y. MANGUERRA Hon. DONNABEL M. VENDIVEL Hon. JENNIFER D. PANALIGAN Hon. KING MARLON A. MAGAT Hon. ANGELO NICOL P. ARCEO

Sectoral Representatives

Liga ng mga Barangay President Hon. ENRIQUE D. CALIXTO

Sangguniang Kabataan Federation President Hon. BENEDICT M. ANGELES



PASAY CITY GOVERNMENT DEPARTMENTS/OFFICES' LOGOS

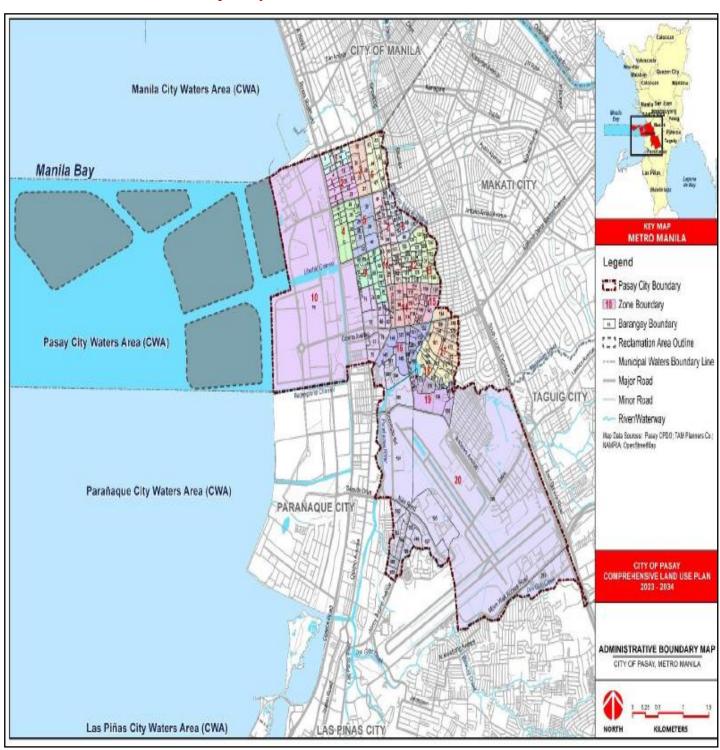






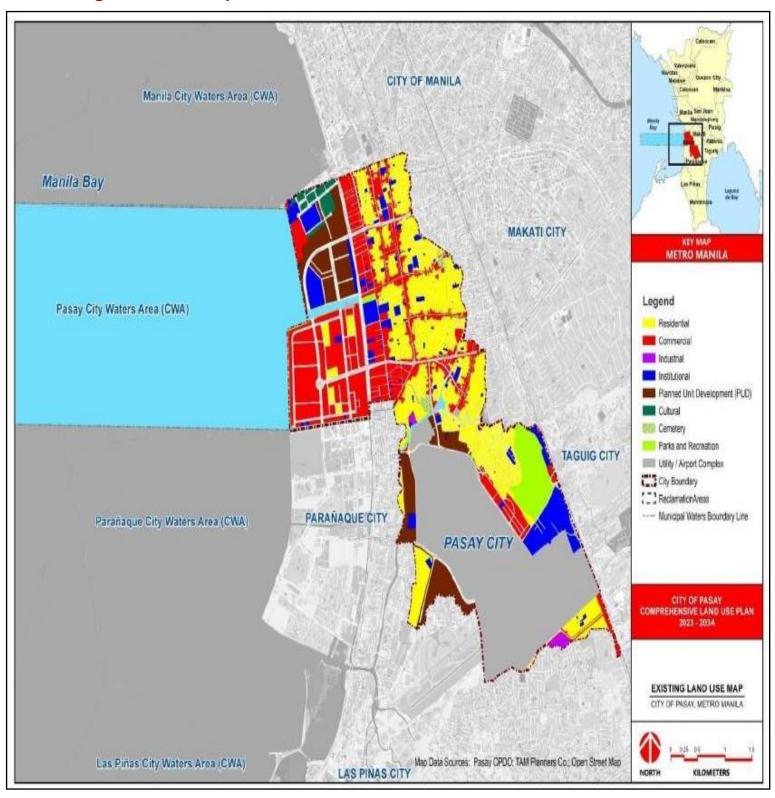
PASAY CITY MAPS

Administrative Boundary Map



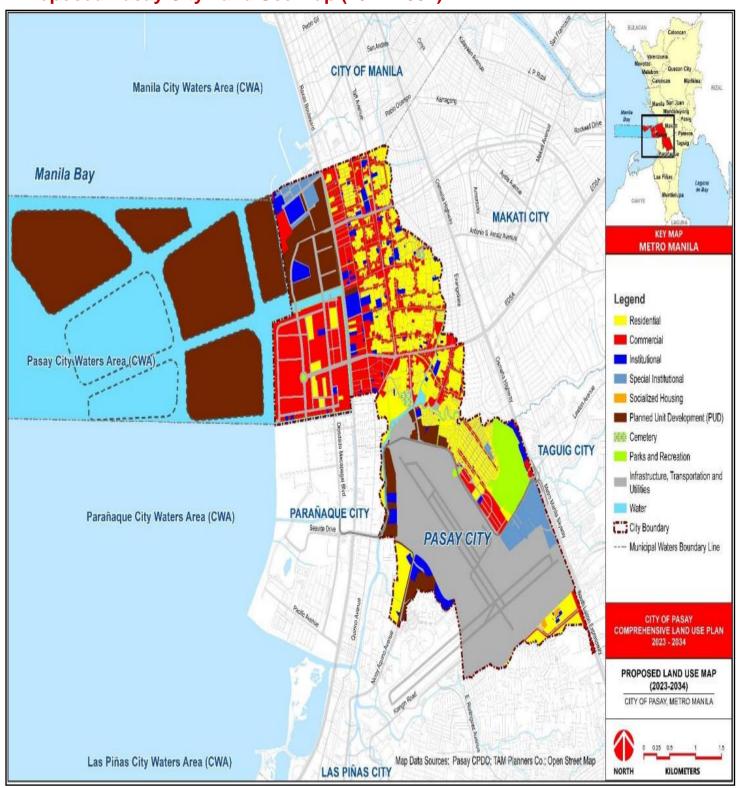


Existing Land Use Map, 2022





Proposed Pasay City Land Use Map (2022-2034)





AGENCY PROFILE

I. MANDATE

Pasay City Government shall ensure and support, among the other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

This City Government shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon it. It shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to the Local Government Code. Pasay City Government shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

II. VISION

"Pasay City – a Sustainable Eco city – with an improved quality of life, empowered and morally upright communities; a progressive economy; smart infrastructure; an ecologically sound environment; and efficiently managed institutions through inclusive leadership."

III. MISSION

In this journey of the City to achieve this vision, its initial steps shall be guided by the following principles: to develop a city organization committed to transform Pasay into an Eco-City while adhering to the applicable local and national laws. In this measured rush to realize the long-term vision of an Eco-City, priority shall always be on the shared commitment of all sectors to enhance the standard of living of the Pasayeños and to improve the delivery of welfare services to the communities. In this effort, there will be measures in place so that public servants are always fully aware of the needs of the stakeholders and the latter are made aware and are united in their support of City programs.

IV. SERVICE PLEDGE

We commit to:

A. Area Land Development. The development thrust of Pasay City based on consultations with the stakeholders considering national development priorities and emerging concerns together with the City's locational and material assets is to start becoming by 2023, "A Regional Hub for Creative Industries and Environmental Design and Technology Development." As defined by UNESCO, Cultural and creative industries (CCIs) are industries whose principal



purpose is the production or reproduction, promotion, distribution, or commercialization of goods, services, and activities of a cultural, artistic, or heritage value.

In tandem with the development of creative industries, the City of Pasay is also venturing to be in the forefront, in the urban regeneration of its old areas and the continuing reclamation of new areas of its waterfront, in the application of resilient environmental design and technologies. The thrust is in conjunction with the Vision of the City to be **A Sustainable Eco-City**.

B. Sectoral Development.

- **B.1 Pasay as a "Smart" or Digital City.** Pasay also aspires to be a smart City. The characteristic of such a metropolis is an urban area that uses different types of electronic data collection sensors to supply information which is used to manage assets and resources efficiently and, supposedly, inexpensively.
- **B.2** The Reclaimed Areas as Template for Eco City Infrastructure and Culture. Upon the completion of the ongoing 625 hectares (has.)/5-island reclamation at the City municipal waters at Manila Bay, the same would increase the Pasay City land surface area by 32.89% to 2,525 has. These areas are intended to be a high value mixed use development ("MXD") and seen as the engine of growth of the City for the next 25-35 years. The City government shall take advantage of this opportunity to install and integrate into this new section of Pasay in the immediate period -- the infrastructure, policies, processes and culture that will make the area into a prototype of the Eco City intended for the entire City.
- **B.3 Special Body to Administer the Reclaimed Areas.** Based on how vital the 625 has. of newly reclaimed areas are to the present and future of Pasay, the management of this territory is a paramount concern.

B.4 Sectoral Success Indicators.

- B.4.1 Land Use Sector a sustainable Eco-City.
- B.4.2 Environmental Sector an ecologically sound environment.
- B.4.3 Social Sector empowered communities, morally upright communities, improved quality of life (multi-sectoral)
- B.4.4 Economic Sector
 - Outward-looking a sustainable Eco-City
 - Inward-Looking progressive economy
- B.4.5 Infrastructure Sector smart infrastructure
- B.4.6 Institutional Sector honest, agile (ARTA Compliance, Ease of Doing Business, Fully Automated Transactions), inclusive leadership



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City Government of Pasay

External Services



1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services	Office		
Classification:	Simple	Simple		
Type of Transaction:	G2B - Governmer	nt to Business		
Who may avail:	Supplier/Contract	or		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Notice of Delivery (1 or	riginal)	Supplier/Con	tractor	
Signed Purchase Orde (1 photocopy)	er/Contract	General Serv	vices Office	
Notice to Proceed (1 p	hotocopy)	General Serv	vices Office	
Delivery Receipt (1 original		Supplier/Con	tractor	
Sales Invoice/Billing In		Supplier/Con		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Notice of Delivery prior to schedule of delivery.	1. Approve the submitted Notice of Delivery. 1.2 Check the submitted Notice of Delivery in accordance with the approved Purchase Order/Contract and schedule.	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)
2. Deliver the procured goods and/or services.	 Check, verify and accept the deliveries in accordance with the approved Purchase Order/Contract. Prepare the Acceptance and Inspection Report (AIR), 	None	2 Days	For delivery of Supplies: EVELYN G. ALEGRE Administrative Officer III (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO)



and Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) and/or Property			ARMAND D. RIVERA Administrative Officer II (GSO) For delivery of Equipment:
Acknowledgem ent Receipt (PAR) as applicable.			MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS
			Administrative Officer III (GSO)
			JANELYNN F. MARTIR Administrative Officer III (GSO)
TOTAL:	None	2 Days and 3 Minutes	

2. Accessory Building Permit Application (Advertising Billboard Construction and Installation)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction/installation.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;	
	G2G – Governmen	t to Government	
Who may avail:	All owners of reside	ential, commercial, industrial and institutional	
	buildings		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Duly accomplished appli	ication form signed		
by owner and profession	nal in charge of		
construction/installation:			
 Application form 		CEO/OBO	
 Details of the form 		Building Owner	
Any valid government ID card (1 original) BIR, Post Office, PSA, SSS, GSIS,		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	



Cost Estimate/Specification/Structural	Hired Licensed Professional	
Computation (1 original, 2 photocopies)	(Architect/Civil/Mechanical Engineer)	
Signed and sealed Architectural, Structural	Hired Licensed Professional	
and Electrical Plans (3 blue print copies)	(Architect/Civil/Mechanical Engineer)	
Professional License (1 photocopy)	Professional Regulations Commission	
Professional Tax Receipt (1 photocopy)	City Treasurer's Office	
Contract of Lease (3 photocopies)	Building/Lot Owner of Project Site/Location	
Contractor's All Risk Policy Insurance with	Any Ingurance Company	
Official Receipt (1 original)	Any Insurance Company	
Photographs of front and side views of	Puilding Owner	
construction site (2 original)	Building Owner	
Construction Safety Health Program with	Department of Labor and Employment (DOLE)	
Official Receipt (1 original, 1 photocopy)	Department of Labor and Employment (DOLE)	
Representative:		
Duly accomplished application form signed		
by owner and professional in charge of		
construction/installation:		
 Application form 	CEO/OBO	
- Details of the form	Person Represented (Building Owner)	
Authorization letter (1 original)	Person Represented (Building Owner)	
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
representative (1 original)		
Any valid government ID card of the person represented (Building Owner)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
(1 original)	Birt, 1 ost office, 1 oA, 333, 3313, Colvieles, E10	
Duly accomplished application form:		
- Unified Application Form	CEO/OBO	
- Details of the form	Person Represented (Building Owner)	
Cost Estimate/Specification/Structural	Hired Licensed Professional (Architect/Civil	
Computation (1 original, 2 photocopies)	Engineer)	
Signed and sealed Architectural, Structural	Hired Licensed Professional	
and Electrical Plans (3 blue print copies)	(Architect/Civil/Mechanical Engineer)	
Professional License (1 photocopy)	Professional Regulations Commission	
Professional Tax Receipt (1 photocopy)	СТО	
Contract of Lease (3 Photocopies)	Building/Lot Owner of Project Site/Location	
Contractor's All Risk Policy Insurance with	,	
Official Receipt (1 original)	Any Insurance Company	
- Children (Coolpt (Conginal)		
Photographs of front and side views of	Photo Shop/Center	



Construction Safety H	_	DOLE		MAN MAN
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished application form together with the complete	Accept application form and the complete requirements.	None	20 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS, CEO/OBO)
requirements at Window 1, Room 311 or OSSCPAS,	1.1 Encode application in the system.			
CEO/OBO.	1.2 Issue claim stub for client's application reference.			
	1.3 Process Fire Safety Evaluation Certificate (FSEC) and Locational Clearance (LC).		2 Days (Waiting time prior to issuance of FSEC and LC)	OFFICER OF THE DAY (OSSCPA)
2. Ensure availability during scheduled inspection.	2. Conduct inspection to verify compliance with the approved plans and specifications.	None	2 Days	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO)
	2.1 Process Building Permit application.	None	25 Minutes	ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO)



		T	AO MANI
			ENGR. CRISANTO M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO)
			ENGR. NEBUCHADNEZZAR G. AROMIN Engineer II (OSSCPAS, CEO/OBO)
			ENGR. DANILO G. LUCAÑAS Engineer IV (OSSCPAS, CEO/OBO)
			ENGR. VIRGILIO F. RAZOTE Engineer II (OSSCPAS, CEO/OBO)
			ENGR. JOHARI G. RANGIRIS Engineer IV (OSCP, CEO/OBO)
2.2 Issue Order of Payment upon completion of inspection.	None	5 Minutes	LUCIO H. TOPE Plumbing and Tinning Inspector II (OSSCPAS, CEO/OBO)
шэресион.			ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)



3. Proceed to	3. Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		
CEO/OBO, and		of fees.		
pay the fees due.				
4. Present OR to	4. Verify OR, and	None	5 Minutes	MA. LUZ T.
Window 4, Room	release the			NAZARREA
311, OSSCPAS,	accessory			Administrative Aide I
CEO/OBO, and	building permit.			(OSSCPAS,
claim the				CEO/OBO)
accessory				
building permit.				
	TOTAL:	*ASF +	2 Days and	
		CGFF +	1 Hour	
		ESFF + CF		
		= TF		

Legend:

ASF (Advertising Surface Fee) + CGFF (Construction Ground Foundation Fees), ESFF (Electrical Supply Facility Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. ASF (Advertising Surface Fee)

ASF = A1 + A2 + B/Co

A1 = display surface x PHP 120/square meter

A2 = every fraction in excess of 4 square meter (excess display surface area x PHP 24/square meter)

B = installation fee for type of Business Sign (a1, b1, c1) x corresponding rate

Co = installation fee for type of Advertising sign

Signage	Rate
A1 Billboard Signs Erection and anchorage of display surface, up to 4.00	PHP 120/square meter



A2 Square meter of signboard area Every fraction in excess of 4 square meter	PHP 24/square meter +
B Business sign: Installation fee for neon a. For lighted b. Tarpaulin c. Painted on	PHP 36/square meter PHP 24/square meter PHP 15/square meter PHP 9.60/square meter
Co Advertising sign: Installation fee for neon a. For lighted b. Tarpaulin c. Painted on	PHP 52/square meter PHP 36/square meter PHP 24/square meter PHP 18/square meter

2. CGFF (Construction of Ground Foundation Fees)

2.1 CGFF = IF + EF

2.2 CGFF = IF + EF + EBPAF

Excavation of Footing/Foundation	
Inspection Fee (IF)	PHP 200
 Excavation Fee (EF) 	PHP 3/cubic meter
 Encroachment of Building to Public Areas Fee 	PHP 250/square meter
(EBPAF)	

3. ESFF (Electrical Supply Facility Fee)

EF = (KVA) x Rate + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 300 to 1500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,500 to 6,000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6,000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

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4. CF (Computerization Fee) = PHP 20

3. Accessory Building Permit Application (Temporary Sidewalk Enclosure)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the Office of the City Engineer/Building Official prior to start of construction.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;		
	G2G – Government to Government		
Who may avail:	All owners of residential, commercial, industrial and institutional		
	buildings	WILEDE TO OFFILIDE	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:	laction forms		
Duly accomplished appli	cauon iorm:	050/050	
- Application form		CEO/OBO	
- Details of the form	<u> </u>	Building Owner	
Any valid government ID	card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Original/Transfer Certific	cate of Title	Registry of Deeds	
(1 certified true copy)		Registry of Deeds	
Real Property Tax Decla	aration	City Assessor's Office (CAssrO)	
(1 photocopy)		City Assessor's Office (CASSIO)	
Current Real Property Tax Receipt		City Treasurer's Office (CTO)	
(1 original, 1 photocopy)			
Issued Building Permit, i	f any	CEO/OBO	
(1 photocopy)		CEO/OBO	
Photograph of Site Loca	tion (1 original)	Photo Shop/Center	
Representative:			
Duly accomplished appli	cation form:		
 Application form 		CEO/OBO	
- Details of the form		Building Owner	
Authorization letter (1 original)		Person Presented (Building Owner)	
Any valid government ID	card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
representative (1 origina		LTO	
Any valid government ID		BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
person represented (1 original)		LTO	
Original/Transfer Certificate of Title		Registry of Deeds	



	// // // / / / / / / / / / / / / / / / /				
(1 photocopy) Current Real Property Tax Receipt (1 original, 1 photocopy) Issued Building Permit, if any (1 photocopy) Photograph of Site Location (1 original) CLIENT STEPS AGENCY ACTIONS 1. Submit duly accomplished application form and the complete together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. CASSFO CTO CTO CEO/OBO CEO/OBO PROCESSING PERSON RESPONSIBL None 20 Minutes ALVIN R. SERN Administrative Aide I (OSSCPAS, CEO/OBO) CEO/OBO TIME (OSSCPAS, CEO/OBO) 1.2 Issue claim stub for	(1 certified true copy)				
Current Real Property Tax Receipt (1 original, 1 photocopy) Issued Building Permit, if any (1 photocopy) Photograph of Site Location (1 original) CLIENT STEPS AGENCY ACTIONS 1. Submit duly accomplished application form application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. CTO CEO/OBO CEO/OBO Photo Shop/Center FEES TO BE PAID None None AUVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) CEO/OBO TIME AUVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO CEO/OBO PROCESSING TIME ALVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO CEO/OBO TIME ALVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO CEO/OBO TIME ALVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO CEO/OBO TIME ALVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO TOO CEO/OBO TIME ALVIN R. SERV Administrative Aide I (OSSCPAS, CEO/OBO) TOO TOO TOO TOO TOO TOO TOO	Real Property Tax Declaration		Tax Declaration CAssrO		
CEO/OBO CEO/	(1 photocopy)		CASSIO		
CEO/OBO Issued Building Permit, if any (1 photocopy) Photograph of Site Location (1 original) Photo Shop/Center	Current Real Property	/ Tax Receipt	СТО		
(1 photocopy) Photograph of Site Location (1 original) CLIENT STEPS AGENCY ACTIONS 1. Submit duly accomplished application form and the complete requirements at Window 1, Room OSSCPAS, CEO/OBO. 1. Submit duly accomplete requirements at Single Person Responsible ALVIN R. SERVA Administrative Aide I (OSSCPAS, CEO/OBO). 1. Submit duly accomplished application form and the complete requirements. 1. Accept application form and the system. 1. Accept application form application in the system. 1. Accept application form application in the system. 1. Accept application form application in the system. 1. Accept application form application form application in the system. 1. Submit duly accept application form application form application form application in the system.	(1 original, 1 photocor	py)	CIO		
Photograph of Site Location (1 original) Photo Shop/Center	Issued Building Perm	it, if any	CEO/ODO		
CLIENT STEPS AGENCY ACTIONS 1. Submit duly accomplished application form together with the complete requirements at Window 1, Room OSSCPAS, CEO/OBO. AGENCY ACTIONS FEES TO BE PAID None None 1. Accept application form and the complete requirements. None 20 Minutes ALVIN R. SERV. Administrative Aide I (OSSCPAS, CEO/OBO) TIME None 1.1 Encode application in the system. OSSCPAS, CEO/OBO. 1.2 Issue claim stub for			CEO/OBO		
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room OSSCPAS, CEO/OBO. 1. Submit duly accomplished application form and the complete requirements at Window 1, Room OSSCPAS, CEO/OBO. 20 Minutes ALVIN R. SERN Administrative Aide I (OSSCPAS, CEO/OBO) 1.1 Encode application in the system.	, ,		Photo Shop/Center		
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. 1. Submit duly accomplished application form and the complete requirements. 1. Accept application form and the complete requirements. 1. Accept application form and the complete requirements. 1. Accept Alvin R. SERN Administrative Aide I (OSSCPAS, CEO/OBO) 1.1 Encode application in the system. 1.2 Issue claim stub for	CLIENT STEDS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
accomplished application form and the complete together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. The system of the system of the system of the stub for the system of the system of the stub for the system of		AGENCT ACTIONS			RESPONSIBLE
application form together with the complete requirements at Window 1, Room OSSCPAS, CEO/OBO. OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	 Submit duly 	1. Accept	None	20 Minutes	ALVIN R. SERNA
together with the complete requirements. complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. OSSCPAS, CEO/OBO. 1.1 Encode application in the system. OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	accomplished	application form			
complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	application form	and the complete			
requirements at Window 1, Room application in the system. OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	together with the	requirements.			,
requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO. 1.1 Encode application in the system. 1.2 Issue claim stub for	complete	·			CEO/OBO)
Window 1, Room application in the system. OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	•	1.1 Encode			
311 or the system. OSSCPAS, CEO/OBO. 1.2Issue claim stub for	•	application in			
OSSCPAS, CEO/OBO. 1.2 Issue claim stub for	·				
CEO/OBO. 1.2 Issue claim stub for					
stub for	·	1 2 Issue claim			
	020/080.				
Clients					
application					
application		· ·			
reference.		reference.			
1.2 Janua Ordar None F Minutes ROBERTO D		1.2 Janua Ordan	None	E Minutos	ROBERTO D.
1.3 Issue Order None 5 Minutes BERDIN			none	5 Minutes	BERDIN
of Payment Administrative		_			Administrative
to the client. Assistant I		to the client.			Assistant I
(OSSCPAS,					(OSSCPAS,
1.4 Process CEO/OBO)					CEO/OBO)
application.		• •			
2. Proceed to 2. Issue Official Please see 5 Minutes CASHIER				5 Minutes	
Window 3, Room Receipt (OR) to table below (OSSCPA)	Window 3, Room	Receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS, the client. re: schedule	311, OSSCPAS,	the client.	re: schedule		
CEO/OBO for of fees	CEO/OBO for		of fees		
payment.	payment.				
3. Present OR, and 3. Verify OR, and None 30 Minutes MA. LUZ T.	3. Present OR, and	3. Verify OR, and	None	30 Minutes	MA. LUZ T.
claim the release the NAZARREA	claim the	release the			NAZARREA
construction construction Administrative	construction	construction			Administrative



permit.	permit.			Aide I
				(OSSCPAS,
				CEO/OBO)
				,
	TOTA	: *TSE + C =	1 Hour	
		TF		

^{*}Legend:

TSEF (Temporary Sidewalk Enclosure Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. TSEF (Temporary Sidewalk Enclosure Fee) = A, or, A + B

A = Area up to 20 square meter: PHP 240 B = in excess of A x PHP 12/square meter

2. CF (Computerization Fee) = PHP 20

4. Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;		
	G2G – Government to Government		
Who may avail:	All owners of residential, commercial, industrial and institutional		
	buildings		
CHECKLIST OF RE	REQUIREMENTS WHERE TO SECURE		
Fencing Permit (include	ding Firewall		
separate from building)			
Principal:			
Duly accomplished application form signed			
by owner and professional in charge of			
construction/installation:			
- Application form		CEO/OBO	



	NO MAI
- Details of the form	Building Owner
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Fencing plans signed and sealed by	Hired Licensed Professional (Architect/Civil
Architect/Engineer (3 blue print copies)	Engineer)
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)
with Vicinity Map (3 photocopies)	
Proof of right over the lot/property where	
the fence will be constructed:	
a) Land Title (if owned)	Registry of Deeds
(4 certified true copies)	
b) Lease of Contract (if not owned)	Lessor
(4 certified true copies)	Comporate Owner
c) Board Resolution or Secretary's	Corporate Owner
Certificate/Authority if lot is owned by Corporation (3 photocopies)	
Real Property Tax Declaration	
(3 photocopies)	City Assessor's Office (CAssrO)
Current Real Property Tax Receipt	
	City Treasurer's Office (CTO)
(1 original and 1 photocopy)	Lline del income del Durán de income (Anabita at/Oixil
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)
Approved Locational Clearance (1 original	City Planning & Development Office (CPDO)
and 1 photocopy)	
If with hot works, Fire Safety Evaluation	Bureau of Fire Protection (BFP)
Clearance (1 original and 1 photocopy)	Bureau of File Froteodion (BFF)
Representative	
Duly accomplished application form signed	
by owner and professional in charge of	
construction/installation:	
- Application form	CEO/OBO
- Details of the form	Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the	, , , , , , , , , , , , , , , , , , ,
representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the	
person represented (Building Owner) (1	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
original)	
Fencing plans signed and sealed by	Hired Licensed Professional (Architect/Civil
Architect/Engineer (3 blue print copies)	Engineer)
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)
with Vicinity Map (3 photocopies)	



	NO MAIL
Proof of right over the lot/property where	
the fence will be constructed:	
a) Land Title (if owned)	Registry of Deeds
(4 certified true copies)b) Lease of Contract (if not owned)	Lessor
(4 certified true copies)	Lessoi
c) Board Resolution or Secretary's	Corporate Owner
Certificate/Authority if lot is owned	Corporate Carrier
by Corporation (3 photocopies)	
Real Property Tax Declaration	CAssrO
(3 photocopies)	CASSIO
Current Real Property Tax Receipt	СТО
(1 original and 1 photocopy)	CIO
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)
Approved Locational Clearance (1 original	CPDO
and 1 photocopy)	CFDO
If with hot works, Fire Safety Evaluation	BFP
Clearance (1 original and 1 photocopy)	ЫТ
Road Construction Permit	
Principal:	
Duly accomplished application form signed	
and sealed by owner and Construction in	
charge of construction:	
 Application form 	CEO/OBO
- Details of the form	Building Owner
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Signed and socied Road Construction Plan	Hired Licensed Professional (Architect/Civil
Signed and sealed Road Construction Plan	Engineer)
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)
with Vicinity Map (3 photocopies)	
Proof of right over the lot/property where	
the fence will be constructed:	
a) Land Title (if owned)	Registry of Deeds
(4 certified true copies)	1
b) Lease of Contract (if not owned)	Lessor
(4 certified true copies)c) Board Resolution or Secretary's	Corporate Owner
Certificate/Authority if lot is owned	Corporate Owner
by Corporation (3 photocopies)	
Real Property Tax Declaration	CAssrO
-	



	TO MA
(3 photocopies)	
Current Real Property Tax Receipt	СТО
(1 original and 1 photocopy)	CIO
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)
Approved Locational Clearance	CPDO
(1 original and 1 photocopy)	CPDO
If with hot works, Fire Safety Evaluation	DED
Clearance (1 original and 1 photocopy)	BFP
Representative:	
Duly accomplished application form signed	
and sealed by owner and contractor in	
charge of construction:	
- Application Form	CEO/OBO
- Details of the Form	Building Owner
Authorization letter (1 original)	Building Owner
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	
Any valid government ID card of the	DID Doot Office DOA COO COIC COMELEC LTO
person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
	Hired Licensed Professional (Architect/Civil
Signed and sealed Road Construction Plan	Engineer)
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)
with Vicinity Map (3 photocopies)	,
Proof of right over the lot/property where	
the fence will be constructed:	
a) Land Title (if owned)	Registry of Deeds
(4 certified true copies)	
b) Lease of Contract (if not owned)(4 certified true copies)	Lessor
c) Board Resolution or Secretary's	Corporate Owner
Certificate/Authority if lot is owned	Corporate Owner
by Corporation (3 photocopies)	
Real Property Tax Declaration	CAssrO
(3 photocopies)	CASSIC
Current Real Property Tax Receipt	СТО
(1 original and 1 photocopy)	
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)



Ammunical Lagational				TO MAI
Approved Locational (and 1 photocopy)	Clearance (1 original	CPDO		
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)		BFP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept application form and the complete requirements. 1.1 Encode application in the system. 1.2 Issue claim stub for client's application reference.	None	20 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS, CEO/OBO)
	1.3 Process Locational Clearance.		1 Day (waiting time prior to issuance of LC)	OFFICER OF THE DAY (OSSCPA)
2. Ensure the availability during inspection based on the given schedule thereof.	2. Conduct inspection to verify compliance with the approved plans and specifications.	None	1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO) ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO) ENGR. CRISANTO



			AO MAN
			M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO)
			ENGR. NEBUCHADNEZZAR G. AROMIN Engineer II (OSSCPAS, CEO/OBO)
			ENGR. DANILO G. LUCAÑAS Engineer IV (OSSCPAS, CEO/OBO)
			ENGR. VIRGILIO F. RAZOTE Engineer II (OSSCPAS, CEO/OBO)
			ENGR. JOHARI G. RANGIRIS Engineer IV (OSSCPAS, CEO/OBO)
2.1 Issue Order of Payment upon completion of inspection.	None	5 Minutes	LUCIO H. TOPE Plumbing and Tinning Inspector II (OSSCPAS, CEO/OBO)
2.2 Process accessory building permit.	None	25 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)



PHP 24

3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
4. Present OR, and claim the accessory building permit to Window 4, Room 311, OSSCPAS, CEO/OBO.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	*LGF + LPF + RCF + CF = TF	2 Days and 1 Hour	

*Legend:

LGF (Line & Grade Fee) + LPF (Length of Perimeter Fee) + RCF (Road Construction Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

2. LGF (Line and Grade Fees)

1.1 LG = A + B + C

A = Frontage of Lot 1 up to 10 meters B = Every meter or fraction in excess of 10 m. xPHP 2.40/meter

C = Other sides total length PHP 1.20/meter

1.2 LG = A + C

A = Frontage of Lot 1 up to 10 meters PHP 24 C = Other sides total length PHP 1.20/meter

2. LPF (Length of Perimeter Fee)

LPF = E1, or, E2

E1 = Fencing material (type 1 made of masonry or concrete, Rate = PHP 4/meter)



E2 = Fencing material (type 2 made of indigenous materials barbed wires, cyclone wire, bamboo, gi sheets etc, Rate =PHP 2.40/meter)

Type of Fencing	Rate
Fencing up to 1.8 meter in height:	
- Made of masonry, concrete and in excess of 1.80	
meter	PHP 4/meter
- Made of indigenous materials, barbed wire etc.	PHP 2.40/meter

3. RCF (Road Construction Fee)

 $RCF = F \times Rate$

F = Area of Road

Rate: PHP 24/square meter

4. CF (Computerization Fee) = PHP 20

5. Accreditation of Commercial Establishment/Company

Pasay City Employment Center (PCEC) handles accreditation of commercial establishments/companies to ensure legality; adheres to Philippine Labor Laws and to participate in policy and decision-making processes.

Office or Division:	PCEC			
Classification:	Simple			
Type of Transaction:	G2B – Government to B	usiness		
Who may avail:	Commercial Establishme	ents (local/international)		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Principal				
Letter of Intent (1 original	ıl)	Commercial Establishment (Applicant)		
Any Government Identification Card of the (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Company Profile w/ Organizational Structure (1 original)		Commercial Establishment (Applicant)		
Certificate of Registration (1 photocopy)		Department of Trade and Industry/Securities and Exchange Commission		
Certificate of No Pending	g Case (1 original)	Department of Labor and Employment		
Company's List of Clients with Approved Contracts (1 original)		Commercial Establishment (Applicant)		
Business Permit (1 photocopy)		Business Permits and Licensing Office		
List of Job Vacancies (1 original)		Commercial Establishment (Applicant)		
Form 2303 - Certificate of Registration		Bureau of Internal Revenue		



14			1		OMA
	(1 photocopy)		Description	.(1.1	.1
	Phil Job Net Registration (1 photocopy)		Department	of Labor and Emp	Dioyment
	Representative: Authorization Letter (1 original)		Person Rep Establishme	Person Represented (Commercial	
	ny Government Identi				GSIS, COMELEC,
	erson Represented (C stablishment) (1 photo		LTO	,,,,	,
Ar	ny Government Identi epresentative (1 origin	fication Card of the	BIR, Post O	ffice, PSA, SSS, (GSIS, COMELEC,
	etter of Intent (1 origin			Establishment (A	nnlicant)
	<u> </u>	ganizational Structure		`	,
	original)	gariizational Ottaotare		Establishment (A	· · · /
Ce	ertificate of Registration	on (1 photocopy)		of Trade and Induge Commission	ustry/Securities
Ce	ertificate of No Pendir	ng Case (1 original)	Department	of Labor and Emp	oloyment
	ompany's List of Clier ontracts (1 original)	nts with Approved	Commercial	Establishment (A	pplicant)
	ısiness Permit (1 pho	tocopy)	Business Permits and Licensing Office		
Li	st of Job Vacancies (1 original)	Commercial Establishment (Applicant)		
	orm 2303 - Certificate photocopy)	of Registration	Bureau of Internal Revenue		
	nil Job Net Registration	on (1 photocopy)	Department	of Labor and Emp	oloyment
	CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
	CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit updated	Accept complete	None	5 Minutes	RECCE
	and complete	requirements.			CATALINA J.
	requirements at				PETILLA
	the receiving	1.1 Verify and			Administrative Aide I
	section of PCEC.	evaluate to	None	5 Minutes	(PCEC)
	Scotlon of FOLO.	assess the			(1 020)
		authenticity of			
		submitted			
		documents.			
		documents.			
		4.0 Dragge			LILIA G. BORNILLA
		1.2 Process	None	10 Minutes	Administrative
		application for	INOLIG	10 Milliates	Aide I
		accreditation.			(PCEC)
2.	Proceed to the	2. Conduct interview	None	20 Minutes	FILIPINÁS
	office of the OIC of	and approve			ROSARIO C.
1	PCEC for	application.			SAMPANG
		• •			Officer in Charge
	interview.				Officer-in-Charge (PCEC)



Claim Certificate of Accreditation at the Releasing Section of PCEC.	3. Release application for accreditation upon signing in the logbook.	None	5 Minutes	OFFICER OF THE DAY (PCEC)
	TOTAL:	None	45 Minutes	

6. Addressing Complaints on Sanitation

The City Health Office receives complaints on Environmental Health and conducts immediate investigation upon receipt thereof.

Office or Division:	City Health Office (C	City Health Office (CHO)			
Classification:	Complex	, ,			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF I	REQUIREMENTS		WHERE TO S	SECURE	
Duly Accomplished Complaint Form - Complaint Form - Information/details to be indicated in the Complaint Form		CHO Complainant			
Complaint letter with s (e.g. barangay certification)	•	Complaina			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit duly accomplished complaint form together with all requirements to the Environmental Sanitation Services Office, Room 106, Pasay City Hall.	 Acknowledge submission and check the veracity of the complaint and submitted documents. Inform the client with the schedule of site inspection. 	None	20 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T.	



				AO MAN
				MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
Proceed to the location indication in the complain	t of business	None	3 Days	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
and assist the ESS inspector with the actual site investigation of business	establishment and produce a report indicating the significant findings and/or			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
establishment to validate the complaint.	o recommendation thereafter.			BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)



	1			
				JOSE DANIEL R. RESTAURO IV
				Sanitation Inspector I (CHO)
3. Proceed to the City Health Office	3. Provide the client with a copy of	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I
and secure a copy	Report/Findings and/or			(CHO)
of Report/Findings and/or	Recommendation.			BERNARD E. ALCANTARA
Recommendation from ESS.				Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
Check whether or not the recommendations	Conduct follow-up inspection and make a final report	None	1 Hour	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
set by the ESS	thereafter.			BERNARD E.
inspector are being	4.1 Issue the Report/ Recommendation			ALCANTARA Sanitation Inspector II
being	Recommendation			·



				RO MANIL
implemented.	to the client.			(CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
5. Sign the logbook after receipt of the Final Report/	5. Maintain a copy thereof for file reference.	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
Recommendation at the City Health Office.				BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)



			RETCHEL S. BAINTO Sanitation Inspector I (CHO)
			ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
			JUMAR B. GRANDE Sanitation Inspector I (CHO)
			GEORGE T. EFONDO Sanitation Inspector I (CHO)
			JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL:	None	3 Days, 1 Hour and	
		40 Minutes	

7. Application for Annual Building Inspection Certificate

Owners of commercial and industrial buildings should secure Annual Building Inspection Certificate from the Office of the City Engineer's Office/Office of the Building Official prior to the renewal of Business Permit.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen; G2G – Government to Government	
Who may avail:	All owners of comn	nercial and industrial buildings	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Any valid government ID card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Building Permit and its ancillary permits for new construction, renovation, (recent) repair/ed upgraded/rehabilitated wholly or partially of the building/appurtenances/ facilities (1 photocopy)		CEO/OBO	
Certificate of Occupancy (1 photocopy)		CEO/OBO	



Previously issued Business Permit		
(1 photocopy)	Business Permits and Licensing Office (BPLO)	
Previously issued Annual Inspection	CEO/OBO	
Certificate (1 photocopy)	CEO/OBO	
Electrical Safety Certificate (1 original,	Hired Electrical Engineer	
1 photocopy)	Tilled Electrical Engineer	
Duly signed and sealed Structural Stability		
and Safety Certificate (1 original,	Hired Civil/Structural Engineer	
1 photocopy)		
Duly signed and sealed Mechanical		
Operation Safety Certificate (1 original,	Hired Mechanical Engineer	
1 photocopy)		
Discharge Permit (1 original,	Laguna Lake Development Authority (LLDA)	
1 photocopy)		
Environmental Impact Statement for		
environmental and marine impact related	Department of Environment and Natural	
projects like communication towers,	Resources (DENR)	
hospitals, airports, manufacturing factories,	, ,	
etc. (1 photocopy)		
Fire Safety Inspection Certificate	Bureau of Fire Protection (BFP)	
(1 photocopy)	,	
Approved Conformance Certificate	City Planning & Development Office (CPDO)	
(1 photocopy)		
Representative:		
Authorization letter (1 original and	Person Represented (Building Owner)	
1 photocopy) Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
Representative (1 original)	LTO	
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
person represented (Building Owner)	LTO	
(1 original)		
Building Permit and its ancillary permits for		
new construction, renovation, (recent)	CEO/OBO	
repair/ed upgraded/ rehabilitated wholly or	CEU/OBO	
partially of the building/appurtenances/ facilities (1 photocopy)		
177	CEO/OBO	
Certificate of Occupancy (1 photocopy) Previously issued Business Permit	CEU/OBO	
	BPLO	
(1 photocopy)		



Previously issued Annual Inspection Certificate (1 photocopy)		CEO/OBO		
Electrical Safety Certificate (1 original, 1 photocopy)		Hired Electrical Engineer		
Duly signed and sealer and Safety Certificate 1 photocopy)		Hired Civil/Structural Engineer		
Duly signed and seale Operation Safety Cert 1 photocopy)		Hired Mechanical Engineer		
Discharge Permit (1 c	original, 1 photocopy)	LLDA		
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 photocopy)		DENR		
Fire Safety Inspection (1 photocopy)	Certificate	BFP		
Approved Conforman (1 photocopy)	ce Certificate	CPDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements at Window 1, Room 311 or OSSCPAS,	Accept the requirements and verify completeness thereof.	None	5 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS, CEO/OBO)
CEO/OBO.	1.1 Conduct actual building inspection.		1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO)
				ENGR. SALVADOR T. VILLARIN III



		ETRO MAN
		(OSSCPAS,
		CEO/OBO)
		OLO/OBO)
		ENOD
		ENGR.
		CRISANTO M.
		MARTINEZ
		Engineer II
		(OSSCPAS,
		CEO/OBO)
		·
		ENGR.
		NEBUCHADNEZ
		ZAR G. AROMIN
		Engineer II
		(OSSCPAS,
		CEO/OBO)
		ENGR. DANILO
		G. LUCAÑAS
		Engineer IV
		(OSSCPAS,
		CEO/OBO)
		,
		ENGR. VIRGILIO
		F. RAZOTE
		Engineer II
		(OSSCPAS,
		CEO/OBO)
		CEO/OBO)
		ENOD IOLIADI
		ENGR. JOHARI
		G. RANGIRIS
		Engineer IV
		(OSSCPAS,
		CEO/OBO)
		LUCIO H. TOPE
1.2 Issue Order	5 Minutes	Plumbing and
of Payment		Tinning Inspector
		II
to the client.		(OSSCPAS,
		CEO/OBO)
		CLO/OBO)
		DODEDTO D
		ROBERTO D.



	1.3 Process		25 Minutes	BERDIN
	application.			Administrative Assistant I
				(OSSCPAS,
				CEO/OBO)
				020,020)
				LUCIO H. TOPE
				Plumbing &
				Tinning Inspector
				II .
				(OSSCPAS,
0. D	0.1	Diamond	F NA'	CEO/OBO)
2. Proceed to	2. Issue Official	Please see	5 Minutes	s (OSSCPA)
Window 3,	Receipt (OR) to	table below		(O330FA)
Room 311,	the client.	re: schedule		
OSSCPAS, CEO/OBO for		of fees		
payment. 3. Present OR to	3. Verify OR, and	None	30 Minutes	MA. LUZ T.
Window 4, Room	release the	None	30 Milliules	NAZARREA
311, OSSCPAS,	Annual Building			Administrative
CEO/OBO and	Inspection			Aide I
claim Annual	Certificate.			(OSSCPAS,
Building	Continuate.			CEO/OBO)
Inspection				
Certificate.				
301	TOTAL:	*ABF + A	1 Day, 1 Hour	
		EIF + AEcIF	and	
		+ AP/SIF +	20 Minutes	
		AMIF + CF		
		= TF		

*Legend:

ABIF (Annual Building Inspection Fee) + AEIF (Annual Electrical Inspection Fee) + AEcIF (Annual Electronics Inspection Fee) + AP/SIF (Annual Plumbing/Sanitary Inspection Fee) + AMIF (Annual Mechanical Inspection Fee) + CF (Computerization Fee) = (TF) Total Fees

SCHEDULE OF FEES

1. ABIF (Annual Building Inspection Fee)



ABIF = Total Floor Area X Rate

Total Floor Area	Rate
Up to 100 square meter	PHP 120/unit
Above 100 to 200 square meter	PHP 240
Above 200 to 350 square meter	PHP 480
Above 350 to 500 square meter	PHP 720
Above 500 to 750 square meter	PHP 960
Above 750 to 1000 square meter	PHP 1,200
Above 1000 or its portion in excess of 1000	PHP 1,200

2. AEIF (Annual Electrical Inspection Fee)

AEIF = KVA x Rate + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate/KVA	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100
Over 300 to 1,500 KVA	PHP 5/KVA	PHP 3,600
Over 1,500 to 6000 KVA	PHP 2.50/KVA	PHP 9,600
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850

3. AEcIF (Annual Electronics Inspection Fee)

AEcIF = Electronic Load of Item Description X Rate

Item Description	Rate per Electronic Load
Each switch port, any type of electronic controlled	PHP 2.40/port
installation. CATV/MATV/CCTV	
Each electronic center control/communication	PHP 1,000/location
equipment shelter, radio broadcast station/	
Studios, auditoriums, theaters and the like.	
Antennas, masts for any	
communications/transmissions/receptions.	
Automated teller machine, ticketing/vending/	PHP 10/unit
telephone booth.	
Other types or electronic devices, apparatus,	PHP 50/unit
instruments or units not specifically/identified	
above	



Pole and Attachment:	
Each Pole	PHP 20/pole
Each Pole Attachment	PHP 20/attachment

4. AP/SIF (Annual Plumbing/Sanitary Inspection Fee)

AP/SIF = No. of Water Closet X Rate

A = No. of Water Closet Rate = PHP 60

5. AMIF (Annual Mechanical Inspection Fee)

 $AMIF = TQIA \times R$

TQIA = Type and Quantity of Item/s in the Application

R= Rate corresponding to the Items in the application

Type and Quantity of Item	Rate
Cold storages & Ice plants	
Up to 100 tons capacity	PHP 25/ton
Above 100 tons up to 150 tons	PHP 20/ton
Above 150 tons up to 300 tons	PHP 15/ton
Above 300 tons to 500 tons	PHP 10/ton
In excess above 500 tons	PHP 5/ton
Window type	PHP 40/unit
Packaged/ Centralized Air-con System	
1 st 100 tons	PHP 25/unit
Above 100 tons up to 150 tons	PHP 20/unit
Above 150 tons up to 300 tons	PHP 15/unit
Above 300 tons up to 500 tons	PHP 10/unit
In excess of 500 tons	PHP 5/unit
Mechanical Ventilation (blowers or fan)	
Up to 1 kw per unit	PHP 10/unit
Above 1 kw to 7.5 kw	PHP 50/unit
In excess or fraction above 7.5 kw	PHP 20/unit
Escalators and moving walks, Funiculars	PHP 120/unit
Elevators (Passenger)	PHP 500/unit
Elevators (Freight)	PHP 400/unit
Elevators (Cars)	PHP 500/unit
Dumbwaiters (Motor Driven)	PHP 50/unit
Construction Elevator	PHP 400/unit
Every landing above first five landing for all	PHP 5/landing



above elevators	
Boilers	
Up to 7.5 Kw	PHP 400/unit
Above 7.5 kw to 22 kw	PHP 550/unit
Above 22 kw to 37 kw	PHP 600/unit
Above 37 kw to 52 kw	PHP 650/unit
Above 52 kw to 67 kw	PHP 800/unit
Above 67 kw to 74 kw	PHP 900/unit
Pressurized water heaters	PHP 120/unit
Water, sump and sewage pumps for	PHP 55/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit
·	excluding the pump
Generator – diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 15/kw
Above 50 up to 100 kw	PHP 10/kw
Every kw above 100 kw	PHP 2.40/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 10/unit
Pressure Vessel	PHP 40/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 24/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for	PHP 30/unit
each gas meter	
Every mechanical ride, inspection, etc.,	PHP 30/unit
used in amusement centers such as ferries	
wheel, carousel and the like	

6. Computerization Fee - PHP 20

8. Application for Certificate of Occupancy

Owners of residential, commercial, industrial and institutional buildings shall secure a Certificate of Occupancy from the City Engineer's Office/Office of the Building Official before the actual use of the building.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)
Classification:	Complex



T. m. a.f. Tuan a actions	000	11. O'' OOD O	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government		
Who may avail:	All owners of residential, commercial, industrial and institutional		
Willo may avam.	buildings		
CHECKLIST OF RE		WHERE TO SECURE	
Principal:			
Duly filled-up Certificate	of Occupancy		
Application Form:			
- Application form		CEO/OBO	
- Details of the form	1	Building Owner	
Duly filled-out Unified Ap	plication Form for	-	
Certificate of Occupancy	and Fire Safety		
Inspection Certificate (UA	AFCOFSIC):		
 Unified Application 	n Form	CEO/OBO	
- Details of the form	1	Building Owner	
Any valid government ID	card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Issued Building Permit an Permits (1 original)	nd its Ancillary	CEO/OBO	
Locational Clearance (1)	photocopy)	City Planning and Development Office (CPDO)	
Duly Notarized Certificate			
signed by the owner/appl	licant and sealed		
by the duly licensed Arch	nitect or Civil	Hired Architect/Civil Engineer	
Engineer in-charge of co		, and the second	
(3 original)			
Approved Plans and Specifications		Delilation Occurs on	
(1 owner's copy)		Building Owner	
Fire Safety Checklist (1 photocopy)		Bureau of Fire Protection (BFP)	
Signed and sealed construction logbook		Lline d. Analaite et/Oirill Forming and	
(1 original)		Hired Architect/Civil Engineer	
Photographs of the completed structure			
showing front, 2 sides and rear views		Photo Shop/Center	
(1 original)		·	
Professional License (3 photocopies)		Professional Regulation Commission (PRC)	
Professional Tax Receipt of Architect/Civil		City Treasurer's Office where the licensed	
Engineer (3 photocopies)		professional practice profession	
Owner's copy of Fire Safety Checklist and			
its corresponding FSEC (1 photocopy)		Pasay City Bureau of Fire Protection (PCBFP)	
Application form for Tax Declaration		City Treasurer's Office (CTO)	



(1 original)	
Construction Contractor's Tax	City Treasurer's Office
If there are changes in the approved	
building plans:	
As-Built Plans reflecting all the changes/	Hired Architect/Civil Engineer, etc.
modifications/alteration/amendments made	
(1 original, 2 photocopies)	
For Certificate of Final Electrical	
Inspection (CFEI) Application:	
- Yellow Card (1 original)	Any Electrical Service Provider
 Issued Wiring/Electrical Permit/ Cert. 	CEO/OBO
of Final Electrical Inspection/	
Completion (1 original)	
- Approved Electrical Plan (1 original)	Any Electrical Service Provider
Representative:	
Duly filled-out Certificate of Occupancy	
Application Form:	
 Application form 	Office of the City Engineer/Building Official
- Details of the form	Building Owner
Duly filled-up Unified Application Form for	
Certificate of Occupancy and Fire Safety	
Inspection Certificate (UAFCOFSIC):	
- Unified Application Form	CEO/OBO
- Details of the form	Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original)	LTO
Any valid government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (Building Owner) (1 original)	LTO
Issued Building Permit and its Ancillary	
Permits (1 original)	CEO/OBO
Locational Clearance (1 photocopy)	CPDO
Duly Notarized Certificate of Completion,	
signed by the owner/applicant and sealed	
by the duly licensed Architect or Civil	Hired Architect/ Civil Engineer
Engineer in-charge of construction	
(3 original)	
Approved Plans and Specifications	Building Owner



		1		NO MAI
(1 owner's copy)				
Fire Safety Checklist ((1 photocopy)	BFP		
Signed and sealed construction logbook		Hired Architect/Civil Engineer		
	(1 original)			
Photographs of the completed structure				
showing front, 2 sides	and rear views	Photo Shop/Center		
(1 original) Professional License ((2 photocopies)	PRC		
Professional Tax Rece			r's Office, which h	nas jurisdiction in
Engineer (3 photocopi	•			ofessional practices
3 (-	,	profession		
Owner's copy of Fire	Safety Checklist and	PCBFP		
its corresponding FSE	C (1 photocopy)	FODIF		
Application form for Ta	ax Declaration	СТО		
(1 original)				
Construction Contract		СТО		
If there are changes	in the approved			
building plans:				
As-Built Plans reflectir	•	Hired Architect/Civil Engineer, etc.		
modifications/alteration				
(1 original, 2 photocop	•			
For Certificate of Fin				
Inspection (CFEI) Ap	=			
- Yellow Card (1	• ,	_	service provider	
	Electrical Permit/ Cert.	CEO/OBO		
of Final Electric	•			
Completion (1 o	= :			
 Approved Elect 	trical Plan (1 original)		service provider	.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly	1. Accept	None	20 Minutes	ALVIN R. SERNA
accomplished	application forms			Administrative Aide
Certificate of	together with the			(00000040
Occupancy	complete			(OSSCPAS,
Application Form	requirements.			CEO/OBO)
and UAFCOFSIC				
together with the	1.1 Encode			
complete	application in			
requirements at	the system.			
Window 1, Room				



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311 or OSSCPAS, CEO/OBO.	1.2 Issue the claim stub for client's application reference. 1.3 Process Fire Safety Inspection Certificate (FSIC) and Certificate of Conformance (COC).	None	3 Days (waiting time prior to issuance of FSIC and COC)	OFFICERS OF THE DAY (OSSCPA, CPDO and Local BFP)
2. Ensure availability during the scheduled inspection.	2. Conduct inspection to verify compliance with the approved plans and specifications: 2.1 Process the application upon completion of inspection.	None	2 Days	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO) ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO) ENGR. CRISANTO M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO) ENGR. NEBUCHADNEZZ AR G. AROMIN Engineer II (OSSCPAS, CEO/OBO) ENGR. NEBUCHADNEZZ AR G. AROMIN Engineer II (OSSCPAS, CEO/OBO)
				LINGIN. DAMILO G.

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	4	1
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				AO MANIE
	2.2 Issue the Order of Payment upon completion of inspection.	None	5 Minutes	LUCAÑAS Engineer IV (OSSCPAS, CEO/OBO) ENGR. VIRGILIO F. RAZOTE Engineer II (OSSCPAS, CEO/OBO) ENGR. JOHARI G. RANGIRIS Engineer IV (OSSCPAS, CEO/OBO) LUCIO H. TOPE Plumbing and Tinning Inspector II (OSSCPAS, CEO/OBO) ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS,
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CEO/OBO) CASHIER (OSSCPA)
4. Present OR, and claim the Certificate of Occupancy.	4. Verify OR, and release the Certificate of Occupancy.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	*CORBA +	5 Days and	



CF = TF	35 Minutes	
or		
COC/IBA + CF= TF		
or		
COIBA+ CF = TF		

^{*}Legend:

CORBA (Certificate of Occupancy for Residential Building Application) + CF (Computerization Fee) = TF (Total Fees)

COC/IBA (Certificate of Occupancy for Commercial/Industrial Building Application) + CF (Computerization Fee) = TF (Total Fees)

COIBA (Certificate of Occupancy for Institutional Buildings Application) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

TF = Building Description x Rate + Computerization Fee: PHP 20

Description	Rate
Residential Buildings	
Costing up to PHP 150,000	PHP 100
More than PHP 150,000 up to PHP 400,000	PHP 200
More than PHP 400,000 up to PHP 850,000	PHP 400
More than PHP 850,000 up to PHP 1,200,000	PHP 800
Every million or portion in excess of PHP 1.20 M	PHP 800
Commercial & Industrial Buildings	
Costing up to PHP 150,000	PHP 200



More than PHP 150,000 up to PHP 400,000	PHP 400
More than PHP 400,000 up to PHP 850,000	PHP 800
More than PHP 850,000 up to PHP 1,200,000	PHP 1,000
Every million or portion in excess of PHP 1.20 M	PHP 1,000
Institutional Buildings	
Costing up to PHP 150,000	PHP 150
More than PHP 150,000 up to PHP 400,000	PHP 250
More than PHP 400,000 up to PHP 850,000	PHP 600
More than PHP 850,000 up to PHP 1,200,000	PHP 900
Every million or portion in excess of PHP 1.20 M	PHP 900

9. Application for Entrance Examination

Securing application for Entrance Examination from the City University of Pasay. Passing the Entrance Test will qualify the student/s to enroll to any of the CUP offered courses.

Office or Division:	City University of Pasay (CUP)		
Classification:	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen	
Who may avail:	Graduates of High	gh School, Transferees from other Colleges/Universities	
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
For Pasay Presidents			
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated		CUP Guidance Office	
in the Application	on Form	Applicant (Graduates of High School, Transferees from other Colleges/Universities)	
Voter's ID Card or Voter (1 photocopy)	's Certificate	COMELEC NCR 4th District	
F138/F137 or TOR (1 or	riginal)	Last Attended DEP-Ed or CHED Accredited School	
Barangay Clearance (1	original)	Barangay Hall	
2x2 colored ID picture (4pcs.)		From any Photo Shop	
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School	
Birth Certificate (1 photo	ocopy)	Philippine Statistics Authority (PSA)	
Envelope (1 long, brown)		Applicant (Graduates of High School, Transferees from	



				AO MAN
		other Colleges	/Universities)	
For Non-Pasay Residents				
Duly Accomplished Application Form:		OUD O : I	0.00	
- Application Form (1		CUP Guidance	e Office	
- Detail/Information to		Applicant (Cro	ductor of High Co	shool Transference from
in the Application		other Colleges	/Universities)	chool, Transferees from
F138/F137 or TOR (1 origi	inal)	Last Attended	DEP-Ed or CHED	Accredited School
Barangay Clearance (1 ori	ginal)	Barangay Hall		
2x2 colored ID picture (4pc	cs.)	From any Pho	to Shop	
Certificate of Good Moral (1 original)	Character	Last Attended	DEP-Ed or CHED	Accredited School
Birth Certificate (1 photoco	(vac	PSA		
Envelope (1 long, brown)	·P))	Applicant (Graduates of High School, Transferees fro		chool, Transferees from
I CHENI SIEDS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirements continued together with the duly s	Check the completeness and veracity of submitted equirements.	None	12 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Counselor (Guidance Office CUP)
CUP Cashier's R Office for the payment of si Examination o	ssue Official Receipt (OR) eased on ubmitted order of eayment.	Undergradua te Courses = PHP 150 Masteral = PHP 300	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
Receipt (OR) to the CUP standard of the Entrance Examination.	Check and ecord tudent's name at the Records Book or the exact chedule of Entrance	None	3 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Counselor (Guidance Office CUP)



Examination.			
TOTAL:	Under- graduate Courses = PHP 150	17 Minutes	
	Masteral = PHP 300		

10. Application for Mayor's Clearance

Pasay City residents seeking employment in the country and abroad and those who are applying for firearm licenses may secure a Mayor's Clearance from the City Administrator's Office.

Office or Division:		City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section		
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Residents who are e	eighteen (18)		
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	URE
Fiscal's Clearance (1 o	<u> </u>	City Prosecu		
Police Clearance (1 ori		PNP Pasay		
Community Tax Certific		City Treasur	er's Office	
Applicants for police and military service: Regional Trial Court Clearance (1 original)		Regional Tri	al Court	
Applicants for firearm license: Barangay Clearance (1 original)			Barangay where	the client resides
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE
Submit complete documentary requirements to the Receiving Section of the ADMIN.	 Receive complete requirements then inform the client to wait for the processing of the request. 1.1 Prepare the Mayor's Clearance. 	None	7 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)



	clearance to the City Administrator for approval.			
2. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	2. Release the Mayor's Clearance to the client.	None	3 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
	TOTAL:	None	10 Minutes	

11. Application for Sanitary/Excavation Permits

Owners of residential, commercial, industrial and institutional buildings shall secure Sanitary and Excavation Permits from the City Engineer's Office/Office of the Building Official prior to installation/excavation for the following undertakings:

- 1. MWSS Water Service Connection
- 2. MERALCO, Smart, PLDT, Pole Installation
- 3. Installation of Septic Tank, underground fuel tank, etc.

Office or Division: City Engineer's Off		fice (CEO)/Office of the Building Official (OBO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;		
	G2G – Government to Government			
Who may avail:	All owners of residential, commercial, industrial and institutional			
	buildings			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Excavation Permit for	Maynilad Service			
Connection				
Principal:				
Any valid government ID card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Official letter request (1 original)		Maynilad		
Sketch/location of site (1	original,	Building Owner		
1 photocopy)				
Representative:				
Authorization letter (1 original and		Person Represented (Building Owner)		
1 photocopy)		reison Kepresenteu (Dulluling Owner)		
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		



Any valid government ID card of the person represented (Building Owner) (1 original) Official letter request (1 original) Sketch/location of site (1original, 1 photocopy) Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
(1 original) Official letter request (1 original) Sketch/location of site (1original, 1 photocopy) Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans LTO Maynilad Building Owner BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office
Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Maynilad Maynilad Building Owner BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office
Sketch/location of site (1original, 1 photocopy) Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Building Owner BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office
1 photocopy) Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
Excavation Permit for Maynilad Distribution System Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 2 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 2 photocopy) Signed and sealed Detailed Plans BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office Maynilad Engineers and Contractor
Principal: Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office Maynilad Engineers and Contractor
Any valid Identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Maynilad Building Owner Pasay Traffic and Parking Management Office Maynilad Engineers and Contractor
Any valid identification Card (1 original) Official letter request (1 original) Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans LTO Maynilad Building Owner Pasay Traffic and Parking Management Office Maynilad Engineers and Contractor
Sketch/location of site (1 original, 1 photocopy) Traffic Clearance (1 original, 1 photocopy) Pasay Traffic and Parking Management Office 1 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
1 photocopy) Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
Traffic Clearance (1 original, 1 photocopy) Signed and sealed Detailed Plans Pasay Traffic and Parking Management Office Maynilad Engineers and Contractor
1 photocopy) Signed and sealed Detailed Plans Maynilad Engineers and Contractor
Signed and sealed Detailed Plans Maynilad Engineers and Contractor
I Mayniian Ennineers ann Contractor
Liviaviniao Engineers and Contractor
(1 original, 1 photocopy)
Contractor's All Risk Policy Insurance with Any Insurance Company
Official Receipt (1 original)
Representative:
Authorization letter (1 original and Person Represented (Building Owner)
i photocopy)
Any valid government ID card of the BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original) LTO
Any valid government ID card of the person represented (Building Owner) (1
original)
Official letter request (1 original) Maynilad
Sketch/Location of Site (1 original, Building Owner
1 photocopy)
Traffic Clearance (1 original, Pasay Traffic and Parking Management Office
1 photocopy)
Signed and sealed Detailed Plans
(1 original, 1 photocopy) Maynilad Engineers and Contractor
Contractor's All Risk Policy Insurance with
Official Receipt (1 original) Any Insurance Company
Meralco, PLDT, Smart/Globe/Sun Pole
Attachment Installation
Principal:
Any valid ID card (1 original) BIR, Post Office, PSA, SSS, GSIS, COMELEC,



	LTO
Official letter request (1 original)	Meralco, PLDT, Smart/Globe/Sun
Sketch/location of site (1 original,	Building Owner
1 photocopy)	3 -
Traffic Clearance (1 original,	Pasay Traffic and Parking Management Office
1 photocopy)	Tuesty mains and mains general chief
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Maynilad Engineers
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Representative:	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Official letter request (1 original)	Meralco, PLDT, Smart/Globe/Sun
Sketch/location of site (1 original,	Building Owner
1 photocopy)	
Traffic Clearance (1 original,	Pasay Traffic and Parking Management Office
1 photocopy)	
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Maynilad Engineers
Official letter request (1 original)	Maynilad Engineers
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Installation of Septic Tank, Cistern or	
Underground Tank	
Principal:	
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Lot/Site Development Plan (1 original,	Puilding owner
1 photocopy)	Building owner
Signed and sealed Detailed Plans	Building Owner and Contractor
(1 original, 1 photocopy)	
Contractor's All Risk Policy Insurance with	
Official Receipt (1 original)	Any Insurance Company



				AN OWN
Representative:				
Authorization letter (1	original and	Person Represented (Building Owner)		
1 photocopy)		, ,		
Any valid government ID card of the representative (1 original)		BIR, Post Offi LTO	ce, PSA, SSS, G	SIS, COMELEC,
Any valid government		LIO		
person represented (BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
(1 original)	Building Owner,	LTO		
Lot/Site Development	Plan (1 original,	Desilation of second	_	
1 photocopy)		Building owne	S f	
Signed and sealed De	etailed Plans	Building Own	er and Contractor	
(1 original, 1 photoco	py)			
Contractor's All Risk I	Policy Insurance with	Any Incurence	o Company	
Official Receipt (1 orig	ginal)	Any Insurance	e Company	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Accept the	None	5 Minutes	ALVIN R. SERNA
complete	complete			Administrative
requirements at	requirements and			Aide I
Window 1, Room	log the			(OSSCPAS,
311 or	application.			CEO/OBO)
OSSCPAS,				
CEO/OBO.	1.1 Issue Order	None	5 Minutes	
	of Payment			ROBERTO D.
	to the client.			BERDIN
				Administrative
				Assistant I
				(OSSCPAS, CEO/OBO)
				CLO/OBO)
	1.2 Process the	None	25 Minutes	LUCIO H. TOPE
	application.			Plumbing and
				Tinning Inspector
				11
				(OSSCPAS,
				CEO/OBO)
2. Proceed to	2. Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt to the	table re:		(OSSCPA)
311, OSSCPAS,	client.	schedule of		
CEO/OBO for		fees below		
payment.				



3. Present official	3. Verify official	None	5 Minutes	MA. LUZ T.
receipt to	receipt and			NAZARREA
Window 4, Room	release the			Administrative
311, OSSCPAS,	appropriate			Aide I
CEO/OBO and	Sanitary/			(OSSCPAS,
claim the	Excavation			CEO/OBO)
appropriate	Permit.			
Sanitary/				
Excavation				
Permit.				
	TOTAL:	PSF + CF =	45 Minutes	
		TF		

^{*}Legend:

PSF (Plumbing Sanitary Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. PSF (Plumbing Sanitary Fee)

PSF = a + b

a = Plumbing Inspection Fee (PHP 200/Day)

b = Volume of excavated materials x PHP 3/cum.

2. CF (Computerization Fee) PHP 20

12. Application for Senior Citizen's Identification Card and Purchase Booklet

Senior Citizens who are residents of Pasay City may apply for the issuance of Senior Citizen's Identification Card (ID), together with Purchase Booklet, to avail the benefits provided to them by the law at the Office of the Senior Citizen's Affairs (OSCA).

Office or Division:	Office of the Senior Citizen's Affairs (OSCA)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Senior Citizens (60 years old & above)		
CHECKLIST OF REQ	QUIREMENTS WHERE TO SECURE		
New Application:			
Principal			
Duly Accomplished Application Form			
(1 original):		OSCA	
- Application Form		Senior Citizen/Client	
- Details/information to be indicated in			



the application form	
the application form	COMELEC District Office which has jurisdiction
Updated Voter's Registration Record	1
(1 photocopy)	over the Barangay where the client resides
Individual Record of Barangay Inhabitants	Barangay Hall where the client resides
(1 photocopy)	Division Of the
Latest 1x1 colored picture (3 original copies)	Photo Studio
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
or	
Covernment inqued ID Cord (1 photocopy in	DID Dootel ID Doosport Notional ID DDC Cord
Government-issued ID Card (1 photocopy in	BIR, Postal ID, Passport, National ID, PRC Card,
case of discrepancy of the personal	Driver's License, UMID Card, Pag-IBIG, PhilHealth
information appearing in the documents	Philnealth
presented for verification purpose) FOR OVER 60 YEARS OLD	
Certificate of Cancellation or Certificate of No	OSCA of other Municipality
Record where the senior formerly resides	OSCA of other Mullicipality
•	
(1 original)	
Duly Accomplished Application Form (1 original):	
1 \ 3 /	OSCA
Application FormDetails/information to be indicated in	Senior Citizen/Client
	Seriioi Citizeri/Cilerit
the application form Updated Voter's Registration Record	COMELEC District Office which has jurisdiction
(1 photocopy)	over the Barangay where the client resides
Individual Record of Barangay Inhabitants	Barangay Hall where the client resides
(1 photocopy) Latest 1 x 1 colored picture (3 original copies)	Photo Studio
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
Bitti Certificate (1 priotocopy)	Fillippine Statistics Authority (FSA)
or	
OI .	
Government-issued ID Card (1 photocopy in	BIR, Postal ID, Passport, National ID, PRC Card,
case of discrepancy of the personal	Driver's License, UMID Card, Pag-IBIG,
information appearing in the documents	PhilHealth
presented for verification purpose)	
Endorsement of Barangay Senior President	Barangay Hall where the client resides
(1 original)	Darangay Fian where the Gient Testues
FOR OFW	
Passport with date of arrival (1 photocopy)	Senior Citizen/Client
Duly Accomplished Application Form	Comor Onizon/Onion
(1 original):	
- Application Form	OSCA
- Details/information to be indicated in	Senior Citizen/Client
	OGINOI OILIZGI/ONGIL



		T		AO MAI
the application for				
Individual Record of Barangay Inhabitants (1 photocopy)		Barangay Hall where the client resides		
Latest 1 x 1 picture (3 ori	ginal copies)	Photo Studi	О	
Endorsement of Baranga		Barangay F	lall where the clie	nt resides
(1 original)				
If Representative :				
Authorization Letter (1 or	iginal)	Person being represented (Senior Citizen)		
	·	BIR, Postal ID, Passport, National ID, PRC Card,		
Government-issued ID C		Drivers License, UMID Card, Pag-IBIG,		
representative (1 photoco	opy)	PhilHealth		
Passport with date of arri	val (1 photocopy)	Senior Citiz	en/Client	
Duly Accomplished Appli	cation Form			
(1 original):				
 Application Form 		OSCA		
 Details/information 	n to be indicated in	Senior Citiz	en/Client	
the application for	m			
Individual Record of Bara	ingay Inhabitants	Barangay F	Iall where the clie	nt racidae
(1 photocopy)		Barangay Hall where the client resides		
Latest 1 x 1 picture (3 ori		Photo Studio		
Endorsement of Baranga	y Senior President	Barangay Hall where the client resides		
(1 original)				
Application for replacement of ID and Purch		ase Booklet	:	
Principal		1		
Affidavit of Loss (1 original		Notary Pub		
Latest 1x1 colored picture	e (1 original)	Photo Studi	0	
Representative				
Affidavit of Loss (1 original		Person being represented (Senior Citizen)		
Latest 1x1 colored picture	, ,	Photo Studio		
Authorization Letter (1 or	<u>. </u>	Person being represented (Senior Citizen)		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly	1. Accept,	None	3 Minutes	MARILYN M.
accomplished	acknowledge			PENAZO
application form,				Officer-in-Charge
together with the	receipt, and			(OSCA)
complete set of	evaluate all the			A DAMAIA M. CAN
requirements, at	complete			ARMINA V. SAN
the transaction	requirements			DIEGO Administrative Aide II
window of OSCA submitted by the				(OSCA)
located at the	client.			(0007)
back of Pasay				EDGARDO V.
Derham Park				ORDOÑEZ
and Sports				Administrative Aide I



Complex.				(OSCA)
2. Wait for the processing of Senior Citizen ID Card and Purchase Booklet at the waiting area in front of the transaction window of OSCA.	2. Prepare the Identification Card and Purchase Booklet requested by the client.	None	10 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) EDGARDO V. ORDOÑEZ Administrative Aide I (OSCA)
3. Claim the Senior Citizen ID Card and Purchase Booklet at the transaction window of OSCA	3. Release the Senior Citizen ID Card and Purchase Booklet to the client.	None	3 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) EDGARDO V. ORDOÑEZ Administrative Aide I (OSCA)
	Total:	None	16 Minutes	

13. Application for Special Program for the Employment of Students

Pasay City Employment Center (PCEC) implements programs of the Department of Labor and Employment as mandated in Republic Act No. 7323 as amended by RA No. 9547, otherwise known as the Special Program for the Employment of Students (SPES) which aims to support poor but deserving students, including Out-of-School Youth intending to enroll, pursue their education by encouraging their "employment" during summer or Christmas vacation.

Office or Division:	PCEC		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	Students, OSY ages 15 to 30		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



				TO MAI	
Students:					
Duly Accomplished SPES Application Form					
(1 original):					
 Application Form 		PCEC			
- Details of the Form		Student/Applicant			
Updated Resume (1 or	iginal)	Student/Application	Student/Applicant		
Birth Certificate (1 phot	tocopy)	Philippine Statistics Authority			
Certificate of Grades (1	photocopy)	School where the Student is currently enrolled			
Parent's Certificate of N		Bureau of Inter	Bureau of Internal Revenue		
(1 photocopy)	· ·				
Certificate of Indigency	(1 photocopy)	Office of the Ba	arangay where the	e Student resides	
Out of School Youths			<u> </u>		
Duly Accomplished SP	ES Application Form				
(1 original):	- PP				
- Application Forn	n	PCEC			
- Details of the Fo		Student/Application	ant		
Updated Resume (1 or		Student/Application			
Birth Certificate (1 phot	<u> </u>	Philippine Stati			
Certification as OSY (1				e OSY resides or	
	Continuation as Con (1 photocopy)		Office of the Barangay where the OSY resides or Pasay Social Welfare and Development Office		
Certificate of Indigency	(1 photocopy)	Office of the Barangay where the OSY resides			
comment or mangement	(.				
OLIENT OTERO	A OFNOV A OTIONS	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE	
Submit updated	Accept complete	None	5 Minutes	JOANNA G.	
resume or duly	requirements.			BALORO	
accomplished				Administrative Aide	
SPES application	1 1 Varify and			/ / / / / / / / / / / / / / / / / / / /	
form together with	1.1 Verify and	None	5 Minutes	(PCEC)	
complete	evaluate				
requirements at	authenticity of				
the receiving	submitted				
section of PCEC.	documents.				
2. Proceed with the	Conduct initial	None	10 Minutes	EDITHA O.	
	interview to	None	10 Milliutes	FELIPE	
initial interview at	assess the			Senior	
PCEC.				Administrative	
	qualification of the			Assistant II	
	applicant.			(PCEC)	
	2.1 Conduct	None	10 Minutes		
	career/	INUITE	10 Milliates		
	employment				
	coaching to				
1		i e	ĭ	İ	



	qualification of the applicant to the desired job.			
3. Proceed with the	3. Conduct final	None	5 Minutes	FILIPINAS ROSARIO C.
final interview at PCEC.	interview. 3.1 Approve application.	None	5 Minutes	SAMPANG Officer-in-Charge (PCEC)
	3.2 Orient job applicant.	None	5 Minutes	
	TOTAL:	None	45 Minutes	

14. Application for the Occupancy Award of a Market Stall

Pasay City residents may apply for the Occupancy Award of a Market Stall at the Pasay City Public Market (PCPM) before actual occupancy thereof and upon payment of necessary fees and charges.

Office or Division:	PCPM				
Classification:	Highly Technical	<u> </u>			
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	Residents who are	eighteen (18)			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Duly Accomplished App					
 Application Form 			n Office of Pasay	City Public Market	
	on to be indicated in	Applicant			
the application for					
Most recent 2" x 2" pict	, ,	Photo Shop			
Community Tax Certific	` ' ' ' ' ' ' ' '	City Treasure			
Valid Identification Card	d (1 original and	BIR, Post Office, DFA, PSA, SSS, GSIS,			
1 photocopy)		Pag-IBIG, PSA, LTO, DFA			
DTI Registration Certifi	cate	Department of Trade and Industry Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
Submit duly	 Accept and 	None	5 Minutes	MARJORIE ANN M.	
accomplished	acknowledge			SAN LUIS	
application form	receipt of			Market Inspector I	
together with	complete			(PCPM)	
•	complete requirements and			REYNALDO DC.	
requirements at		transmit			
the receiving		documents to the Administrative			
section of	Officer-in-			(PCPM)	
Administration	Charge.			, ,	
Office of PCPM					



located at the 1 st Floor of Pasay City Public Market.				
2. Proceed to the Office of the Officer-in-Charge, and answer questions during the verification process.	 2. Conduct verification by asking some questions to the client relative to the submitted documents. 2.1 Show the map of available market stalls to the client. 2.2 Show the actual market stall that has been chosen. 2.3 Issue Order of Payment and advise the client to pay 60 days of daily rate per square meter, security deposits for electric and water. 	None	30 minutes	TEODORO N. VELASCO Officer-In-Charge (PCPM) MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)
3. Proceed to the Cashier of the City Treasurer's Office located at the 2ndfloor of the Pasay City Mall and pay regulatory fee and Security Deposit.	3. Issue Official Receipt (OR) based on the Order of Payment presented by the client.	Daily Fee Rate per square meter (See table below for the daily rate) x 60 days	10 Minutes	CASHIER (City Treasurer's Office)



				ONO MAI
		Electric Security Deposit (ESD) - PHP 5,000.00 + Water Security Deposit		
		(WSD)		
		– PHP		
4 December 00 (4. Assentition	3,000.00	00 Min (1)	DEVNALDO DO
4. Present the OR to the receiving section of Administration Office of PCPM.	4. Accept the OR and prepare the Memorandum of Understanding (MOU).	None	20 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM) MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)
5. Wait until the MOU has been processed and ready for signing.	5. Present the MOU to the client for signing then forward to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	20 Minutes 10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)
6. Claim the approved and notarized MOU from the receiving section of Administration Office of PCPM.	6. Issue the approved and notarized MOU to the client after signing in the logbook and in the receiving copy to be retained by the office.	None	10 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
	TOTAL:	Daily Fee	10 Days,	



Rate per square meter (See table below for the daily rate)	1 Hour, 35 Minutes	
x 60 days +		
ESD PHP 5,000.00		
+		
WSD PHP 3,000.00		
= Total Fees		

SCHEDULE OF FEES:

DAILY RATE PER SQUARE METER							
Section Square Meter Rate/Sqm Amount							
Wet Stall	2.61	58.320	₱1 52.22				
Dry Stall	1.50	54.675	₱82.01				
Eatery Stall (Min. 12 sq m)	12.00	43.740	₱ 524.88				
Ice Stall (Min. 15 sq m)	15.00	43.740	\$ 656.10				
Rice Stall (Min. 15 sq m)	15.00	43.740	\$ 656.10				
Groceries (Min. 8 sq m)	8.00	43.740	₱349.92				

15. Application for the Renewal of Occupancy Award of a Market Stall

Tenants/Stallholders shall apply for the renewal of their Occupancy Award to the Pasay City Public Market every January prior to the expiration of the three-year MOU.

Office or Division:	Pasay City Public Market (PCPM)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Tenants/Stallholders



CHECKLIST OF I	DECHIDEMENTS		WHERE TO SEC	LIDE
			WHERE IU SEC	UKE
	Duly Accomplished Application Form: - Application Form		n Office of Pasay	City Public
- Details/informat the application f	ion to be indicated in form	Tenant/Stallh	older	
Most recent 2" x 2" pic		Photo Shop		
Business Permit with C Certificate (1 photocop	Community Tax	•	rmit and Licensing	Office
Old Memorandum of U (1 original), if available	Inderstanding	Pasay City P	ublic Market	
Certification/Clearance obligation (1 photocopy	from monetary	City Treasure	er's Satellite Office	e, Pasay Mall
Certification of Register Stallholders (1 photocol	ered Market	PCPM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with complete requirements at the receiving section of Administration Office of PCPM located at the 1st Floor of Pasay City Public Market.	Accept and acknowledge receipt of application form together with complete requirements.	None	15 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
Wait until the MOU has been processed and ready for signing.	to the client for signing then forward the signed MOU to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	30 Minutes 10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM) TEODORO N. VELASCO Officer-In-Charge (PCPM
Claim the approved and notarized MOU	3. Issue the approved and notarized MOU to	None	10 Minutes	REYNALDO DC. SAN JUAN Administrative



from the receiving section of Administration Office of PCPM.	the client after signing in the logbook and in the receiving copy to be			Aide I (PCPM)
	retained by the office.			
	TOTAL:	None	10 Days and	
			55 Minutes	

16. Application for Working Permit

All employees working within the territorial jurisdiction of Pasay City are mandated by laws and local ordinances to secure the necessary Work Permit from the Business Permits and Licensing Office, and to pay the corresponding fees thereof. The Work Permit must then be renewed annually (Calendar Year).

Office or Division:	E	Business Permi	ts and Licensi	ng Office		
Classification:	5	Simple				
Type of Transaction		G2C – Governn				
Who may avail:			vorking in the p	private business e	establishments	
CHECKLIST OF I	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Community Tax Certi copy of the original)	ficate (1	1 scanned	City Treasure	er's Office		
Police Clearance (1 s original)	canned	copy of the	Pasay City P	olice Station		
Health Certificate (1 s original)	scanned	d copy of the	City Health C	Office		
Parental Consent and	d affidav	vit of	Parent/Guard	dian of the Private	Employee	
Guardianship for mine	or appli	cants				
•	(1 scanned copy of the original)					
(3	/				
CLIENT STEPS	Α	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	Α	CTIONS	BE PAID	TIME	RESPONSIBLE	
1. Access the	1. Ch	eck web	None	30 Minutes	RENATO	
online business		tal for the			FLORENCE E.	
application	sub	omitted online			PUNIO	
website of Pasay	occ	cupational			Administrative Aide II	
City	per	mit			(BPLO)	
(<u>online.pasay.go</u> application.				(BFLO)		
<u>v.ph</u>) in any web						
browser. Click					CLARA ELEAZAR	
the account					Administrative Aide I	
registration for					(BPLO)	
Occupational						



			AO MAI
Permit System (OPS); accomplish the required fields, and submit.			ANGELO A. EVANGELISTA Administrative Assistant I (BPLO) ANDREW M.
1.1 Check the system generated number sent to your registered mobile number and email address. This will be used as a Log-in Credential for your Online Occupational Permit Application together with USERNAME and PASSWORD created.	1.1 Check the submitted requirements (Police Clearance and Cedula) and click Validate if submitted documents are valid and complete, otherwise click Return for completion.		ARGUELLES Administrative Aide I (BPLO)
1.2 After successful registration, you may now log-in your account, a One-Time-Pin (OTP) will be sent to your mobile number for verification.	1.2 Click Validation Done to endorse to CHO the submitted online application.		
1.3 Accomplish the required fields, upload the necessary requirements	1.3 A system generated Order of Payment will be sent to the		



for Occupational Permit and click save. 1.4 Check the preview of your application using the Control Number (Transaction Number) for your reference.	registered email address of the applicant once the application is verified by the CHO.			
2. Check the Order of Payment sent to your registered email address including the steps on how to do online payment.	2. Check the web portal for the successful Payment Transaction.	Please refer to the table of fees below	45 Minutes	Cashier City Treasurer's Office
2.1 Click the link provided or type in the web browser. Click PAY NOW, enter/select PASAY CITY GOVERNMENT in the Merchant list and click CONTINUE.	2.1 Send e-copy of the official receipt to the registered email address of the applicant after payment transaction is validated.			
2.2 Select OCCUPATIONA L PERMIT as Transaction	2.2 Endorse e- copy of Official			



Type and Select PAYMENT OPTIONS of your choice. 2.3 Enter required information to your e-SOA for details. Click CONTINUE to process your Payment. For successful transaction, you will receive an E-mail confirmation. 3. Claim your Working/ Occupational Permit at the Transaction window of BPLO and/or via courier services. Corresponding Type and Select BPLO for the BPLO for the BPLO for the printing and release of permit. Receipt to the BPLO for the BPLO for the printing and release of permit. Receipt to the BPLO for the BPLO for the BPLO for the printing and release of permit. Receipt to the BPLO for the BPLO for the BPLO for the printing and release of permit. Rone (for those which will be released thru window transaction) REZELL P. Receipt to the BPLO for the BPLO for the printing and release of permit. Rone (for those which will be released thru window transaction) REZELL P.					RO MAN
fees may apply. via courier to the applicant's registered address. via courier to the applicant's registered address. Amount of fees and charges are at the discretion of the courier service provider based on the location of business (for those which will be released)	PAYMENT OPTIONS of your choice. 2.3 Enter required information to your e-SOA for details. Click CONTINUE to process your Payment. For successful transaction, you will receive an E-mail confirmation. 3. Claim your Working/ Occupational Permit at the Transaction window of BPLO and/or via courier services. Corresponding	BPLO for the printing and release of permit. 3. Release the Working/ Occupational Permit to the applicant at the TRANSACTION WINDOW of BPLO or deliver via courier to the applicant's registered	(for those which will be released thru window transaction) Amount of fees and charges are at the discretion of the courier service provider based on the location of business (for those	thru Window Transaction 1 Hour – via Courier	CLARA ELEAZAR Administrative Aide I (BPLO) RIZALIN O. SENDINO Nursing Attendant I (BPLO) REZELL P. SUAMER Administrative Aide I



	services).		
TOTAL:	Please	1 Hour and	
	refer to the	25 Minutes –	
	table of	thru Window	
	fees below	Transaction	
		2 Hours and	
		15 Minutes –	
		via Courier	
		Services	

POSITION	FEE	POSITION	FEE	POSITION	FEE
Account Executive	PHP 100	Carpenter	PHP 40	e-Learning developer	PHP 100
Accountant	PHP 100	Cashier	PHP 40	electrician	PHP 40
Accounting Assistant	PHP 100	CCTV operator	PHP 40	embalmer	PHP 60
Accounting Clerk	PHP 100	Chambermaid	PHP 40 emergency medical technician		PHP 100
Accounting Office	PHP 100	Checker	PHP 40	Employee Services Specialist	PHP 100
Administration Officer	PHP 100	Chef cook	PHP 100 Encoder		PHP 40
Administrative Assistant	PHP 100	Chef de Cuisine	PHP 100	Engineer	PHP 100
Advance Ticketing Staff	PHP 40	Chef de parte	PHP 100	Entertainer	PHP 100
Aesthetician	PHP 100	Chief steward	PHP 100	Environmental officer	PHP 100
Airport Representative	PHP 100	Chief cook	PHP 100	Events assistant	PHP 100
Analyst	PHP 100	Choreographer	PHP 100	Events officer	PHP 100
Appraiser	PHP 100	Clerk	PHP 40	Executive assistant	PHP 100
Artist	PHP 40	Communication trainer	PHP 100	Executive chef	PHP 100
Assistant Auditor	PHP 100	Community support agent	PHP 100	Executive housekeeper	PHP 100
Assistant Cook	PHP 60	Conductor	PHP 40	Executive officer	PHP 100
Assistant Director	PHP 100	Consultant	PHP 100	Executive steward	PHP 100



Assistant General Manager	PHP 100	Convention officer	PHP 100	Factory worker	PHP 40
Assistant Manager	PHP 100	Cook	PHP 60	PHP 60 Film booking assistant	
Assistant Pantry	PHP 60	Coordinator	PHP 100	Finance officer	PHP 100
Assistant Supervisor	PHP 100	Cost control assistant	PHP 100	Financial planning	PHP 100
Audit Associate	PHP 60	Cost controller	PHP 100	Fitness attendant	PHP 100
Auditor	PHP 100	Counter clerk	PHP 40	Fitness instructor	PHP 100
Bagger	PHP 40	Counter crew	PHP 40	Floor manager	PHP 100
Baker	PHP 60	Courier	PHP 40	Florist	PHP 40
Bar Attendant	PHP 40	Crewing assistant	PHP 40	Food attendant	PHP 60
Barber	PHP 40	Custodian	PHP 60	Food handler	PHP 60
Barista	PHP 100	Customer assistant	PHP 100	Food preparation	PHP 60
Barmaid	PHP 100	Customer relation officer	PHP 100	Food safety officer	PHP 100
Bartender	PHP 100	Customer relation services representative	PHP 100	Foot spa	PHP 40
Beautician	PHP 40	Customer service agent	PHP 40	Foreman	PHP 100
Beauty consultant	PHP 100	Customer service assistant	PHP 60	Forklift operator	PHP 60
Bell Man	PHP 40	Customer service officer	PHP 100	Front desk attendant	PHP 100
Bet Collector	PHP 40	Customer service representative	PHP 100	Front desk clerk	PHP 100
Boat crew	PHP 40	Customer support advisor	PHP 40	Front desk officer	PHP 100
Body washer	PHP 100	Dance instructor	PHP 100	Front office agent	PHP 100
Bookkeeper	PHP 100	Dancer	PHP 100	Gaffer	PHP 40
Bouncer	PHP 40	Data analyst	PHP 100	Gallery attendant	PHP 60
Busboy	PHP 40	Delivery man	PHP 40	Gardener	PHP 40
Busgirl	PHP 40	Dentist	PHP 100	Gasoline boy	PHP 40
Butcher	PHP 40	Design officer	PHP 100	General manager	PHP 100
Butler	PHP 40	Design specialist	PHP 100	Graphic designer	PHP 100
Butler officer	PHP 100	Dietary helper	PHP 60	Guest relation officer	PHP 60



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Caddie	PHP 40	Dietitian	PHP 60	Gym attendant	PHP 100
Cake decorator	PHP 40	Director	PHP 100	Gym instructor	PHP 100
Call center agent	PHP 100	Disc jockey	PHP 100	Hair stylist	PHP 100
Captain waiter	PHP 100	Dishwasher	PHP 40	Hairdresser	PHP 40
Captain waitress	PHP 100	Dispatcher	PHP 40	Home retention specialist	PHP 100
Car wash attendant	PHP 40	Doorman	PHP 40	Hospitality girls / pink card	PHP 100
Car dealer	PHP 100	Driver	PHP 40	Housekeeper	PHP 40
Housekeeper admin	PHP 100	Nutritionist	PHP 100	Researcher	PHP 100
Human resource officer	PHP 100	Officer-In- Charge	PHP 100	Reservation agent	PHP 100
Human resource assistant	PHP 100	Operation assistant	PHP 100	Reservation associate	PHP 100
Hygiene officer	PHP 100	Operation officer	PHP 100	Reservation officer	PHP 100
Imaging associate	PHP 40	Operation specialist	PHP 100	Rider	PHP 40
Inflight attendant	PHP 60	Operator	PHP 100	Rides attendant	PHP 40
Instructor	PHP 100	Optometrist	PHP 100	Rides operator	PHP 40
Internal security	PHP 40	Organizer	PHP 100	Rinkman	PHP 60
Interpreter	PHP 100	Painter	PHP 40	Room attendant	PHP 40
Inventory clerk	PHP 100	Pantry crew	PHP 60	Roomboy	PHP 40
Inventory officer	PHP 100	Pastry chef	PHP 60	Safety & maintenance officer	PHP 100
Investor Relations Officer	PHP 100	Pathologist	PHP 100	Sales clerk	PHP 40
IT Officer	PHP 100	Pc operator	PHP 100	Sales crew	PHP 40
IT Specialist	PHP 100	Performance analyst	PHP 100	Sales demo	PHP 60
IT Technical Support	PHP 100	Performance coach	PHP 100	Sales executive	PHP 100
Janitor	PHP 40	Performer	PHP 100	Sales officer	PHP 100
Janitress	PHP 40	Pharmacist	PHP 100	Sales utility clerk	PHP 40
Kitchen Helper	PHP 40	Pharmacist assistant	PHP 100	Saleslady	PHP 40
Laborer	PHP 40	Photographer	PHP 40	Sanitation officer	PHP 100
Lady guard	PHP 40	Physical therapist	PHP 100	Seamstress	PHP 40
Lady keeper	PHP 40	Physician	PHP 100	Secretary	PHP 40
Lineman	PHP 40	Plant technician	PHP 100	Security	PHP 40
·			· · · · · · · · · · · · · · · · · · ·		



Laundry attendant	PHP 40	Plumber	PHP 40	Security guard	PHP 40
Laundry man	PHP 40	Porter	PHP 60	Security officer	PHP 100
Laundry service officer	PHP 100	Processing specialist	PHP 100	Senior corporate trainer	PHP 100
Liaison officer	PHP 100	Production assistant	PHP 100	Service agent	PHP 60
Linen attendant	PHP 40	Production coach	PHP 100	Service ambassador	PHP 100
Lifeguard	PHP 40	Production Crew	PHP 60	Service attendant	PHP 60
Locker attendant	PHP 40	Production Officer	PHP 100	Service crew	PHP 60
Machine operator	PHP 40	Programmer	PHP 100	Sewer	PHP 40
Maintenance	PHP 40	Project Analyst	PHP 100	Signer	PHP 100
Management representative	PHP 100	Projectionist	PHP 100	Slot ambassador	PHP 100
Management trainee	PHP 40	Promo Girl	PHP 40	Software engineer	PHP 100
Manager	PHP 100	Promodizer	PHP 40	Special investigator	PHP 100
Manicurist	PHP 40	Promotion Ambassador	PHP 100	Specialist	PHP 100
Marketing assistant	PHP 100	Property Custodian	PHP 40	Specialty portfolio servicing	PHP 100
Marketing manager	PHP 100	Proprietress	PHP 100	Staff	PHP 40
Marketing officer	PHP 100	Public Attendant	PHP 40	Steward	PHP 40
Marketing service assistant	PHP 100	Public Relation Officer	PHP 100	Stock clerk	PHP 40
Mason	PHP 40	Pump Attendant	PHP 40	Stockman	PHP 40
Massage attendant	PHP 100	Purchaser	PHP 100	Store clerk	PHP 40
Massage therapist	PHP 100	Purchasing officer	PHP 100	Supervisor	PHP 100
Mechanic	PHP 40	Quality Control	PHP 100	Supply and logistic assistant	PHP 100
Medical Technologist	PHP 100	Rad Tech	PHP 40	Swimming pool attendant	PHP 40
Membership associate	PHP 100	Radiologist	PHP 100	System Administrator	PHP 100
Merchandiser	PHP 40	Receiving Clerk	PHP 40	Tailor	PHP 60
Messenger	PHP 60	Receiving Officer	PHP 100	Teacher	PHP 100
Model	PHP 100	Receptionist	PHP 60	Team leader	PHP 60



Multimedia Specialist	PHP 100	Recruitment promoter	PHP 100 Team member		PHP 60
Nurse	PHP 60	Reflexologist	PHP 100	Technical service support	PHP 60
Nursing Aide	PHP 60	Repair man	PHP 40	Technical writer	PHP 40
Technician	PHP 60	Telephone operator	PHP 40	Tinsmith	PHP 40
Tour guide	PHP 100	Trainee (OJT)	PHP 40	Training Officer	PHP 100
Treasury assistant	PHP 100	Usher	PHP 60	Usherette	PHP 60
Utility	PHP 40	Vendor	PHP 40	VIP Services Officer	PHP 100
Valet Parker	PHP 40	VIP Host	PHP 100	Waiter	PHP 60
Waitress	PHP 60	Web Developer	PHP 100	X-ray Technician	PHP 100
Warehouse man	PHP 40	Welder	PHP 40		

17. Applying for a New or Updated Tax Declaration

Taxpayer/s (*Property Owner/s*) must apply for the issuance of a new Tax Declaration/s (TD/s) for newly constructed building/s and newly installed machineries. Upon transfer of ownership of real property or the subdivision or consolidation of ownership thereof, the new owner/s must also apply for a new tax declaration to update the records of the City Government. The City Assessor's Office likewise conducts field inspection to assess the value of the real property. The new TD serves as the city's permanent record on real property unit and used for the computation of real property tax.

Office or Division:	City Assessor's Off	ice (CAssrO)				
Classification:	Simple					
Type of	G2C – Government	t to Citizen				
Transaction:						
Who may avail:	Property Owner/s					
CHECKLIST OF RI	F REQUIREMENTS WHERE TO SECURE					
NEW TAX DECI	LARATIONS					
Valid Government Issued Identification		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,				
Card (1 photocopy)		COMELEC, OSCA-LGU				
Approved Building Plan		City Engineer's Office				
(1photocopy/blueprint)						
Building and Occupancy Permit		City Engineer's Office				
(1 photocopy)						
Barangay Certificate of Ownership		Barangay Office				
(1 original copy)						
Duly Notarized Affidavit of Ownership		City Assessor's Office-Appraisal & Assessment				
(1 original copy) & Sworn Statement (1		Division				
set)						
Duly Notarized Affidavi	t for the List of	City Assessor's Office-Appraisal & Assessment				
machineries installed w	ith corresponding	Division				



				NO MAI		
details (1 original)						
UPDATING TAX	DECLARATIONS					
Letter Request for p	roperty/ies subject for	Property O	wner			
re-assessment of pre-	operties (1 original					
copy)						
Deed of Conveyance	e (sale, donation,	Property O	wner			
inheritance, etc.):						
For titled properties						
For government own						
Certificate of Real P		City Treasu	ırer's Office			
	Tax and Transfer Fee					
(1 photocopy)						
Clearance from Bure		Bureau of I	nternal Revenue			
revenue (eCAR - Ce	_					
Registration) (1 phot						
Transfer of Certificat	· ,	Property O	wner/Registry of	Deeds		
1	current year					
(1 photocopy)						
	sued TCT a year after					
	Certified Copy)					
	on Plan with Technical	Land Registration Authority/Geodetic Engineer				
Description (for segi	•					
consolidation) (1 pho						
Affidavit of Publication (for extra-judicial		Property O	wner			
settlement) (1 photo	copy)					
OLIENT OTERO	ACENOV ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit all	1. Record the	None	10 Minutes	GENALYN C. DELA		
requirements to	documents and			CRUZ		
the assigned	endorse the			Administrative Officer IV		
personnel of the	applicant to the			(CAssrO)		
City Assessor's	Deputy-in-Charge			MARIA INES A. ROBIN		
Office-	(LAOO) of the			Administrative Aide II		
Administrative	area where the			(CAssrO)		
and Assessment Records area where the property is located.				(0/13310)		
				JEMALYN A. LABACO		
				Administrative Assistant V		
Management	1.1 Thereafter,			(CAssrO)		
Division.	Issue claim stub					
	to the applicant.					
	and the land and t					
2 Coours and	2 leave official it of	None	10 Minutes	ALADDIN LAUREANO M.		
2. Secure and	2. Issue affidavit of	None	10 Minutes	ALADDIN LAUKEANO M.		



					AN MANIL
	accomplish Affidavit of Ownership & Sworn	ownership / Sworn Statement to the applicant; and			GALGAO Local Assessment Operations Officer IV (CAssrO)
	Statement from the City Assessor's Office-Appraisal	set time and date of site inspection.			TERESITA J. BUENAFE Local Assessment Operations Officer III (CAssrO)
	& Assessment Division.				PERLA B. AÑONUEVO Local Assessment Operations Officer II (CAssrO)
					NONA C. TUAZON Local Assessment Operations Officer II (CAssrO)
					ARNULFO P. MALINAO Tax Mapper I (CAssrO)
					ROSALINDA C. GRAVIDEZ Tax Mapper I (CAssrO)
3.	Attend the Property Site Inspection & Verification based on the	3. Conduct the inspection of the building or machinery to be assessed.	None	2 Hours	Deputy-in-Charge of the area/s where the property is located (CAssrO)
	agreed time, and date thereof.	3.1 Prepare, review and sign the Field Appraisal	None	30 Minutes	Deputy-in-Charge of the area/s where the property is located (CAssrO)
		Assessment Sheet (FAAS)			ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CAssrO)
					ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CAssrO)



				NO MAI
	3.2 Assign a permanent Property Identification	None	10 Minutes	ARNULFO P. MALINAO Tax Mapper I (CAssrO)
	Number (PIN) of the FAAS			ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i> (CAssrO)
				FLORO D. HERNANDO Tax Mapping Aide I (CAssrO)
	3.3 Prepare and process the Tax Declaration	None	30 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CAssrO)
				RICARDO G. ESTANILAO Data Controller IV (CAssrO)
				CARMELITA C. BELTRAN Assessment Clerk II (CAssrO)
				ANTHONY A. ABABA Data Controller I (CAssrO)
				GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
				ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor (CAssrO)
4 Present the claim stub to the assigned personnel of	4. Release the New Tax Declaration to the applicant.	None	5 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CAssrO)
the City Assessor's				GENALYN C. DELA CRUZ



Office- Administrative and Assessment Records Management Division.				Administrative Officer IV (CAssrO)
	TOTAL:	None	3 Hours and 35 Minutes	

18. Applying for Accreditation of Non-Government and People's Organization (NGO)

Applying for accreditation of Non-Government and People's Organization at the Office of the Secretary to the Sangguniang Panlungsod.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (SP)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Non-Government and People's Organization/s				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Duly Accomplished Form (1 original)					
 Application Form 		Office of the Secretary to the SP			
- Details to be indicated in the form		Applicant (NGO)			
Duly approved Board Resolution signifying		Applicant (NGO)			
intention for accreditation for the purpose of					
representation in the local special body (1					
CTC)		On the Full case On the last of the One and the			
Certificate of Registration or Certificate of		Securities Exchange Commission; Cooperatives			
Accreditation (1 photocopy)		Development Authority; Department of Labor and			
		Employment; Department of Social Welfare and Development; Department of Health; Department			
		of Agriculture; Department of Agrarian Reform;			
		Department of Education; Department of the			
or		Interior and Local Government; National			
0.		Commission on Indigenous Peoples; National			
		Housing Authority; Insurance Commission;			
		Philippine Regulatory Commission; and			
		Department of Human Settlements and Urban			
		Development; and others			
in the case of Indigenous People's					



Organizations, certification issued by NCIP (1 photocopy)		National Commission on Indigenous Peoples		
List of current Officers and Members (1 original)		Applicant (NGO)		
For existing Civil Society Organizations, Minutes of the Annual Meeting of the immediately preceding year as certified by the organizations' board secretary (1 original or CTC)		Applicant (NGO)		
For existing Civil Society Organizations, Annual Accomplishment Report for the immediately preceding year (1 original)		Applicant (NGO)		
For existing Civil Society Organizations, Financial Statement, at the minimum, signed by the executive officers of the organization, also of the immediately preceding year, and indicating therein other information such as the source(s) of funds (1 original)		Applicant (NGO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit all the necessary requirements required by the DILG to the Office of the Secretary to the SP.	Receive and review all requirements submitted by the applicant.	None	2 Minutes	RAELYN JOY D. GATCHALIAN Board Secretary II (Office of the Secretary to the SP)
2. Wait for the inclusion of your application in the agenda of the Sangguniang Panlungsod regular session.	 Include the application in the agenda of the Sangguniang Panlungsod regular session and refer it to concerned Committees for Committee Hearing. Schedule regular session/s and advise the client 	None	2 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)



				O MAI
	on the date thereof.			
3. Wait to be notified on the schedule of committee hearing by the Office of the Secretary to the SP.	3. Conduct a Committee Hearing for approval of the application for accreditation	None	1 Hour	ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the Secretary to the SP)
4. Attend the regular session at the City Council Session Hall.	4. Conduct of regular session for the approval of resolution.	None	1 Hour	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP)
5. Wait for the issuance of certificate of accreditation and approved resolution on your application at the Office of the Secretary to the SP.	5. Prepare the Certificate of Accreditation and the Resolution duly signed by all members of Sangguniang Panlungsod.	None	5 Minutes	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP)
6. Claim the Certificate of Accreditation and corresponding certified true copy of approved Resolution from the Office of the Secretary to the SP.	6. Release the Certificate of Accreditation and corresponding certified true copy of approved Resolution to the client.	None	2 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP) RAELYN JOY D. GATCHALIAN Board Secretary II (Office of the Secretary to the SP)
	TOTAL:	None	2 Hours and 11 Minutes	



19. Applying for New Health Certificate

A health certificate is issued by the City Health Office to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office	e (CHO)		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REG	QUIREMENTS		WHERE TO S	ECURE
Duly Accomplished Work	Permit Form			
 Work Permit Form 	` ' '	BPLO		
- Information/details		Applicant		
in the Work Permi				
Latest Chest X-ray (1 original	O ,	DOH-accred	lited hospital/clinic	
*within 3 months from the	e date of			
examination				
Dental Certificate (1 origi	•	DOH-accred	lited dental clinic	
*for all food handlers only	,			
Venereal Disease Exami		Dr. Lagrosa	Health Center	
(1 original) *for pink card				
1" x 1" recent colored pic		Photo Studio		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
4. Cub mit a promiate	ACTIONS	BE PAID	TIME	RESPONSIBLE YOLANDA S. BAGTAS
1. Submit complete 1 set of	. Acknowledge	None	15 Minutes	Sanitation Inspector I
	the			(CHO)
requirements at Environmental	submission			(3.13)
Sanitation	and evaluate			BERNARD E.
Services Office	all the			ALCANTARA
(Room 106,	requirements.			Sanitation Inspector II
Pasay City Hall).				(CHO)
1 asay Sity Hall).				BRAYAN HENRY V.
				NAVARES
				Sanitation Inspector I
				(CHO)
				,
				ARMANDO C.
				,
				ARMANDO C. FLORENTINO JR.
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II

STY OF PASA
* * *
METRO MANILA

					MAN
					ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
					JUMAR B. GRANDE Sanitation Inspector I (CHO)
					GEORGE T. EFONDO Sanitation Inspector I (CHO)
					JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
2. Proceed to City Treasurer's Office (Room 102) for the payment of fees.	2.	Issue official receipt of payment to the client.	*HRF + HIVOF + LF + CF = N (Please	10 Minutes	CASHIER (CTO)
			refer to the schedule of fees below)		
3. Return to Room 106 of Pasay City Hall to attend HIV-	3.	Conduct HIV/AIDS orientation.	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
AIDS Orientation.					BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
					BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
					ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
					RETCHEL S. BAINTO Sanitation Inspector I (CHO)
					ALEX T. MONTEMAYOR Sanitation Inspector I

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*	*	*
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				AO MAN
				(CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO) JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
4. Present original laboratory results and official receipt of payment at the City Health Office.	 4. Process the request: 4.1 Verify and receive all laboratory results submitted by the applicant. 4.2 Issue claim stub to the client. 	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO) JOSE DANIEL R. RESTAURO IV Sanitation Inspector I

OUT OF PASA	
*	
METRO MANILA	

and time indicated on the claim stub. Certificate and return all original documentary requirements to the client.	*For those who applied from 8:00 AM to 12:00 PM - approved Health Certificate will	(CHO) YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
on the claim stub. return all original documentary requirements to the client.	8:00 AM to 12:00 PM - approved Health Certificate will	ALCANTARA Sanitation Inspector II
	be released on the same day of application	BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
	*For those who applied from 12:01 PM to	ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
	5:00 PM - approved Health	RETCHEL S. BAINTO Sanitation Inspector I (CHO)
	Certificate will be released on the following day	ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
	day	JUMAR B. GRANDE Sanitation Inspector I (CHO)
		GEORGE T. EFONDO Sanitation Inspector I (CHO)
		JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL: HRF A+ HIVOF + LF + CF =PHP 160	42 Minutes	
HRF B + HIVOF + LF + CF = PHP 180		



HRF C +	
HIVOF +	
LF + CF =	
PHP 220	

*Legend:

HRF (Health Registration Fee) + **HIVOF** (HIV Orientation Fee) + **LF** (Laboratory Fees: Urinalysis & Fecalysis) + **CF** (Computerization Fee) = **N** (Total Fees)

SCHEDULE OF FEES

Orientation, Laboratory and Computerization Fees:

- HIV/AIDS Orientation fee PHP 50
- Urinalysis fee PHP 30
- Fecalysis fee PHP 20
- Computerization fee PHP 20

Health Registration fee per type of worker:

- A (Staff, Clerk, Cashier, etc.) PHP 40
- B (Service Crew, Waiter, Waitress, Service Ambassador, etc.) PHP 60
- C (Manager, Asst. Manager, Supervisor, etc.) PHP 100

20. Applying for Sanitary Permit (New Applicants)

A Sanitary Permit is the permission or certification in writing of the City Health Officer or in his absence the Chief or Head of the Sanitation Division/Section/Unit of the City Health Office, that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office (CHO)			
Classification:	Simple	Simple		
Type of Transaction:	G2C – Government t	o Citizen; G2B – Government to Business		
Who may avail:	Business Owners			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
For manufacturers, traders, importers, wholesalers and outlets of Processed Food (bakery, food manufacturing, bottling, canning, including fortified foods); Drugs (herbal medicines & traditionally used herbal products): Herbal Food Products/Herbal				



	AMAIN THE TENT OF
Dietary Supplements; Medical Devices;	
Cosmetics; Household Hazardous	
Substances; Bottled water; and Toys	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	Department of Health (DOH)-Accredited Water
establishment's water supply (Point-of-use)	Laboratory
(1 original)	
Latest Service Report and existing contract	Food & Drug Administration (FDA)-Accredited
with licensed pest control operator	Pest Control Operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
License to Operate (1 original)	FDA
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLLA BY LIM () L
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	FDA Assess distant Doct Countries Construction
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	CHO
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool examination results	
(1 original)	EDA
License to Operate (1 original)	FDA
For mobile service providers of Desludging	



CHO
Business Owner
BPLO
DOH-Accredited Water Laboratory
FDA-Accredited Pest Control Operator
·
CHO
Department of Health (DOH)
, ,
Business Owner
Person Represented (Business Owner)
CHO
Person Represented (Business Owner)
BPLO
DOH-Accredited Water Laboratory
·
FDA-Accredited Pest Control Operator
·
CHO
Department of Health (DOH)
. ,



Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
For stationary service providers of	
Desludging Services/Treatment and	
Disposal Facilities):	
Principal	
•	
Duly Accomplished Sanitary Permit	
(1 original)	CLIO
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	D : 0 : (DDIO)
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
Environmental Sanitation Clearance (1	DOH
original)	
Environmental Compliance Certificate	Department of Environment and Natural
(1 original)	Resources (DENR)
Clearance/Discharge Permit (1 original)	Laguna Lake Development Authority (LLDA)
Certification of Accredited Pollution Control	LLDA or DENR
Officer (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	, ,
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	2. 20
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	2011 / tool cuited Water Laboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
Latest Service Report and existing contract	1 DA-Accieulted Fest Collitol Operatol



with licensed pest control operator (1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	OHO
examination results (1 original)	
Environmental Sanitation Clearance	DOH
(1 original)	
Environmental Compliance Certificate	DENR
(1 original)	
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control	LLDA or DENR
Officer(1 original)	
For food serving establishments and	
markets:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLLA EL LIVE A L. L. L.
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	FDA Assess dita di Doct Countral On averteur
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original) Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	CHO
examination results (1 original)	
Clearance/Discharge Permit (for free	LLDA
standing establishments) (1 original)	
Sanitation Standard (for establishments	Bureau of Quarantine
inside an airport/port) (1 original)	
Annual Physical/Chemical Examination	DOH-Accredited Water Testing Center
Result of establishment's water supply	
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO



- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	reison Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine
Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
For Funeral Parlor/Memorial House:	
Principal	
Duly Accomplished Sanitary Permit (1 original)	
- Sanitary Permit	СНО
 Information/details to be indicated in the Sanitary Permit Form 	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer (1 original)	DOH
Representative	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
(II TOPTOGOTILATIVO)	



Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
For Health Care Facilities such as Hospitals	
(Tertiary, Secondary, Primary Care),	
Infirmary, Birthing Home/Lying-in,	
Acute/Chronic Psychiatric Care Facility,	
Custodial Psychiatric Care Facility,	
Rehabilitation Center, Clinical Laboratory,	
HIV Laboratory, Dental Prosthetic	
Laboratory, Drug Testing Center, Blood	
Collecting Unit, and Blood Station:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	



examination results (1 original)	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
For Industrial establishments engaged in	
manufacture, sale, distribution of	
goods/processing of raw materials into end	
products:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	



examination results (1 original)	
Clearance/Discharge Permit (1 original)	LLDA
	DENR
Environmental Compliance Certificate	DENK
(1 original)	DOU Approdited Water Testing Center
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	
(1 original)	
Representative	Danasa Danasa arta di (Danisa ang Osarasa)
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	0110
- Sanitary Permit	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate	DENR
(1 original)	
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	
(1 original)	
For Ice Plants:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	, , , , , , , , , , , , , , , , , , , ,
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
(



Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	ů .
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	(= ====================================
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	5. 20
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	2011/100/04/100 Trailor Ediboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	2717 toologitour out control operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	0.10
examination results (1 original)	
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	Bott / toologited Tooling Contol
For Massage Clinic/Sauna Bath:	
Principal Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	. c.co reproduction (Buolificos Owner)
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	DOTT MODICATION WATER LABORATORY
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	1 DA-Accidented Lest Control Operator
·	
(1 original)	



	NO MAIL
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
For Pest Control Operator:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	0110
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA A III I D 10 110
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	



License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	Toron Roprosomos (Business Switch)
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	, i
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
For Pet shop/Veterinary Clinic/Slaughter	
house:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	DDLO
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLL A core dited Material sharetare
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original) Latest Service Report and existing contract	EDA-Accredited Post Control Operator
·	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original) Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	OHO
examination results (1 original)	
Examination (Esults (Euriginal)	



Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	Bott Acordance Water Teeting Conten
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	LLB/1
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	(11 11)
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	
For Refuse/Solid Waste Collection Service:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	DDI 0
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLLA III INC. I I
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA A Fix I D t O t I O
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator



	TO MAI
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	20112
Operating Permit (1 original)	DOH Regional Office
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	
examination results (1 original)	
Operating Permit (1 original)	DOH Regional Office
For Public swimming and Bathing places:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	,
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
examination recalls (1 original)	



Results of all test for pH, residual chlorine, and bacteriological quality of water (1 original) Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit (1 original)	
(1 original) Representative Authorization Letter (1 original) Person Represented (Business Owner) (if representative) Duly Accomplished Sanitary Permit	
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Person Represented (Business Owner)	
Authorization Letter (1 original) Person Represented (Business Owner) (if representative) Duly Accomplished Sanitary Permit	
(if representative) Duly Accomplished Sanitary Permit	
(if representative) Duly Accomplished Sanitary Permit	
\ · = · · g·· · · ·	
- Sanitary Permit Form CHO	
- Information/details to be indicated in Business Owner	
the Sanitary Permit Form	
Business Permit and/or its Official Receipt Business Permit and Licensing Office (BPLC))
for the current year (1 original)	,
Latest Microbiological examination result of DOH-Accredited Water Laboratory	
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract FDA-Accredited Pest Control Operator	
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees CHO	
including their latest X-ray, urine and stool	
examination results (1 original)	
Results of all test for pH, residual chlorine, DOH-Accredited Water Testing Center	
and bacteriological quality of water	
(1 original)	
For Local & Foreign	
manufacturers/importers/distributors of water	
purification equipment and device including	
establishments that repackage and re-label	
water purification equipment & devices such	
as household water filters and water purifiers	
for the purpose of selling or commercial	
distribution in the local market; companies or	
individuals that sell water purification system	
for water refilling station, household, food	
establishment, institution and office use:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form CHO	
- Information/details to be indicated in Person Represented (Business Owner)	
the Sanitary Permit Form	
Business Permit and/or its Official Receipt BPLO	
for the current year (1 original)	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	Food and Drug Administration (FDA)
Registration (1 original)	, ,
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	,
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	3 (,
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	·
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	FDA
Registration (1 original)	
For Water Refilling Station/Water Vending	
Machine:	
Principal	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	,
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
Information/details to be indicated in the	Person Represented (Business Owner)
Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	DOI 1-Accredited Water Laboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	1 BA-Accredited 1 est Control Operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	OHO
examination results (1 original)	
Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	DOI 1-Accredited Water Testing Laboratory
Heterotrophic Plate Count) (1 original)	
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	DOI 1-Accredited Water Testing Laboratory
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by	DOIT
DOH (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	1 craon represented (Business Owner)
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	5. 20
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	'
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	, , , , , , , , , , , , , , , , , , , ,
Heterotrophic Plate Count) (1 original)	
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	j
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by	
DOH (1 original)	
DOIT (1 dilgillal)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Sanitary Permit Application Form together with all the requirements at the CHO	 Acknowledge the submission. 1.1 Check and evaluate the veracity of the 	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II
(Room 106)	documents submitted and nature of business of the client.			(CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
2. Return to the CHO, present your claim stub	2. Release the Approved Sanitary Permit to the	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
and sign the logbook upon receipt of the	requesting party.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)



Approved				
Sanitary Permit.				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
	TOTAL:	None	30 Minutes	

21. Applying for the Renewal of Health Certificate

The City Health Office may renew the issuance of Health Certificate to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office (CHO)	
Classification:	Simple	
Type of Transaction:	G2C – Govern	ment to Citizen
Who may avail:	All	
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE
Duly Accomplished Work Per	mit Form	
- Work Permit Form		BPLO
(1 original)		
 Information/details to be indicated in 		Applicant
the Work Permit Form		Applicant
Previous Health Certificate		CHO
(1 original)		
Latest Chest X-ray (1 original)	DOH-accredited hospital/clinic



(CHO)

Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. Submission and evaluate all the requirements. Sanitation Inspector of (CHO) BERNARD E. ALCANTARA Sanitation Inspector of (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector of (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector of (CHO) RETCHEL S. BAINTO Sanitation Inspector of (CHO)					TRO MANILA
Dental Certificate (1 original) *for all food handlers only Venereal Disease Examination (1 original) *for pink card holders only 1" x 1" recent colored picture (1 original) CLIENT STEPS AGENCY ACTIONS 1. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. AGENCY ACTIONS TERS TO BE PAID None 30 Minutes YOLANDA S. BAGTA: Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector I (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO)	*within 3 months from tl	he date of			
*for all food handlers only Venereal Disease Examination (1 original) *for pink card holders only 1" x 1" recent colored picture (1 original) CLIENT STEPS AGENCY ACTIONS 1. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. AGENCY ACTIONS FEES TO BE PAID None 30 Minutes YOLANDA S. BAGTA: Sanitation Inspector Is (CHO) BERNARD E. ALCANTARA Sanitation Inspector Is (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector Is (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector Is (CHO) RETCHEL S. BAINTO Sanitation Inspector Is (CHO) RETCHEL S. BAINTO Sanitation Inspector Is (CHO) RETCHEL S. BAINTO Sanitation Inspector Is (CHO)	examination				
Venereal Disease Examination (1 original) *for pink card holders only			DOH-accred	lited dental clinic	
(1 original) "for pink card holders only 1" x 1" recent colored picture (1 original) CLIENT STEPS AGENCY ACTIONS I. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. Acknowledge the submission and evaluate all the requirements. PESS TO BE PAID None None 30 Minutes None BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector II (CHO)		•			
1" x 1" recent colored picture (1 original) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1. Acknowledge the submission and evaluate all the requirements. City Hall) together with one complete set of requirements. Photo Studio FEES TO BE PAID None 30 Minutes ONNI Sanitation Inspector of CHO) BERNARD E. ALCANTARA Sanitation Inspector of CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector of CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector of CHO) RETCHEL S. BAINTO Sanitation Inspector of CHO)			Dr. Lagrosa	Health Center	
CLIENT STEPS AGENCY ACTIONS 1. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 1. Acknowledge the submission and evaluate all the requirements. 2. Acknowledge the submission and evaluate all the requirements. 2. Acknowledge the submission and evaluate all the requirements. 3. Minutes 3. Minutes 3. Minutes 3. Acknowledge the submission and evaluate all the requirements. 4. Acknowledge the submission and evaluate all the requirements. 4. Acknowledge the submission and evaluate all the requirements. 5. Acknowledge the submission and evaluate all the requirements. 6. Acknowledge the submission and evaluate all the requirements.	· · · · ·	•	DI (0) I		
CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. The proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. The proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. The proceed at Environmental Sanitation Inspector of (CHO) BERNARD E. ALCANTARA Sanitation Inspector of (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector of (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector of (CHO) RETCHEL S. BAINTO Sanitation Inspector of (CHO)		icture	Photo Studio)	
1. Proceed at Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. Sequirements. Acknowledge the submission and evaluate all the requirements. BE PAID None 30 Minutes YOLANDA S. BAGTA: Sanitation Inspector is (CHO) BERNARD E. ALCANTARA Sanitation Inspector is (CHO) BERNARD E. ALCANTARA Sanitation Inspector is (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector is (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector is (CHO) RETCHEL S. BAINTO Sanitation Inspector is (CHO)	(1 original)		EEES TO	DDOCESSING	DEDSON
Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of requirements. Submission and evaluate all the requirements. Sanitation Inspector of (CHO) BERNARD E. ALCANTARA Sanitation Inspector of (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector of (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector of (CHO) RETCHEL S. BAINTO Sanitation Inspector of (CHO)			BE PAID	TIME	RESPONSIBLE
MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO	Environmental Sanitation Services Office (Room 106, Pasay City Hall) together with one complete set of	submission and evaluate all the			YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO)



2. Present previous Health Certificate at the City Health Office.	2. Check the validity and authenticity of old Health Certificate.	None	20 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
3. Proceed to Room 106 of Pasay City Hall for the	Release the approved Health Certificate and	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
releasing of document.	return all original documentary requirements to the client.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES



			Sanitation Inspector I (CHO)
			ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
			RETCHEL S. BAINTO Sanitation Inspector I (CHO)
			ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
			JUMAR B. GRANDE Sanitation Inspector I (CHO)
			GEORGE T. EFONDO Sanitation Inspector I (CHO)
			JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL:	None	1 Hour	,

22. Applying for the Renewal of Sanitary Permit

Business owner/s may apply for the renewal of Sanitary Permit at the City Heath Office, provided that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office (CHO)		
Classification:	Simple		
Type of Transaction:	G2C – Government t	o Citizen; G2B – Government to Business	
Who may avail:	Business Owners		
CHECKLIST OF RI	EQUIREMENTS WHERE TO SECURE		
For manufacturers, trade wholesalers and outlets (bakery, food manufactures canning, including fortification (herbal medicines & trade)	of Processed Food uring, bottling, ed foods); Drugs		



products); Herbal Food Products/Herbal	
Dietary Supplements; Medical Devices;	
Cosmetics; Household Hazardous	
Substances; Bottled water; and Toys	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	Department of Health (DOH)-Accredited Water
establishment's water supply (Point-of-use)	Laboratory
(1 original)	
Latest Service Report and existing contract	Food & Drug Administration (FDA)-Accredited
with licensed pest control operator	Pest Control Operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
License to Operate (1 original)	
License to Operate (1 original)	FDA
Representative	
Representative Authorization Letter (1 original)	Person Represented (Business Owner)
Representative Authorization Letter (1 original) (if representative)	
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form	
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original)	Person Represented (Business Owner)
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form	Person Represented (Business Owner) CHO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in	Person Represented (Business Owner)
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	Person Represented (Business Owner) CHO Person Represented (Business Owner)
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt	Person Represented (Business Owner) CHO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of	Person Represented (Business Owner) CHO Person Represented (Business Owner)
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator CHO
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) License to Operate (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator
Representative Authorization Letter (1 original) (if representative) Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	Person Represented (Business Owner) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator CHO



Services/Treatment and Disposal Facilities	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
	Dusiness Owner
the Sanitary Permit Form Business Permit and/or its Official Receipt	BPLO
•	BFLO
for the current year (1 original)	DOLL Approdited Water Laboratory
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	FDA Assess dita d Doot Countral On a vater
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	CHO
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	D (((
Environmental Sanitation Clearance	Department of Health (DOH)
(1 original)	
Contract with Treatment Facility & Disposal	Business Owner
Site (1 original)	
Representative	Danasa Danasa anta di (Darain ana Carran)
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	CHO
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	DDLO
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLLA
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA Association Dept Operation Consists
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	D (((((((((((((((((((
Environmental Sanitation Clearance	Department of Health (DOH)
(1 original)	



Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
For stationary service providers of	
Desludging Services/Treatment and Disposal	
Facilities):	
,	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	3
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	DOTT Address Water East atory
(1 original)	FDA Approdited Boot Control Ongretor
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
Environmental Sanitation Clearance	DOH
(1 original)	
Environmental Compliance Certificate	Department of Environment and Natural
(1 original)	Resources (DENR)
Clearance/Discharge Permit (1 original)	Laguna Lake Development Authority (LLDA)
Certification of Accredited Pollution Control	LLDA or DENR
Officer(1 original)	LEB/(OF BEINIC
Representative	
Authorization Letter (1 original)	Parson Panrocantad (Rusiness Owner)
` ,	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	0110
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	,
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
Latest Dervice Report and Existing Contract	1 Dr. Modedited Lest Collifor Operator



with licensed pest control operator	
(1 original) Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	CHO
examination results (1 original)	
Environmental Sanitation Clearance	DOH
	DOH
(1 original) Environmental Compliance Certificate	DENR
(1 original)	DENK
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control	LLDA or DENR
Officer (1 original)	
For food serving establishments and	
markets:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (for free	LLDA
standing establishments) (1 original)	
Sanitation Standard (for establishments	Bureau of Quarantine
inside an airport/port) (1 original)	
Annual Physical/Chemical Examination	DOH-Accredited Water Testing Center
Result of establishment's water supply	
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO



 Information/details to be indicated in the Sanitary Permit Form 	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine
Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
For Funeral Parlor/Memorial House:	
Principal	
Duly Accomplished Sanitary Permit Form (1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in the Sanitary Permit Form 	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
Representative	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) Clearance/ Discharge Permit (1 original) Certificate of Registration of Embalmer (1 original) Representative Authorization Letter (1 original) (if	DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator CHO LLDA DOH



	MAN MAN
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
For Health Care Facilities such as Hospitals	
(Tertiary, Secondary, Primary Care),	
Infirmary, Birthing Home/Lying-in,	
Acute/Chronic Psychiatric Care Facility,	
Custodial Psychiatric Care Facility,	
Rehabilitation Center, Clinical Laboratory,	
HIV Laboratory, Dental Prosthetic	
Laboratory, Drug Testing Center, Blood	
Collecting Unit, and Blood Station:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	ĺ
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
,,	I .



	MAN
examination results (1 original)	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	·
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
For Industrial establishments engaged in	
manufacture, sale, distribution of	
goods/processing of raw materials into end	
products:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	



14 /4	
examination results (1 original)	11.54
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate	DENR
(1 original)	
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	
(1 original)	
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	,
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	'
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate	DENR
1 original)	
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	a contraction of the contraction
(1 original)	
For Ice Plants:	
Principal Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	1 013011 Nepresented (Dusiness Owner)
Business Permit and/or its Official Receipt	BPLO
	DF LO
for the current year (1 original)	DOH Approdited Water Laboratory
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	



	NO MAKE
Latest Service Report and existing contract with licensed pest control operator	FDA-Accredited Pest Control Operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	, , ,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	Dustiness Similar
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	51 20
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	BOTT Additional Value Laboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
	PDA-Accredited Fest Control Operator
with licensed pest control operator	
(1 original)	CHO
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	DOLL Assess Fig. 1.T. of as October
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	
For Massage Clinic/Sauna Bath:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	,
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
(· · · · · · · · · · · · · · · · · · ·	1



Up-to-date Health certificate of all employees including their latest X-ray, urine and stool	СНО
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	BOLL
Certification of Licensed Massage Therapist (1 original)	DOH
For Pest Control Operator:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	
examination results (1 original)	



License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	γ (,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	·
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
For Pet shop/Veterinary Clinic/Slaughter	
house:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0.10
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	



	O MAIS
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	, , , , , , , , , , , , , , , , , , ,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	3 ()
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	, ,
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	The second secon
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	
For Refuse/Solid Waste Collection Service:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	. c.cc represented (Edemote Offici)
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	5. 20
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	DOTT / GOTOGREGA VY ARCT LABORATORY
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
Latest Dervice Report and Existing Contract	TI DITITION EUREU I EST CONTINUI OPERATOR



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CHO
DOLL Desire at Office
DOH Regional Office
Person Represented (Business Owner)
22
CHO
Business Owner
Business Permit and Licensing Office (BPLO)
DOH-Accredited Water Laboratory
FDA-Accredited Pest Control Operator
CHO
DOH Regional Office
CHO
Person Represented (Business Owner)
BPLO
DOH-Accredited Water Laboratory
FDA-Accredited Pest Control Operator
·
CHO



	AO MAI
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center
and bacteriological quality of water	_
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	,
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center
and bacteriological quality of water	_
(1 original)	
For Local & Foreign	
manufacturers/importers/distributors of water	
purification equipment and device including	
establishments that repackage and re-label	
water purification equipment & devices such	
as household water filters and water purifiers	
for the purpose of selling or commercial	
distribution in the local market; companies or	
individuals that sell water purification system	
for water refilling station, household, food	
establishment, institution and office use:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	Food and Drug Administration (FDA)
Registration (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	, , , , , , , , , , , , , , , , , , , ,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	FDA
Registration (1 original)	
For Water Refilling Station/Water Vending	
Machine:	
Principal	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	,
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	,
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	
Heterotrophic Plate Count) (1 original)	
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by	
DOH (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	0.10
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	77.0
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	DOLLA BY IM (T ii)
Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	
Heterotrophic Plate Count) (1 original)	DOLLA BY IM (T ii) I
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	BOLL
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by DOH (1 original)	
1 1 3 4 3 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4	1



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete set of requirements at the City Health Office (Boundary)	1. Acknowledge the submission.	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
Office (Room 106).	1.1 Check and evaluate the veracity of the documents submitted			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
	and nature of business of the client.			BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
	1.2 Issue Order of Payment to the requesting			ARMANDO C. FLORENTINO JR. Sanitation Inspector II
	party.			(CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
Proceed to the Receiving Section of City Health	2. Process the request:	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)



			BRAYAN HENRY V. NAVARES Sanitation Inspector I
			(CHO) ARMANDO C.
			FLORENTINO JR. Sanitation Inspector II (CHO)
			RETCHEL S. BAINTO Sanitation Inspector I (CHO)
			ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
			JUMAR B. GRANDE Sanitation Inspector I (CHO)
			GEORGE T. EFONDO Sanitation Inspector I (CHO)
			JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL:	None	30 Minutes	

23. Applying for UDHO MERALCO Certificate

Applying UDHO MERALCO Certificate at the Urban Development and Housing Office (UDHO).

Office or Division:	Urban Development & Housing Office (UDHO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		



Who may avail: All						
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
PRINCIPAL						
Barangay Certificate w/ MERALCO			Barangay Hall			
documents with dry						
1 photocopy)		, 5				
Duly accomplished	l requ	est form				
(1 original)	•					
· - MERALCO	Appli	cation Form	MERALCO			
		cated in the form	Applicant			
REPRESENTATIV	Æ					
Authorization letter	· (1 or	iginal)	Person represe	ented (Applicant)		
Any Government II	_	<u> </u>		e, PSA, SSS, GSI	IS. COMELEC.	
Represented (Appl			LTO	o, . o, ooo, oo.	,	
(1 original, 1 photo						
		d of Representative	BIR Post Offic	e, PSA, SSS, GSI	IS COMFLEC	
(1 original)	5 0 a .	a or representative	LTO	o, r o, u, ooo, oo.	10, 00 MELEO,	
Barangay Certifica	te w/	MERAL CO	Barangay Hall			
documents with dry			Barangay man			
1 photocopy)	,	(· · · · · · · · · · · · · · · · · · ·				
Duly accomplished	regu	est form				
(1 original)		001.0				
- MERALCO	Appli	cation Form	MERALCO			
		cated in the form	Applicant			
		AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	S	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Submit the		1. Receive and	None	5 Minutes	MARGARET R.	
complete		evaluate the			EUSEBIO	
requirements to	the	completeness &			Administrative	
assigned staff a	at	veracity of			Aide I	
the UDHO.		Submitted			(UDHO)	
		requirements.			MARILOU Q.	
		·			RIVERA	
		1.1 Issue Order of			Administrative	
		Payment to			Aide I	
		the client.			(UDHO)	
					(02110)	
2. Proceed to the	Citv	2. Issue Official	CTC PHP 20	10 Minutes	Teller	
Treasurer's Offi	•	Receipt to the			(CTO)	
(CTO) for		client.	UDHO			
assessments ar	ad		Certificate			
			PHP 20			
payment of fees	s.		20			
3. Present the Offi	icial	3. Prepare the	None	7 Minutes	JOSELITO R.	
					BALANI	



Receipt (OR) to the assigned staff of UDHO.	MERALCO Certificate.			Administrative Aide I (UDHO)
				GINA P. LAUDIT Administrative Aide I (UDHO)
4. Claim the requested document from the assigned staff of UDHO	4. Issue the MERALCO Certificate to the client.	None	5 Minutes	FERNANDO E. RIVERA Administrative Aide IV (UDHO)
				CELIA E. TENGCO Administrative Assistant I (UDHO)
	TOTAL:	PHP 40	27 Minutes	

24. Applying Persons with Disability Identification Card and Purchase Booklet

Persons with Disability who are residents of Pasay City may apply for Persons with Disability ID Card with Booklet to avail their benefits as stated in Republic Act 7277 or the Magna Carta of Persons with Disability.

New Application:

Office or Division:	Persons with Disability Affairs Office (PDAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	Persons with Disabilit	ту		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Principal				
Duly Accomplished Appl	ication Form:			
 Application Form 		PDAO		
 Details/informatio 	n to be indicated in	Persons with Disability/Client		
the application form				
Updated Medical Certific	ate of Disability with	Hospital/Clinic where the client was		
the corresponding type of	of disability duly	admitted/examined		
signed by the doctor with	n license number			
(1 photocopy)				
a. Apparent Disability (For Visual, Orthopedic, Speech/Language Impairment)		Barangay Health Center where a Barangay Health Officer can also issue a Medical Certificate of Disability;		



	OTO MAI
	PSWDD where a Social Worker can also issue an Apparent Medical Certificate of Disability;
	Barangay Hall where a Punong Barangay can also issue an Apparent Medical Certificate of Disability
b. Non-Apparent Disability	Hospital/Clinic where the client was admitted/examined
Updated Medical Abstract (1 photocopy)	Hospital/Clinic where the client was admitted/examined
Barangay Certificate of Residency (1 original)	Barangay Hall where the client resides
or	
Proof of utility billing indicating the current/permanent address of a person with disability/client, in the absence of barangay certificate of residency (1 original)	Persons with Disability/Client
Latest 1 x 1 picture with white background (2 colored, original)	Photo Studio
Government issued ID Card (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG
or	
Birth Certificate, in the absence of any valid government ID card (1 original)	PSA
For Apparent Disability: Whole Body Picture focusing on the disability (1 colored, original)	Photo Studio, Persons with Disability/Client
Government issued ID Card (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PSA
Representative	, ,
Authorization Letter of PWD (1 original)	Person represented (Persons with Disability)
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	PDAO Persons with Disability/Client
Updated Medical Certificate of Disability with the corresponding type of disability duly signed by the doctor with license number	Hospital/Clinic where the client was admitted/examined



	RO MARIN
(1 photocopy)	
 a. Apparent Disability (For Visual, Orthopedic, Speech/Language Impairment) 	Barangay Health Center where a Barangay Health Officer can also issue a Medical Certificate of Disability;
	PSWDD where a Social Worker can also issue an Apparent Medical Certificate of Disability;
	Barangay Hall where a Punong Barangay can also issue an Apparent Medical Certificate of Disability
b. Non-Apparent Disability	Hospital/Clinic where the client was admitted/examined
Updated Medical Abstract (1 photocopy)	Hospital/Clinic where the client was admitted/examined
Barangay Certificate of Residency (1 original)	Barangay Hall where the client resides
or	
Proof of utility billing indicating the current/permanent address of a person with disability/client, in the absence of barangay certificate of residency (1 original)	Persons with Disability/Client
Latest 1 x 1 picture with white background (2 colored, original)	Photo Studio
Latest 2x2 picture with white background (1colored, original)	Photo Studio
3 specimen signatures (use clear black ink) or 3 Thumbmark on a piece of bond paper (1 original)	Document Owner
Whole Body Picture of the applicant together with their representative (1 colored, original)	Photo Studio, Persons with Disability/Client
Government issued ID Card of the client being represented (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG
or	
Birth Certificate, in the absence of any valid government ID card (1 original)	PSA
Government issued ID Card of the representative (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PSA



		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly accomplished application form together with complete requirements at the transaction window of PDAO located at Unit 12 Mayor's Coordinating Office, Cuneta Astrodome. Pasay City.	Check the completeness and veracity of submitted requirements.	None	10 Minutes	GLENTON J. PESEBRE Administrative Aide IV (PDAO)
2. Wait for the processing of Person with Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	2. Prepare Identification Card and Purchase Booklet.	None	25 Minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	3. Release the Persons with Disability ID Card and Purchase Booklet.	None	5 Minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
	TOTAL:	None	40 Minutes	

Renewal

Office or Division:	Persons with Disabilit	Persons with Disability Affairs Office (PDAO)		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons with Disability			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			
Principal				
Duly Accomplished Application Form:				
- Application Form		PDAO		
- Details/information to be indicated in		Persons with Disability/Client		
the application form				



Old PWD ID Card issued by Pasay City PDAO		Persons with Disability/ Client		
Latest 1 x 1 picture with white background (1 colored, original)		Photo Studio		
Representative				
Authorization Letter (1 or	riginal)	Person repr	esented (Persons	with Disability)
Duly Accomplished Appl	ication Form:	-	·	• •
 Application Form 		PDAO		
 Details/informatio 	n to be indicated in	Persons with	n Disability/Client	
the application for				
Latest 1 x 1 picture with	white background	Photo Studio	ס	
(1 colored, original)				
Latest 2x2 picture with w	hite background	Photo Studio	0	
(1colored, original)				
3 Specimen signatures (Document C	wner	
or 3 Thumbmark on a pie	ece of bond paper			
(1 original) Whole Body Picture of the	o applicant together	Dhoto Studio	o, Persons with Di	cability/Cliant
with their representative		Filoto Studio	J, Fersons with Di	Sability/Client
Government issued ID C	,	BIR Post O	ffice, SSS, GSIS, (COMFLECTIO
being represented (1 original			alth, Pag-IBIG	COMELLO, LTC,
photocopy)	giriai aria i		ann, r ag 1510	
or				
Birth Certificate, in the al	bsence of any valid			
government identification	n card (1 original)	PSA		
Government issued ID C	ard of the		ffice, SSS, GSIS,	
representative (1 origina	l and 1 photocopy)	TIN, PhilHealth, Pag-IBIG, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit duly	Check the	None	5 Minutes	GLENTON J.
accomplished	completeness			PESEBRE Administrative
application form	and veracity of			Administrative Aide IV
together with	submitted			(PDAO)
complete	requirements.			(. 27.0)
the transaction	requirements at			
window of PDAO located at Unit 12				
Mayor's				
Coordinating				
Office, Cuneta				
Astrodome. Pasay				
City.				



2. Wait for the processing of Person with Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	2. Prepare Identification Card and Purchase Booklet.	None	10 Minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	3. Release the Persons with Disability ID Card and Purchase Booklet.	None	5 Minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
	TOTAL:	None	20 Minutes	

Application for replacement of ID Card and Purchase Booklet:

Office or Division:	Persons with Disability Affairs Office (PDAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government t	o Citizen		
Who may avail:	Persons with Disabili	ty		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Principal				
Duly Accomplished Appl	ication Form:			
 Application Form 		PDAO		
 Details/information 	n to be indicated in	Persons with Disability/Client		
the application for				
Affidavit of Loss (1 origin		Notary Public		
Latest 1x1 picture (1colo	red, original)	Photo Studio		
Representative				
Authorization Letter (1 or	,	Person represented (Persons with Disability)		
Duly Accomplished Appl	ication Form:			
 Application Form 		PDAO		
	n to be indicated in	Persons with Disability/Client		
the application for				
Affidavit of Loss (1 origin		Person represented (Persons with Disability)		
Latest 1x1 picture (1 cold	<u> </u>	Photo Studio		
Latest 2x2 picture with white background		Photo Studio		
(1colored, original)				
3 Specimen signatures (•	Document Owner		
or 3 Thumbmark on a pie	ece of bond paper			
(1 original)				



Whole Body Picture of the applicant together with their representative (1 colored, original)		Photo Studio, Persons with Disability/Client		
Government issued ID Card of the client being represented (1 original and 1		BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG		
photocopy)	giriai ariu i	1114, 1 11111116	aitii, i ag-ibio	
Or				
		504		
Birth Certificate, in the a government identification	•	PSA		
Government issued ID (BIR Post O	ffice, SSS, GSIS,	COMELECTIO
representative (1 original			alth, Pag-IBIG, PS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly	Check the	None	5 Minutes	GLENTON J.
accomplished	completeness	INOTIE	3 Milliules	PESEBRE
application form	•			Administrative
together with	and veracity of			Aide IV
complete	submitted			(PDAO)
requirements at the	requirements.			
transaction window				
of PDAO located at				
Unit 12 Mayor's				
Coordinating				
Office, Cuneta				
Astrodome. Pasay				
City.				
2. Wait for the	2. Prepare	None	10 Minutes	HILDA P.
processing of	Identification			CRISTOBAL
Person with	Card and			Disability Affairs
Disability ID Card	Purchase			Officer II
and Purchase	Booklet.			(PDAO)
Booklet at the				
waiting area, in				
front of the				
transaction window.				
3. Claim Person with	3. Release the	None	5 minutes	HILDA P.
Disability ID Card	Persons with			CRISTOBAL
and Purchase	Disability ID			Disability Affairs
Booklet at the	Card and			Officer II
transaction window	Purchase			(PDAO)
of PDAO.	Booklet.			
	TOTAL:	None	20 Minutes	



25. Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval for the payment of terminal leave benefits of separated employees City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City \	Office of the City Vice Mayor (OCVM)			
Classification:	Simple	Simple			
Type of Transaction:	G2C-Government	G2C-Government to Citizen			
Who may avail:	Separated employ	Separated employees of City Government departments/offices under			
	the Legislative De	the Legislative Department			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
Approved Voucher an	d Obligation	Human Resou	ırce Management	and Development	
Request (1 original)		Office (HRMD	O)		
		City Budget O	ffice		
		City Accounta			
		City Treasurer			
Approved Leave Appl	ication (1 original)	HRMDO			
Computation of Termi		HRMDO			
(1 original)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Review	None	7 Hours	RICHARD T. FELIX	
requirements and	completeness of		25 Minutes	Supervising Administrative Officer	
supporting	requirements,			(OCVM)	
documents to the Administrative	and forward the			(337111)	
Section of the	voucher to the				
Office of the Vice	City Vice Mayor			ROLANDO M. OSIT	
Mayor for	for approval.			Administrative	
evaluation of				Assistant II (OCVM)	
documents				(00111)	
	4 4 Tue ve e ve it the e				
	1.1 Transmit the	None	30 Minutes	ROMMEL M.	
	voucher to the			TORRES	
	City Treasurer's			Administrative Aide I (OCVM)	
	Office (CTO) for			(00 v ivi)	
	proper action.			EDUARDO LUIS	
				RAYMUNDO M.	
				CASTRO Administrative Aide I	
				(OCVM)	
				(33 4 141)	



Follow-up the status of application at the OCVM.	2. Advice the client that the documents have been signed and was already transmitted to the CTO.	None	5 Minutes	ROLANDO M. OSIT Administrative Assistant II (OCVM)
	TOTAL:	None	1 Day	

26. Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection

The Local Board Assessment Appeals shall respond to queries pertaining to the propriety of assessment and collection of RPT.

Office or Division:	Local Board of	Assessment Ap	peals (LBAA)			
Classification:	Simple	Simple				
Type of Transaction	n: G2C-Governme	ent to Citizen				
Who may avail:	Owner or perso	n having legal i				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SI	ECURE		
Principal						
Petition under oath (5 original)	Document Ov	vner			
Tax declaration (1 or	<u> </u>	City Assessor	r's Office			
Affidavits or docume		Document Ov	vner			
support thereof (1 or	· ·					
Government Issued	ID Card	BIR, Post Offi	ice, PSA, SSS, G	SIS, COMELEC		
(1 photocopy)						
Representative						
Special Power of Att	, <u> </u>	Person represented (Document Owner)				
Petition under oath (sented (Documen	t Owner)		
Tax declaration (1 or		City Assessor's Office				
Affidavits or docume		Document Owner				
support thereof (1 or	,					
Government Issued	ID Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC				
(1 photocopy)			I === = = = = = = = = = = = = = = = = =			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
State the complaint and submit the tax declaration requested from	Make initial assessment report and return it to the client.	None	15 minutes	MILAGROS C. MUNAR Administrative Aide I (LBAA) ARTHUR P. DE JESUS Administrative Aide I		



Assessor's Office to the LBAA.				(LBAA)
2. Submit the initial assessment report to the Board Secretary of the LBAA.	Conducts interview and give advice to the client.	None	30 Minutes	MARIA LUISA B. PASCO Board Secretary I (LBAA)
	TOTAL:	None	45 Minutes	

27. Attending to Complaints against Barangay Officials for Mediation

The Liga ng mga Barangay (LIGA) Office aids in the possible resolution of complaints filed against and among Barangay officials.

Office or Division:	Office of Liga ng N	Office of Liga ng Mga Barangay (LIGA)				
Classification:	on: Highly Technical					
Type of Transaction:	G2G – Governmei	nt to Governme	nt			
	G2C – Governmer	nt to Citizens				
Who may avail:	Pasay City Citizen	/s; Barangay O	fficials of Pasay C	ity		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SECI	JŘE		
Notarized Complaint L		Complainant				
supporting attachmen (1 photocopy)	ts (as applicable)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Wait for the City Secretariat's endorsement of required documents to the Office of Liga ng mga Barangay (LIGA).	1. Acknowledge the submission and check the completeness of requirements/ documents.	None	15 Minutes	MILDRED D. CUALES Local Legislative Staff Assistant II (LIGA Office)		
2. Wait for the summon's receipt from the Liga ng mga Barangay (LIGA).	2. Set and inform the client with the schedule of hearing/ mediation.	None	1 Day	MILDRED D. CUALES Local Legislative Staff Assistant II (LIGA Office)		



so m co O M	attend the cheduled nediation onference at the office of Liga ng alga Barangay LIGA).	 3. Hear and assist all parties on the case at hand 3.1 1st Hearing (as needed) 	None	2 Hours (for mediation conference) 5 Days (waiting time prior to 1st Hearing)	Liga Committee on Law and Justice (LIGA Office)
		3.2 2 nd Hearing (as needed)		5 Days (waiting time prior to 2 nd Hearing)	
		3.3 3 rd Hearing (as needed)		5 Days (waiting time prior to 3 rd Hearing)	
for no record policy of the control	Vait for the privarding of actice of esolution presented by the aiga Committee on Law and sustice at the office of Liga ng Alga Barangay LIGA) to the City Secretariat for their disposition, and secure a copy thereof.	4. Note and record the issuance of the said notice and maintain a copy thereof for file reference.	None	30 minutes	Liga Committee on Law and Justice (LIGA Office)
	, ,	TOTAL:	None	16 Days, 2 Hours, and 45 Minutes	

28. Attending to Complaints on Illegal Vending

The Public Order and Safety Unit attends to complaints on illegal vending neighboring the Pasay City Hall and its premises including other local government unit public buildings.

Office or Division:	Public Order and Safety Unit (POSU)
Classification:	Simple



Type of Transaction: G2C - Government to Citizen Who may avail: ΑII **CHECKLIST OF REQUIREMENTS** WHERE TO SECURE Letter of Complaint (1 original) Complainant **FEES TO PROCESSING PERSON AGENCY ACTIONS CLIENT STEPS BE PAID** TIME RESPONSIBLE EMERLINDA D. 1. Submit written 1. Receive the None 5 Minutes **OCAMPO** complaint to written complaint Security Agent I POSU receiving letter (POSU) section or CATHERINE J. or TOLENTINO Take note of the Security Agent II Dial 8831-8840 complaint or (POSU) and state concern concern/s to POSU endorsed through JOSEPHINE A. personnel. phone call. BARCELON Security Guard I 1.1 Evaluate the (POSU) complaint or client concern/s. 1.2 Advice the client None 20 Minutes on the next action that will be undertaken thereof. NOEL M. SAURA 2. Proceed to the 30 Minutes 2. Hear the None Security Officer II/ POSU and concern/s from the Officer-in-Charge present yourself client and deploy (POSU) for an interview re: the POSU your complaint/ complaint team to concern/s. conduct ocular inspection/ investigation. EMERLINDA D. 3. Wait for the 3. Conduct ocular None 2 Hours **OCAMPO** inspection/ implementation of Security Agent I action on your investigation. (Complaint Team, referred POSU) complaint/ 3.1 Submit the ocular concern/s. inspection/ CATHERINE J. 1 Hour investigation TOLENTINO report to POSU-Security Agent II OIC, and provide (Complaint Team, feedback to the POSU)



complainant.			
TOTAL:	None	3 Hours and 55 Minutes	

29. Availing Admission Services of Pasay City General Hospital

The Admitting Section of Pasay City General Hospital (PCGH) is a 24/7 service, manned with personnel who are willing to answer inquiries regarding patient's admission.

Office or Division:	Admitting Section,	Admitting Section, Pasay City General Hospital (PCGH)				
Classification:	Simple					
Type of Transaction:		nt to Citizen				
Who may avail:	All					
CHECKLIST OF F			WHERE TO SE	CURE		
Duly accomplished Admission Order						
(1 original)		_	(55) 5	. 50011		
- Admission (Emergency Ro	oom (ER) Departn	nent, PCGH		
	details to be	Attanalia a Dia	-1-1			
	the Admission Order	Attending Phy	sician			
Duly accomplished Pa	itient Data Form					
(1 original) - Patient Data	Form	Admitting Sec	tion PCGH			
	details to be	Admitting Sec	uon, r com			
	the Patient Data					
Form		Patient				
Duly accomplished Pa	tient Cover Sheet					
Form (1 original)						
- Patient Cov	er Sheet Form	Admitting Section, PCGH				
- Information/	details to be					
included in	the Patient Cover					
Sheet Form		Patient				
Philhealth Membershi	p No Balance Billing	Admitting Sec	tion, PCGH			
(NBB) (1 original)						
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON				
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to the	1. Attend to the	None	15 Minutes	ROSEMARIE S.		
Admitting Section	medical			CASTAÑEDA Administrative		
of PCGH and	concern/needs			Assistant II/ Admitting		
state your	of the patient:			Clerk		
medical	•			(PCGH)		
concern/s.				, ,		



				AO MAN
	1.1 Give accomplished admission order and Philhealth Membership No Balance Billing to the patient.			ANGELITA S. BELENO Administrative Aide I/ Admitting Clerk (PCGH)
	1.2 Provide copies of Patient Data and Cover Sheet Forms.			
	1.3 Designate room number of the patient.			
2. Submit duly accomplished Patient Data and Cover Sheet Forms together with the Admission Order and Philhealth	2. Acknowledge the submission and check for the completeness and veracity of the requirements.	None	30 Minutes	MARIAN F. YUNGCO Nurse I (PCGH)
Membership No Balance Billing at the Admitting Section of PCGH.	2.1 Assist the patient for transfer to the designated room/ward thereafter.			
3. Transfer to the assigned hospital room/ward of the PCGH.	3. Endorse the patient's chart and admission order to the ward nurse and wait for further instructions from the attending physician.	None	30 Minutes	MARIAN F. YUNGCO Nurse I (PCGH)
	TOTAL:	None	1 Hour and 15 Minutes	



30. Availing Cremation Services

The Pasay City Government owns and operates a crematorium that can serve as an alternative mode of interment for deceased residents and non-residents of the City.

Office or Division:	PASAY PUBLI	C CEMETERY 8	& CREMATORIUI	M (PCPCC)	
Classification:	Simple				
Type of Transaction:		G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE	
Cremation Schedule F	Request Form	Crematorium C	Office of the PCPC	CC	
(1 original)					
Death Certificate (1 pl		Local Civil Reg			
Cremation Permit (1 o		City Health Off			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and accomplish the cremation schedule form, and submit it to the Cremation Office of the PCPCC together with all the requirements.	Prepare the interment service schedule, and issue Order of Payment to the client.	None	5 Minutes	EVANGELINE D. DANIELES Administrative Aide III (PCPCC)	
2. Proceed to the assigned City Treasurer's Office (CTO) teller at the PCPCC, 2 nd floor, and pay the required fees.	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Cremation Services Rate: Residents (Adults) – PHP 8,000 Non- Residents (Adults) – PHP 15,000 Cremation of Bone/ Remains – PHP	5 Minutes	CHRISTOPHER Y. DECENA Administrative Aide II (CTO)	



4,000	
• Infant – PHP 2,000	
Children (below 12 years old)	
PHP 4,000	
• Youth (12- 18 years old) – PHP 6,000	
Other Related Fees (To be paid	
at Treasurer's Office, City Hall of Pasay)	
Cremation Permit – PHP 500	
Entrance Fee (if the place of death of the deceased person is outside the	
City of Pasay) – PHP 200	



3. Present the OR	3. Approve the	(Per Ordinance No. 4008, s. 2007) None	5 Minutes	MARIVIC DG. NILLO Officer-In-Charge,
to the Crematorium Office of the PCPCC for the approval of the cremation service schedule.	cremation service schedule.			(PCPCC)
4. Secure the approved cremation services schedule at the Crematorium Office of the PCPCC.	4. Issue the approved cremation services schedule to the client, and keep the records thereof.	None	5 Minutes	EVANGELINE DANIELES Administrative Aide III (PCPCC)
	TOTAL:	If the place of death of the deceased person is within the area of City of Pasay: Residents (Adults) –	20 Minutes	
		PHP 8,500 • Non- Residents (Adults) – PHP 15,500		



	TO MAI
Cremation of Bone/ Remains – PHP	
4,500	
• Infant – PHP 2,500	
Children (below 12 years old) – PHP 4,500	
• Youth (12- 18 years old) – PHP 6,500	
If the place of death of the	
deceased	
person is outside the	
area of City	
of Pasay:	
• Residents (Adults) – PHP 8,700	
 Non- Residents (Adults) – PHP 15,700 	
Cremation of Bone/	
Remains –	



PHP 4,700	
• Infant – PHP 2,700	
 Children (below 12 years old) PHP 4,700 	
 Youth (12- 18 years old) – PHP 6,700 	

31. Availing of Burial Lot/Niche/Apartment Services

The Pasay City Government owns and operates a public cemetery for its citizens' departed ones. Pasay City residents are given priority in securing a lease contract for a burial lot/niche/apartment within the cemetery. Due to the ever growing need of the City, the space provided is quite limited.

Office or Division:	PASAY PUBLIC	PASAY PUBLIC CEMETERY & CREMATORIUM (PCPCC)			
Classification:	Simple	Simple			
Type of	G2C – Governme	ent to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE	
Pasay City Residen	t				
Burial Schedule Form	n	PCPCC	PCPCC		
Death Certificate (1)	ohotocopy)	Local Civil Registry Office			
Barangay Certificate	to prove that the	Concerned Barangay Hall			
applicant is a Pasay	City Resident				
(1 original)					
Non-Pasay City Res	sident				
Burial Schedule Form		PCPCC			
Death Certificate (1 photocopy)		Local Civil Registry Office			
CLIENT STEPS AGENCY		FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE	
Secure and	1. Receive and	None	5 Minutes	BELEN N. INTERIA	

OUT OF PASAL
*
METRO MANILA

	accomplish the burial schedule form and submit it together with all the requirements at the PCPCC.	acknowledge the submission of duly accomplished form and requirements.			Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
2.	Wait for the assessment of the records at the PCPCC.	2. Check the calendar, and schedule the interment service.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
3.	Proceed to the specified place of interment within the cemetery, together with the cemetery staff.	3. Accompany the client to the specified place of interment and assess the area thereat.	None	10 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
4.	Proceed to the assigned City Treasurer's Office (CTO) teller at the Cemetery Office, 2 nd floor, and pay the required fees.	4. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Rental Rates: For Niche and Lot – Niche PHP 200 per year (for every first two bottom layers) Lot PHP 115 per	5 Minutes	CHRISTOPHER Y. DECENA Administrative Aide II (CTO)



					RO MANIL
			year per lot (1 x 2.3 meters)		
			For Apartment Type Niches –		
			PHP 150 per year (PHP 750 for five years)		
			(Per Ordinance No. 3992, S-2007)		
5.	Proceed to the PCPCC and sign the index	5. Keep and maintain the index card for	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC)
	card containing the information of the deceased	file/future reference.			JASON P. PUMIKPIK Administrative Aide II (PCPCC)
	person and other personal details relative				DANTE C. BEGASA Cemetery Caretaker (PCPCC)
	thereto.				
		TOTAL:	Rental Rates:	30 Minutes	
			For Niche and Lot – PHP 1,575		
			For Apartment Type Niches – PHP 750		
			(Per Ordinance No. 3992, S-2007)		



32. Availing of Interment Services

Present lease holders of spaces within the cemetery (lot/niche/apartments) can avail of interment services upon proper coordination with the Pasay Public Cemetery & Crematorium. For those who are not yet lease holders, it is advised that they secure a lease contract prior to applying for this service.

Office or Division:		PASAY PUBLIC	CEMETERY & C	CREMATORIUM	(PCPCC)
Classification:		Simple			
Type of Transactio	n:	G2C – Government to Citizen			
Who may avail:		All			
CHECKLIST OF				WHERE TO SE	CURE
Death Certificate (1	•		Local Civil Regi	•	
Burial Permit (1 orig			,	ce, Pasay City H	lall
Lease contract (1 ph	oto	1 2 /	PCPCC		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Secure and accomplish burial schedule form and submit it together with all the requirements to the PCPCC.	1.	Schedule the interment service, and issue order of payment in relation thereto.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
2. Proceed to the City Treasurer's Office (CTO) at the Pasay City Hall for the payment of corresponding fees.		Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Burial Fee – PHP 150 Cemetery Fee – PHP 150 Exhumation fee – PHP 150 Entrance Fee (if applicable) – PHP 200 (Per Ordinance	1 Hour	Cashier (CTO)



		No. 3992, S-2007)		
3. Submit the OR evidencing payment to PCPCC.	3. Check the veracity of OR and schedule the interment.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
	TOTAL:	PHP450 If with Entrance Fee – PHP 650 (Per Ordinance No. 3992, S- 2007)	1 Hour and 10 Minutes	

33. Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Patients are attended and given appropriate assistance and necessary interventions.

Office or Division:	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Medical Abstract/Discharge	e Summary	Ward, PCGH		
(1 photocopy)				
Social Case Study Report (1 original) Pasay City Social Welfare and Development				
Inter-Agency Referral/ Recommendation Letter		Inter-Agency (DOH-MAP, PCSO, Malasakit		
(1 original) Center)				
Referral from the Clinical T	eam (1 original)	Clinical Team, PCGH		



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Proceed to MSSS, PCGH for initial assessment.	Carry out initial assessment and establish the classification of patient.	None	TIME 15 Minutes	MARIA JINKY T. ILAGAN Social Welfare Officer III (PCGH)
	1.1 If the patient is classified as Class D indigence, instruct the requesting party			MA. DAISY S. SANTIAGO Social Welfare Officer I (PCGH)
	to proceed to the Ancillary Department of the PCGH.			QUEENY S. VILLAMARIN Social Welfare Officer I (PCGH)
	1.2 If the patient is classified as Class C indigence, instruct the requesting party			MARVIN M. SALINAS Social Welfare Officer I (PCGH)
	to proceed to the Cashier Section, PCGH to settle balance.			JENNIFER B. SEVILLA Social Welfare Officer I (PCGH)
2 Proceed to the Ancillary Department and sign logbook upon receipt of MSSS assistance	Issue Medical Social Service Assistance to the requesting party and keep	None	5 Minutes	MARIA JINKY T. ILAGAN Social Welfare Officer III (PCGH)
Or Proceed to the Cashier Section to	supporting documents for file reference.			MA. DAISY S. SANTIAGO Social Welfare Officer I (PCGH)
settle balance.				QUEENY S. VILLAMARIN Social Welfare Officer I



			(PCGH)
			MARVIN M. SALINAS Social Welfare Officer I (PCGH)
			JENNIFER B. SEVILLA Social Welfare Officer I (PCGH)
TOTAL:	None	20 Minutes	

Classification of Indigency:

Class	Income B	Income Bracket		
	From	То	Discount	
D	Below	2,083.91	100%	
C3	2,917.47	2,083.94	75%	
C2	3,751.03	2,917.48	50%	
C1	4,584.60	3,751.04	25%	
В	Above	4,584.61	Able to pay	

^{*} Pursuant to Republic Act No. 737

Medical Social Service Classification of Patients Modes of Cost of Sharing

Patient Category	Hospital Share	Patient Share
Class D	Full – The hospital provide free room and board, professional services, linen and ancillary services, and available medicines.	The patient shall not pay for hospital charges incurred.
Class C-3	Partial – The hospital staff shall provide free room and board, linen, and professional services. Subsidize more than 50% on the available medicines and ancillary services.	The patient shall share any affordable amount for medicines provided and ancillary services rendered.
Class C-2	Partial – The hospital shall provide free room and board,	The patient shall pay 50% of the charges for medicines given and



	linen and professional services. Subsidize 50% of the available medicines and ancillary services.	ancillary services rendered.
Class C-1	Partial – The hospital shall provide free room and board, linen and professional services. Subsidize 25% of the available medicines and ancillary services.	The patient shall pay 75% of hospital charges for medicines given, ancillary services, rendered, and other, if any.

^{*} According to DOH Administrative Order # 51-A s. 2000

34. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

Office or Division:	Derham Park and Sports Complex (DPSC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Membership Form (1 original)		DPSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the membership form at the Fitness Gym of DPSC.	1. Receive and check the completeness of data entries in the filled-out membership form.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
Wait for the order of payment to be issued by the DPSC. 2.1 Pay the	2. Issue order of payment to the client.2.1 Receive	PHP 350	10 Minutes	Cashier (CTO)
Necessary Fee to the assigned Cashier at the DPSC.	payment and issue Official Receipt (OR) to the client.			



3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior receiving the membership card.	3. Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
	TOTAL:	PHP 350	20 Minutes	

35. Availing the Services of Philhealth Section (Reimbursement of Out of Pocket Expenses)

The Philhealth Section of Pasay City General Hospital (PCGH) releases check for claims on reimbursement for Out of Pocket Expenses (OPE) to qualified patients who paid additional hospital charges during their admission in the hospital.

Office or Division:	Pasay City General	Hospital (PCGH)
Classification:	Highly Technical	
Type of Transaction:	G2C – Government	to Citizen
Who may avail:	All	
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE
Duly accomplished Philh	ealth Benefit	
Eligibility Form (1 origina	al)	
- Philhealth Ber	efit Eligibility Form	
(PBEF)		Philhealth Section, PCGH
- Information/de	tails to be included	
in the PBEF		Patient
Duly accomplished Philh	ealth Claim Forms:	
PBEF, CSF, CF2, CF3 8	CF4 (1 Original)	
- PBEF, CSF, C	F2, CF3 & CF4	
Forms		Philhealth Section, PCGH
	tails to be included	
in the Claim F		Patient
Membership Data Recor	d (MDR)	
(1 original)		Philhealth Office
Philhealth ID Card (1 ori	<u>, </u>	Philhealth Office
Senior Citizen's ID Card	(if applicable)	Office for Senior Citizen Affairs
(1 original)		
4Ps ID Card (if applicabl	e) (1 original)	Pasay City Social Welfare and Development



Medical Record (1 ph	otocopy)	Hospital where the patient is admitted, or, Health Information Management Section (HIMS), PCGH for discharged patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Philhealth Section of PCGH for the processing of claims.	1. Process the request: 1.1 Re-evaluate the claims. 1.2 Carry out International Code of Diseases (COD)/Revise Values Scale (RVS) coding, certification and documentation. 1.1 Issue final assessment of fees to be paid by the client at respective Philhealth Regional Office (PRO) branch.	None	60 Days (includes processing time)	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)
2. Proceed to Philhealth Regional Office (PRO) NCR South Branch for filing and payment of claims.	2. Issue official receipt of payment to the client.	(Please refer to the schedule of fees below)	30 Days	Philhealth Officer Personnel (Philhealth Section, PCGH)
3. Present Benefit Payment Notice (BPN), Official Receipts of Out of Pocket Expenses (OPE), and other necessary documents to the Philhealth Section	3. Process the request: 3.1 Reimburse Out of Pocket Expenses (OPE). 3.2 Prepare	None	15 Days	SHIRLEY O. CORROS Administrative Assistant III/ Officer-in-Charge (Philhealth Section, PCGH)



of PCGH. 4. Claim the check from Philhealth Section of PCGH, then sign the logbook thereat.	transmittal of voucher for reimbursement. 4. Issue the check to the client, and keep the voucher and other attachments for file reference.	None	5 Days	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)
	TOTAL:	(Please refer to the schedule of fees below)	110 Days	

PHILHEALTH PACKAGE

	I IIILIILALIII	PROFESSIONAL	HOSPITAL	
MOST COMMON CASES	ICD-10	FEE	BILL	TOTAL
ABNORMAL UTERINE BLEEDING	N93.9	PHP 1,980	PHP 4,620	PHP 6,600
ABSCESS BUTTOCK AND GLUTEAL	L02.3	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS FACE	L02.0	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS HEAD AND SCALP	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS LIMB, AXILLA, HIP & SHOULDER	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS NECK	L02.1	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS TRUNK, ABDOMINAL WALL	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS, CHEST, GROIN, PERINUEM, UMBILICUS	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ACUTE GASTRITIS	K29.1	PHP 1,830	PHP 4,720	PHP 6,550
ACUTE ISCHEMIC STROKE	l67.8	PHP 4,560	PHP 10,640	PHP 15,200



				NO MAI
ACUTE KIDNEY INJURY	N19	PHP 4,350	PHP 10,150	PHP 14,500
ACUTE MYOCARDIAL INFARCTION	l21.9	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE MYOCARDIAL INFARCTION, NSTE	I21.4	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE PYELONEPRITIS	N10	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE RENAL DISEASE	N00.9	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE TONSILLOPHARYNGITIS	J06.8	PHP 1,200	PHP 2,800	PHP 4,000
AGE SEVERE DEHYDRATION (3 DAYS)	A09.9, E86.2	PHP 1,800	PHP 4,200	PHP 6,000
AGE MODERATE DEHYDRATION (3 DAYS)	A09.9, E86.1	PHP 1,800	PHP 4,200	PHP 6,000
ALCOHOLIC LIVER DISEASE	K70.9	PHP 3,540	PHP 8,260	PHP 11,800
ANEMIA	D64.9	PHP 3,000	PHP 7,000	PHP 10,000
ASPIRATION PNEUMONIA	J69.0	PHP 4,410	PHP 10,290	PHP 14,700
BRONCHIAL ASTHMA IN ACUTE EXACERBATION	J45.90	PHP 2,700	PHP 6,300	PHP 9,000
CARDIAC ARRHYTMIA	149.9	PHP 3,660	PHP 8,540	PHP 12,200
CELLULITIS EXTREMETIES	L03.1	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FACE	L03.2	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FINGER AND TOES	L03.0	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, HEAD	L03.8	PHP 2,880	PHP 6,720	PHP 9,600
CEREBRAL CONCUSSION	SO6.00	PHP 2,640	PHP 6,160	PHP 8,800
CEREBRAL CONTUSION	S06.20	PHP 2,640	PHP 6,160	PHP 8,800



CERVICAL POLYP	N84.1	PHP 1,560	PHP 3,640	PHP 5,200
CHRONIC KIDNEY DISEASE	N03.9	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC OBSTRUCTIVE PULMONARY DISEASE	J44.9	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC OBSTRUCTIVE PULMONARY DISEASE IN AE	J44.1	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC RENAL/KIDNEY DISEASE	N03.9	PHP 3,000	PHP 7,000	PHP 10,000
CHRONIC KIDNEY DISEASE V (CKD)	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC LIVER DISEASE	k75.8			
CNS Infection	G93.8			
CONGESTIVE HEART FAILURE	I50.0	PHP 4,710	PHP 10,990	PHP 15,700
CORONARY ARTERY DISEASE	I25.1	PHP 1,200	PHP 2,800	PHP 4,000
CVA BLEED/INTRACEREBRAL H'GE	l61.9	PHP 11,400	PHP 26,600	PHP 38,000
CVD INFARCT /CVA I	I63.9	PHP 8,400	PHP 19,600	PHP 28,000
DENGUE SEVERE/DHF III & IV	A97.2	PHP 4,800	PHP 11,200	PHP 16,000
DENGUE W/O WARNING SIGNS	A97.0	PHP 3,000	PHP 7,000	PHP 10,000
DENGUE W/WARNING SIGNS	A97.1	PHP 3,000	PHP 7,000	PHP 10,000
DIABETES MELLITUS UNSPECIFIED	E14.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETES MELLITUS TYPE II	E11.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETIC	E14.5	PHP 3,780	PHP 8,820	PHP 12,600



				AO MAI
GANGRENE/DIABETIC FOOT				
DM NEPHROPATHY	E14.2+NO8.3*	PHP 3,780	PHP 8,820	PHP 12,600
ELECTROLYTE IMBALANCE	E87.8	PHP 2,550	PHP 5,950	PHP 8,500
END STAGE RENAL DISEASE	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
ENDOMETRIAL POLYP	N84.0	PHP 1,560	PHP 3,640	PHP 5,200
EROSIVE GASTRITIS W/ HEMORRHAGE	K29.0	PHP 3,840	PHP 8,960	PHP 12,800
ESSENTIAL HYPERTENSION	l10.9	PHP 2,700	PHP 6,300	PHP 9,000
FEBRILE CONVULSION	R56.0	PHP 2,100	PHP 4,900	PHP 7,000
GESTATIONAL DIABETES MELLITUS	O24.3	PHP 2,040	PHP 4,760	PHP 6,800
GESTATIONAL UTI	O23.4	PHP 1,200	PHP 2,800	PHP 4,000
HYPERBILIRIBINEMIA OF NB	P59.0	PHP 2,220	PHP 5,180	PHP 7,400
HYPEREMESIS GRAVIDARUM	O21.0	PHP 2,040	PHP 4,760	PHP 6,800
HYPERTENSION STAGE II	I10.1	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE	I11.9	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE W/ HEART FAILURE	I11.0	PHP 2,700	PHP 6,300	PHP 9,000
HYPOKALEMIA	E87.6	PHP 2,550	PHP 5,950	PHP 8,500
INTRAUTERINE FETAL DEATH (IUFD)	O36.4	PHP 2,040	PHP 4,760	PHP 6,800
LEPTOSPIROSIS	A27.9	PHP 3,300	PHP 7,700	PHP 11,000
LIVER CIRRHOSIS	K74.6	PHP 4,530	PHP 10,570	PHP 15,100
MER 3RD DEGREE	O70.3			
	l .		_1	1



MER 4TH DEGREE	O70.3			
NEONATAL CANDIDIASIS	P37.5	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL JAUNDICE	P59.9	PHP 2,220	PHP 5,180	PHP 7,400
NEONATAL PNEUMONIA	P23.9	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL SEPSIS/BACTEREMIA OF NB	P36.9	PHP 3,510	PHP 8,190	PHP 11,700
NON INSTITUTIONAL DELIVERY	Z39.0	PHP 600	PHP 1,400	PHP 2,000
PARATHYROID FEVER	A01.4	PHP 3,000	PHP 7,000	PHP 10,000
PEPTIC ULCER W/ HEMORRHAGE	K27.4	PHP 3,840	PHP 8,960	PHP 12,800
PNEUMONIA HIGH RISK/PCAP-D	J18.93	PHP 9,600	PHP 22,400	PHP 32,000
PNEUMONIA MOD.RISK/PCAP-C	J18.92	PHP 4,500	PHP 10,500	PHP 15,000
POST MENOPAUSAL BLEEDING	N95.0	PHP 1,800	PHP 4,200	PHP 6,000
POST OPERATIVE INTESTINAL OBSTRUCTION	K91.3	PHP 3,910	PHP 7,210	PHP 11,120
PRE-ECLAMPSIA SEVERE	O14.1	PHP 2,040	PHP 4,760	PHP 6,800
PREMATURITY	P07.3	PHP 5,070	PHP 11,830	PHP 16,900
PREMATURITY SEVERE	P07.2	PHP 5,070	PHP 11,830	PHP 16,900
PRETERM LABOR W/O DELIVERY	O60.0	PHP 2,040	PHP 4,760	PHP 6,800
PULMONARY TB	A16.9	PHP 2,940	PHP 6,860	PHP 9,800
RESPIRATORY FAILURE	J96.9	PHP 9,600	PHP 22,400	PHP 32,000
	L	1	1	I.



RHEUMATIC HEART DISEASE	109.9	PHP 4,710	PHP 10,990	PHP 15,700
SEIZURE DISORDER	R56.8	PHP 2,100	PHP 4,900	PHP 7,000
SEPSIS/SEPTICEMIA	A41.9	PHP 9,600	PHP 22,400	PHP 32,000
TRANSIENT ISCHEMIC ATTACK	G45.9	PHP 2,190	PHP 5,110	PHP 7,300
TYPHOID FEVER	A01.0	PHP 3,000	PHP 7,000	PHP 10,000
UPPER RESPIRATORY TRACT INFECTION	J06.9	PHP 1,200	PHP 2,800	PHP 4,000
URINARY TRACT INFECTION/UROSEPSIS	N39.0	PHP 2,250	PHP 5,250	PHP 7,500
WOUND DEHISCENCE	T81.3	PHP 3,090	PHP 7,210	PHP 10,300

MOST COMMON PROCEDURES	RVS CODE	PROFESSIONAL FEE	HOSPITAL BILL	TOTAL
APPENDECTOMY	44950	PHP 9,600	PHP 14,400	PHP 24,000
ВКА	27888	PHP 12,600	PHP 10,700	PHP 23,300
CEASARIAN SECTION ELECTIVE	59514	PHP 7,600	PHP 11,400	PHP 19,000
CEASARIAN SECTION ELECTIVE WITH BTL	59514/58600	PHP 8,600	PHP 14,400	PHP 23,000
CEASARIAN SECTION PRIMARY/EMERGENCY WITH IUD	59513/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION W/ HYSTERECTOMY	59525	PHP 12,000	PHP 18,000	PHP 30,000
CEASARIAN SECTION, ELECTIVE WITH IUD	59514/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION,	59513	PHP 7,600	PHP 11,400	PHP 19,000



PRIMARY/EMERGENCY				
CEASARIAN SECTION, PRIMARY/EMERGENCY WITH BTL	59513/58600	PHP 8,600	PHP 14,400	PHP 23,000
CHEMOTHERAPHY	96408	PHP 1,680	PHP 5,600	PHP 7,280
CHOLECYSTECTOMY	47600	PHP 12,400	PHP 18,600	PHP 31,000
CHOLECYSTECTOMY LAPARASCOPIC	47562	PHP 12,400	PHP 18,600	PHP 31,000
COLONOSCOPY DIAGNOSTIC	44388	PHP 7,560	PHP 7,400	PHP 14,960
COMPLICATED NSD	59409	PHP 4,200	PHP 5,500	PHP 9,700
COMPLICATED NSD W/ BTL	59409/58600	PHP 5,200	PHP 8,500	PHP 13,700
COMPLICATED NSD W/ IUD	59409/58300	PHP 5,000	PHP 6,700	PHP 11,700
CTT Insertion	32020	PHP 5,320	PHP 2,660	PHP 7,980
DEBRIDEMENT (ALLOWED AS 2ND CASE RATE)	11000	PHP 5,040	PHP 5,500	PHP 10,540
DILATATION AND CURETTAGE	58120	PHP 4,400	PHP 6,600	PHP 11,000
ENDOMETRIAL SAMPLING	58100	PHP 4,400	PHP 6,600	PHP 11,000
ENDOSCOPY	43243	PHP 7,560	PHP 7,400	PHP 14,960
EXCISION BIOPSY OF BREAST INCISIONAL	19101	PHP 1,260	PHP 4,300	PHP 5,560
EXCISION OF BENIGN LESION	ANY SITE	PHP 840	PHP 2,800	PHP 3,640
EXCISION OF MALIGNANT LESION	ANY SITE	PHP 1,260	PHP 4,300	PHP 5,560
EXPLORATOMY LAPAROTOMY	49000	PHP 12,600	PHP 10,700	PHP 23,300



EXTRACAPSULAR CATARACT EXTRACTION W/IOL INSERTION	66984	PHP 6,400	PHP 9,600	PHP 16,000
FISTULOTOMY, ANAL FISTULA	46270	PHP 6,720	PHP 5,400	PHP 12,120
HEMODIALYSIS (ALLOWED AS 2ND CASE)	90935/SESSION	PHP 350	PHP 2,250	PHP 2,600
HEMORRHOIDECTOMY BY SIMPLE LIGATURE	46221	PHP 6,720	PHP 5,400	PHP 12,120
HEMORRHOIDECTOMY, EXTERNAL COMPLETE	46250	PHP 6,720	PHP 5,400	PHP 12,120
HEMORRHOIDECTOMY, INTERNAL & EXTERNAL SIMPLE	46255	PHP 6,720	PHP 5,400	PHP 12,120
HERNIORAPHY/ HERNIOPLASTY	49505	PHP 8,400	PHP 12,600	PHP 21,000
INCISION AND DRAINAGE OF ABSCESS	10060	PHP 840	PHP 2,800	PHP 3,640
LOBECTOMY PARTIAL THYROID UNILATERAL	60210	PHP 12,400	PHP 18,600	PHP 31,000
LOBECTOMY TOTAL THYROID UNILATERAL	60220	PHP 12,400	PHP 18,600	PHP 31,000
MASTECTOMY MODIFIED RADICAL	19240	PHP 8,800	PHP 13,200	PHP 22,000
MASTECTOMY, SIMPLE	19180	PHP 8,800	PHP 13,200	PHP 22,000
MER 3RD	70.2			
MER 4TH	O70.3			
NEWBORN PACKAGE (ALLOWED AS 2ND CASE)	99460	PHP 500	PHP 2,450	PHP 2,950



NSD	NSD01	PHP 2,000	PHP 3,000	PHP 5,000
NSD W/ BTL	2e	PHP 3,000	PHP 6,000	PHP 9,000
NSD W/ IUD	NSDO1/58300	PHP 2,800	PHP 4,200	PHP 7,000
OOPHORECTOMY	58661	PHP 29,400	PHP 24,000	PHP 53,400
OPEN REDUCTION INTERNAL FIXATION (ORIF)				-
PARTIAL BREECH EXTRACTION	59411	PHP 6,720	PHP 5,400	PHP 12,120
PARTIAL BREECH EXTRACTION W/ BTL	59411/58600	PHP 7,720	PHP 8,400	PHP 16,120
PARTIAL BREECH EXTRACTION W/ IUD	59411/58300	PHP 7,520	PHP 6,600	PHP 14,120
REPAIR OF INGUINAL HERNIA	AGE CATEGORY	PHP 8,400	PHP 12,600	PHP 21,000
RESUSCITATION PACKAGE	P0000	PHP 1,200	PHP 2,800	PHP 4,000
SALPHINGECTOMY	58700	PHP 10,080	PHP 10,900	PHP 20,980
SALPHINGO- OOPHORECTOMY	58720	PHP 12,600	PHP 10,700	PHP 23,300
SALPINGECTOMY FOR TUBAL PREGNANCY	59120	PHP 15,120	PHP 12,000	PHP 27,120
THYROIDECTOMY	60240	PHP 12,400	PHP 18,600	PHP 31,000
TONSILLECTOMY	42825	PHP 8,400	PHP 9,600	PHP 18,000
TOTAL ABDOMINAL HYSTERECTOMY (TAH-BSO)	58150	PHP 12,000	PHP 18,000	PHP 30,000
TRANSURETHRAL RESECTION OF PROSTATE 1ST STAGE	52612	PHP 9,240	PHP 12,700	PHP 21,940



TRANSURETHRAL RESECTION OF PROSTATE 2ND STAGE	52614	PHP 9,240	PHP 12,700	PHP 21,940
VAGINAL DELIVERY AFTER CS W/ BTL	59612/58600	PHP 7,720	PHP 8,400	PHP 16,120
VAGINAL DELIVERY AFTER CS	59612	PHP 6,720	PHP 5,400	PHP 12,120
VAGINAL DELIVERY AFTER CS W/ IUD	59612/58300	PHP 7,520	PHP 6,600	PHP 14,120

36. Availing the Services of Philhealth Section for Discharging of Patients

The Philhealth Section of Pasay City General Hospital (PCGH) ensures health benefits availment of all qualified patients as well as providing assistance and relevant information on all Philhealth related inquiries.

Office or Division:	PCGH			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Duly accomplished Philh	ealth Benefit			
Eligibility Form (1 origina	,			
- Philhealth Ber	efit Eligibility Form			
(PBEF)		Philhealth Section, PCGH		
	tails to be included			
in the PBEF		Patient		
Duly accomplished Philh				
Forms: PBEF, CSF, CF2	2, CF3 & CF4			
(1 Original)				
	F2, CF3 & CF4			
Forms		Philhealth Section, PCGH		
	tails to be included			
in the Claim Fo		Patient		
Membership Data Recor	d (MDR)			
(1 original)		Philhealth Office		
Philhealth ID Card (1 original		Philhealth Office		
Senior Citizen's ID Card	(if applicable)	Office for Senior Citizen Affairs		
(1 original)				
4Ps ID Card (if applicable	e) (1 original)	Pasay City Social Welfare and Development		



Madical Board (1 pb	oto oonu)	Hoopital whor	o the notiont is as	dmittad or Upolth	
Medical Record (1 photocopy)		Hospital where the patient is admitted, or, Health Information Management Section (HIMS), PCGH			
		for discharged patient			
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to Philhealth Section of PCGH to verify Philhealth Service eligibility.	Verify eligibility for Philhealth Service. 1.1 Issue PBEF and CF2 to the client.	None	10 Minutes	SHIRLEY O. CORROS Administrative Assistant II/ Officer-in-Charge (Philhealth Section, PCGH) VIVIAN C. LEONARDO Nursing Attendant I/ PHIC Staff (PCGH) ROSEMARIE S. CASTAÑEDA Administrative Assistant II	
				(PCGH)	
2. Submit duly accomplished Claim Forms together with all the requirements at the Philhealth Section of PCGH.	2. Acknowledge the submission and evaluate the completeness and veracity of Philhealth documents.	None	5 Minutes	SHIRLEY O. CORROS Administrative Assistant II/ Officer-in-Charge (Philhealth Section, PCGH)	
	2.1 Give instructions to the PHIC member/ representative regarding the result of Philhealth Service application and coverage of hospital charges.	None	5 Minutes	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)	
	2.2 Advise the	None	5 Minutes		
	hospital charges. 2.2 Advise the	None	5 Minutes	VIVIAN C. LEONARDO	



2. Co to the Cockies	patient with the remaining balance, if applicable or instruct to go to the Medical Social Services for evaluation. 2.3 Instruct the Patient to go to the Cashier for the release of discharge slip.	None	5 Minutes	Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH) VIVIAN C. LEONARDO Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH
3. Go to the Cashier Section of the PCGH to secure discharge slip.	3. Issue Discharge slip to the patient.	None	3 Minutes	JAMES O. REAL Watchman I/ Collecting Clerk (Cashier Section, PCGH)
4. Sign the Philhealth receiving logbook at the City Treasurer's Office of Pasay City Hall upon receipt of complete documents relative to discharge.	4. Discharge the patient and compile supporting documents for file reference.	None	5 Minutes	VIVIAN C. LEONARDO Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH)
	TOTAL:	None	33 Minutes	

37. Availing the Services of the Emergency Room (ER) Department

The Emergency Room (ER) Department of Pasay City General Hospital (PCGH) provides emergency care, management and proper treatment of patients admitted in the hospital.

Office or Division:	Pasay City General Hospital, ER Department			
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE			
Duly accomplished Emergency Room				
Blotter Form				
- Emergency Roo	om Blotter Form	Emergency Room Triage, PCGH		



- Information/in the ER Bl		Patient/Imm	nediate Family Me	mber of the patient
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Emergency Room Information Counter of PCGH.	1. Attend to the needs of the patient: 1.1 Triage, get the medical history and record the vital signs of the patient 1.2 Refer the patient to the ER Consultation Room.	None	10 Minutes	DAVID L. DELA CRUZ <i>Nurse I</i> (PCGH)
2. Wait to be transferred to the ER Consultation desk/room of the PCGH.	2. Assess the condition of the patient: 2.1 Conduct emergency management and diagnosis (refer to Ancillary Department of PCGH, if needed)	None	20 Minutes	Doctor/s on Duty (PCGH)
3. Submit request forms and specimen to the Laboratory or Radiology Department of the PCGH.	3. Validate request forms.3.1 Issue Order of Payment for the work-ups.	None	1 Hour	MARICOR S. LISING Medical Technologist II (PCGH)



4. Proceed to the Cashier Section to pay required fees for work-ups.	4. Issue Official Receipt (OR) to the requesting party.	Please refer to the table of fees below.	4 Minutes	JAMES O. REAL Watchman I/Collecting Clerk (PCGH)
5. Submit work-ups specimen to the ER Consultation desk/room of the PCGH.	 5. Interpret medical exam results. 5.1 Make a diagnosis. 5.2 Prepare a plan of care/coordination with ward doctor. 5.3 Perform patient management/treatment/counseling. 5.4 Implement decision making regarding admission and/or discharge. 5.5 Prepare the admitting/discharge order. 	None	2 Hours	Doctor/s on Duty (PCGH)
	TOTAL:	(Please refer to the schedule of fees below.)	3 Hours and 30 Minutes	



SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50



24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

MRI FEES = PHP 2,000 (Subject for evaluation of the Social Worker)

38. Availing the Services of the Laboratory Department

The Laboratory of PCGH offers routine clinical laboratory services, Blood Chemistry tests and Blood Bank services.

Office or Division:	Laboratory Department, Pasay City General Hospital (PCGH)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE		
Duly accomplished Labo	oratory Request		



Form				
	/ Request Form	OPD; Emergency Room, PCGH; Ward per department		GH; Ward per
- Information/details to be included		department		
in the Laboratory Request Form		Attending Ph	nysician	
Senior Citizen's Iden	tification Card	OSCA		
(if applicable)				
(1 original)				
PWD Identification C	Card (1 original)	PSWD	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present	Accept/validate the	None	10 Minutes	JUANITA I. LOPEZ
Physician's	request form.			Laboratory Aide I (PCGH)
referral to the	1 1 logue charge			(1 0011)
Laboratory Department of	1.1 Issue charge slip for			MA. DAISY S.
PCGH.	payment.			SANTIAGO
1 0011.	paymont.			Social Welfare Officer I
	1.2 Provide			(PCGH)
	specimen			
	bottle for			
	urine/stool			
	sample.			
	1.3 Classify			
	patients as to			
	their capacity			
	to pay:			
	,			
	1.3.1 Indicate/			
	compute cost			
	and discounts			
	for Senior			
	Citizens and/or			
	Persons with			
	Disability			
	(PWD) on			
	requested			
	laboratory examinations.			
2. Proceed to the	2. Issue Official	Please	4 Minutes	MANUEL D. ABAD
Cashier Section	Receipt (OR) to	refer to the		Billing Clerk
to pay required	the requesting	table of		(PČGH)
fees for	and roqueeting	fees		



	laboratory examinations.	party.	below.		JAMES O. REAL Watchman I/Collecting Clerk (PCGH)
3.	Present OR of payment at the Laboratory Section of PCGH.	 Provide specimen bottles for urine/stool sample to the requesting party. 	None	5 Minutes	EDERLITA G. SANTOS Administrative Aide I/Laboratory Staff (PCGH)
4.	Submit laboratory specimen at the Laboratory Section of PCGH.	4. Analyze/validate the specimen submitted by the requesting party.	None	4 Hours (includes waiting time for the releasing of results)	VIVIEN J. SANTOS Medical Technologist I (PCGH)
5.	Go back to the Laboratory Releasing Counter of PCGH for the result of laboratory examinations.	5. Issue official laboratory result to the requesting party.	None	5 Minutes	JUANITA I. LOPEZ Laboratory Aide I/Laboratory Staff (PCGH) EDERLITA G. SANTOS Administrative Aide I/Laboratory Staff (PCGH)
		TOTAL:	Please refer to the table of fees below.	4 Hours and 24 Minutes	(* 5 5)

SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20



CT/BT (Clotting/Bleeding	PHP 20	PHP 15
Time)		
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60



SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

39. Availing the Services of the Out-Patient Department (OPD)

The Out-Patient Department (OPD) of Pasay City General Hospital provides clinical care and management on the prevalent diseases, as well as specialized and sub-specialized forms of treatment and some minor procedures.

Office or Division:	Out-Patient Depart	Out-Patient Department, Pasay City General Hospital (OPD PCGH)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Duly accomplished Pa	tient Information				
Form (1 original)					
- Patient's Info	ormation Form	OPD Counter	, PCGH		
- Information/o	details to be included	ed Patient			
in the Patien	t Information Form				
Follow-up card (1 origi	nal)	OPD Counter, PCGH			
Work-up Results (as requested)		Radiology or	Laboratory Depar	tment of PCGH	
(1 original)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLILINI SILFS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the	 Conduct pre- 	None	15 Minutes	RODEL H. ANGELES	
OPD (Central	screening of			Nurse I	
Waiting Area) of	patient:			(PCGH)	
PCGH for pre-					



			RO MANI
1.1 Issue Patient's Information Form to be filled-out by the patient 1.2 Issue OPD number to patient. 2. Assess the needs of the patient: 2.1 Retrieve patient's record. 2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.). 2.3 Inform the patient about the schedule of consultation.	None	20 Minutes	MA. CRISTINA R. RAÑOSA Nurse I (PCGH) RODEL H. ANGELES Nurse I (PCGH) MARIA JUSTA A. DAVANTES Midwife III (PCGH) LEA T. TALAMILLO Midwife III (PCGH)
3.Conduct the consultation:	None	30 Minutes	Physician on Duty/Department
3.1 Review medical record			(PCGH)
of the patient. 3.2 State the diagnosis and treatment			
	Patient's Information Form to be filled-out by the patient 1.2 Issue OPD number to patient. 2. Assess the needs of the patient: 2.1 Retrieve patient's record. 2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.). 2.3 Inform the patient about the schedule of consultation. 3.Conduct the consultation: 3.1 Review medical record of the patient. 3.2 State the diagnosis and	Patient's Information Form to be filled-out by the patient 1.2 Issue OPD number to patient. 2. Assess the needs of the patient: 2.1 Retrieve patient's record. 2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.). 2.3 Inform the patient about the schedule of consultation. 3. Conduct the consultation: 3.1 Review medical record of the patient. 3.2 State the diagnosis and	Patient's Information Form to be filled-out by the patient 1.2 Issue OPD number to patient. 2. Assess the needs of the patient: 2.1 Retrieve patient's record. 2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.). 2.3Inform the patient about the schedule of consultation. 3.Conduct the consultation: 3.1 Review medical record of the patient. 3.2 State the diagnosis and



				MO MAI
	procedures to be undertaken by the patient. 3.3 Refer the patient to the concerned Ancillary Department.			
4. Proceed to the concerned Ancillary Department, PCGH for requested work-ups (if advised).	4. Issue order of payment to the requesting party.	(Please refer to the schedule of fees below.)	5 Minutes	MANUEL D. ABAD Administrative. Aide I/ Billing Clerk (Billing Section, PCGH)
5. Go to the Cashier Section of the PCGH for the payment of fees.	5. Issue Official Receipt (OR) to the patient.	None	5 Minutes	JAMES O. REAL Watchman I/ Collecting Clerk (Cashier Section, PCGH)
6. Present OR to the Ancillary Department of PCGH.	6. Attend to the needs of the patient; 6.1 Inform the patient with the schedule of follow-up consultation, if necessary.	None	30 Minutes	Physician on Duty/Department (PCGH)
	TOTAL:	(Please refer to the schedule of fees below.)	1 Hours and 45 Minutes	

LABORATORY SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25



Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding	PHP 20	PHP 15
Time)		
ESR	PHP 25	PHP 25
Peripheral Blood Smear	PHP 20	PHP 15
(PBS)		
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (Cl)	PHP 150	PHP 70



Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

RADIOLOGY SCHEDULE OF FEES

X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75



Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150

ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250



Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple	PHP 8,000
Contrast)	
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

NOTE:

Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80



Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

PHP 600
PHP 500
PHP 100

Non-Pasay Resident	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

40. Availing the Services of the Radiology Department

The Radiology of PCGH offers routine X-ray, Ultrasound, Mammogram, Computed Tomography Scan (CT Scan) and Magnetic Resonance Imaging (MRI) services.

Office or Division:	Radiology Depa	artment		
Classification:	Complex			
Type of Transaction:	G2C – Governn	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
Duly accomplished Lab	ooratory Request Form			
 Laboratory Requ 	est Form	OPD; Emerge	ency Room, PCGI	H; Ward per
, '		department		
- Information/detail	Is to be included in the			
Laboratory Requ	est Form	Attending Phy	/sician	
Senior Citizen's Identif	ication Card	OSCA		
(if applicable) (1 original	al)			
PWD Identification Car	d (1 original)	PSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CEIENT STELS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present	1. Accept/validate	None	4 Minutes	ANNALIZA A.
Physician's	request form.			REYMONTE
referral to the	·			Medical
Radiology	1.1 Issue charge slip			Equipment Tachnician I
Department.	for payment:			Technician I (PCGH)
				(FUGH)



				MO MAI
	1.1.1 Indicate/ compute cost of the requested radiology examinations.			MANUEL D. ABAD Billing Clerk (PCGH)
	1.1.2 Compute discounts for Senior Citizen/ Person w/ Disability (PWD).			
Proceed to Medical Social Service Section for Classification.	Classify patients as to their capacity to pay.	None	5 Minutes	MARVIN M. SALINAS Social Welfare Officer I (PCGH)
3. Proceed to the Cashier Section for the payment of fees.	3.Issue Official Receipt (OR) of payment to the requesting party	Please refer to the table of fees below.	5 Minutes	JAMES O. REAL Watchman I /Collecting Clerk (PCGH)
4. Present OR to Radiology Receptionist.	4. Validate Official Receipt. 4.1 Prepare patient for the procedure needed and give medical instructions.	None	10 Minutes	GLENN P. TABUZO Radiologic Technologist III (PCGH)
5. Secure Official Radiology Result to the Releasing Counter.	5. Issue Radiology Result to the patient.	None	3 Days	JUNNIE B. NUÑEZ Radiologic Technologist II (PCGH)
	TOTAL:	Please refer to the table of fees below.	3 Days and 24 Minutes	



SCHEDULE OF FEES

	T	T
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
IZLID	D1 1D 4 4 6	
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 110 PHP 180	PHP 75 PHP 150
Abdomen Supine & Uprite	PHP 180	PHP 150
Abdomen Supine & Uprite Thoracic Cage (T-Cage)	PHP 180 PHP 130	PHP 150 PHP 100

SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150



ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000

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CT of the Whole Abdomen (with Contrast)	PHP 7,500		
CT of the Upper Abdomen (Plain)	PHP 3,500		
CT of the Upper Abdomen (with Contrast)	PHP 5,000		
CT of the Upper Abdomen (with Triple	PHP 8,000		
Contrast)			
CT of the Lower Abdomen (Plain)	PHP 3,500		
CT of the Lower Abdomen (with Contrast)	PHP 5,000		
CT Stonogram	PHP 3,500		
CT Urogram	PHP 7,000		
CT Extremities	PHP 3,000		
Thoracic/Chest	PHP 3,000		
Spine	PHP 3,500		
Pelvis	PHP 3,500		

NOTE:

Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

Pasay Resident	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

Non-Pasay Resident	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

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41. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

Office or Division:	Derham Park and	Derham Park and Sports Complex (DPSC)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Letter Request (1 origin	al)	Requester			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/volleyball court.	 Set schedule on the use of basketball/ volleyball court. 1.1. Issue order of payment to the client. 	None	5 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)	
2. Present the order of payment to the assigned cashier at the DPSC. 2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	2. Determine the appropriate fee to be paid by the client.2.1 Issue an Official Receipt (OR) to the client.	Without Lights PHP 750 With Lights PHP 1,000	5 Minutes	Cashier (City Treasurer's Office)	
	TOTAL:	Without Lights PHP 750 With Lights	10 Minutes		

42. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

PHP 1,000



- Sports Activities and Religious EventsCorporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

Office or Division:		Cuneta Astrodome			
Classification:		Complex			
Type of Transaction	n:	G2C – Government to Citizen, G2G- Government to Government, G2			o Government, G2B
		 Government to Business 			
Who may avail:		Event Organizer	from public and	orivate entities	
CHECKLIST OF	REQ	UIREMENTS		WHERE TO SEC	URE
Request letter (1 orig	ginal)	Event Organizer	from a public or p	orivate entities
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the City Mayor's Office indicating the details of the event.	1.	Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	Administrative Aide (City Mayor's Office)
	1.1	Tentatively book the requested schedule/s and make an initial discussion of its status and rates.	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)
2. Wait for the feedback about the status of request from the Cuneta Astrodome.	2.	Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes (1 day – waiting time prior approval of the request)	GARRY P. REYALA Construction and Maintenance Man, (Cuneta Astrodome)



	1	T		MOMA
3. Proceed to Cuneta Astrodome for the payment of necessary fees.	3. Conduct final assessment of the fees to be paid by the client.	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)
	3.1 Issue order of payment to the client.	None	15 Minutes	CHARLOTTE GLIZZEL B. SANTOS Administrative Aide I (Cuneta Astrodome)
4. Present the Order of Payment and Pay the necessary fee to the assigned Cashier at the Cuneta Astrodome.	4. Issue an Official Receipt (OR) to the client.	Sports events and religious celebration PHP 80,000 Corporate events, convention and private occasions PHP 100,000 Concert, musicale and variety shows (8 hours max) PHP 150,000 Refundable surety bond PHP 20,000 Additional charge for excess of two (2) hours PHP 15,000	15 Minutes	Cashier (City Treasurer's Office)
	TOTAL:	Sports events	TOTAL:	
		and religious celebration	1 Day, 1 Hour and	
		PHP 80,000	35 Minutes	



Corporate	
events,	
convention	
and private	
occasions	
PHP 100,000	
Concert,	
musicale and	
variety shows	
(8 hours max)	
PHP 150,000	
1111 130,000	
Refundable	
surety bond	
PHP 20,000	
A d d : 4 : 0 : 0 = 1	
Additional	
charge for	
excess of two	
(2) hours	
PHP 15,000	

43. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

Office or Division:	Derham Park and	Sports Complex (DPSC)		
Classification:	Simple			
Type of Transaction:	G2C – Governme	nt to Citizen, G2G – Government to Government		
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Senior Citizen				
Senior Citizen Identification	on Card	OSCA		
(1 original)				
Medical Certificate stating still physically fit to perform (1 photocopy)				
Students (18 above only	Students (18 above only)			
School ID Card (1 original	School			
Members				
Membership Card (1 origi	nal)	Derham Park and Sports Complex		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your Identification Card to the assigned personnel of the DPSC. 1.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	1. Determine the appropriate fee based on the presented Identification Card. 1.1 Issue Official Receipt (OR) to the client.	For Pasay Residents Adult: PHP 30 Senior Citizen: PHP 25 For Non- Pasay Residents Adult: PHP 40 Member: PHP 25 Senior Citizen: PHP 25	10 Minutes	Cashier (CTO)
	TOTAL:	For Pasay Residents Adult: PHP 30 Senior Citizen: PHP 25 For Non- Pasay Residents Adult: PHP 40 Member: PHP 25	10 Minutes	



	Senior Citizen: PHP 25		
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44. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.

Office or Division:	Derham Park an	Derham Park and Sports Complex (DPSC)			
Classification:	Simple				
Type of Transaction		ent to Citizen, G20	G – Government to C	Government	
Who may avail:	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter Request (1 original)		Requester			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a letter of request to the DPSC indicating the details of the event.	 Check the availability of the Main Court and block the specific date for the Event. 1.1 Issue an Order of payment to the client. 	None	10 Minutes	MARITESS A. TALAY Administrative Aide I, (DPSC)	
2. Pay the Necessary Fee to the Cashier at DPSC. 2.1 Present Order of Payment to the personnel of DPSC.	2. Issue an Official Receipt (OR) to the client.	Use of Venue PHP 8,000 per 6 Hours Additional Time PHP 1,000 per Hour Re-Connection fee of Sound System PHP 2,000	5 Minutes	Cashier (CTO)	



	Use of In- house Sound System PHP 4,500 Use of Matting and Linoleum		
	PHP 500 Rental of Monoblock Chair PHP 10 per piece		
	Use of Air- cooler PHP 250 per Hour		
TOTAL:	Stall Rental PHP 350 per booth Use of Venue	15 Minutes	
	PHP 8,000 per 6 Hours Additional Time PHP1,000 per Hour		
	Re-Connection fee of Sound System PHP 2,000		
	Use of In- house Sound System PHP4,500 Use of Matting		



and Linoleum PHP 500	
Rental of Monoblock Chair PHP10 per piece	
Use of Air- cooler PHP 250 per Hour	
Stall Rental PHP 350 per booth	

45. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

Office or Division:	Derham Park an	Derham Park and Sports Complex (DPSC)			
Classification:	Simple	Simple			
Type of Transaction	G2C – Governm	ent to Citizen, G2	2G – Government	to Government	
Who may avail:	All	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Any Government Issu Card (1 original)	ed Identification	DFA, BIR, Post LTO	Office, PSA, SSS	, GSIS, COMELEC,	
For Students					
School Identification (Card (1 original)	School			
For Senior Citizen					
Senior Citizen I.D. Ca	rd (1 original)	OSCA			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Dragant varia					
Present your Identification Card to the assigned personnel of the DSPC.	1. Determine the appropriate fee based on the Identification Card.	For Pasay Residents Adult: PHP 40 Children: PHP 25	5 Minutes	Cashier (CTO)	



necessary	Official	PHP 32		
fee to the	Receipt (OR)			
Cashier at	to the client.	For Non-		
Sports		Pasay		
Complex.		Residents		
		Adult: PHP 50		
		Children: PHP 35		
		Senior Citizen: PHP 32		
	TOTAL	F D	- B 4' (
	TOTAL:	For Pasay	5 Minutes	
		Residents		
		Adult: PHP 40		
		Children: PHP 25		
		Senior Citizen: PHP 32		
		For Non- Pasay Residents		
		Adult: PHP 50		
		Children: PHP 35		
		Senior Citizen: PHP 32		

46. Balik Probinsya Program

This program of the Pasay Social Welfare and Development Department offers transportation assistance to those individuals and families who opted to go back to their respective provinces for good.



For Pasay City Residents:

-or Pasay City Reside	iiio.	D 0 : 134/	и тр		(((((((((((((((((((
Office or Division:			elfare and Deve	elopment Departme	ent (PSWDD)
Classification:		Simple			
Type of Transaction	n:	G2C – Governm			
Who may avail:				on, indigent individu	ıals/families,
			ed and disadva	ntaged individuals	
CHECKLIST OF				WHERE TO SEC	URE
Barangay Certificate (1 photocopy)	e/Indig	jency	Barangay/Pla	ce of residency	
Endorsement or refe	erral fr	om Barangay or			
National Agency (1	photo	copy)	Barangay/Pla	ce of residency or	DSWD
Government issued	Identi	fication Card	BIR, Post Offi	ice, DFA, PSA, SS	S, GSIS, Pag-IBIG,
(1 photocopy, 1 orig	inal)		LTO		, , , , , , , , , , , , , , , , , , , ,
	,				
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
client's logbook at the receiving section of PSWDD.	logbook at the receiving section of		None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
2. Proceed to PSWDD Unit Office with jurisdiction over your place of residence, and submit requirements to the Unit-in Charge thereat.			None	5 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)



				AO MAN
3. Present yourself for an intake interview and assessment at the PSWDD	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY
Unit Office.				Social Welfare Officer I (PSWDD)
4. Expect a home visit from a Social Worker/Unit-in-Charge of PSWDD.	4. Conduct home visit at the residence of the client. 4.1. Prepare the social case study report.	None	1 Day	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge
				(San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare



				RO MANIL
				Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
5. Wait for the PSWDD to process your request for cash assistance.	5. Coordinate with the bus companies and ticketing offices.	None	3 Hours	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA
	5.1 Submit necessary documents to			Social Welfare Officer II/In-Charge (San Isidro Unit)
	PSWDD Head for signature and			CHRISTINE ANN M. AGUINDADAO Social Welfare



opprovel	Officer I/In-Charge
approval.	(CAA 2 Unit Office)
5.2 Facilitate the purchasing of transportation ticket.	ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
	JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
	GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
	ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
	KAREN J.



				AO MAN
				RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
6. Sign in the cash voucher at the PSWDD to claim the purchased ticket.	6. Issue the purchased transportation ticket to the client.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA
				Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M.
				AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA

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	4	1
MET	RO MANIL	A

				RO MANIL
				Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
7. Proceed to the transportation terminal.	7. Accompany the client to the transportation terminal.	None	1 Hour	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO



Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. **BULACLAC** Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) **ELVIRA A. LLEMOS** Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office)



			KAREN J. RECARRO
			Social Welfare Officer I/In-Charge (CAA I Unit Office)
			JESUSA O.
			TUMAZAR Day Care Worker I/In-Charge
			(San Roque Unit Office)
TOTAL:	None	1 Day, 4 Hours, and 21 Minutes	

For Non-Pasay City Residents (Walk-in Clients):

I of Holl I dody only I	.coluciilo (Waik-III Cilci	110).		
Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Person/families in cr	risis situation, ir	ndigent individuals	s/families,
	poor/marginalized a	nd disadvantag		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
Police blotter (for victing	• •		•	operating unit which
illegal recruitment traff	ficking, etc)	has jurisdictio	n over the area of	fincident
(1 photocopy)				
Government issued Id			ce, DFA, PSA, SS	SS, GSIS, Pag-IBIG,
(1 photocopy, 1 original	al)	LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
2. Submit requirements to the Crisis Intervention Unit (CIU) Worker at the PSWDD.	2. Check and verify the submitted requirements.	None	5 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY



3. Present yourself for an intake interview and assessment at the PSWDD.	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	Social Welfare Officer I (PSWDD) AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
4. Wait for the PSWDD to process your request.	4. Coordinate with the bus companies and ticketing offices. 4.1 Submit necessary documents to PSWDD Head for signature and approval. 4.2 Facilitate the purchasing of transportation ticket.	None	3 Hours	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
5. Sign in the cash voucher at the PSWDD to claim the purchased ticket.	5. Issue the purchased transportation ticket to the client.	None	5 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
6. Proceed to the transportation	6. Accompany the client to the	None	1 Hour	AGUSTIN M. PRESENTACION Social Welfare



terminal.	transportation terminal for			Officer I (PSWDD)
	documentat-ion of the proceedings.			CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
	TOTAL:	None	4 Hours and 21 Minutes	

47. Barangay Financial Assistance

All Pasay Barangay Officials, Tanod, Lupon and SK Chairperson may apply for Financial Assistance at Pasay City Barangay Bureau.

Office or Division:	Pasay City Barangay Bureau (PCBB)		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:		als/Tanod/Lupon/SK Chairperson	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
Resolution (1 original)			
- For Barangay Offici			
Barangay, Kagawa	d, Secretary and	DILG	
Treasurer)			
- For Barangay Tano		Barangay Hall	
- For Barangay Lupo	n	Barangay Hall	
- SK Chairperson		Barangay Hall	
Minutes of the Meeting (9 ,		
- For Barangay Offici			
Barangay, Kagawa	d, Secretary and		
Treasurer)		DILG	
- For Barangay Tanod		Barangay Hall	
- For Barangay Lupon		Barangay Hall	
- SK Chairperson	`	Barangay Hall	
Oath of Office (1 original	,		
- For Barangay Offici		DII O	
Barangay, Kagawa	d, Secretary and	DILG	
Treasurer)	_	Devenue	
- For Barangay Lupo		Barangay Hall	
- For Barangay Tano	a	Barangay Hall	
- SK Chairperson	21.4)	Barangay Hall	
Appointment (1 photocop			
- For Barangay Offici		DILC	
Barangay, Kagawa	a, Secretary and	DILG	



Treasurer)	
- For Barangay Tanod (1 original)	Barangay Hall
- For Barangay Lupon	Barangay Hall
- SK Chairperson	Barangay Hall
Personal Data Sheet (1 original)	PCBB
2x2 Picture (2 pcs original)	From any Photo Shop/Centre
Government Issued Identification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
(1original, photocopy)	LTO, COMELEC
Representative	
Authorization letter (1 original)	Person Represented (Barangay Official)
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the person represented (1original,	LTO, COMELEC
1 photocopy)	
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative (1original, 1 photocopy)	LTO, COMELEC
Resolution (1 original)	
 For Barangay Officials (Punong 	
Barangay, Kagawad, Secretary and	DILG
Treasurer)	
- For Barangay Tanod	Barangay Hall
- For Barangay Lupon	Barangay Hall
- SK Chairperson	Barangay Hall
Minutes of the Meeting (1 original)	
- For Barangay Officials (Punong	
Barangay, Kagawad, Secretary and	DILG
Treasurer)	_
For Barangay TanodFor Barangay Lupon	Barangay Hall Barangay Hall
- SK Chairperson	Barangay Hall
Oath of Office (1 original)	Barangay Han
- For Barangay Officials (Punong	
Barangay, Kagawad, Secretary and	DILG
Treasurer)	5.20
- For Barangay Lupon	Barangay Hall
- For Barangay Tanod	Barangay Hall
- SK Chairperson	Barangay Hall
Appointment (1 photocopy)	, , , , , , , , , , , , , , , , , , ,
- For Barangay Officials (Punong	
Barangay, Kagawad, Secretary and	DILG
Treasurer)	
- For Barangay Tanod (1 original)	Barangay Hall
- For Barangay Lupon	Barangay Hall
- SK Chairperson	Barangay Hall



Personal Data Sheet (1 original)		PCBB		
2x2 Picture (2 pcs original)		From any Photo Shop/Centre		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements to the assigned of the PCBB.	1. Evaluate the veracity of submitted requirements; after which, include the name of applicant for the payroll. 1.1 Advise the client on the date of release of financial assistance.	None	15 Minutes	MARLEY V. ACERDIN Administrative Aide I (PCBB) GERLIE R. SOBREMONTE Administrative Aide I (PCBB) NERIZA P. PAGADUAN Community Affairs Assistant II/ Supervisor for Financial Assistance (PCBB)
	TOTAL:	None	15 Minutes	

48. Barangay Official Certification for Application of Appropriate CSC Eligibility

Securing Barangay Official Certification from Pasay City Barangay Bureau for application of appropriate CSC eligibility.

Office or Division:	Pasay City Barangay Bureau (PCBB)		
Classification:	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:	All Barangay Office	cials	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
Government Issued Ider	ntification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,	
(1original, photocopy)		COMELEC	
Barangay ID Card (1 ph	otocopy)	Barangay Hall	
		B	
Barangay Certificate from	m Barangay	Barangay Hall	
Chairperson (1 original)			
Oath of Office (1 photocopy)			
 For Barangay Chairpersons, 		Department of Interior and Local Government (DILG)	
SK Chairpersons			
- For Barangay Treasurers,		Barangay Hall	



				AO MANIE
SK Treasurers				
Representative				
Authorization letter (1 original)		Person Repre	esented (Baranga	y Official)
Government Issued Identification Card of		Post Office, D	FA, PSA, SSS, G	SIS, Pag-IBIG, LTO,
the person represen	ted (1original,	COMELEC		-
1 photocopy)				
	Identification Card of	· · · · · · · · · · · · · · · · · · ·	PFA, PSA, SSS, G	SSIS, Pag-IBIG, LTO,
the Representative ((1original,	COMELEC		
1 photocopy)				
Barangay ID Card (l photocopy)	Barangay Hal	I	
Barangay Certificate	e from Barangay	Barangay Hal	I	
Chairperson (1 origi	nal)			
Oath of Office (1 ph				
- For Barangay C	•			
SK Chairperson		DILG		
- For Barangay T	reasurers,	Davasassilla	п	
SK Treasurers	T	Barangay Hal	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Check the	None	25 Minutes	GARIZALDY B. CRUZ
requirements to	veracity of			Administrative Aide I
the assigned	submitted			(PCBB)
personnel of	requirements and			
the PCBB.	the availability of			
	requested record.			
	1 1 Dranara tha			LEILA D.G. MALLARI
	1.1 Prepare the			Administrative Assistant
	requested document.			(DCDD)
	document.			(PCBB)
	4.00: ::		5.14	ENDIOUE
	1.2 Sign the		5 Minutes	ENRIQUE S. PASCUAL
	requested document.			III
	document.			Community Affairs
				Officer IV/Officer-in-
				Charge
				(PCBB)

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2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the Certification to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB)
	TOTAL:	None	35 Minutes	

49. Barangay Scholar Certification

During the incumbency of barangay officials, they can avail from Pasay City Barangay Bureau a Barangay Scholar Certification for exemption from paying tuition and matriculation fees in state colleges or university for their legitimate dependent children, as provided for in Local Government Code of 1991, (Sec. 393 (b) of R.A. 7160).

Office or Division:	Pasay City Barangay Bureau (PCBB)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Barangay Officials		
	REQUIREMENTS	WHERE TO SECURE	
Principal			
Voter's ID Card (1 photo	осору)	Commission on Elections (COMELEC)	
Barangay ID Card (1 ph	notocopy)	Barangay Hall	
Oath of Office (1 photod	сору)		
- For Barangay Chai	rpersons,	Department of Interior and Local Government	
SK Chairpersons		(DILG)	
- For Barangay Trea	surers,		
SK Treasurers		Barangay Hall	
Resolution (1 photocopy	• •		
- For Barangay Chai	rpersons,		
SK Chairpersons		DILG	
- For Barangay Trea	surers,		
SK Treasurers		Barangay Hall	
Appointment (1 photoco			
- For Barangay Chai	rpersons,	DII O	
SK Chairpersons		DILG	
- For Barangay Trea	surers,	Daves were I lell	
SK Treasurers		Barangay Hall	
Representative			
Authorization Letter (1 of	<u> </u>	Person Represented (Barangay Official)	
Government Issued Ide	ntification Card of the	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
Representative (1origin	al, 1 photocopy)	LTO, COMELEC	



Voter's ID Card (1 ph		COMELEC			
Barangay ID Card (1	photocopy)	Barangay Ha	all .		
Oath of Office (1 pho	tocopy)				
 For Barangay Cl 					
SK Chairpersons		DILG			
 For Barangay Tr 	easurers,				
SK Treasurers		Barangay Ha	<u>ll</u>		
Resolution (1 photoc					
 For Barangay Cl 	•				
SK Chairpersons		DILG			
 For Barangay Tr 	easurers,				
SK Treasurers		Barangay Hall			
Appointment (1 photo	,				
 For Barangay Cl 	•				
SK Chairpersons		DILG			
- For Barangay Treasurers,					
SK Treasurers		Barangay Hall			
		FEES TO	PROCESSING	PERSON	

OK Treasurers		Darangay Haii			
•	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the requirements to the assigned personnel of the PCBB.	1. Check the veracity of submitted requirements and the availability of requested record. 1.1 Prepare the requested document.	None	25 Minutes	IMELDA Q. GOROSPE Community Affairs Assistant II (PCBB) MONLANEE D. ESCRIBE Administrative Aide I (PCBB)
		1.2 Sign the requested document.	None	5 Minutes	ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB)
2.	Claim the certification to the assigned personnel of PCBB.	2. Release the Barangay Scholar Certification.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB)



TOTAL:	None	35 Minutes	

50. Building Permit Application

Any person/juridical entity should secure Building Permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition and maintenance.

Complex Transaction – Application for building permit in which floor area shall not exceed 1,500 square meters: [1] single dwelling residential buildings of not more than three (3) floors/storeys; [2] commercial buildings of not more than two (2) floors/storeys; [3] renovation within a mall with issued building permit; and [4] warehouse storing non-hazardous substance.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;		
	G2G – Governmen		
Who may avail:		al entity intending to construct structure/building	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Duly filled-out and notari	ized Unified		
Application Form for Bui	Iding Permit:		
 Unified Application 	n Form	CEO/OBO	
- Details of the form	n	Document Owner	
- Notarization		Notary Public	
Proof of right over the lot/property where			
the structure will be cons			
a. Land Title (if own	ed)	Registry of Deeds	
(4 certified true co			
b. Lease of Contrac		Lessor	
(4 certified true co	opies)		
c. Signed Apostille		D	
Certificate/Docum		Department of Foreign Affairs or country of origin	
country of origin (if foreigner)			
(1 photocopy and 1 original) Real Property Tax Receipt			
		City Treasurer's Office (CTO)	
(1 original and 3 photoco	•		
Real Property Tax Decla	aration	City Assessor's Office (CAssrO)	
(4 photocopies)		, ,	
Location Plan		Any Licensed Geodetic Engineer	



(1 original and 3 photocopies)	
Certificate of Verification Survey	Any Licensed Goodetic Engineer
(1 original and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit	СТО
(1 original and 3 photocopies)	CIO
Photos of project site (4 views)	Photo shop/centre
Building and Design Plans	
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey Professional license of all involved	Geodetic Engineer
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	
Professional tax receipt of all involved	City Treasurer's Office where the licensed
professionals (1 photocopy containing	professional practices profession
2 specimen signatures)	professional practices profession
Bill of materials/cost estimate and	Any Licensed Professional/s (Architect, Civil
material specifications (5 original)	Engineer, Electrical Engineer, Mechanical Engineer,
	Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and	
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	7 try Electrised Givii/Ott detaral Erigineer
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with	Department of Labor and Franciscos (DOLF)
Official Receipt (1 original)	Department of Labor and Employment (DOLE)
Representative:	
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
- Unified Application Form	CEO/OBO
- Details of the form	Document Owner
Authorization letter (1 original)	Person represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
7 try valia government ib dara or the	Birt, 1 03t 011100, 1 07t, 000, 0010, 001112220, 210



	NO MAI
person represented (1 original)	
Proof of right over the lot/property where	
the structure will be constructed	
a. Land Title (if owned)	Registry of Deeds
(4 certified true copies)	
b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of origin
Document from the Country of origin	
(if foreigner) (1 photocopy and	
present original) Real Property Tax Receipt (1 original and	
	СТО
3 photocopies)	
Real Property Tax Declaration	CAssrO
(4 photocopies)	
Location Plan (1 original and	Any Licensed Geodetic Engineer
3 photocopies)	Arry Licensed Geodetic Engineer
Certificate of Verification Survey (1 original	Any Licensed Coodstic Engineer
and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit	CTO
(1 original and 3 photocopies)	СТО
Photos of project site (4 views)	Photo Shop/Centre
Building and Design Plans	·
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional license of all involved	
professionals (1 photocopy containing	PRC
2 specimen signatures)	
Professional Tax receipt of all involved	City Transcring Office where the livery d
professionals (1 photocopy containing	City Treasurer's Office where the licensed
2 specimen signatures)	professional practice profession
	Any Licensed Professional (Architect, Civil Engineer,
Bill of materials/cost estimate and	Electrical Engineer, Mechanical Engineer, Sanitary
material specifications (5 original)	Engineer and Geodetic Engineer)
Structural Decign Analysis and	Linginiser and Geodelic Linginiser)
Structural Design Analysis and	Any Licensed Civil/Structural Engineer
Computations for two-storey and above	,



				SETRO MANILA
(5 original)				
Boring/Soil Test for two-storey with deck and above (5 original)		Any Licensed Civil/Structural Engineer		
	Contractor's All Risk Policy Insurance with Official Receipt (1 original)		e Company	
Construction Safety F Official Receipt (1 original Construction Safety F	_	DOLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and notarized Unified Application Form for Building Permit together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of the application form together with the complete requirements. 1.1 Encode application in the system. 1.2 Issue claim stub for client's application reference.	None	30 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	5 Days (waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY, City Planning and Development Office and Local Bureau of Fire Protection (OSSCPA)
	1.4 Evaluate plans and documents using the	None	1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I)



			AO MANI
Compliance Evaluation			(OSSCPAS, CEO/OBO)
Sheet.			ENGR. SALVADOR
			T. VILLARIN III
1.5 Assess fees			Engineer IV
to be paid if			(OSSCPAS,
plan is			CEO/OBO)
compliant;			
otherwise,			ENGR. CRISANTO
return for			M. MARTINEZ
correction.			Engineer II
			(OSSCPAS,
1.6 Conduct field			CEO/OBO)
inspection to			
verify entries			ENGR.
in the			NEBUCHADNEZZAR G. AROMIN
submitted			Engineer II
documents.			(OSSCPAS,
			CEO/OBO)
			3_3,3_3,
1.7 Process the	None	25 Minutes	ENGR. DANILO G.
application.			LUCAÑAS
			Engineer IV
			(OSSCPAS,
			CEO/OBO)
			ENGR. VIRGILIO F.
			RAZOTE
			Engineer II
			(OSSCPAS,
			CEO/OBO)
			ENGR. JOHARI G.
			RANGIRIS
			Engineer IV
			(OSSCPAS,
			CEO/OBO)
			LUCIO H. TOPE
			Plumbing and Tinning Inspector II

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	1 0 Notify the			(OSSCPAS, CEO/OBO)
	1.8 Notify the client within seven days to secure Order of Payment.	None	5 Minutes	ALVIN R. SERNA Administrative Aide I, (OSSCPAS, CEO/OBO)
2. Upon receipt of	2. Issue Order of	None	5 Minutes	ROBERTO D.
notification, return to Window	Payment to the client.			BERDIN Administrative
2, Room 311,	Cilent.			Assistant I
OSSCPAS,				(OSSCPAS,
CEO/OBO to				CEO/OBO)
secure Order of				
Payment for the processing of				
Building Permit				
application.				
3. Proceed to	3. Issue official	Please see table below	5 Minutes	CASHIER (OSSCPA)
Window 3, Room 311, OSSCPAS,	receipt (OR) to the client.	re: schedule		(00001 A)
CEO/OBO, and		of fees.		
pay the fees due.				
4. Proceed to Window 4, Room	4. Verify OR, and release the	None	5 Minutes	MA. LUZ T. NAZARREA
311, OSSCPAS,	building permit.			Administrative Aide I
CEO/OBO to				(OSSCPAS,
present OR, and				CEO/OBO)
claim building permit.				
pomit.	TOTAL:	*BF + EF +	6 Days, 1 Hour	
		EcF + P/SF	and	
		+ MF + LGF	15 Minutes	
		+ PF + CF = TF		
		l		



*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate
Industrial Buildings	
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load



4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit



Boilers Up to 7.5 Kw Above 7.5 kw to 22 kw Above 22 kw to 37 kw Above 37 kw to 52 kw Above 52 kw to 67 kw Above 67 kw to 74 kw PHP 1,400/unit Pressurized water heaters PHP 200/unit Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Every kw above 100 kw PHP 20/kw Every kw above 100 kw PHP 20/unit Gas meter per unit Pressure Vessel PHP 100/unit Pressure Vessel PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 12/unit PHP 12/unit PHP 12/unit PHP 3/unit		
Above 7.5 kw to 22 kw Above 22 kw to 37 kw Above 37 kw to 52 kw Above 52 kw to 67 kw Above 67 kw to 74 kw Pressurized water heaters PHP 200/unit Pressurized water heaters PHP 60/kw Automatic Fire Sprinkler-sprinkle head PHP 4/unit Excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit PHP 100/unit Exhaust duct works PHP 20/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit	Boilers	
Above 22 kw to 37 kw Above 37 kw to 52 kw Above 52 kw to 67 kw Above 67 kw to 74 kw PHP 1,400/unit Pressurized water heaters PHP 200/unit Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw PHP 20/kw Every kw above 100 kw PHP 20/unit Gas meter per unit Pressure Vessel Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 10/unit Phe 10/unit PHP 10/unit	Up to 7.5 Kw	PHP 500/unit
Above 37 kw to 52 kw Above 52 kw to 67 kw Above 67 kw to 74 kw PHP 1,400/unit Pressurized water heaters PHP 200/unit Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit	Above 7.5 kw to 22 kw	PHP 700/unit
Above 52 kw to 67 kw Above 67 kw to 74 kw PHP 1,600/unit Pressurized water heaters PHP 200/unit Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw PHP 20/kw Every kw above 100 kw PHP 3/kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 10/unit PHP 10/unit	Above 22 kw to 37 kw	PHP 900/unit
Above 67 kw to 74 kw PHP 1,600/unit Pressurized water heaters PHP 200/unit Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw PHP 20/kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 10 lineal meter Weighing Scale Structure PHP 10/unit Above 50 up to 100 kw PHP 12/unit	Above 37 kw to 52 kw	PHP 1,200/unit
Pressurized water heaters Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator-diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw PHP 20/kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit PHP 100/unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit	Above 52 kw to 67 kw	PHP 1,400/unit
Water, sump and sewage pumps for commercial /industrial use Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator-diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit PHP 20/unit PHP 100/unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 50/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw PHP 10/unit PHP 10/unit PHP 12/unit	Above 67 kw to 74 kw	PHP 1,600/unit
Automatic Fire Sprinkler-sprinkle head Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator—diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit PHP 20/unit Gas meter per unit Pressure Vessel PHP 100/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw PHP 10/unit PHP 10/unit PHP 12/unit	Pressurized water heaters	PHP 200/unit
Automatic Fire Sprinkler-sprinkle head PHP 4/unit excluding the pump Generator-diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit PHP 20/unit Gas meter per unit PHP 100/unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 12/unit	Water, sump and sewage pumps for	PHP 60/kw
Generator-diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel Exhaust duct works Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 25/kw PHP 20/kw PHP 3/kw PHP 100/unit PHP 100/unit PHP 100/unit PHP 10 lineal meter PHP 50/ton PHP 10/unit PHP 10/unit PHP 10/unit PHP 10/unit	commercial /industrial use	
Generator-diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 12/unit	Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel PHP 100/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 50/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 25/kw PHP 20/kw PHP 20/unit PHP 100/unit PHP 100/unit PHP 10 lineal meter PHP 50/ton PHP 10/unit PHP 10/unit		excluding the pump
nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel PHP 100/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 50/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 25/kw PHP 20/kw PHP 20/unit PHP 100/unit PHP 100/unit PHP 10 lineal meter PHP 50/ton PHP 10/unit PHP 10/unit	Generator-diesel/gasoline/steam/hydro/	
Above 50 up to 100 kw Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit Pressure Vessel Exhaust duct works Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 20/unit PHP 20/unit PHP 100/unit PHP 10 lineal meter PHP 50/ton PHP 10/unit PHP 10/unit PHP 10/unit		
Every kw above 100 kw Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit PHP 20/unit PHP 100/unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 3/kw PHP 20/unit PHP 10/unit PHP 10/unit PHP 10/unit PHP 12/unit	Up to 50 kw	PHP 25/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit PHP 100/unit Pressure Vessel Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 12/unit	Above 50 up to 100 kw	PHP 20/kw
and Institutional Use, per unit Gas meter per unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 50/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 12/unit	Every kw above 100 kw	PHP 3/kw
Gas meter per unit Pressure Vessel PHP 60/unit Exhaust duct works PHP 10 lineal meter Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 12/unit	Compressed Air for Commercial, Industrial	
Pressure Vessel Exhaust duct works PHP 10 lineal meter Weighing Scale Structure PHP 50/ton Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 12/unit	and Institutional Use, per unit	PHP 20/unit
Exhaust duct works Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10 lineal meter PHP 50/ton PHP 10/unit PHP 12/unit	Gas meter per unit	PHP 100/unit
Weighing Scale Structure Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 50/ton PHP 50/ton PHP 10/unit PHP 12/unit	Pressure Vessel	PHP 60/unit
Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 12/unit	Exhaust duct works	PHP 10 lineal meter
mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw PHP 10/unit PHP 12/unit	Weighing Scale Structure	PHP 50/ton
Up to 50 kw PHP 10/unit Above 50 up to 100 kw PHP 12/unit	Internal combustion engine (forklift, loader,	
Above 50 up to 100 kw PHP 12/unit	mixers, compressors trucks per kw)	
	Up to 50 kw	PHP 10/unit
	Above 50 up to 100 kw	PHP 12/unit
	Every fraction above 100 kw	PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

 $A = Frontage of Lot up to 10 meters \\ B = Every meter or fraction in excess of 10 meters \\ C = Other sides total length \\ PHP 1.20/m$



7. PF (Paving Fee)

PF = D x PHP 2/square meter D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

Highly Technical Transaction – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit
- Annual Building Inspection Permit

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;	
	G2G – Governmen	
Who may avail:		l entity intending to construct structure/building
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
Principal:		
Duly filled-out and notari	zed Unified	
Application Form for Bui	lding Permit:	
 Unified Application 	n Form	CEO/OBO
- Details of the form		Applicant
Any valid government ID	card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Proof of right over the lo		
the structure will be cons		
a. Land Title (if own	•	Registry of Deeds
(4 certified true co	• ,	
b. Lease of Contract (if not owned)		Lessor
(4 certified true copies)		Department of Farcian Affairs or country of
c. Signed Apostille Certificate/ Document from the Country of origin		Department of Foreign Affairs or country of
(if foreigner) (1 pt	,	origin
present original)	iolocopy and	
Real Property Tax Rece	int (1 original	
		City Treasurer's Office (CTO)
3 photocopies)		



Real Property Tax Declaration (4 ph steaming) City Assessor's Office (CAssrO)	
(4 photocopies) Location Plan (1 original, 3 photocopies) Hired Licensed Geodetic Engineer	
Certificate of Verification Survey (1 original,	
3 photocopies) Hired Licensed Geodetic Engineer	
Tax Clearance for Building Permit	
(1 original, 3 photocopies)	
Photos of project site (4 views) Photo Shop/Centre	
Building and Design Plans	
(1 original, 4 blue print copies): Any Licensed Professional/s:	
- Architectural Architect	
- Civil/Structural Civil Engineer	
- Electrical/Electronic Electrical Engineer	
- Mechanical Mechanical Engineer	
- Sanitary/Plumbing Sanitary Engineer	
- Geodetic/Survey Geodetic Engineer	
Professional license of all involved	
professionals (1 photocopy containing Professional Regulation Commission (PRO	c)
2 specimen signatures)	
Professional Tax Receipt of all involved City Treasurer's Office where the licensed	
I professionals (1 photocopy containing 1 2	
2 specimen signatures) professional practice profession	
Hired Licensed Professional (Architect, Civ	⁄il
Bill of materials/cost estimate and Engineer, Electrical Engineer, Mechanical	
material specifications (5 original) Engineer, Sanitary Engineer and Geodetic	
Engineer)	
Structural Design Analysis and	
Computations for two-storey and above Hired Licensed Civil/Structural Engineer	
(5 original)	
Boring/Soil Test for two-storey with deck	
and above (5 original) Any Licensed Civil/Structural Engineer	
Contractor's All Risk Policy Insurance with	
Official Receipt (1 original) Any Insurance Company	
Construction Safety Health Program with) [\(\bar{\chi} \)
Official Receipt (1 original) Department of Labor and Employment (DC)LE)
Approved Locational Clearance with	2)
Official Receipt (1 original) City Planning & Development Office (CPD)	J)
Fire Safety Inspection Clearance with	
Official Receipt (1 original) Bureau of Fire Protection (BFP)	
Height Clearance for buildings/structures	



exceeding 45 meters (1 original,	Transportation (ATO, DOT)
1 photocopy)	
Tourism Clearance for tourist-oriented	Philippine Tourism Authority (PTA)
projects (1 original,1 photocopy)	Finippine Tourish Authority (FTA)
Compliance Clearance/Certificate for	Department of Education/Commission on Higher
education buildings (1 original,	Education (DEP-Ed/CHED)
1 photocopy)	Ludcation (DEF-Ed/OFIED)
Construction Clearance (1 original,	Energy Regulatory Commission (ERC)
1 photocopy)	Lifergy Regulatory Commission (LRC)
Discharge Permit (1 original,	Laguna Lake Development Authority
1 photocopy)	Laguna Lake Development Authority
Environmental Impact Statement for	
environmental and marine impact related	
projects like communication towers,	DEP-Ed/CHED
hospitals, airports, manufacturing factories,	
etc. (1 original, 1 photocopy)	
Representative:	
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
- Unified Application Form	CEO/OBO
- Details of the Form	Person Represented (Applicant)
Authorization letter (1 original)	Person Represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
Representative (1 original)	LTO
Any government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (Applicant) (1 original)	LTO
Proof of right over the lot/property where	
the structure will be constructed	Denistry of Dende
a. Land Title (if owned)(4 certified true copies)	Registry of Deeds
b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	20001
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of
Document from the Country of origin	origin
(if foreigner) (1 photocopy and	
present original)	
Real Property Tax Receipt (1 original,	СТО
3 photocopies)	
Real Property Tax Declaration	CAssrO



(4 photocopies)	
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original,	5
3 photocopies)	Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit	0.70
(1 original, 3 photocopies)	СТО
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans (1 original and 4 blue print copies): - Architectural	Any Licensed Professional/s: Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional License of all involved	
Professionals (1 photocopy containing 2	PRC
specimen signatures)	
Professional Tax Receipt of all involved	City Treasurer's Office where the licensed
Professionals (1 photocopy containing 2	professional practice profession
specimen signatures)	· · ·
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	, <u>g</u> <u>-</u>
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	,
Construction Safety Health Program with	DOLE
Official Receipt (1 original)	
Height Clearance for buildings/structures	
exceeding 45 meters (1 original,	ATO, DOT
1 photocopy)	
Tourism Clearance for tourist-oriented	PTA
projects (1 original, 1 photocopy)	
Compliance Clearance/Certificate for	DEP-Ed/CHED



education buildings (1 original,	
1 photocopy)	
Construction Clearance (1 original,	ERC
1 photocopy)	LING
Discharge Permit (1 original,	Laguna Lake Development Authority
1 photocopy)	Laguna Lake Development Authority
Environmental Impact Statement for	
environmental and marine impact related	
projects like communication towers,	DEP-Ed/CHED
hospitals, airports, manufacturing factories,	
etc. (1 original, 1 photocopy)	

ctc. (1 original, 1 priotocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and notarized Unified Application Form for Building Permit together with complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of application form together with the complete requirements. 1.1 Encode the application in the system. 1.2 Issue claim stub for client's application reference.	None	30 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	5 Days (waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY CPDO and Local BFP (OSSCPA)



 			ROM
1.4 Evaluate plans and documents using the Compliance Evaluation Sheet.	None	1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO)
1.5 Assess fees to be paid if plan is compliant, otherwise, return for correction. 1.6 Conduct field inspection to verify entries in the submitted	None	2 Days	ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO) ENGR. CRISANTO M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO)
documents. 1.7 Process application.	None	25 Minutes	NEBUCHADNEZ ZAR G. AROMIN Engineer II (OSSCPAS, CEO/OBO) ENGR. DANILO G. LUCAÑAS
			Engineer IV (OSSCPAS, CEO/OBO) ENGR. VIRGILIO F. RAZOTE Engineer II (OSSCPAS, CEO/OBO)
			ENGR. JOHARI G. RANGIRIS

OTH OF PASAL
*
METRO MANUA

				ROM
				Engineer IV (OSSCPAS, CEO/OBO)
				LUCIO H. TOPE Plumbing and Tinning Inspector II (OSSCPAS, CEO/OBO)
	1.8 Notify the client within seven days to secure Order of Payment.	None	5 Minutes	ALVIN R. SERNA Administrative Aide I, (OSSCPAS, CEO/OBO)
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of building permit application.	2. Issue Order of Payment to the client.	None	5 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim the building permit.	4. Verify OR, and release the building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	*BF + EF +	8 Days, 1 Hour	



EcF + PS/F	and 15	
+ MF + LG	Minutes	
+ PF + CF =		
TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and Industrial Buildings	Rate
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

 $EF = (KVA \times Rate) + Filing Fee$

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA



Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate



Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters PHP 200/unit	
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure PHP 50/ton	
Internal combustion engine (forklift, loader,	
mixers, compressors trucks per kw)	
Up to 50 kw PHP 10/unit	
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit



6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP 2.00/sq. m.$

D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

51. Burial and Medical Assistance

The Burial and Medical Assistance is part of the Pasay Social Welfare and Development Department's protective services for the poor, marginalized, vulnerable and disadvantaged individuals. It is designed to provide immediate assistance and intervention to families and individuals in crisis situation/s.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)		
Classification:	Simple		
Type of Transaction:	G2C – Governn	nent to Citizen	
Who may avail:	Person/families	in crisis situation, indigent individuals/families,	
	poor/marginalized and disadvantaged individuals		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE	
For Burial Assistance:			
Duly registered death certific	ate	Local Civil Registry Office, Philippine Statistics	
(1 certified true copy, 1 original)		Authority	
Funeral contract (1 photocopy, 1 original)		Funeral Parlor servicing the deceased	
Barangay certificate/indigency of the client		Barangay/Place of residency	
indicating his/her relationship with the			
deceased (1 original)			
Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-	
(1 photocopy, 1 original)		IBIG, LTO	
For Medical Assistance:			
Hospital Bill (1 photocopy)		DOH Accredited Hospital	
Medical Abstract (1 photocopy)		DOH Accredited Hospital	



Doctor's Prescription (for medicines) (1 photocopy)		Licensed Phys	sician	
Barangay Certificate/Indigency of the client (1 original)		Barangay/Plac	ce of Residency	
Government issued lo (1 photocopy, 1 origin		BIR, Post Office IBIG, LTO	ce, DFA, PSA, SS	S, GSIS, Pag-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
2. Submit the requirements to the Crisis Intervention Unit Worker at the PSWDD.	2. Check and verify the completeness of submitted requirements.	None	10 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U.
2.1 Present yourself for an intake interview and assessment thereat and wait for the release of	2.1 Conduct the intake interview and assessment with the client.		15 Minutes	VIRAY Social Welfare Officer I (PSWDD)
cash assistance.	2.2. Prepare Certificate of Eligibility and cash voucher to be signed by the Head of PSWDD.		5 Minutes	



3. Claim the cash	3. Issue/release the	None	3 Minutes	AGUSTIN M.
assistance once released, upon signing the cash voucher at the	cash to the client.			PRESENTACION Social Welfare Officer I (PSWDD)
PSWDD.				CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
	TOTAL:	None	34 Minutes	

52. Burial Assistance

The Office of the City Vice Mayor provides burial assistance to the bereaved family of deceased Pasayeño.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Family of decease	ed Pasayeño	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Letter Request (1 original	al)	Immediate Family Member of the deceased	
Valid Government-issue (1 original)	d ID Card	DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Valid Government-issued deceased Pasayeño (1 deceas		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Barangay Clearance/Certificate (1 original)		Barangay Hall where the family of the bereaved resides	
Death Certificate (1 photocopy)		Hospital where the patient was previously admitted	
Representative:			
Authorization letter (1 original)		Person Represented (Immediate Family Member of the deceased)	
Valid Government-issued ID Card of the Person Represented (Immediate Family Member of the deceased) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Valid Government-issued ID Card of the Representative) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Letter Request (1 original)		Immediate Family Member of the deceased	



Valid Government-issued ID Card of deceased Pasayeño (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Barangay Clearance/Certificate (1 original)		Barangay Hall resides	where the family	of the bereaved
Death Certificate (1 p	hotocopy)	Hospital where	e the patient was	previously admitted
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete set of requirements to the Burial Assistance Section of the OCVM.	 Acknowledge submission, and review/verify completeness of requirements; Inform the client with the release schedule of burial assistance 	None	7 Minutes	ROMEO T. BERNARDINO Private Secretary II (OCVM)
2. Claim the Burial Assistance from the Burial Assistance Section of the OCVM on the scheduled date.	2. Release Burial Assistance to the client, and keep supporting documents for file reference.	None	3 Minutes	DAISY D. AVENDAÑO Community Affairs Officer I (OCVM)
	TOTAL	None	10 Minutes	

53. Cancellation of Property Records

Real Property/s Owner who would like to reassess or cancel assessments on their property records request/s this service from the City Assessor's Office.

Office or Division:	City Assessor's Office (CAssrO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Property Owner/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Government Issued Identification Card		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,	
(1 photocopy)		COMELEC, OSCA-LGU	



Letter request for Cance copy)	ellation (1 original	Property Ow	vner	
Updated payment of Re (1 photocopy)	al Property Tax	City Treasurer's Office		
Barangay Certification of Property status (1 original copy)		Barangay Office		
Company Certification – removed or transfer (1 o		Company H	ead Office	
Fire Incident Report (if p	• •	Fire Departr	nent	
Representative				
Authorization letter/Spec	cial Power of	Person Ren	presented (Proper	tv Owner)
Attorney (1 original copy			(,
Government Issued Ider the person being repres (1 photocopy)	ntification Card of		DFA, PSA, SSS, OSCA-LGU, Con	GSIS, Pag-IBIG, LTO, npany ID
Government Issued Ider	ntification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
the Representative (1 photocopy)		COMELEC, OSCA-LGU, Company ID		
Letter request for Cancellation (1 original copy)		Person Represented (Property Owner)		
Updated payment of Re (1 photocopy)		City Treasurer's Office		
Barangay Certification o (1 original copy)		Barangay Office		
Company Certification –	for machineries, if	Company Head Office		
removed or transfer (1 o	riginal copy)			
Fire Incident Report (if p	property has been	Fire Department		
razed by fire) (1 photoco	•	i ii o D opai ii		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all	1. Check and	None	10 Minutes	GENALYN C. DELA
documentary	record			CRUZ Administrative Officer
requirements to the	submitted	Administrative Officer		
assigned personnel	documents;	(CAssrO)		
of the City	and endorse it	MA INICA DODINI		
Assessor's Office- Administrative &	to the Deputy-			MA. INES A. ROBIN Administrative Aide II
Assessment	in-Charge for assessment.			(CAssrO)
Records	assessinent.			,
Management				JEMALYN A. LABACO



					MAIL MAIL
	Division.	1.1 Schedule the site inspection.	None	10 Minutes	Administrative Assistant V (CAssrO) Deputy-in-Charge of the area/s where the property is located (CAssrO)
2	. Attend the Property Site Inspection based on the agreed time and date thereof.	2. Inspect the site and prepare the Investigation and Cancellation Reports. 2.2 Prepare and process the Report of Cancellation.	None	2 Hours 30 Minutes	Deputy-in-Charge of the area/s where the property is located (CASSTO) ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CASSTO) ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CASSTO) LUBBY A. TANCHING Administrative Aide II (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CASSTO)
3	. Claim the copy of Report of Cancellation from the assigned personnel of the City Assessor's	3. Release the Report of Cancellation to the client.	None	5 Minutes	ROVELYN D. AGUILAR Administrative Aide IV (CASSTO) GENALYN C. DELA CRUZ Administrative Officer



Office-				IV
Administrative &				(CAssrO)
Assessment				
Records				
Management				
Division.				
	TOTAL:	None	2 Hours &	
		110110	55 Minutes	

54. Certification of Barangay Official Records

Securing Certification/Certified true copy of records from Pasay City Barangay Bureau.

Office or Division:	Pasay City Barangay	Pasay City Barangay Bureau (PCBB)			
Classification:	Simple				
Type of Transaction	: G2C-Government to	Citizen			
Who may avail:	Barangay Officials				
CHECKLIST OF	REQUIREMENTS	V	WHERE TO SECU	IRE	
Principal					
Government Issued Id	dentification Card		FA, PSA, SSS, GS	IS, Pag-IBIG,	
(1original, photocopy)		LTO, COMELE	iC		
Barangay ID Card (1	photocopy)	Barangay Hall			
Oath of Office (1 phot	сосору)				
 For Barangay Ch 			Interior and Local	Government	
SK Chairpersons		(DILG)			
- For Barangay Tro	easurers,				
SK Treasurers		Barangay Hall			
Representative					
Authorization letter (1	original)	Person Represented (Barangay Official)			
	dentification Card of the	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,			
person represented (LTO, COMELE			
	dentification Card of the		FA, PSA, SSS, GS	IS, Pag-IBIG,	
Representative (1orig	1 1 7	LTO, COMELE	iC		
Barangay ID Card (1	photocopy)	Barangay Hall			
Oath of Office (1 phot	cocopy)				
 For Barangay Ch 	•				
SK Chairpersons		DILG			
SK Treasurers		Barangay Hall			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PROCESSING PERSON PAID TIME RESPONSIBL			
1. Submit the	1. Check the veracity	None	15 Minutes	IMELDA Q.	
requirements to	of submitted			GOROSPE	



the assigned personnel of the PCBB.	requirements and the availability of requested record. 1.1 Prepare the requested			Community Affairs Assistant II (PCBB) MONLANEE D.
	document.	Nana	E Minuto -	ESCRIBE Administrative Aide I (PCBB)
	1.2Sign the requested document.	None	5 Minutes	ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB)
2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the certified true copy or other requested document/s to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB)
	TOTAL:	None	25 Minutes	

55. Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)

Senior Citizens of Pasay City who would like to secure various certifications with regard to the cancellation, registration, and proof of no record may avail the Certification of Identification Card at the Office of the Senior Citizen's Affairs (OSCA).

Office or Division:	Office of the Senior Citizen's Affairs (OSCA)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Senior Citizens (60 years old & above)				
CHECKLIST OF REQ	T OF REQUIREMENTS WHERE TO SECURE				
Principal					
Duly Accomplished Certification Form					
(1 original):		OSCA			
- Application Form Senior Citizen/Client					



	Senior Citiz	en/Client	
	Notary Public		
Representative			
	Person beir	ng represented (S	enior Citizen)
fication Form			
	Senior Citiz	en/Client	
	N. (5)	ı·	
	Notary Pub	lic	
	0 0:4:	/O!: t	
or picture, if	Senior Citiz	en/Client	
ACENCY	EEES TO	DDOCESSING	PERSON
			RESPONSIBLE
1. Accept, acknowledge receipt, and evaluate all submitted requirements of the client. 2. Prepare and print the Certification requested by the client.	None	3 Minutes 2 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II
3. Release the Certification to the client and require them to sign the logbook provided.	None	1 Minute 6 Minutes	(OSCA) MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA)
r .	acknowledge receipt, and evaluate all submitted requirements of the client. 2. Prepare and print the Certification requested by the client. 3. Release the Certification to the client and require them to sign the logbook	m d (1 original) Senior Citiz Cards) (1 original) Person beir fication Form Senior Citiz Senior	d (1 original) d (1 original) Senior Citizen/Client Notary Public riginal) Fication Form OSCA Senior Citizen/Client OSCA Senior Citizen/Client Notary Public OSCA Senior Citizen/Client Notary Public OSCA Senior Citizen/Client AGENCY ACTIONS Senior Citizen/Client AGENCY ACTIONS 1. Accept, acknowledge receipt, and evaluate all submitted requirements of the client. PROCESSING TIME None 3 Minutes 2 Minutes 3. Release the Certification requested by the client. None 1 Minute 1 Minute



56. Circulation Services

Accessing and borrowing various reading materials from the Pasay City Public Library

Office or Division:	Pasay City Public	Pasay City Public Library		
Classification:	Simple			
Type of Transaction	1: G2C – Governme	nt to Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		CURE
Valid Identification (II	D) Card (1 original)	Document Ow	ner (Researcher/	Client)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk of PCPL and fill out the "Library User's Log Sheet", then deposit personal belongings, if any, to the assigned clerk. 2. Refer to the Online Public Access Catalog	 Ask for the client's research topic and provide brief orientation of how the library materials are organized. Assist the borrower in searching the needed 	None	2 Minutes 5 Minutes	DIANE V. TORRES Administrative Aide I (PCPL) JACQUELINE V. VILLASPER Administrative Aide II (PCPL) DARWIN V. SAN DIEGO Administrative Officer II
(OPAC) to search for needed reading material; copy the title, author, and call number of the material you wanted to borrow; or if you are not familiar with the OPAC, ask help directly from the librarian of PCPL.	information relative to the use of OPAC; and locate the needed reading material she/he wants to borrow.			(PCPL) FRANCRIS N. OPANO Administrative Aide I (PCPL)
3. Secure copies of the reading materials from the Librarian of the PCPL.	3. Provide copies of reading materials to the borrower.	None	2 Minutes	DARWIN V. SAN DIEGO Administrative Aide IV (PCPL)



3.1 If Researcher decided to have copies of electronic materials (e.g. e-books, e-journal articles), accomplished the "Borrower's logbook for e-resources" from the Librarian.	3.1 Check the information provided by borrower's logbook in eresources and send the requested materials thru researcher's email.			
3.2 If Researcher decided to photocopy a book, accomplished the "Borrower's logbook" and leave 1 valid ID card to the assigned clerk of the PCPL.	3.2 Check the information provided in the borrower's logbook and release the requested reading materials for photocopy.			
4 Return the borrowed reading material to the assigned clerk of the PCPL.	Secure the borrowed material.	None	1 Minute	DIANE V. TORRES Administrative Aide I (PCPL)
4.1 Proceed to the assigned Clerk to return the borrowed material for proper clearance and to claim your ID card.	4.1 Check the borrowed material and indicate the appropriate remarks in the logbook, then release the ID card.			JACQUELINE V. VILLASPER Administrative Aide II (PCPL)
4.2 If any, claim your personal	4.2 Release personal			



belongings	belongings of			
from the assigned clerk	the borrower.			
near the				
entrance of the library.				
-	TOTAL:	None	10 Minutes	

57. Coastal Bay and Estero Clean-up Operation Services

The Pasay City Environment and Natural Resources Office receives request for special coastal and estero clean-up of Barangays and private establishments.

Office or Division:	ffice or Division: Pasay City Env		vironment and N	Natural Resources	s Office (PCENRO)
Classification:		Simple			
Type of Transaction: G2G – Govern		ment to Government and G2C-Govenrment to Citizen			
Who may avail:			d Private sector		
CHECKLIST OF	REQU	JIREMENTS		WHERE TO SE	CURE
Request letter (1 or			Requesting pa	, '	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit letter request for coastal and estero clean-up operation.	le a th a:	eceive the etter request and forward it to be group assigned in the rea.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Wait for the confirmation of clean-up request at PCENRO.	p cl st a	end nonitoring ersonnel to neck the tatus of <i>estero</i> nd coastal reas.	None	20 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)



3. Secure the scheduled date of clean-up operations from PCENRO.	3. Arrange and issue the approved schedule of clean-up operations.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	27 Minutes	

58. Complaints relayed through the Official Pasay City Public Information Office Facebook Account

Any client concerns or complaints within the jurisdiction of Pasay can be relayed to the Public Information Office thru its Official Facebook Account.

Office or Division:	Public Information	Public Information Office (PIO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS	,	WHERE TO SEC	URE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send your complaint or client concern thru messenger to the Official PIO Facebook Account.	1. Print Screenshot/s of the particular complaint or concern, and refer it to the concerned department for proper action.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
	1.1 Get report from concerned	None	1 Day	ARIEL T. GATCHALIAN <i>Assistant</i>



	department/ office regarding action/s taken on the referred complaint/ concern, and inform the client about it.			Information Officer (PIO)
2. Acknowledge receipt of report from concerned department/office re: action taken on the referred complaint/ concern, forwarded by the PIO.	2. Ask if the caller has any other concerns.2.1 If there are no more concerns, thank the caller.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
	TOTAL:	None	1 Day and 10 Minutes	

59. Computer Services

Computers are available at the Pasay City Public Library for typing, editing, and other word processing task.

Office or Division:	Pasay City Public	Pasay City Public Library		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	1	WHERE TO SEC	URE
Valid Identification (ID) c	ard (1 Original)	Document Ow	ner (Researcher /	Client)
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Deposit personal belongings, if any, near the entrance of the library then proceed to the Information desk of PCPL to accomplish the logbook intended	I. Designate what computer the Client would use and inform him/her of the time limit thereof (60 minutes).	None	2 Minutes	FRANCRIS N. OPANO Administrative Aide I (PCPL)



for computer services, and leave 1 valid ID card.				
2. Inform the PCPL Staff, once you have finished using the computer.	2. Check the computer then release the client's ID card, and indicate the appropriate remarks in the logbook.	None	2 Minutes	FRANCRIS N. OPANO Administrative Aide I (PCPL)
2.1 Claim your Personal belongings from the assigned Staff near the entrance of the library.	2.1 Release personal belongings of the borrower.			
	TOTAL:	None	4 Minutes	

60. Conduct of Cooperative Pre-Membership Seminar (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training

The service is designed to provide direct technical assistance to groups either community or institutional based that intends to form cooperatives as their socio-economic enterprise. The City Cooperative Office provides cooperative orientation / education, coaches or regulatory requirements, facilitates group formation (self-help group), and/or assists in the initial operation through installation of the savings program. The program can also be used for membership expansion of existing cooperatives through concern for the community /social responsibility.

Office or Division:	OFFICE OF THE CITY COOPERATIVE OFFICER		
	(a.k.a. Pasay Cooperative Development Office – Pasay CDO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Cooperative Organizations, associations, community households		
	organization in Pasay		



			AO MAN	
CHECKLIST OF REQUIREMENTS		WHERE TO SE	CURE	
Letter of Request (with preferred date, time		Cooperative		
and venue) (1 original copy)		organization/association/organization		
List of at least 15 members for PMES/	Cooperative	e organization		
cooperative orientation to attend the				
meeting/orientation (1 original copy)				
Certificate of Pre-Registration Seminar		e Development Au	uthority – Manila	
(1 photocopy)	Extension (
List of at least 20 to 30 members for BBP/	Association	n/organization		
livelihood skills training (1 original copy)	FFF0 TO	BBOOECOINO	DEDCOM	
CLIENT STEPS AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Letter of	None	5 Minutes	ROWENA T.	
Request for and time of the			BUENAVENTURA,	
training/seminar/ requested activity			City Cooperative	
orientation with and confirm if			Officer I	
complete schedule has no			(PCDO)	
requirements at conflict.			JOSELYN L.	
receiving section			CARASIG	
of the PCDO.			Cooperative	
			Development	
			Specialist II	
			(PCDO)	
			JOHN N. NADUA	
			Community Affairs	
			Officer III	
			(PCDO)	
			, ,	
			JODI CAROL C.	
			VIADO	
			Cooperative	
			Development	
			Specialist I (PCDO)	
2. Wait for the 2. Prepare and sign	None	5 Minutes	ROWENA T.	
processing of the Reply Slip.	INOLIG	J MILIUIES	BUENAVENTURA,	
Reply slip at the			City Cooperative	
designated			Officer I	
waiting area of			(PCDO)	
the PCDO.				
			JOSELYN L.	
			CARASIG	
			Cooperative	
			Development Specialist II	
			(PCDO)	



				JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
Claim Reply slip from the receiving area of the PCDO.	3. Release Reply slip to the client.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)
				JOHN N. NADUA Community Affairs Officer III (PCDO)
				JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
	TOTAL:	None	15 Minutes	

61. Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test

The Pasay Traffic and Parking Management Office-Anti-Smoke Belching Unit (ASBU) was created under City Ordinance No. 3106 S. 2004. It was established for the control and prevention of air pollution, as embodied under RA 8794, also known as the "Philippines Clean Air Act of 1999" since it is the vital role of the local government units to share the management and maintenance of air quality with standard, in accordance with the said Act. This covers all motor vehicles including



motorcycles operating within the territorial jurisdiction of City of Pasay, as defined and enumerated under relevant provisions of the Philippine Clean Air Act.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government	to Citizen		
Who may avail:	Apprehended Motorists			
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE		
Principal				
Any Government ID Ca	ırd	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original, 1 photocopy	/)			
Original copy of Ordina		PTPMO		
Receipt (OVR) (1 origin				
For Lost Ordinance V	iolation Receipt			
(OVR):				
Any Government ID Ca		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original, 1 photocopy				
Duly Notarized Affidavi	t of Loss			
(1 original)		Apprehended Motorist		
- Affidavit of Loss		Notary Public		
- Notarization	original\	Any Approximated Emission Test Contar of the Land of		
Emission Test result (1	originar)	Any Accredited Emission Test Center of the Land of		
Copy of Official Receip	t (1 photocopy)	Transportation Office (LTO) PTPMO		
Certificate of Registration		LTO		
(1 original)	on or the vehicle	LIO		
REPRESENTATIVE				
Authorization Letter (1	original)	Person Represented (Apprehended Motorist)		
Any Government ID Ca		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Represented (Apprehe				
(1 original, 1 photocopy	•			
Any Government ID Ca		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Representative (1 origin				
Original copy of OVR (1 original)	PTPMO		
For Lost OVR:				
Authorization Letter (1 original)		Person Represented (Apprehended Motorist)		
Any Government ID Card of Person		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Represented (Apprehended Motorist)				
(1 original, 1 photocopy)				
Any Government ID Card of		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Representative (1 origin				
OVR issued by the App (1 original)	orehending Officer	From Apprehended Motorist		
Authorization Letter (1	original)	Person Represented		
7 tauron = autor (1 ariginal)		<u>'</u>		



Emission Test result (1 original)		Any Accredited Emission Test Center of the Land of Transportation Office (LTO)		
Copy of Official Receipt (1 photocopy)		PTPMO	,	
Certificate of Regist (1 original)	tration of the vehicle	LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OVR together with required documents to the Anti-Smoke Belching Unit (ASBU)	Receive and verify the veracity of submitted OVR, and other presented requirements.	None	10 Minutes	SALVADOR B. ABARQUEZ <i>Traffic Aide I</i> (PTPMO)
Verification Window at the PTPMO.	1.1 Retrieve the copy of OVR.		10 Minutes	ROWENA D. CO Traffic Aide I (PTPMO)
2. Proceed to the Redemption Section of PTPMO for the issuance of order of payment.	Prepare and issue order of payment to the client.	None	5 Minutes	LLORA G. GONZALES Traffic Aide I (PTPMO)
3. Proceed to the PTPMO Cashier's Office for payment of fees.	3. Issue the Official Receipt (OR) to the client.	Please refer to the table of fees below	3 Minutes	RUDY R. DIMACULANGAN Administrative Aide I (PTPMO)
4. Present the OR to the Anti-Smoke Belching Unit of PTPMO.	4. Release the Driver's License and/or Plate Number to the client.	None	2 Minutes	ROWENA D. CO Traffic Aide I (PTPMO)
	TOTAL:	Please refer to the table of fees below	30 Minutes	



VIOLATION	FEE
Under Ordinance 6008 series of 2019 Anti-	
Smoking violators will be penalized as follows:	
1st Offense	PHP2,000
2nd offense	PHP 3,000
3rd Offense	PHP 5,000
2 nd and Subsequent Offenses	2x the value of the most recent fines on record but
2 and Subsequent Offenses	not exceeding PHP 2,500 per violation
	When the violation involved properly damage in
For Habitual Offenders	excess of PHP 10,000 or loss of life, the Traffic
I of Habitual Offeriders	and Parking Management Office shall seek the
	cancellation of the driver's license

62. Cooperative Continuous Education Program

Under the Rule 7 of the Implementing Rules and Regulation of Republic Act 9520, cooperatives are governed by a guided implementation of the required trainings to be attended by all officers of the cooperative. The program aims to address the concerns of cooperative when it comes to mandatory trainings as required of them having limited resources. The Cooperative Code enumerates the minimum training requirements to be attended by the cooperative officers. To address such pivotal need of the cooperatives, the cooperative continuous education program is carried out in partnership with other agencies such as Cooperative Development Authority, and other institutions that provide cooperative development programs for cooperative sector. The Pasay Cooperative Development Office, as an Accredited Training Provider for Cooperatives, administer and facilitates the conduct of the trainings.

Office or Division:	OFFICE OF THE CITY COOPERATIVE OFFICER			
	(a.k.a. Pasay Cooperative Development Office – Pasay CDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	Cooperatives in Pasay	/		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
For Invited participant	s:			
Letter of Invitation for Tr	aining/Seminar	Pasay Cooperative Development Office – Pasay		
(1 photocopy)		CDO		
Duly accomplished Confirmation Slip		Pasay Cooperative Development Office – Pasay		
(1 original copy)		CDO		
Letter of Request for Co	operative Training	Cooperative organization		
and/or Resource Person				
(1 original copy)				
For Walk-in Client/s				
Letter of Request (1 original copy)				



 Information/details to be indicated in the letter of request, i.e. Title of training, resource speaker, preferred schedule, mode of conduct (face-toface or via zoom application) Walk-In Client/s Cooperative organization

face or via zoom application)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For invited participants, submit duly accomplished confirmation slip and send via email.	Confirm available slots and provide registration link.	None	10 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist
1.1 Register thru the google link.	or			(PCDO) JOHN N. NADUA Community Affairs Officer III
1. For walk-in client/s, receive the invitation letter from the attending personnel.	Check for available slot then provide walk-in client/s with the confirmation slip.			(PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
1.1 Accomplish the confirmation slip and submit it to the receiving desk.1.2 Register thru the google link.	1.1 Provide registration link. Otherwise, provide client with the schedules of the same training or other available training.			
2. Submit Letter of Request for In- House Cooperative Training and/or Resource Speaker/s at	2. Check the date of requested training and make necessary schedule amenable to both parties.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer (PCDO) JOSELYN L. CARASIG Cooperative



				RO MANI
PCDO.				Development Specialist II (PCDO)
				JOHN N. NADUA Community Affairs Officer III (PCDO)
				JODI CAROL C. VIADO Cooperative Development Specialist I
				(PCDO)
3. Claim or receive reply slip at the receiving area of the PCDO or thru their email.	3. Release reply slip or it may be send to their email.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO)
				JOSELYN L. CARASIG Cooperative Development Specialist II
				(PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO)
				JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
4. Attend and participate in the training based on the released/issued	4. Conduct the training	None	For Micro Cooperatives = 1 day or 8 hours	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO)
4.1 Prepare for the accomplishment of Pre and posttests, evaluation	4.1 Administer pre- and posts-tests, evaluation form and		For Small, Medium and Large cooperatives = 2 days or 16	JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)



form, and client satisfaction measurement questionnaire (CSMQ) 4.2 Accomplish preand post- tests, evaluation form and CSMQ 5. Wait for the release of the	CSMQ to the participants 4.2 Collect the accomplished tests, form and questionnaire 5. Issue Certificate of Completion after all	None	hours 6 days or 48 hours	JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO) ROWENA T. BUENAVENTURA,
Certificate of Completion	requirements have been fulfilled, otherwise, only Certificate of Attendance shall be issued			City Cooperative Officer (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist (PCDO)
	TOTAL:	None	For Micro Cooperatives = 7 days and 20 minutes or 56 hours and 20 minutes For Small, Medium and Large cooperatives = 8 days and 20 minutes	



	or	
	64 hours and	
	20 minutes	

63. Correction of Erroneous Entry Pursuant to Republic Act Nos. 9048 and 10172

Securing correction of typographical error in the civil registry document pursuant to Republic Act No. 9048 and 10172 from the Local Civil Registry Office. The correction in the civil registry document can be filed through administrative petitions except corrections involving nationality, citizenship, civil status, and age (COLB).

Office or Division:	Local Civil Registry Office (LCRO)				
Classification:	Highly Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All	All			
CHECKLIST OF REG		WHERE TO SECURE			
RA 9048 - Typographica	I Error				
Principal:					
Document issued by PSA		Philippine Statistics Authority (PSA)			
entry (1 original, 1 photoc		LCDO whomathe decompositions as sistemed			
Document issued by LCR entry (1 CTC, 1 photocopy	y)	LCRO where the document was registered			
Valid Government ID Card 1 photocopy)	d (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Supporting Documents 3 documents to support choose from the following limited to)	EACH error,				
- Certificate of Live Birth, (1 original, 2 photocopies	•	PSA or LCRO			
- Certificate of Baptism/De (1 original, 2 photocopies		Church, Petitioner			
- School Records: Form 1 Diploma (1 original, 2 ph	·	School, University, College			
- Voter's Affidavit/Certification/Record (1 original, 2 photocopies)		COMELEC			
- Employment Service Record (1 original, 2 photocopies)		Employer			
- SSS/GSIS/PHILHEALTH (1 original, 2 photocopies		SSS/GSIS/PHILHEALTH			
 Passport (2 photocopies) Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies 		Department of Foreign Affairs PSA or LCRO			



	RO MAIN		
(1 original, 1 photocopy)			
Representative:			
Special Power of Attorney (for outside 4 th	Person Represented (Document Owner)		
civil degree of consanguinity) (1 original)	, , , , , , , , , , , , , , , , , , ,		
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Represented (Petitioner) (1 original,			
1 photocopy)			
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Representative (1 original, 2 photocopies)			
Document issued by PSA with erroneous	PSA		
entry (1 original, 1 photocopy)			
Document issued by LCRO with erroneous	LCRO where the document was registered		
entry (1 CTC, 1 photocopy)			
Supporting Documents (provide at least			
3 documents to support EACH error,			
choose from the following, but not			
limited to)			
- Certificate of Live Birth, Marriage, Death	PSA or LCRO		
(1 original, 2 photocopies)			
- Certificate of Baptism/Dedication	Church, Petitioner		
(1 original, 2 photocopies)			
- School Records: Form 137/138, TOR,	School, University, College		
Diploma (1 original, 2 photocopies)			
- Voter's Affidavit/Certification/Record	COMELEC		
(1_original, 2 photocopies)			
- Employment Service Record	Employer		
- SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH		
(1 original, 2 photocopies)			
- Passport (2 photocopies)	Department of Foreign Affairs		
- Certificate of Live Birth/Marriage/Death of	PSA or LCRO		
siblings or children, whatever applies			
(1 original, 1 photocopy)			
R.A. 9048 - Change of First Name in the COLB			
Principal:			
•	PSA		
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	FUA		
	I CPO where the decument was registered		
Document issued by LCRO with erroneous	LCRO where the document was registered		
entry (1 CTC, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Valid Government ID Card (1 original, 1 photocopy)	DIT, FUSI CHICE, FOA, 333, GSI3, CONELEC, LTC		
Supporting Documents (provide at least			
3 documents to support EACH error,			
choose from the following, but not			
onoose nom ale lollowing, but hot			



	AO MAN
limited to)	
- Certificate of Marriage, Death	PSA or LCRO
(1 original, 2 photocopies)	
- Certificate of Baptism/Dedication	Church, Petitioner
(1 original, 2 photocopies)	
- School Records: Form 137/138, TOR,	School, University, College
Diploma (1 original, 2 photocopies)	
- Voter's Affidavit/Certification/Record	COMELEC
(1 original, 2 photocopies)	
- Employment Service Record	Employer
- SSS / GSIS / PHILHEALTH records	SSS / GSIS / PHILHEALTH
(1 original, 2 photocopies)	
- Passport (2 photocopies)	Department of Foreign Affairs
- Certificate of Live Birth/Marriage/Death of	PSA or LCRO
siblings or children, whatever applies	
(1 original, 1 photocopy)	
- Medical Records (1 original,	Hospitals/Clinics
2 photocopies)	
NBI Clearance (except for minors)	National Bureau of Investigation (NBI)
(should not expire within 4 months)	
(1 original, 2 photocopies)	
Police Clearance (except for minors)	PNP Headquarter of the locality where you reside
(should not expire within four months)	
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Representative:	
Special Power of Attorney (for outside 4 th	Person Represented (Document Owner)
civil degree of consanguinity) (1 original)	
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner) (1 original,	
1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original, 2 photocopies)	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	LCRO where the document was registered



	RO MAN
entry (1 CTC, 1 photocopy)	
Supporting Documents (provide at least	
3 documents to support EACH error,	
choose from the following, but not	
limited to)	
- Certificate of Live Birth, Marriage, Death	PSA or LCRO
(1 original, 2 photocopies)	
- Certificate of Baptism/Dedication	Church, Petitioner
(1 original, 2 photocopies)	
- School Records: Form 137/138, TOR,	School, University, College
Diploma (1 original, 2 photocopies)	, c
- Voter's Affidavit/Certification/Record	COMELEC
(1 original, 2 photocopies)	
- Employment Service Record	Employer
- SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH
(1 original, 2 photocopies)	
- Passport (2 photocopies)	Department of Foreign Affairs
- Certificate of Live Birth/Marriage/Death of	PSA or LCRO
siblings or children, whatever applies	
(1 original, 1 photocopy)	
- Medical Records (1 original,	Hospitals/Clinics
2 photocopies)	
NBI Clearance (except for minors) (should	National Bureau of Investigation (NBI)
not expire within four months)	
(1 original, 2 photocopies)	
Police Clearance (except for minors)	PNP Headquarter of the locality where you reside
(should not expire within four months)	
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
RA 10172 – Correction of Error in Sex in	
the COLB	
(Representative is not allowed except	
for minor document owner, one of the	
parents, or elder siblings of legal age, or	
a legal custodian shall be the	
representative)	



D. 1. 1/46	
Principal (18 years old and above):	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	LCRO where the document was registered
entry (1 CTC, 1 photocopy)	
Valid Government ID Card (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
1 photocopy)	
Baptismal Certificate or Dedication	Church, Petitioner
Certificate (1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	
Medical Records (vaccination,	Hospital/Clinic, Petitioner
immunization, laboratory tests, etc.)	·
(1 original, 2 photocopies)	
NBI Clearance	National Bureau of Investigation (NBI)
(should not expire within 4 months)	
(1 original, 2 photocopies)	
Police Clearance	PNP Headquarter of the locality where you reside
(should not expire within four months)	
(1 original, 2 photocopies)	
Barangay Clearance	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (1 original,	City Health Office
2 photocopies)	, in the second
Representative	
(in case the birth owner is a minor):	
Valid School ID Card of the Person	School
Represented (Petitioner) (1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original)	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	LCRO where the document was registered
entry (1 CTC, 1 photocopy)	
Baptismal Certificate or Dedication	Church, Petitioner
Certificate (1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	



Medical Records (vaccination,	Hospital/Clinic, Petitioner
immunization, laboratory tests, etc.)	Troop now on mo, i came no
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (document owner)	City Health Office
(1 original, 2 photocopies)	
10172 – Correction of Error in Day and	
Month of Date of Birth in the COLB	
Principal:	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	LCRO where the document was registered
entry (1 CTC, 1 photocopy)	9
Valid Government ID Card (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
1 photocopy)	
Baptismal Certificate or Dedication	Church, Petitioner
Certificate (1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	
Medical Records (vaccination,	Hospital/ Clinic, Petitioner
immunization, laboratory tests, etc.)	
(1 original, 2 photocopies)	
NBI Clearance (should not expire within 4	National Bureau of Investigation (NBI)
months) (1 original, 2 photocopies)	
Police Clearance (except for minors)	PNP Headquarter of the locality where you reside
(should not expire within four months)	
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Representative:	
Special Power of Attorney (for outside 4 th	Person Represented (Document Owner)
civil degree of consanguinity) (1 original)	
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner) (1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original)	D04
Document issued by PSA with erroneous	PSA



		Ī		
entry (1 original, 1 pho	1 4 7			
Document issued by LCRO with erroneous		LCRO where the document was registered		
entry (1 CTC, 1 photocopy)		01 1 5 44		
Baptismal Certificate		Church, Petitior	ner	
Certificate (1 original,		F		
Elementary School Re		Elementary Sch	1001	
(1 original, 2 photocop		11	Datition	
Medical Records (vac		Hospital/ Clinic,	Petitioner	
immunization, laborate				
(1 original, 2 photocop		Dublish ar of a ra	augnonor of gen	oral airquiation
Proof of Publication (1			newspaper of gen	
NBI Clearance (excep		National Bureat	u of Investigation	(IDI)
not expire within four	· ·			
(1 original, 2 photocopy Police Clearance (exception)		DND Hoodquar	ter of the locality	where you reside
(should not expire with	•	FINE HEAUQUAN	ter or the locality v	wilele you leside
(1 original, 2 photocop	,			
Barangay Clearance (Barangay Hall	of place of resider	200
(1 original, 2 photocop		ם מומווyay המון (א אומטב טו ופאוטפו	IUG
Employment Certificat		Employer		
employed (except for		Litibioxei		
(1 original, 2 photocopy	•			
		Notary Public		
	Affidavit of Non-Employment, if currently unemployed (except for minors)			
(1 original, 2 photocop	•			
	,	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1 Dropont the DCA	1 Poviou the			
1. Present the PSA	1. Review the	None	15 Minutes	MA. CORAZON C. ANDRES
and LCR copy of the civil registry	documents for			Andres Administrative Assistant
document with	consistency,			IV
	completeness			(LCRO)
erroneous	and jurisdiction. If			, ,
entry/entries together with at	incomplete or			
least 3	inconsistent			
155.51				
supporting the	supporting			
correction of the	documents,			
error at the Local Pelillone Will be				
Civil Registry	advised of the			
Office. Also,	insufficiencies of			
attach the	documents.			
mandatory				
clearances and	1.1. Once checked,			
olearances and	<u> </u>		l	



certifications for petitions for change of first name and under RA 10172.	give prescribed petition form to be accomplished and notarized. 1.2. Issue order of payment for the required fees for the filing fee or service fee, in case of a migrant petition			
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Correction of Clerical Error (CCE) – PHP 1,000 For Change of First Name (CFN) – PHP 3,000 For R.A. 10172 – PHP 3,000 For Migrant Petition Service fee (CCE) – PHP 500 For Migrant Petition Service Fee (CFN) – PHP 1,000 For Computerization Fee – PHP 20	5 Minutes	Teller (CTO)



				AO MANI
3. Proceed to the notary public, as advised, to have the petition form accomplished and notarized. 3.1. Once completed, return to the LCR Office, and present the accomplished petition form, supporting documents and Official Receipt from the City Treasurer's Office	3. Verify OR, petition form and supporting documents 3.1 Docket and assign/inscribe the corresponding petition number to the petition form. If petition requires publication, give one copy of the	Notarization Fee Publication Fee	60 Minutes (Excluding notarization); 25 Days (Excluding publication and PSA review and decision);	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
	petition to the petitioner to be used in publication. Ask petitioner of their contact number for the advisory on the correction 3.2. Issue			
3.2. If were advised that the petition shall be published in a newspaper, receive file copy of the petition, and bring it to a newspaper publisher and have it published for 2 consecutive weeks, once a week. Once	instruction slip to the petitioner indicating the office's contact numbers for them to follow up on the approval of the correction. 3.3. Prepare posting, record sheet and			



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completed, request certification and proof of publication from the publisher. Bring these documents to the LCRO.	certificate of posting. 3.4. Review and render decision. In case of a migrant petition, transmit the petition, supporting documents, record sheet, certificate of posting and proof	ROMULO C. TRESVALLES City Civil Registrar (LCRO)
	of publication, if applicable, and corresponding filing fee to the respective LCR Office in the province. 3.5. Transmit to the Legal Services Division of the Philippine Statistics Authority for their review and affirmation or denial of the CCR's decision.	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
	3.6. Retrieve from PSA the OCRG decision3.7. Prepare annotation, Certificate of	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)



	Finality, certified true copy of the affirmed decision, annotated civil registry document and OCRG affirmation. 3.8 Advise the client if the documents are ready for pick-up.			
4. On the advised release date, present the O.R. at the Local Civil Registry Office releasing window.	 4. Verify for the document being claimed. 4.1. Issue order of payment for Certificate of Finality, certified true copies of the approved petition, OCRG decision and annotated civil registry document (2 pcs.) to the client. 4.2. Record the name of the document owner and the claiming party in the release logbook. 	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)



fo T	Pay the required ees at the City Freasurer's Office	5. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Certificate of Finality – PHP 50 For certified copy of approved petition – PHP 50 For certified true copy of the OCRG decision – PHP 50 For certified true copy of the annotated civil registry document (2 pcs.) – PHP 50/pc For computerizati on Fee – PHP 20	5 Minutes	Teller (CTO)
tl p L F	Present OR to he assigned personnel at the Local Civil Registry Office releasing window.	6. Verify OR, release Certificate of Finality, certified copy of the annotated civil registry document, approved petition and OCRG decision. 6.1 Issue the requested	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)



				MAI MAI
	documents to the client.			
7. Sign the logbook at the Local Civil Registry Office releasing window.	 7. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat. 7.1 Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference. 	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
	TOTAL:	For locally registered petitions: For Correction of Clerical Error – PHP 1,290 For Change of First Name – PHP 3,290 For RA 10172 – PHP 3,290 For migrant petitions (excluding courier fees	25 Days, 1 Hour and 40 Minutes (excluding time for notarization, publication, PSA review and decision)	



for migrant petitions):	
Change of First Name – PHP 4,020	
Correction of Clerical Error – PHP 1,520	
For RA 10172 - PHP 4,020	
(excluding notarization and publication fees)	

64. Day Care Services Program

The PSWDD provides day care services program for preschoolers (ages 3-4), which lasts for ten (10) months.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Preschoolers 3-4 yea	rs old and the	ir parents/guardia	n
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
Barangay Certificate of the parents/guardian (1 original, 1 photocopy)		Barangay/Pl	ace of Residency	
Birth certificate of the n	ninor	Philippine Statistics Authority		
(1 certified true copy, 1	original)			
Most recent 1x1 picture	e (2 original,	Photoshop/center		
2 photocopies)				
Health record (1 certified	ed true copy,	Hospital/health center		
1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accompany your child to the Child	Receive and evaluate the	None	10 Minutes	Child Development Center Worker



Development Center in your barangay.	submitted requirements. 1.1 Register the child in the list of day care children.			(Concerned Barangay)
2. Let your child attend the Early Childhood Care Education (ECCE) sessions at the day care center in your barangay.	2. Provide the ECCE to the children of assigned barangay.	None	10 Months (Equivalent to 220 Days)	Assigned Day Care Worker (PSWDD)
TOTAL:		None	220 Days and 10 Minutes	

Day Care Services Program is covered under RA Nos.6972 and 10410

65. Delayed Registration of Certificate of Death and Fetal Death

Applying for delayed registration of Certificate of Death and Fetal Death at the Local Civil Registry Office. It is a case of delayed registration, if the registration of death is after thirty (30) days from the date of the event.

Office or Division:	Local Civil Registry Office (LCRO)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Governmen	t to Citizen	
Who may avail:	Nearest kin or imm	ediate family members of the deceased person	
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE	
Accomplished Certificate of	Death or Fetal	Hospital, Health Center, Funeral Homes, City	
Death		Health Office	
 With accomplished a 	and duly notarized	- Notary public	
Affidavit for Delayed	Registration of		
Death			
Accomplished Municipal Form 103 (IP Form		LCRO, Hospital Records, Burial Ceremony Imam	
No. 2) if the deceased pers	son is an IP or	or Tribal Chief	
Muslim (4 original)			
Negative Certification (1 ori	ginal, 1	PSA	
photocopy)			
Certificate of No Record (1 original)		LCRO	
Affidavit of Two (2) Disinterested Persons		Notary Public	
(1 original)			
Certificate of Burial or Cren	nation	Cemetery or Crematorium	



/4 - 1-11 4 -1 -()				
(1 original, 1 photocopy)				
Certification of Funeral S	Service	Funeral Home		
(1 original, 1 photocopy)	<u> </u>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	 Review for jurisdiction, correctness, completeness, and condition of the COD/COFD. Receive and issue claim stub indicating the date and time of release. File accepted application for the 10-day posting period. Review and sign the COD/COFD. Assign/Inscribe registry number to the COD/COFD and segregate LCRO and PSA file copies and 2 copies for the interested party. 	None	10 Days and 13 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO) ROMULO C. TRESVALLES City Civil Registrar II (LCRO) ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



2. On release date, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COD/ COFD being claimed, and issue the two (2) copies of the registered COD/COFD to the client.	None	1 Minute	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
3. Claim the COD/COFD at the Local Civil Registry Office releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	None	10 Days and 16 Minutes	

66. Delayed Registration of Certificate of Live Birth

Securing delayed registration of Certificate of Live Birth from the Local Civil Registry Office. Delayed registration is registration of birth after thirty (30) days following the event.

Office or Division:	Local Civil Registry Office (LCRO)		
Classification:	Highly Complex		
Type of Transaction:	G2C – Governmen	t to Citizen	
Who may avail:	All		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
Marital/Legitimate Child			
Accomplished Certificate of	of Live Birth	Birthing Institution (Hospital, Lying-in, Clinic)	
(4 original)			
Accomplished Municipal Form No. 102 (IP		LCRO, Birthing institution	
Form No. 1) (4 original)			
- If parents are IPs or Muslims			
Certificate of Marriage of Parents		Philippine Statistics Authority (PSA) or LCRO	
(1 PSA or CTC)		where marriage was registered	
Negative Certification (1 o	riginal, 1	PSA	



mb ata a m. v	
photocopy)	1.000
Certificate of No Record (1 original)	LCRO
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	
Certificate of Marriage, if child /registrant is	PSA or LCRO where marriage was registered
already married (1 original, 1 photocopy)	
Please present three (3) of the following	
supporting documents, showing Place and	
Date of Birth, and Filiation:	
 Certificate of Baptism or Dedication 	
(2 original)	Church
 Immunization Records (2 original) 	Health Centers/Clinics/Hospitals
 Pre-natal Record (2 original) 	Health Centers/Clinics/Hospitals
- School Form 137 (2 original)	DEP-Ed Accredited High/Secondary School
 Voter's Affidavit/Registration record 	COMELEC
(2 original)	
 SSS/GSIS/PHILHEALTH records 	SSS/GSIS/PHILHEALTH
(2 original)	
- Philippine Passport (2 original)	Department of Foreign Affairs
 Certificate of Live Birth of children 	PSA
born and registered from 1960-1983	
(2 original)	
- Old NBI records (2 original)	National Bureau of Investigation
- Old Community Tax Certificates	City Treasurer's Office/Barangay Hall
(CEDULA) (2 original)	
Unacknowledged Non-Marital Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	(12 12, 7, 9, 9
Accomplished Municipal Form No. 102 (IP	LCRO, Birthing institution
Form No. 1) (4 original)	· · · · · · · · · · · · · · · · ·
- If mother is an IP	
Negative Certification (1 original, 1	PSA
photocopy)	
Certificate of No Record (1 original)	LCRO
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	Trotally 1 dollo
Certificate of Marriage, if child /registrant is	PSA or LCRO where marriage was registered
already married (1 original, 1 photocopy)	1 6/10/ Lorto where marriage was registered
Please present three (3) of the following	
supporting documents, showing Place and	
Date of Birth, and Filiation:	
- Certificate of Baptism or Dedication	Church
(2 original)	Ondron
	Hoalth Contars/Clinics/Hospitals
- Immunization Records (2 original)	Health Centers/Clinics/Hospitals



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- Pre-natal Record (2 original)	Health Centers/Clinics/Hospitals
- School Form 137 (2 original)	DEP-Ed Accredited High/Secondary School
 Voter's Affidavit/Registration record 	COMELEC
(2 original)	
- SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH
(2 original)	
 Philippine Passport (2 original) 	Department of Foreign Affairs
 Certificate of Live Birth of children 	PSA
born and registered from 1960-1983	
(2 original)	
- Old NBI records (2 original)	National Bureau of Investigation
- Old Community Tax Certificates	City Treasurer's Office/Barangay Hall
(CEDULA) (2 original)	
Acknowledged Non-Marital Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	
- With accomplished and duly notarized	Notary public
Affidavit of Admission of Paternity	
found in back page	LODO Didi i di di
Accomplished Mun. Form No. 102 (IP Form	LCRO, Birthing institution
No. 1) (4 original)	
- If parents are IPs or Muslims	N. G. C. J. P.
Duly notarized Affidavit to Use the Surname	Notary public
of the Father – if child will use the father's	
surname (4 original)	Parents
Personal Appearance of Parents at the LCRO	Parents
Valid Government ID Card of Parents	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
(1 for each parent)	LTO
` '	
Personal Appearance of registrant if aged 7 years old and above – if the registrant will	Registrant
1 5	
use the father's surname (applicable for registrant born on or after March 19, 2004)	
Valid ID of the registrant (if aged 7 years old	DEP-Ed/CHED Accredited School, BIR, Post
and above)	Office, PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original, 1	PSA
photocopy)	
Certificate of No Record (1 original)	LCRO
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	Trotary I dollo
Certificate of Marriage, if child /registrant is	PSA or LCRO where marriage was registered
already married (1 original, 1 photocopy)	1 3/1 of Lorto whore marriage was registered
Please present three (3) of the following	
supporting documents, showing Place and	
Tapporting accomments, showing i lace and	



Date of Birth, and Filiation:

- Certificate of Baptism or Dedication (2 original)
- Immunization Records (2 original)
- Pre-natal Record (2 original)
- School Form 137 (2 original)
- Voter's Affidavit/Registration record (2 original)
- SSS/GSIS/PHILHEALTH records (2 original)
- Philippine Passport (2 original)
- Certificate of Live Birth of children born and registered from 1960-1983 (2 original)
- Old NBI records (2 original)
- Old Community Tax Certificates (CEDULA) (2 original)

Church

Health Centers/Clinics/Hospitals Health Centers/Clinics/Hospitals DEP-Ed Accredited High/Secondary School COMELEC

SSS/GSIS/PHILHEALTH

Department of Foreign Affairs PSA

National Bureau of Investigation City Treasurer's Office/Barangay Hall

(CEDULA) (2 or	iginal)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Certificate of Live Birth (COLB) and other required documents to the Registration Officer at the LCRO for review.	 Review for jurisdiction, correctness, completeness, and condition of the COLB and requirements. Receive, and issue claim stub indicating the date and time of release of the requested document. Register the Affidavit to Use the Surname of the Father (if applicable). Assign registry number 	None	10 Days and 15 Minutes	WILFREDO T. TORRENTE Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)



				AO MAN
	on the received AUSF. 1.2.2 Record the appropriate remarks in the logbook for legal instruments. 1.3 File accepted application for the 10-day posting period. 1.4 After posting period, sign the COLB. 1.5 Assign/ inscribe registry number. 1.6 Encode with statistical data. 1.7 Segregate copies for LCRO and PSA files and 2 copies for the registrant/ applicant.			ROMULO C. TRESVALLES City Civil Registrar (LCRO) WILFREDO T. TORRENTE Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
2. On the release date, present the claim stub at the Local Civil Registry Office releasing window.	2. Verify the COLB being claimed, and issue the two (2) copies of the registered COLB to the client.	None	4 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II



				(LCRO)
3. Claim the requested document at the LCRO releasing window; and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	None	10 Days and 21 Minutes	

67. Delayed Registration of Certificate of Marriage

Applying for delayed registration of Certificate of Marriage at the Local Civil Registry Office.

- Delayed registration is reporting of marriage after fifteen (15) days- if with marriage license, or thirty (30) days - if under Article 34 or P.D. 1083, after the ceremony.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Highly Complex			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Contracting parties	s, nearest kin or immediate family members of the		
	contracting parties	·		
CHECKLIST OF REG	UIREMENTS	WHERE TO SECURE		
Principal:				
With Marriage License				
Negative Certification (1 or	riginal)	Philippine Statistics Authority (PSA)		
Certificate of No Record (1	original)	LCR Office		
Affidavit of 2 Disinterested Persons		Notary Public		
(1 original)				
Accomplished Certificate of	of Marriage	Trial Court, Church, Chapels, Officiating Ministers		
(4 original)				
Accomplished Municipal F	orm No. 97 (IP	LCRO, Imam, Tribal Chief		
Form No. 3) (4 original)				
 If contracting parties are IPs or 				
Muslims				
Marriage License (1 set or	iginal, 1 set	LCRO where one or both contracting parties		
photocopy)		is/are resident/s		



Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-IBIG, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
Under Article 34	
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCRO
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original)	Trial Court, Church, Chapels, Officiating Ministers
 Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page 	- Notary public
Accomplished Municipal Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs	LCRO, Tribal Chief
Duly notarized Affidavit of Co-habitation executed by the contracting parties (4 original)	Notary public
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	Covernment institutions such as DCA CCIC
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records	Government institutions such as PSA, GSIS, Pag-IBIG, Philhealth
(1 photocopy each)	
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
Under P.D. 1083	
Negative Certification (1 original)	PSA
- 3 (·3	_



Certificate of No Record (1 original)	LCRO
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	
Accomplished Certificate of Marriage	Imam
(4 original)	
- Accomplished and duly notarized	Notary public
Oath of the Solemnizing Officer found	
at the back page	
Accomplished Municipal Form No. 97 (IP	LCRO, Imam
Form No. 3) (4 original)	,
- If contracting parties are Muslims	
Registered Pre-Nuptial Agreement, if	Notary public
applicable (1 photocopy)	
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	,
Two (2) documents showing date and place	Government institutions such as PSA, GSIS,
of marriage: e.g. birth certificate of children,	Pag-IBIG, Philhealth
insurance, government records	
(1 photocopy each)	
Pictures taken during the ceremony	Contracting Parties, Photo Shop/Studio
(1 original, 1 photocopy)	
Representative:	
With Marriage License	
Authorization Letter (1 original)	Officiating minister, solemnizing officer,
	contracting parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (contracting parties) (1 original,	LTO
1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original, 1 photocopy)	LTO
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCRO
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
Accomplished Municipal Form No. 97 (IP	LCRO, Imam, Tribal Chief
Form No. 3) (4 original)	
 If contracting parties are IPs or 	
Muslims	
Marriage License (1 set original, 1 set	LCRO where the one or both of the contracting
photocopy)	parties is a resident
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of	



Trial Court or Church (4 original)	
Registered Pre-Nuptial Agreement, if	Notary public
	inotally public
applicable (1 photocopy) Affidavit of the Solemnizing Officer or	Notary Public
	Notary Public
Contracting parties (1 original) Two (2) documents showing date and place	Government institutions such as PSA, GSIS,
of marriage: e.g. birth certificate of children,	Pag-IBIG, Philhealth
insurance, government records	ray-ibio, rillinealtii
(1 photocopy each)	
Pictures taken during the ceremony	Contracting Parties, Photo Shop/Studio
(1 original, 1 photocopy)	Contracting Fairies, Frioto Shop/Studio
Under Article 34	
Authorization Letter (1 original)	Officiating minister, solemnizing officer,
Authorization Letter (1 original)	
Valid Government ID Card of the person/s	contracting parties BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (contracting parties) (1 original,	LTO
1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original, 1 photocopy)	LTO
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCRO
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	INOTALLY I UDITO
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	Thai Gourt, Orlardi, Orlapeis, Orliciating Willisters
- Accomplished and duly notarized	Notary public
Oath of the Solemnizing Officer found	Trotally public
at the back page	
Accomplished Municipal Form No. 97 (IP	LCRO, Tribal Chief
Form No. 3) (4 original)	Lorco, Tribai Offici
- If contracting parties are IPs	
Duly notarized Affidavit of Co-habitation	Notary public
executed by the contracting parties (4	. 1010.7 public
original)	
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of	Someoning parties, recary public
Trial Court or Church (4 original)	
Copy of the registered Pre-Nuptial	Notary public
Agreement, if applicable (1 photocopy)	, , , , , , , , , , , , , ,
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	
Two (2) documents showing date and place	Government institutions such as PSA, GSIS,
of marriage: e.g. birth certificate of children,	Pag-IBIG, Philhealth
insurance, government records	
modranoo, government records	



				AO MAI
(1 photocopy each)				
Pictures taken during the ceremony		Contracting Parties, Photo Shop/Studio		
(1 original, 1 photocopy)				
Under P.D. 1083				
Authorization Letter (1	original)	Imam, contract	ing parties	
Valid Government ID C			e, PSA, SSS, GSI	S, COMELEC,
represented (contractin	•	LTÓ	, , ,	,
Valid Government ID C		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
representative (1 origin	al)	LTO		
Negative Certification (PSA		
Certificate of No Record		LCRO		
Affidavit of 2 Disinteres	, ,	Notary Public		
(1 original)		, , , , , , , , , , , , , , , , , , , ,		
Accomplished Certificat	te of Marriage	Imam		
(4 original)	3 -			
	nd duly notarized	Notary public		
•	mnizing Officer found			
at the back page	•			
Accomplished Municipa		LCRO, Imam		
Form No. 3) (4 original)		,		
	rties are Muslims			
Registered Pre-Nuptial		Notary public		
applicable (1 photocopy	_			
Affidavit of the Solemni		Notary Public		
Contracting parties (1 o	<u> </u>	,		
Two (2) documents sho		Government in	stitutions such as	PSA, GSIS,
of marriage: e.g. birth c		Pag-IBIG, Phill	nealth	
insurance, government				
(1 photocopy each)				
Pictures taken during th	ne ceremony	Contracting Pa	rties, Photo Shop/	'Studio
(1 original, 1 photocopy	-		•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit the	1. Review for	None	10 Days and	MARIA SOL D.
accomplished	jurisdiction,		11 Minutes	RAMIREZ
Certificate of	correctness,			Assistant
Marriage (COM),	completeness			Registration
and other required	and condition of			Officer (LCRO)
documents to the				(LUKU)
Registration	the COM and			
Officer at the	requirements.			
LCRO for review	4.4.0			
	1.1 Receive and			
	issue claim stub			



				AO MAI
	indicating the date and time of release the requested document.			
	1.2 File accepted application for the 10-day posting period			
	1.3 Review and sign the COM			ROMULO C. TRESVALLES City Civil Registrar II (LCRO)
	1.4 Assign/Inscribe registry number to the COM and segregate LCRO and PSA file copies and two (2) copies for the solemnizing officer and contracting parties.			MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
On release date, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COM being claimed, and issue the two (2) copies of the registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
3. Claim the COM at the Local Civil Registry Office releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and	None	2 Minutes	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)



keep the records for future file/reference.			
TOTAL:	None	10 Days and 14 Minutes	

68. Disaster Response and Relief Operations

The Pasay Social Welfare and Development Department responds to emergency and conducts relief operations during crisis situations.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Internally displaced pe	rsons, victim		
	REQUIREMENTS		WHERE TO S	ECURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Evacuation Center and wait for the release of family card by the PSWDD.	Conduct intake interview and issue the family card to the client.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit) JANET A. BULACLAC



				AO MAN
				Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/ In-Charge (San Roque Unit Office)
2. Claim the Relief	2. Release the relief	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer
Assistance from	assistance to the	200		Oddiai Wellale Ollicel



			TO MA
the PSWDD.	client.	(waiting time	II/In-Charge
		for the release	(Kalayaan Unit Office)
		of the relief	
		assistance	JULIETH S. DURIA
		may vary	Social Welfare Officer
		depending on	II/In-Charge
		the severity of	(San Isidro Unit)
		the disaster)	
		the disaster)	CHRISTINE ANN M.
			AGUINDADAO
			Social Welfare Officer
			I/In-Charge
			(CAA 2 Unit Office)
			ROCHELLE L.
			AÑONUEVO
			Social Welfare Officer
			I/In-Charge
			(Sta. Clara 1 Unit)
			(Ota: Olara i Olik)
			JANET A.
			BULACLAC
			Social Welfare Officer
			I/In-Charge
			(Sta. Clara 2 Unit
			Office)
			0505014.1/ 5515
			GEORGIA Y. ERIE
			Social Welfare Officer
			II/In-Charge
			(San Jose Unit Office)
			SYRILL O.
			HUERTAZUELA
			Social Welfare Officer
			I/In-Charge
			(Malibay Unit Office)
			, , /
			JHOANNA MARIE N.
			NEO
			Social Welfare Officer
			II/In-Charge
			(Maricaban Unit
			Office)
			ELVIRA A. LLEMOS
			Social Welfare
			Assistant/In-Charge
			(Villamor Air Base
			(Villattion All Dase



			Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			JESUSA O. TUMAZAR Day Care Worker I/ In-Charge (San Roque Unit
TOTA	-: None	10 Minutes (excluding waiting time for	Office)
		the release of relief assistance)	

69. Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay

Pasay City Barangay Bureau facilitates dissemination of official communications from government agencies and internal offices regarding complaints filed against barangay officials.

Office or Division	า:	Pasay City Barangay Bureau (PCBB)				
Classification:		Simple				
Type of Transact	ion:	G2C - Governmer	nt to Citizen			
Who may avail:		Barangay Officials	3			
CHECKLIST O	F RE	QUIREMENTS		WHERE TO S	ECURE	
None			None			
CLIENT STEPS	AG	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. None.	á (Prepare the memo addressed to concerned parangay re:	None	45 Minutes	ANNABEL M. CANQUE Community Affairs Assistant I (PCBB)	



	<u> </u>			
	communications from government agencies and internal offices.			TERESITA M. SAMSON Administrative Aide IV (PCBB)
				LEILA D.G. MALLARI Administrative Assistant V (PCBB)
	1.1 Sign the memo.			ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB)
	1.2Prepare copies of the signed memo including the necessary attachments thereof.			ANTHONY D. BAUTISTA Administrative Aide I (PCBB)
	1.3Disseminate the signed memo including the necessary attachments to concerned field staff of PCBB.			TERESITA M. SAMSON Administrative Aide IV (PCBB)
2. Receive the signed memo including the necessary attachments from the field staff of PCBB.	2. Secure the receiving copy of the signed memo including the necessary attachments and maintain a copy thereof for future file/reference.	None	15 Minutes	RHODA B. CHING Administrative Aide I (PCBB)



TOTAL:	None	1 Hour	

70. Educational Assistance

The Office of the City Vice Mayor provides educational assistance to currently enrolled Pasay City students.

Office or Division:	Office of the City \	/ice Mayor (OC	VM)			
Classification:	Simple	Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may avail:		High school and College Pasayeño students				
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SECI	URE		
Duly accomplished Application Form (1 original): - Application Form - Information/details in the form		OCVM	n wife (
		Requesting Pa				
Barangay Clearance/C	` ,	Barangay Hall				
Letter Request (1 origi		Requesting Pa	,	O COMELEO		
Valid Government ID (Post Office, Pl	SIS, LTO, Pag-IBI	G, COMELEC,		
Requesting Party (1 or Certificate of Eligibility			Melfare Departme	ent		
Welfare and Developm	•	l asay oocial (vendre bepartine	, i i t		
(1 original)						
Voter's ID Card (for 18	years old and	COMELEC				
above students) (1 pho						
Grades Certification w		DepEd or CHED Accredited Schools				
above (or 2.5 and above	•					
Students) and with no	0 0					
incomplete, or dropped (1 photocopy)	Subjects					
Proof of Enrollment (1	nhotocopy)	DepEd or CHE	ED Accredited Sch	nools		
Course Curriculum (if a			ED Accredited Sch			
from the school (1 pho	•	- op = a. a. a. a				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit	 Review and 	None	15 Minutes	JUVY B. CELOS		
requirements to	verify			Clerk II		
the Educational	completeness			(OCVM)		
Assistance	of					
Section of the OCVM.	requirements.					
	1.1. Inform the					
	client of the					



	schedule of Releasing of Educational Assistance thru SMS or phone call.			
2. Claim the financial assistance based on the given schedule and venue thereof.	2. Release the financial assistance to the requesting party.	None	2 Hours (includes waiting time)	Releasing Staff (City Treasurer/s Office)
	TOTAL	None	2 Hours and 15 Minutes	

71. Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)

The Pasay City Barangay Bureau processes application for financial assistance on tuition fees for High School and College Students in Public or Private Schools, Colleges and Universities, provided under City Ordinance No. 5696 Series of 2015.

Office or Division:	Pasay City Baran	igay Bureau (PCBB)	
Classification:	Simple		
Type of Transaction:	G2C-Governmen	t to Citizen	
Who may avail:	High School and	College Students in Public or Private Schools,	
	Colleges and Uni	versities	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
NEW APPLICATION			
Principal			
Government Issued Identi	fication Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
(1original, photocopy)		LTO, COMELEC	
Duly Accomplished Applic	ation Form:		
- Form (1 original)		PCBB	
- Details/information	to be indicated in		
the application form	n	Applicant	
Barangay Certificate of Re	esidency	Barangay Hall	
(1 original)			
Voter's ID Card (1 photocopy)			
- Guardian/Parents (if I	High School	COMELEC	
Student)			



	O MAI
- Student/Applicant (if College Student)	
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor (1	Applicant
original)	
Proof of Enrollment: (1 photocopy)	
(Certificate of Registration [COM], Official	
Receipt [OR], Certificate of Enrollment	
[COE], Certificate of Matriculation [COM])	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Certificate of Eligibility (1 original)	Pasay Social Welfare and Development (PSWD)
Representative:	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Person Represented (1original,	LTO, COMELEC
photocopy)	
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative	LTO, COMELEC
(1original, 1 photocopy)	
Duly Accomplished Application Form:	
- Form (1 original)	PCBB
 Details/information to be indicated in 	Person Represented (Applicant)
the application form	
Barangay Certificate of Residency	Barangay Hall
(1 original)	
Voter's ID Card (1 photocopy)	
 Guardian/Parents (if High School 	Commission on Elections (COMELEC)
Student)	Commission on Elections (COMELEC)
 Student/Applicant (if College Student) 	
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor	Person Represented (Applicant)
(1 original)	
Proof of Enrollment: (1 photocopy)	
(Certificate of Registration [COM], Official	
Receipt [OR], Certificate of Enrollment	
[COE], Certificate of Matriculation [COM])	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges



Certificate of Eligibility (1 original)	PSWD
RENEWAL OF APPLICATION	
Principal	
Government Issued Identification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
(1original, photocopy)	LTO, COMELEC
Duly Accomplished Application Form:	
- Renewal Form (1 original)	PCBB
- Details/information to be indicated in	
the application form	Person Represented (Applicant)
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Proof of Enrollment: (1 photocopy)	
(COR, OR, COE, COM)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Representative	
Note:	
Representative during the releasing is at	
the sole discretion of the City Treasurer's	
Office.	
Restriction for any third party	
representative:	
ropresentative.	
ONLY parent/guardian is allowed as	
representative. Employee of Pasay City	
Hall may be allowed as representative	
provided he/she is first degree relative of	
the student/applicant.	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Person Represented (1original,	LTO, COMELEC
photocopy)	
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative (1original, 1 photocopy)	LTO, COMELEC
Duly Accomplished Application Form:	
- Renewal Form (1 original)	PCBB
- Details/information to be indicated in	
the application form	Person Represented (Applicant)
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools



TETRO MANUA					
- College		CHED Accredited Schools/Universities/Colleges			
Proof of Enrollment	: (1 photocopy)			_	
(COR, OR, COE, COM)					
- High School			edited Schools		
- College	T		dited Schools/Univ		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements together with the duly accomplished application form to the assigned personnel of the PCBB.	Receive and evaluate of submitted requirements.	None	5 Minutes	BALTAZAR J. ACERDIN Administrative Aide IV (PCBB) MARCIAL A. TUAZON JR. Administrative Aide I (PCBB) EDWIN B. PALMOS Administrative Aide I (PCBB)	
				RHODERICK L. PATIO Administrative Aide I (PCBB)	
	1.1 Include the applicant's name in Travel City Scholar's Official List.	None	10 Minutes	EVA JEANNETTE E. GALGAO Administrative Aide I (PCBB)	
	1.2 Approve and include the name of applicant for payroll.	None	10 Minutes	ROSANNA M. CELLE Community Affairs Assistant II/ Supervisor for Educational Assistance (PCBB)	

YC	F PASAL
O.	Mr. Oly
*	*
METR	O MANILA

2. Claim the financial assistance to the assigned personnel of CTO.	2. Release the financial assistance to the client.	None	5 Minutes	Cashier (CTO)
	TOTAL:	None	30 Minutes	

72. Emergency Response Operations

The Pasay City Disaster Risk Reduction and Management Office provides emergency medical services/pre-hospital care to reported emergency cases within the City of Pasay.

Office or Division:	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
Classification:	Simple	Simple		
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Dial emergency hotline numbers and state concern to the receiver of the call:	Accept the call, note the details thereof, and prepare for the dispatch.	None	2 Minutes	Dispatch Officer (Operations and Warning Division PCDRRMO)
tne call: a. 8551-7777 b. 8833-8512	1.1 Gather and note the data/details provided by the caller such as:			Any PCDRRMO Personnel (Operations and Warning Division
c. 8556-5516d. 09054939111e. 09178005186	a. Name and contact number of client.			PCDRRMO)
1.1 Provide the necessary information asked by the receiver of	b. Nature of illness or mechanism of injury.			
the call.	c. Exact location of the incident and number of			



	person/s involved. d. Current status of person/s			
	e. Other pertinent information needed.			Dianotale Office a
1. 2 Wait and monitor the response of the PCDRRMO on the incident based	1.2 Dispatch the appropriate response teams and resources.	None	1 Minute	Dispatch Officer (Operations and Warning Division PCDRRMO) Team Leader and
on the provided information thereof.	1.2.1 Prepare necessary protective gears, equipment	None	1 Minute	Responders (Operations and Warning Division PCDRRMO)
	and supplies needed for the incident. 1.3 Response Team to proceed to the location of the incident.	None	5 Minutes	Team Leader, Transport Officer and Responders (Operations and Warning Division PCDRRMO)
2. None	Arrive at the scene and survey or assess the situation then	None	1 Minute	Team Leader, Transport Officer and Responders (Operations and Warning Division



identify if the			PCDRRMO)
scene calls to:			
a."Stay and Play"			
b. "Load and Go"			
c. Refusal of Care			Tagestages
2. 1 Manage the incident, as needed.	None	5 Minutes	Team Leader, Transport Officer and Responders (Operations and Warning Division
2.1.1 Prepare and accomplish Patient's Chart/s			PCDRRMO)
2.1.2 Provide necessary management pre-hospital care.			Toom Looder
2. 3 Transfer the patient to a Health Care Facility.	None	5 Minutes	Team Leader, Transport Officer and Responders (Operations and Warning Division
2.3.1 Make an advance call to the receiving emergency department of the Health Care Facility			PCDRRMO)
(HCF) for endorsement.			



3. None	3. Endorse the patient to the Triage Nurse/Nurse-on-Duty/Medical Officer-on-Duty of HCF for status/condition and other necessary information of the patient/s.	None	3 Minutes	Team Leader/ Responder (Operations and Warning Division, PCDRRMO)
	3.1 Ensure the patient/s' chart/s is/are signed by attending HCF personnel for confirmation of delivery of care and patient/s	None	2 Minutes	Team Leader / Responder (Operations and Warning Division, PCDRRMO)
	endorsement. 3.2 Demobilization of the responders	None	2 Minutes	Team Leader (Operations and Warning Division, PCDRRMO)
	TOTAL:	None	27 Minutes	

Note: Response time may vary based on the traffic situation and location of the incident, gravity of injury and other factors which might affect the process thereof.

73. Engineering Permit Application (Excavation Permit)

Securing Excavation Permit for Single/Multiple Maynilad Water Service Connection for Residential, Commercial, Institutional and Industrial Buildings from the Office of the City Engineer/Building Official.

Office or Division:	Office of the City Engineer/Building Official of Pasay City	
Classification:	Complex Transaction	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;	
	G2G – Government to Government	
Who may avail:	All	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Endorsement for Excavation (1 original)	Maynilad Water Service Provider
Sketch/Location of Site (1 original)	Document Owner
Representative	
Letter of Authorization signed by principal	Person being represented (Document Owner)
(1 original)	
Endorsement for Excavation (1 original)	Maynilad Water Service Provider
Sketch/Location of Site (1 original)	Document Owner
TELCO COMPANIES	
Principal	
Request letter addressed to City Engineer	Telco Company
Signed and sealed Excavation Plan	Telco Company
(4 original) List of Materials with total estimated cost of	
the project (4 original)	Telco Company
Document indicating the duration of the	Telco Company
project/timeline (4 original)	Teleo Company
Endorsement for excavation (1 original)	Maynilad Water Service Provider
Sketch/location of site (1 original)	Telco Company
Representative	
Request letter addressed to City Engineer	Telco Company
Signed and sealed Excavation Plan (4 original)	Telco Company
List of Materials with total estimated cost of	Telco Company
the project (4 original)	Telco Company
Document indicating the duration of the project/Timeline (4 original)	Telco Company
Endorsement for Excavation (1 original)	Maynilad Water Service Provider
Sketch/Location of Site (1 original)	Document Owner
UTILITY COMPANIES	
Principal	
Request letter addressed to City Engineer	Utility Company
Signed and sealed Excavation Plan	Utility Company
(4 original)	Cuity Company
Endorsement for Excavation (1 original)	Maynilad Water Service Provider
Sketch/location of site (1 original)	Document Owner



Representative				
Request letter addres	sed to City Engineer	Utility Compa	ny	
Signed and sealed Excavation Plan		Little Commons		
(4 original)		Utility Compa	пу	
Endorsement for Exca	avation (1 original)	Maynilad Wat	ter Service Provid	er
Sketch/location of site	e (1 original)	Document Ov	vner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to Room 315(Office of the City Engineer)	1. Receive and evaluate submitted application together with the complete requirements.	None	5 Minutes	LUCIO H. TOPE Plumbing and Tinning Inspector II, (CEO/OBO)
1.1 Be available during the inspection.	1.1 Conduct Site Inspection based on the availability of the applicant, accomplish assessment form, and encode fees in the system.	None	3 Days	LUCIO H. TOPE Plumbing and Tinning Inspector II, (CEO/OBO)
1.2 Claim Order of Payment at the Building Permit One Stop Shop (BPOSS).	1.2 Prepare Inspection Report, review and approve assessment form.	None	10 Minutes	LUCIO H. TOPE Plumbing and Tinning Inspector II, (CEO/OBO)
	1.3 Issue Order of Payment together with Excavation Permit signed by	None	10 Minutes	LUCIO H. TOPE Plumbing and Tinning Inspector II, (CEO/OBO) EDWIN Y.

CITY	OF PASAL
*	*
ME	TRO MANILA

	Inspector and			JAVALUYAS
	City Engineer.			City Government
				Department Head
				II (CEO/OBO)
2. Pay required	2. Issue the Official	PF + EPF +	5 Minutes	AUTHORIZED
amount of fees at	Receipt.	RD + MD		STAFF
the BPOSS.	1			(CTO, BPOSS)
2 Dropped to	2 Appign	None	10 Minutes	LUCIO H TODE
3. Proceed to	3. Assign	None	10 Minutes	LUCIO H. TOPE
releasing area	excavation			Plumbing and
and claim the	number and			Tinning Inspector
approved	Release			II (CEO/OBO)
Excavation	Excavation			
Permit.	Permit.			
	TOTAL	PF + EPF +	3 Days and 40	
	IOIAL	RD + MD	Minutes	

*Legend:

PF (Processing Fee) + EPF (Excavation Permit Fee) + RD (Restoration Deposit) + MD (Maintenance Deposit)

SCHEDULE OF FEESs

1. Processing Fee (PF)

For House and Pole Connection	Php300.00
For all other excavations	Php500.00

2. Excavation Permit Fee (EPF)

Underground Utility Lines		
For a maximum width of trench of 0.50 m.		
First 50 linear meter length of excavation and	Php500.00	
below	1 Hp300:00	
Over 50 linear meter length of excavation	Php15.00/l.m.	
For road concreting/blocking and	Php6.25/sq.m.	
asphalt pavement	1 11po.25/3q.111.	
For installation of wooden/concrete	Php100.00/pole	
Utility poles	Filip 100:00/pole	
In excess of 0.50 m. width of trench	Php20.00/l.m.	



3. Restoration Deposit (RD)

a. Concrete Pavement	Per square meter of fraction thereof
a.1) 9" thickness	Php 950.00
a.2) 8" thickness	Php 863.00
a.3) 7" thickness	Php 784.00
a.4) 6" thickness	Php 712.00
a.5) 4" thickness	Php 588.00
b. Asphalt Pavement	Php 520.00
c. Macadam Pavement	Php 400.00
d. Curb and Gutter	Php 400.00
e. Concrete Pavement	Php 588.00

4. Maintenance Deposit (MD)

a. Concrete Pavement	Per square meter of fraction thereof
a.1) 9" thickness	Php 238.00
a.2) 8" thickness	Php 216.00
a.3) 7" thickness	Php 196.00
a.4) 6" thickness	Php 178.00
a.5) 4" thickness	Php 147.00
b. Asphalt	Php 130.00
c. Macadam Pavement	Php 50.00
d. Curb and Gutter	Php 100.00
e. Concrete Pavement	Php 588.00

74. Enrollment of New Students under BS Nursing Course

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the BS-Nursing course for the 1st & 2nd Semesters of every Academic Year.

Pasay City Residents:

Office or Division:	City University of F	Pasay (CUP)
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All Pasay City residents, considered as new students who passed the	
	entrance examination under the BS Nursing course for the 1st & 2nd	
	Semesters of every Academic Year.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
F138/F137 or Transcript of	Records (TOR)	Last Attended DEP-Ed or CHED Accredited



				RO MAN
(1 original)		School		
Barangay Clearance (1 c		Barangay Hall		
	Voter's ID Card or Voter's Certificate (1 photocopy)		CR 4th District	
2x2 colored ID picture (4	pcs.)	From any Pho	to Shop	
Certificate of Good Mora	· · · · · · · · · · · · · · · · · · ·	•	DEP-Ed or CHE) Accredited
(1 original)		School		
Birth Certificate (1 photo	copy)	Philippine Stat	tistics Authority	
Medical Exam Result (1	original)		eneral Hospital/or H) Accredited Hos	other Department
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospitals or clinics for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook 3.1 Present your COM to the	3. Prepare the lists of class sections and the corresponding students' names for each section.3.1 Approve and sign the COM	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)



						ON MAIN
	assigned personnel		after checking the data written			
	thereat, for		thereto.			
	checking and		mereto.			
	approval of the					
	College Dean.					
4	Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or the Reserve Officer Training Corps (ROTC), and secure your class	4.	Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/P.E. and NSTP Director (CUP)
_	schedule thereof.	_		DI ID 400	- ha:	O a va tiva l O ta vala va t
5.	Proceed to Central	5.	Issue Official	PHP 100	5 Minutes	Central Student Council
	Student Council (CSC) Office for		Receipt (OR) to the student after			President
	payment of CSC		receipt of CSC			(CUP)
	Membership Fee.		Membership Fee			(00.)
	Wembership ree.		payment.			
6.	Proceed to the Office	6.	Issue the	None	5 Minutes	MELVIN M.
	of Student Affairs	_	needed form to			CRISOSTOMO
	(OSA) for the		be used by the			Assistant Professor
	issuance of Financial		student for			<i>l/</i>
	Assistance Form.		financial			Dean
			assistance.			(Office of Student
						Affairs, CUP)
7.	Proceed to the CUP	7.	Encode all the	None	5 Minutes	CATHERINE M.
	Computer		necessary			SUMALDE
	Laboratory for the		information			Administrative
	assessment of		in the Student's			Assistant IV
	tuition fees.		COM; then,			(Computer
			issue the			Laboratory, CUP)
			corresponding			COP)
			printout of assessment of			
			fees.			
8.	Proceed to the CUP	8.	Issue Official	PHP 150	2 Minutes	JUANITO C.
		<u> </u>				1



Cashier's Office for	Receipt (OR) to	per Unit		ESPINO JR.
the payment of	the student.			Revenue
tuition fees.				Collection Clerk II
				Cashier
				(CUP)
9. Present Official	9. Stamp "Enrolled"	None	3 Minutes	MARIO L.
Receipt (OR)	and "T" <i>("T"</i>			CASTELO
together with COM	means that the			Administrative
to the assigned	information in the			Officer I
personnel of CUP	COM has been			(Registrar's Office,
Registrar's Office.	noted and			CUP)
	recorded) on the			
	presented COM;			
	after which,			
	return it to the			
	student.			
	otadont.			
	9.1 Issue the			
	corresponding			
	number of class			
	cards to the			
40. Only with the COM	students.	Nissa	E Minutes	IDIC C
10. Submit the COM	10. Receive and	None	5 Minutes	IRIS C. CASTILLON
Dean's Copy to BS	secure the			Associate
Nursing College Dean's Office.	COM for future			Professor II/
Dean's Office.	file/reference;			College Dean
	and advise the			(College of Nursing
	student to			and Midwifery,
	return on class			CUP)
	opening.			33. /
		CSC	3 Days and	
		Membership	55 Minutes	
		Fee:		
		PHP 100		
	TOTAL:			
	I O I AL.	+		
		PHP		
		150.00/unit		



=	
N (tuition fees, excluding medical	
exam fees)	

Non-Pasay City Residen				
Office or Division:	City University of Pa	asay (CUP)		
Classification:	Complex			
Type of Transaction:	G2C – Government			
Who may avail:	All Non-Pasay City r	residents, consi	dered as new stud	dents who passed
	the entrance examin	nation under the	BS-Nursing cour	se for the 1st & 2nd
	Semesters of every	Academic Year		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
F138/F137 or Transcript	of Records (TOR) (1	Last Attended	DEP-Ed or CHED	Accredited
original)	, , ,	School		
Certificate of Good Moral	Character	Last Attended	DEP-Ed or CHEE	O Accredited
(1 original)		School		
Honorable Dismissal (10	original)		DEP-Ed or CHEE) Accredited
		School		
Birth Certificate (1 photod	copy)	Philippine Stat	tistics Authority (P	PSA)
Medical Exam Result (1 o	original)	Pasay City General Hospital/or other DOH		
		Accredited Hospitals or Clinics		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit complete	1. Check the	None	10 Minutes	MARIO L.
requirements to the	completeness			CASTELO
assigned personnel	and veracity of			Administrative
at the CUP	submitted			Officer I
Registrar's Office.	requirements,			(Registrar's
	and issue a New			Office,
	Certification of			CUP)
	Matriculation			
	(COM).			
2. Proceed to Pasay	2. Wait for the	Medical	3 Days	Physician in-
City General Hospital	submission of	Exam Fees		Charge
(PCGH) or any DOH	result of medical (PCGH)			
accredited hospitals	examination by			
· ·	the applicants.			or
or clinics for the				Physician in-
Medical Examination.				, : :::



			T	AO MAN
				Charge (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook.	3. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3.1 Approve and sign the COM after checking the data written thereto.			
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the CUP Computer Laboratory for the	6. Encode all the necessary information in	None	5 Minutes	CATHERINE M. SUMALDE Administrative



				TO MAN
assessment of tuition fees.	the Student's COM; then, issue the corresponding printout of assessment of fees.	DI ID450	O Minutes	Assistant IV (Computer Laboratory, CUP)
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student.	PHP450 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
8. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
9. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	9. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery CUP)
	TOTAL:	CSC	3 Days and 50 Minutes	



Membership	
Fee:	
PHP 100	
+	
PHP	
450/unit	
=	
N (tuition	
fees,	
excluding	
medical	
exam fees)	

75. Enrollment of New Students under Master's Degree and Law Courses

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the Master's Degree and Law courses for the 1st& 2nd Semesters of every Academic Year.

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All College Gradua	All College Graduates, considered as new students who passed the			
	entrance examina	entrance examination under the Master's Degree and Law for the 1st &			
	2 nd Semesters of e	2 nd Semesters of every Academic Year.			
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	CURE	
Transcript of Records	(TOR) (1 original)	From the Last	Attended CHED	Accredited	
	, , , , , , , , , , , , , , , , , , , ,	School/College/University			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present TOR to	1. Check the	None	10 Minutes	MARIO L. CASTELO	
the assigned	completeness			Administrative	
personnel at the	and veracity of			Officer I	
CUP Registrar's	submitted TOR			(Registrar's Office,	
Office.	and issue a New			CUP)	
	Certification of				
	Matriculation				
	(COM).				
2. Proceed to CUP	2. Prepare the	None	10 Minutes	ATTY. SEVERO C.	



respective Dean's Office, and record your year and section in the Dean's Logbook.	lists of class sections and the corresponding students' names for each section.			MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/Law, CUP)
2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2.1 Approve and sign the COM after checking the data written thereto.			DR. ROMULO E. NAVARRA Professor II/ Dean (Graduate Studies, CUP)
3. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	3. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
4. Proceed to the CUP Cashier's Office for the payment of tuition fees.	4. Issue Official Receipt (OR) to the student.	MAED, MPG, TCP = PHP 350 per unit JD/Law = PHP 450 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
5. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	5. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



	recorded) on the presented COM; after which, return it to the student. 5.1 Issue the corresponding			
	number of			
	class cards to			
	the students.			
6. Submit COM Dean's Copy to the CUP concerned Dean's Office.	6. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/Law, CUP) DR. ROMULO E. NAVARRA Professor II/ Dean (Graduate Studies, CUP)
	TOTAL:	MAED,	35 Minutes	001)
		MPG, TCP =	33	
		PHP		
		350/unit		
		000/41110		
		JD/Law = PHP 450/unit		

Legend:

MAED – Master in Education

MPG - Master in Public Governance

TCP – Teaching Certificate Program

JD – Juris Doctor



76. Enrollment of New Students

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the university courses for the 1^{st} & 2^{nd} Semesters of every Academic Year.

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Pasay City resider entrance examina Semesters of ever	tion under the ι	university courses		
CHECKLIST OF RE			WHERE TO SEC	URE	
Form 138/137 or Transc (1 original)	ript of Records	Last Attended School	DEP-Ed or CHE	D Accredited	
Barangay Clearance (1	original)	Barangay Hal			
Voter's ID Card or Voter (1 photocopy)	s Certificate	COMELEC N	CR 4th District		
2x2 colored ID picture (4	pcs.)	From any Pho	oto Shop/Centre		
Certificate of Good Mora (1 original)	l Character	Last Attended School	DEP-Ed or CHE	D Accredited	
Birth Certificate (1 photo	copy)	Philippine Sta	tistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
2. Proceed to CUP of concerned College Dean's Office, and record your year and section in the Dean's Logbook.	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP)	



0.4. December 1	0.4.			ATTY OF VEDO C
2.1 Present your	2.1 Approve and			ATTY.SEVERO C.
COM to the	sign the COM			MADRONA JR.
assigned	after checking			City Legal
personnel	the data written			Officer II/
thereat, for	thereto.			College Dean
checking and				(College of
_				Business
approval of the				Administration,
College Dean.				CUP)
				,
				or
				DR. LEDOVINO A.
				MACAYAN
				Accountant III/
				Assistant Dean
				(College of
				Business
				Administration,
				CUP)
				COP)
				DR. MARIBEL R.
				GABUAT
				Assistant Professor
				I/College Dean
				(College of Office
				Administration and
				Computer
				Technology,
				CUP)
				PROF. MELVIN M.
				CRISOSTOMO
				Assistant Professor
				I/College Dean
				(College of
				Education,
				CUP)
2 Dragged to Doom	2 December the	None	10 Minutos	JERRY A.
3. Proceed to Room 307 for the	Record the students'	none	10 Minutes	VILLANUEVA
				Assistant Professor
enlistment of your	names,			I/P.E. and NSTP
name in the	courses, year			
				Director



					NO MAI
	National Service Training Program	levels and sections who			(CUP)
	(NSTP) class or	enrolled in the			
	the Reserve	NSTP or ROTC			
	Officer Training	class.			
	Corps (ROTC),				
	and secure your				
	class schedule				
	thereof.				
4.	Proceed to	4. Issue Official	PHP 100	5 Minutes	Central Student
	Central Student	Receipt (OR) to			Council
	Council (CSC)	the student after			President
	Office for payment	receipt of CSC			(CUP)
	of CSC	Membership Fee			
_	Membership Fee.	payment.	N 1		NACTI VINI NA
5.	Proceed to the	5. Issue the	None	5 Minutes	MELVIN M. CRISOSTOMO
	Office of Student	needed form to			Assistant Professor
	Affairs (OSA) for the issuance of	be used by the student for			I/Dean
	Financial	financial			(Office of Student
	Assistance Form.	assistance.			Affairs, CUP)
6	Proceed to the	6. Encode all the	None	5 Minutes	CATHERINE M.
0.	CUP Computer	necessary	140110	o minatos	SUMALDE
	Laboratory for the	information			Administrative
	assessment of	in the Student's			Assistant IV
	tuition fees.	COM; then,			(Computer
		issue the			Laboratory,
		corresponding			CUP)
		printout of			
		assessment of			
		fees.			
7.	Proceed to the	7. Issue Official	ACT, BSBA,	2 Minutes	JUANITO C.
	CUP Cashier's	Receipt (OR) to	BPG, BSE,		ESPINO JR.
	Office for the	the student.	BSOA,		Revenue Collection
	payment of tuition		BEED,		Clerk II
	fees.		BPA –		Cashier (CUP)
					(CUF)
			PHP 100		
			per unit		
8.	Present Official	8. Stamp	None	3 Minutes	MARIO L.
	Receipt (OR)	"Enrolled" and			CASTELO



				AO MAN
together with COM	"T" ("T" means			Administrative
to the assigned	that the			Officer I
personnel of CUP	information in			(Registrar's Office,
Registrar's Office.	the COM has			CUP)
	been noted and			
	recorded) on			
	the presented			
	COM; after			
	which, return it			
	to the student.			
	8.1 Issue the			
	corresponding			
	number of class			
	cards to the			
	students.			
9. Submit the COM	9. Receive and	None	5 Minutes	ENGR. MARCOS
Dean's Copy to	secure the COM			B. GERONGA
concerned Dean's	for future			Associate Professor
Office.	file/reference;			II/College Dean
	and advise the			(College of Arts and
	student to return			Sciences,
	on class			CUP)
	opening.			ATTY. SEVERO C.
				MADRONA JR.
				City Legal Officer II/
				College Dean
				(College of
				Business
				Administration,
				CUP)
				or
				DR. LEDOVINO A.
				MACAYAN
				Accountant III/
				Assistant Dean
				(College of Business
				Dusiness



			AO MAR
			Administration,
			CUP)
			DD 1445:55: 5
			DR. MARIBEL R.
			GABUAT
			Assistant Professor
			I/College Dean
			(College of Office
			Administration and
			Computer
			Technology,
			CUP)
			/
			PROF. MELVIN M.
			CRISOSTOMO
			Assistant Professor
			I/College Dean
			(College of
			Education,
			CUP)
	CCC	EE Minutos	001)
	CSC	55 Minutes	
	Membership		
	Fee =		
	PHP 100		
	1111 100		
	+		
TOTAL:			
IOIAL.	PHP		
	100/unit		
	100/uriit		
	=		
	N (Tuition		
	Fees)		
	. 555,		

Office or Division:	City University of Pasay (CUP)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Non-Pasay City residents, considered as new students who passed		
	the entrance examination under the university courses for the 1st &		
	2 nd Semesters of every Academic Year.		



CHECKLIST OF R	FOLIDEMENTS		WHERE TO SEC	IDE
F138/F137 or TOR (1 o			DEP-Ed or CHE	
		School		
Barangay Clearance (1		Barangay Hall		
2x2 colored ID picture (From any Pho		
Certificate of Good Mor	al Character		DEP-Ed or CHE	O Accredited
(1 original)		School		
Birth Certificate (1 photo			tistics Authority	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
 Proceed to CUP concerned College Dean's Office, and record your year and section in the Dean's Logbook. Present your COM to the assigned personnel thereat, for checking and approval of the College Dean. 	 Prepare the lists of class sections and the corresponding students' names for each section. Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO

	OF PA	S.A.
	23	1
ME	TRO MANI	A

				A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer
3. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	(College of Office Administration and Computer Technology, CUP) PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP) JERRY A. VILLANUEVA Assistant Professor I/P.E. and NSTP Director (CUP)
4. Proceed to	4. Issue Official	PHP 100	5 Minutes	Central Student



					O MA
	Central Student Council (CSC) Office for payment of CSC Membership Fee.	Receipt (OR) to the student after receipt of CSC Membership Fee payment.			Council President (CUP)
5.	Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	5. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
6.	Proceed to the CUP Cashier's Office for the payment of tuition fees.	6. Issue Official Receipt (OR) to the student.	ACT, BSBA, BPG, BSE, BSOA, BEED = PHP 150 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
7.	Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	7. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 7.1 Issue the corresponding number of class cards to the	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



		students.			NO MAI
De cor Co	bmit the COM an's Copy to ncerned llege Dean's rice.	8. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP)
					ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)
					or
					DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP)
					DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)



			PROF. MELVIN
			M.
			CRISOSTOMO
			Assistant
			Professor
			I/College Dean
			(College of
			Education,
			CUP)
	CSC	50 Minutes	
	Membership		
	Fee:		
	PHP 100		
	1111 100		
	+		
TOTAL:			
IOIAL.	PHP		
	150/unit		
	=		
	N. (** 141		
	N (Tuition		
	Fees)		
			_

Legend:

ACT – Associate in Computer Technology

BSBA – Bachelor of Science in Business Administration

BPG – Bachelor in Public Governance

BSE – Bachelor in Secondary Education

BSOA – Bachelor of Science in Office Administration

BEED – Bachelor in Elementary Education

77. Enrollment of Old Students under BS Nursing Course

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the BS Nursing course for the 1st & 2nd Semesters of every Academic Year.

Office or Division:	City University of Pasay
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasay City residents, considered as former, returning, and re-
	enrollee students under the BS Nursing course for the 1st & 2nd
	Semesters of every Academic Year.

Semesters of every Academic Year.						
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE		
Completely Signed Cl	earance (1 original)	CUP Cashier's		_		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present completely signed clearance to the assigned personnel at the CUP Registrar's Office	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)		
2. Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)		
 Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook. 3.1 Present your COM to the assigned personnel thereat, for checking and approval of the 	 3. Prepare the lists of class sections and the corresponding students' names for each section. 3.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)		



_		1	T	TO MAIL
College Dean.				
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	6. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	MELVIN M. CRISOSTOMO Assistant Professor I/ Dean (Office of Student Affairs, CUP)
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
8. Proceed to the CUP Cashier's	8. Issue Official Receipt (OR) to	PHP 150 per unit	2 Minutes	JUANITO C. ESPINO JR.



				O MA
Office for the	the student's.			Revenue
payment of				Collection Clerk II
tuition fees.				Cashier
				(CUP)
9. Present OR	9. Stamp "Enrolled"	None	3 Minutes	MARIO L.
together with	and "T" <i>("T"</i>	140110	O Williates	CASTELO
	· ·			Administrative
COM to the	means that the			
assigned	information in the			Officer I
personnel of	COM has been			(Registrar's
CUP Registrar's	noted and			Office,
Office.	recorded) on the			CUP)
	presented COM;			
	after which, return			
	it to the student.			
	it to the student.			
	0.4 learned			
	9.1 Issue the			
	corresponding			
	number of class			
	cards to the			
	students.			
10. Submit the COM	10. Receive and	None	5 Minutes	IRIS C.
		NOHE	J Williates	CASTILLON
Dean's Copy to	secure the COM			Associate
BS Nursing	for future			
College Dean's	file/reference,			Professor II/
Office.	and advise the			College Dean
	student to return			(College of
	on class			Nursing and
	opening.			Midwifery,
	-1			CUP)
	•	CSC	3 days and	
		Membership	47 Minutes	
		Fee:		
		PHP 100		
	TOTAL:	+		
		PHP		
		150/unit		
		. 50, 5/11		
		=		



N (Tuition
Fees,
excluding
medical
exam fees)

on-r asay ony Nesidents.					
Office or Division:	City University of F	Pasay (CUP)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	enrollee students of Semesters of ever	Non-Pasay City residents, considered as former, returning, and re- enrollee students under the BS Nursing course for the 1 st & 2 nd Semesters of every Academic Year.			
CHECKLIST OF I	REQUIREMENTS	1	WHERE TO SEC	URE	
Completely Signed Cle	earance (1 original)	1 original) CUP Cashier's Office			
CI IENT STEDS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	

	CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Co	ompletely Signed Cl	learance (1 original)	CUP Cashier's Office		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present completely signed clearance to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2.	Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)
3.	Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's	3. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of



Logbook				Nursing and
3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3.1 Approve and sign the COM after checking the data written thereto.			Midwifery, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
7. Proceed to the	7. Issue Official	PHP 450	2 Minutes	JUANITO C.



					MOMAI
	CUP Cashier's	Receipt (OR) to	per unit		ESPINO JR.
C	Office for the	the student's.			Revenue
р	ayment of				Collection Clerk II
tu	uition fees.				Cashier
					(CUP)
8. P	Present OR	8. Stamp "Enrolled"	None	3 Minutes	MARIO L.
to	ogether with	and "T" <i>("T"</i>			CASTELO
	COM to the	means that the			Administrative
	ssigned	information in the			Officer I
	personnel of	COM has been			(Registrar's
	CUP Registrar's	noted and			Office,
	Office.	recorded) on the			CUP)
	Jilice.	-			00.7
		presented COM;			
		after which, return			
		it to the student.			
		8.1 Issue the			
		corresponding			
		number of class			
		cards to the			
		students.			
9. S	Submit the COM	9. Receive and	None	5 Minutes	IRIS C.
	Dean's Copy to	secure the COM	110.10	o minatoo	CASTILLON
	SS Nursing	for future			Associate
	College Dean's	file/reference,			Professor II/
	Office.	and advise the			College Dean
	Allice.				(College of
		student to return			Nursing and
		on class			Midwifery,
		opening.			CUP)
			CSC	3 Days and	001)
				42 Minutes	
			Membership	TZ WIII IUICS	
			Fee:		
			PHP 100		
		TAT#:			
		TOTAL:	+		
			PHP		
			450/unit		
1			=		



NI/T in	
N (Tuition	
Fees,	
excluding	
medical	
exam fees)	

78. Enrollment of Old Students under Master's Degree and Law

The City University of Pasay processes the enrollment of former, returning, and re-enrollee Students of CUP under the Master's Degree and Law courses for the 1st & 2nd Semesters of every Academic Year.

Office or Division:		City University of F	Doggy (CLID)		
		City University of F	-asay (CUP)		
Classification:		Simple	0:::		
Type of Transaction:	<u> </u>	G2C – Government to Citizen			
Who may avail:		Former, returning,			
		Master's Degree a		s for the 1 st & 2 nd	Semester of
		every Academic Y			
CHECKLIST OF				WHERE TO SEC	JRE
Completely Signed Cl	eara	nce (1 original)	CUP Cashier's		_
CLIENT STEPS	AC	SENCY ACTIONS	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1. Present	1. (Check the	None	2 Minutes	MARIO L.
completely	(completeness and			CASTELO
signed clearance	,	veracity of			Administrative
to the assigned	submitted				Officer I
personnel at the	(clearance, and			(Registrar's
CUP Registrar's	i	issue a New			Office,
Office.	(Certification of			CUP)
		Matriculation			
		(COM).			
2. Proceed to CUP		Prepare the lists	None	10 Minutes	ATTY. SEVERO
respective Dean's		of class sections	140110	10 111111111111	C. MADRONA JR.
Office, and record		and the			City Legal
· ·		••			Officer II/
your year and	corresponding				Dean
section in the		students' names			(Juris Doctor/
Dean's Logbook.		for each section.			Law, CUP)
	2.1	Approve and sign			Law, COF)
2.1 Present your		the COM after			
COM to the					
assigned		checking the			DR. ROMULO E.



					AO MANI
	personnel	data written			NAVARRA
	thereat, for	thereto.			Professor II/
	checking and				Dean
	approval of the				(Graduate
	College Dean.				Studies, CUP)
3	Proceed to the	3. Encode all the	None	3 Minutes	CATHERINE M.
٥.		necessary	None	3 Milliules	SUMALDE
	CUP Computer	information			Administrative
	Laboratory for	in the Student's			Assistant IV
	the assessment	COM; then, issue			
	of tuition fees.	the corresponding			(Computer
		printout of			Laboratory,
		assessment of			CUP)
		fees.			
4.	Proceed to the	4. Issue Official	MAED,	2 Minutes	JUANITO C.
	CUP Cashier's	Receipt (OR) to	MPG, TCP =		ESPINO JR.
	Office for the	the student's.	PHP		Revenue
	payment of		350/unit		Collection Clerk II
	tuition fees.		000/4/11		Cashier
			ID/Low		(CUP)
			JD/Law =		
			PHP		
			450/unit		
5.	Present Official	5. Stamp "Enrolled"	None	2 Minutes	MARIO L.
	Receipt (OR)	and "T" <i>("T"</i>			CASTELO
	together with	means that the			Administrative
	COM to the	information in the			Officer I
	assigned	COM has been			(Registrar's
	personnel of	noted and			Office,
	CUP Registrar's	recorded) on the			CUP)
	Office.	presented COM;			
		after which, return			
		it to the student.			
		5.1 Issue the			
		corresponding			
		number of class			
		cards to the			
	Culturality CONA	students.	NIa :	C Missister	ATTY OF YEDO
6.	Submit COM	6. Receive and	None	5 Minutes	ATTY. SEVERO
	Dean's Copy to	secure the COM			C. MADRONA JR.
	the CUP	for future			City Legal



Respective	file/reference, and			Officer II/
Dean's Office.	advise the student			Dean
	to return on class			(Juris Doctor/
	opening.			Law, CUP)
				DR. ROMULO E.
				NAVARRA
				Professor II/
				Dean
				(Graduate
				Studies,
		MAED	O.4 Minutes	CUP)
		MAED,	24 Minutes	
		MPG, TCP =		
		PHP		
		350/unit		
	TOTAL:			
		JD/Law =		
		PHP		
		450/unit		

Legend:

MAED - Master of Arts in Education

MPG - Master in Public Governance

TCP - Teaching Certificate Program

JD – Juris Doctor

79. Enrollment of Old Students

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the university courses for the 1st & 2ndSemesters of every Academic Year.

Office or Division:	City University of Pasay (CUP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasay City residents, considered as former, returning, and re- enrollee students under the university courses course for the 1 st & 2 nd Semesters of every Academic Year.



CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Completely Signed Cl		CUP Cashie		
	, , ,	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present	1. Check the	None	2 Minutes	MARIO L.
completely signed	completeness and			CASTELO
clearance to the	veracity of			Administrative
assigned	submitted			Officer I
personnel at the	clearance, and			(Registrar's Office,
CUP Registrar's	issue a New			CUP)
Office.	Certification of			
	Matriculation			
	(COM).			
2. Proceed to CUP	2. Prepare the lists of	None	10 Minutes	ENGR. MARCOS
concerned	class sections and			B. GERONGA
College Dean's	the corresponding			Associate
Office, and record	students' names			Professor II/
your year and	for each section.			College Dean
section in the				(College of Arts
Dean's Logbook.	2.1 Approve and			and Sciences.
	sign the COM			CUP)
2.1 Present your	after checking			ATTY. SEVERO C.
COM to the	the data written thereto.			MADRONA JR.
assigned	mereto.			City Legal
personnel				Officer II/
thereat, for				College Dean
checking and				(College of
approval of the				Business
College Dean.				Administration,
				CUP)
				·
				or
				DR. LEDOVINO A.
				MACAYAN
				Accountant III/
				Assistant Dean
				(College of
				Business
				Administration,
				CUP)



						AO MAN
						DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP) PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
3.	Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	3.	Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/P.E. and NSTP Director (CUP)
4.	Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4.	Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5.	Proceed to the Office of Student Affairs (OSA) for the issuance of Financial	5.	Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	MELVIN M. CRISOSTOMO Assistant Professor I, Dean (Office of Student



	Assistance Form.				Affairs, CUP)
6.	Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
	Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue OR to the student.	PHP 100 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
8.	Present OR together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the students.	None	2 Minutes	MARIO L. CASTELO Administrative Officer I/ (Registrar's Office, CUP)
9.	Submit the COM Dean's Copy to concerned College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/ College Dean (College of Arts and Sciences.



			AO MAN
opening.			CUP)
			ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of
			Business Administration, CUP)
			or
			DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP)
			DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)
			PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
TOTAL:	CSC Member-	44 Minutes	



ship Fee:
PHP 100
+
PHP 100/unit
=
N (Tuition Fees)
Fees)

Office or Division:	City University of Pasay (CUP)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Non-Pasay City residents, considered as former, returning, and re-		
	enrollee students under the university courses for the 1st & 2nd		
	Semesters of every Academic Year.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Completely Signed Cleara	nce (1 original)	CUP Cashier's Office	

CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Completely Signed C	earance (1 original)	CUP Cashie	CUP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present fully signed clearance to the assigned personnel at the CUP Registrar's Office	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
2. Proceed to CUP respective College Dean's Office, and record your year and section in the Dean's Logbook.	2. Prepare the lists of class sections and the corresponding students' names for each section.2.1 Approve and sign the COM after	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences. CUP) ATTY.SEVERO C.	



chacking the			MADRONA JR.
-			City Legal
thereto.			Officer II/College
			Dean
			(College of Business
			Administration,
			CUP)
			or
			DR. LEDOVINO A.
			MACAYAN
			Accountant III/
			Assistant Dean
			(College of Business
			Administration,
			CUP)
			,
			DR. MARIBEL R.
			GABUAT
			Assistant Professor
			I/College Dean
			(College of Office
			Administration and
			Computer
			Technology,
			CUP)
			PROF. MELVIN M.
			CRISOSTOMO
			Assistant Professor
			I/College Dean
			(College of
			Education,
O Describility	NI	40 Min ()	CUP)
	None	10 Minutes	JERRY A.
			VILLANUEVA
courses, year			Assistant Professor
levels and			Ι,
sections who			P.E. and NSTP
enrolled in the			Director
NSTP or ROTC			(CUP)
	levels and sections who enrolled in the	3. Record the students' names, courses, year levels and sections who enrolled in the	3. Record the students' names, courses, year levels and sections who enrolled in the



(NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	class.			
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	5. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
6. Proceed to the CUP Cashier's Office for the payment of tuition fees.	6. Issue OR to the student's.	PHP 150 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
7. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	7. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.	None	2 Minutes	MARIO L. CASTELO Administrative Officer I/ (Registrar's Office, CUP)



8. Submit the COM Dean's	7.1 Issue the corresponding number of class cards to the students. 8. Receive and secure the COM	None	5 Minutes	ENGR. MARCOS B. GERONGA
Copy to concerned College Dean's Office.	for future file/reference, and advise the student to return on class opening.			Associate Professor II/ College Dean (College of Arts and Sciences. CUP)
				ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)
				or
				DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer
				Technology,



			CUP)
			PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
TOTAL:	CSC Membersh ip Fee: PHP 100 + PHP 150/unit = N (Tuition Fees)	39 Minutes	

80. Enrollment of Transferee Students under BS Nursing Course

The City University of Pasay processes the enrollment of transferee students from other schools under the BS Nursing course for the 1st & 2nd Semesters of every Academic Year.

Pasay City Residents:

Office or Division:	City University of F	City University of Pasay (CUP)		
Classification:	Complex			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Pasay City resider	nts, considered as transferee students who passed		
	the entrance examination under the BS Nursing course for the 1st &			
	2 nd Semesters of every Academic Year.			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Form 138/F137 or Transci	ript of Records	Last Attended CHED Accredited School		
(TOR) (1original)				
Barangay Clearance (1 original) Barangay Hall				
Certificate of Good Moral	Character	Last Attended CHED Accredited School		



(1	original)				
	onorable Dismissal (´	l original)	Last Attended CHED Accredited School		
	oter's ID Card/Voter's				
(1 photocopy)		COMELEC NCR 4th District			
Bi	Birth Certificate (1 photocopy)		Philippine Stat	tistics Authority (P	PSA)
М	edical Exam Result (1	original)	Pasay City Ge	neral Hospital or	other DOH
		T		spitals or Clinics	
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit complete	1. Check the	None	10 Minutes	MARIO L.
	requirements to the	completeness			CASTELO
	assigned	and veracity of			Administrative
	personnel at the	submitted			Officer I
	CUP Registrar's	requirements,			(Registrar's
	Office.	and issue a New			Office,
		Certification of			CUP)
		Matriculation			
		(COM).			
2.	Proceed to Pasay	2. Wait for the	Medical	3 Days	Physician in-
	City General	result of	Exam Fees		Charge
	Hospital (PCGH) or	medical			(PCGH)
	any DOH	examination by			
	accredited hospital	the applicants.			or
	or clinic for Medical				Dhysisian in
	Examination.				Physician in- Charge
					(DOH Accredited
					Hospital or Clinic)
2	Present previous	3. Review the	None	15 minutes	CLEOFE T.
3.	TOR for academic	TOR, and	INOILE	10 minutes	CASTOR
	evaluation to	evaluate it to			Registrar III
	determine the	determine the			(Registrar's
	credited subjects to	course or			Office,
	the assigned	credited subjects			CUP)
	personnel of CUP	taken from			,
	Registrar's Office.	previous school.			
1		1 Dropore the lists	None	10 Minutes	IDIC C
4.	Proceed to BS	4. Prepare the lists	None	10 Minutes	IRIS C. CASTILLON
	Nursing College	of class sections			Associate
	Dean's Office, and	and the			Professor II/
	record your year and section in the	corresponding students' names			College Dean
					(College of
	Dean's Logbook.	for each section.			(Conlege of





	,		1	
	printout of assessment of fees.			
9. Proceed to the CUP Cashier's Office for the payment of tuition fees.	9. Issue Official Receipt (OR) to the student.	PHP 150 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
10. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	10. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 10.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
11. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	11. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
	TOTAL:	CSC Membership Fee: PHP 100	3 Days, 1 Hour and 10 Minutes	



+	
PHP 150/unit	
=	
N (Tuition Fees, excluding medical exam fees)	

Non-Pasay City Residents:

Office or Division:	City University of I	Pasay (CUP)				
Classification:	Complex	, , ,				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen				
Who may avail:	Non-Pasay City re	Non-Pasay City residents, considered as transferee students who				
	passed the entran	passed the entrance examination under the BS Nursing course for				
	the 1 st & 2 nd Seme					
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE		
Form 138/F137 or TOR			CHED Accredited	d School		
Barangay Clearance (1	original)	Barangay Hall				
Certificate of Good Mora	al Character	Last Attended	CHED Accredited	d School		
(1 original)						
Honorable Dismissal (1	<u> </u>	Last Attended	CHED Accredited	d School		
Voter's ID Card/Voter's	Certificate	COMELEC NCR 4th District				
(1 photocopy)	2001/	Philippine Statistics Authority (PSA)				
Birth Certificate (1 photo				, , , , , , , , , , , , , , , , , , ,		
Medical Exam Result (1	original)	, ,	eneral Hospital or	other DOH		
	AGENCY	FEES TO	spitals or Clinics PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
Submit complete	1. Check the	None	10 Minutes	MARIO L.		
requirements to	completeness			CASTELO		
the assigned	and veracity of			Administrative		
personnel at the	submitted			Officer I		
CUP Registrar's	requirements,			(Registrar's		
Office.	and issue a New			Office,		
	Certification of			CUP)		
	Matriculation					



	(COM).			
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospital or clinic for Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)
3. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	3. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
 4. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook 4.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean. 	 4. Prepare the lists of class sections and the corresponding students' names for each section. 4.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
5. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training	5. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)



	0 (0070)				
	Corps (ROTC), and secure your class schedule thereof.				
6	. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	6. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
	Proceed to the CUP Computer Laboratory for the assessment of tuition fees	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV, (Computer Laboratory, CUP)
8.	Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student.	PHP 450 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
9.	Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
		corresponding			



10. Submit COM Dean's Copy to BS Nursing College Dean's Office.	number of class cards to the student. 10. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
	TOTAL:	CSC Membership Fee: PHP 100 + PHP 450/unit = N (Tuition Fees, excluding medical exam fees)	3 Days, 1 Hour and 5 Minutes	

81. Enrollment of Transferee Students under Master's Degree and Law Courses

The City University of Pasay processes enrollment of transferee students from other school under the Master's Degree and Law courses for the 1st & 2nd Semesters of every Academic Year.

Office or Division:	City University of Pasay
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All College Graduates, considered as transferee students who



passed the entrance examination under the Master's Degree and Law courses for the 1st & 2nd Semesters of every Academic Year. CHECKLIST OF REQUIREMENTS WHERE TO SECURE From the Last Attended CHED Accredited Transcript of Records (TOR) (1 original) School/College **FEES TO PROCESSING AGENCY PERSON CLIENT STEPS RESPONSIBLE ACTIONS BE PAID** TIME 10 Minutes 1. Present TOR to 1. Check the None MARIO L. the assigned CASTELO completeness Administrative personnel at the and veracity of Officer I CUP Registrar's submitted TOR. (Registrar's and issue a New Office. Office. Certification of CUP) Matriculation (COM). 2. Present previous 2. Review the None 15 minutes CLEOFE T. CASTOR TOR for academic TOR and Registrar III evaluation to evaluate to (Registrar's determine the determine the Office, credited subjects course or CUP) to the assigned credited personnel of CUP subjects taken Registrar's Office. from previous school. 10 Minutes ATTY. SEVERO 3. Proceed to CUP 3. Prepare the None C. MADRONA JR. respective Dean's lists of class City Legal Office and record sections and Officer II/ your year and the Dean section in the corresponding (Juris Doctor/ students' Dean's Logbook. Law, names for each CUP) section. DR. ROMULO E. 3.1 Present your COM 3.1 Approve and **NAVARRA** to the assigned sign the COM Professor II/ personnel thereat, after checking Dean for checking and (Graduate the data written approval of the Studies, thereto. CUP) College Dean. CATHERINE M. 4. Proceed to the Encode all the None 5 Minutes



				AO MAI
CUP Computer Laboratory for the assessment of tuition fees.	necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.			SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
Proceed to the CUP Cashier's Office for the payment of tuition fees.	5. Issue Official Receipt (OR) to the student's.	MAED, MPG, TCP = PHP 350/unit JD/Law = PHP 450/unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	 6. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 6.1 Issue the corresponding number of class cards to the students. 	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
Submit COM Dean's Copy to the CUP Respective Dean's Office.	7. Receive and secure the COM for future file/reference; and advise the student to	None	5 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/



return open	n on class ing.			Law, CUP)
				DR. ROMULO E. NAVARRA Professor II/ Dean (Graduate Studies, CUP)
	TOTAL:	MAED, MPG, TCP = PHP 350/unit JD/Law = PHP 450/unit	50 Minutes	

Legend:

MAED – Master of Arts in Education

MPG - Master in Public Governance

TCP - Teaching Certificate Program

JD – Juris Doctor

82. Enrollment of Transferee Students

The City University of Pasay processes the enrollment of transferee students from other school under the university courses for the 1st & 2nd Semesters of every Academic Year.

Pasay City Residents:

Office or Division:	City University of Pasay (CUP)		
Classification:	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen	
Who may avail:	Pasay City residents, considered as transferee students who passed		
	the entrance examination under the university courses for the 1 st & 2 nd		
	Semesters of every Academic Year.		
CHECKLIST OF REQ	CHECKLIST OF REQUIREMENTS WHERE TO SECURE		
Form 138/F137 or Transcript of Records		Last Attended CHED Accredited School	
TOR) (1 original)			
Barangay Clearance (1 o	riginal)	Barangay Hall	



	ertificate of Good Mo	ral Character	Last Attended	d CHED Accredited	School
(1 original) Honorable Dismissal (1 original)		Last Attended CHED Accredited School			
V	oters ID/Voters Certif notocopy)		COMELEC NCR 4th District		
Bi	rth Certificate (1 pho	tocopy)	Philippine Sta	ntistics Authority (P	SA)
	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2.	Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	2. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
	Proceed to concerned College Dean's Office, and record your year and section in the Dean's Logbook. 3.1 Present your COM to the assigned personnel	3. Prepare the lists of class sections and the corresponding students' names for each section. 3.1 Approve and sign the COM after checking the data	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business



				AO MAN
thereat, for checking and	written thereto.			Administration, CUP)
approval of the College Dean.				or
				DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer Technology, (CUP)
				PROF.MELVIN M. CRISOSTOMO Assistant Professor I/ College Dean (College of Education, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class, and secure your class schedule	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)



	thereof.				
5.	Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Off Receipt (to the stu after rece of CSC Members Fee payn	OR) Ident Shipt	5 Minutes	Central Student Council President (CUP)
6.	Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	6. Issue the needed for to be use the stude for financiassistance	orm d by nt ial	5 Minutes	MELVIN M. CRISOSTOMO Assistant Professor I/ Dean (Office of Student Affairs, CUP)
7	Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode a the neces information the Stude COM; the issue the correspond printout assessment of fees.	ssary on in ent's en, ndin t of	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
8	. Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Off Receipt (to the student's	OR) BSBA, BPG, BSE,	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
9.	Present OR together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" "T" ("T" means the information the COM been note and recor	at on in has ed	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



				AO MAN
	on the presented COM; after which, return it to the student. 9.1 Issue the correspondin g number of class cards to the student.			
10. Submit COM Dean's Copy to the CUP Respective College Dean's Office.	10. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor Il/College Dean (College of Arts and Sciences, CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer III/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Accountant IIII/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R.
				GABUAT



			NO MAIN
			Assistant Professor I/
			College Dean
			(College of Office
			Administration and
			Computer
			Technology,
			(CUP)
			PROF.MELVIN M.
			CRISOSTOMO
			Assistant Professor I/
			College Dean
			(College of
			Education,
	000	4 115	CUP)
	CSC	1 Hour and 10 Minutes	
	Membership	TO Milliules	
	Fee:		
	PHP 100		
	+		
TOTAL:			
TOTAL	PHP		
	100/unit		
	=		
	N (Tuition		
	Fees)		
	1 003)		
1			1

Non-Pasay City Residents:

Office or Division:	City University of F	Pasay	
Classification:	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:	Non-Pasay City residents, considered as transferee students who passed the entrance examination under the university courses for the 1 st & 2 nd Semesters of every Academic Year.		
CHECKLIST OF REQ	F REQUIREMENTS WHERE TO SECURE		
Form 138/F137 or TOR (1 original)		Last Attended CHED Accredited School	
Certificate of Good Moral C (1 original)	Character	Last Attended CHED Accredited School	



Honorable Dismissal (1	original)	Last Attendo	d CHED Accredit	od School	
Birth Certificate (1 photo	•		Last Attended CHED Accredited School Philippine Statistics Authority (PSA)		
Birtir Certificate (1 prioto	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office	2. Review the TOR, and evaluate it to determine the course or credited subjects taken from previous school.	None	15 Minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)	
3. Proceed to CUP Respective College Dean's Office, and record your year and section in the Dean's Logbook. 3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	 3. Prepare the lists of class sections and the corresponding students' names for each section. 3.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)	



				RO MAN
				or
				DR. LEDOVINO A. MACAYAN Accountant III/
				Assistant Dean
				(College of Business
				Administration, CUP)
				DR. MARIBEL R. GABUAT
				Assistant Professor // College Dean
				(College of Office Administration and
				Computer Technology,
				(CUP)
				PROF. MELVIN M. CRISOSTOMO
				Assistant Professor I/College Dean
				(College of Education,
				CUP)
4. Proceed to Room 307 for the	4. Record the students'	None	10 Minutes	JERRY A. VILLANUEVA
enlistment of your name in the	names, courses, year levels and			Assistant Professor I/P.E. and NSTP
National Service	sections who			Director
Training Program (NSTP) or The	enrolled in the NSTP or ROTC			(CUP)
Reserve Officer	class.			
Training Corps				
(ROTC) class and secure your				
class schedule				
thereof.				

OHY OF PASAL
METRO MANILA

				AO MAN
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student's.	(ACT, BSBA, BPG, BSE, BSOA, BEED) PHP 150 per unit	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
8. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



number of class cards to the student. 9. Submit COM Dean's Copy to the CUP concerned College Dean's Office. 9. Receive and secure the COM for future file/reference, and advise the student to return on class opening. ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer Technology,	_						O MAI
9. Submit COM Dean's Copy to the CUP concerned College Dean's Office. 9. Receive and secure the COM for future file/reference, and advise the student to return on class opening. ATTY, SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College Dean (College Dean (College Officer))) To DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Officer) (College of Dean (College Dean (College of Dean (College of Dean (College Dean (College of Dean (College of Dean (College Dean							
Dean's Copy to the CUP concerned College Dean's Office. Secure the COM for future file/reference, and advise the student to return on class opening. ATTY, SEVERO C. MADRONA JR. City Legal Officer II/ College of Business Administration, CUP) Or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Gliege Dean (College of Gliege Dean (College Of Gliege Dean (College Of Gliege Dean (College Dean (College Of Gliege Dean (College Of Gliege Dean (College Dean (College Of Gliege Dean (College Dean (Co							
the CUP concerned College Dean's Office. for future file/reference, and advise the student to return on class opening. ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor // College Dean (College of Office Administration and Computer	9.	Submit COM	9.	Receive and	None	5 Minutes	ENGR. MARCOS
concerned College Dean's Office. file/reference, and advise the student to return on class opening. ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Ats and Sciences, CUP) ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Gusiness) Administration, CUP)				secure the COM			
Dean's Office. and advise the student to return on class opening. Dean (College of Arts and Sciences, CUP) ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer				for future			
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College Dean (College of Business Administration, CUP) Or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer							
(College of Business Administration, CUP) Or DR. LEDOVINO A. MACAYAN Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer							
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MACAYAN Accountant IIII/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer							or
Accountant III/ Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer							DR. LEDOVINO A.
Assistant Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer							MACAYAN
(College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer							Accountant III/
Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer							Assistant Dean
Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer							
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Assistant Professor I/ College Dean (College of Office Administration and Computer							
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		(CUP)
		PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
CSC	1 Hour and 5	001)
Membershi	Minutes	
p Fee:		
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Legend:

ACT – Associate in Computer Technology

BSBA – Bachelor of Science in Business Administration

BPG – Bachelor in Public Governance

BSE – Bachelor in Secondary Education

BSOA – Bachelor of Science in Office Administration

BEED – Bachelor in Elementary Education

83. Environmental Laws and City Ordinances Seminar Schedule

The Pasay City Environment and Natural Resources Office conducts regular seminar on different environmental laws and City Ordinances to all City residents, business establishments, institutions and Barangay officials.

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government and G2C-Govenrment to Citizen



				AO MAN
Who may avail:	All City resider officials.	its, business est	ablishments, insti	tutions and Barangay
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
Request letter (1 orig	ginal)	Requesting par	rty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit letter request for Environmental Laws and City Ordinances Seminar Schedule.	1. Receive the letter request and forward it to the group assigned in the area. 2. Janua the	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
Secure seminar approval from PCENRO.	2. Issue the approved schedule to the requesting party.	None	3 Minutes	RDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	5 Minutes	

84. Establishment and Monitoring of Materials Recovery Facility (MRF) and Household Backyard Composting

Pasay City Environment and Natural Resources Office helps and assists the Barangays in the establishment and monitoring of Materials Recovery Facility operations, and household backyard composting.

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	Barangays		
Request letter (1 origin	al) Requesting party		



Printed photo of the	concerned area	Requesting p	arty	
(1 original)		. 0.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the PCENRO and submit letter request and photo of concerned area.	Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Discuss the details of the request to the representative of PCENRO assigned in the area.	2. Attends to the needs of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
3. Secure schedule for household backyard composting and MRF operation at PCENRO.	3. Arrange and issue the approved schedule household backyard composting and MRF operation.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	17 Minutes	



85. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

Office or Division:			ster Risk Redu	ction and Manage	ement Office
, ,		(PCDRRMO) Simple			
Type of Transaction	n·	G2C – Governm	ent to Citizen		
Type of Transaction	•	G2G – Governm		ment	
Who may avail:		Event Organizer			
CHECKLIST OF	REQL			WHERE TO SE	CURE
Request Letter for C (1 original)	oordina	ation Meeting	Event Organi		
Final Safety and Sec	urity P	lan (1 original)	Event Organi	zer	
Attendance of the Co with Attached Picture original)	ordina	ation Meeting	Event Organi	zer	
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter to the assigned personnel of the PCDRRMO.	a. Na siç co titl pla ar co me	eceive and eck the mplete details of bmitted request ter: ame of the letter gnatory with ontact number, e of the event, ace/venue, date of time of the fordination eeting. chedule the coordination deeting. 1 Advice the	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)
		event organizer to attend the scheduled date, time and place of the coordination			



	meeting.			NO MAI
2. Return to the PCDRRMO for the submission of coordination meeting report. 2.1 Present the safety and security plan together with attendance sheet with attached pictures of the meeting to the assigned personnel of PCDRRMO.	 Review the presented plan and prepare the minutes of the meeting. I Ensure that the plan is aligned with the protocols and policies of the City Government and events venue; If not, recommend for revision. Ensure that the plans reflect the outputs, arrangements and agreements of the coordination meeting. If no noted revision, document may be acknowledged and be stamped as "RECEIVED". 	None	1 Day	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer I/Chief (Operations and Warning Division, PCDRRMO) MA. CRISTINA A. LUMDANG Nursing Attendant II/Events Risk Management Coordinator (Operations and Warning Division, PCDRRMO)
3. Submit the finalized Safety and Security Plan and other	3. Receive and check the veracity and completeness of submitted	None	8 Minutes	MARY GRACE B. BERIN Administrative Officer



necessary documents to the assigned personnel of PCDRRMO.	documents, to wit: a. Final Safety and Security Plan; and b. Minutes of the Coordination Meeting with attached attendance sheet and pictures. 3.1 Acknowledge receipt of documents by stamping "RECEIVED"			II/Administrative Services, In-Charge (Administrative and Training Division, PCDRRMO)
	thereof.			
	TOTAL:	None	1 Day and 16 Minutes	

Note: Duration of the Coordination Meeting varies on the type of the event

86. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaster	Pasay City Disaster Risk Reduction and Management Office				
	(PCDRRMO)	(PCDRRMO)				
Classification:	Simple					
Type of Transaction	1: G2C – Government	to Citizen				
	G2G – Government	to Governmen	t			
Who may avail:	Event Organizer	Event Organizer				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
Request Letter for Ev	vent Deployment	Event Organizer				
(1 original)		_				
Final Safety and Sec	curity Plan (1 original)	Event Organi	izer			
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
Submit request	1. Receive and	None	8 Minutes	MARY GRACE B.		
letter to the				BERIN, RN		



assigned personnel of the PCDRRMO.	check the completeness of submitted request letter.			Administrative Officer II/Administrative Services In-Charge (Administrative and
308 Pasay City Hall, F. B. Harrison St., Pasay City	1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees			Training Division, PCDRRMO)
	1.2 Forward the submitted documents to the personnel of Operations and Warning Division of the PCDRRMO.			
2. Wait for the approval of request and preparation of deployment of PCDRRMO.	2. Process the request and prepare necessary requirements. 2.1 Ensure availability of resources (manpower and vehicles). 2.2 Prepare the deployment forms with the approval of Department Head.	None	4 Hours	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer I/Chief (Operations and Warning Division, PCDRRMO) MA. CRISTINA A. LUMDANG Nursing Attendant II/ Events Risk Management Coordinator (Operations and Warning Division, PCDRRMO)
	2.3 Inform the team/s on their scheduled			



	-11	1		
	deployment.			
3. Acknowledge the presence the deployed team from th PCDRRMO.	of following procedures:	None	Event Duration (varies depend on the type of event)	Team Leader (Operations and Warning Division PCDRRMO) Responders/ Deployed Personnel (Operations and Warning Division
	3.2 Check-in resources to the Event Organizers.			PCDRRMO)
	3.3 Ensure availability of emergency medical supplies and equipment, when needed.			
	3.4 Anticipate to respond to any untoward incident which might require the services of the Office.			
4. Coordinate we the Team Leader of the deployed team for the demobilization of the emergency response team/s.	emergency response team/s. m/s 4.1 Accomplish the	None	8 Minutes	Team Leader (Operations and Warning Division, PCDRRMO)



4.1 Sign the deployment forms prior the emergency response team's demobilization.	signed by the event organizers prior demobilization. 4.3 Submit the accomplished after activity report with the deployment forms to the Events Risk Management Officer.			
	TOTAL:	None	4 Hours and 16 Minutes (excluding event duration)	

Note: Duration of the event varies on the type of the event

87. Filing a Complaint against Erring Market Vendors

The general public can file a complaint against erring market vendors at the Market Administration Office, Pasay City Public Market for inaccurate weighing scales and over-pricing of basic commodities.

Office or Division:	Pasay City Public I	Pasay City Public Market (PCPM)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF RI	EQUIREMENTS WHERE TO SECURE			CURE	
Duly Accomplished Con - Application Form 1 duplicate copy) - Details/information the request form	(1 original,	Market Administration Office, Pasa Market n Client/Complainant		asay City Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit duly accomplished complaint form together with	Accept and acknowledge receipt of	None	15 Minutes	1 st Shift ALFREDO T. ALCANTARA	



			ETRO MANIL
documentary evidence if there is any at the Market Administration Office, Pasay City Public Market. 1.1 Give a brief summary of the acts complained of and the name or stall number of vendor being complained of.	complaint form and documentary evidence if applicable. 1.1 Inform the complainant that the party being complained of will be summoned and a clarificatory hearing will be conducted. 1.2 Summon the tenant/ stallholder/ helper	30 Minutes	Market Inspector II (PCPM) ARNALDO J. AQUINO Security Guard II (PCPM) JIMMY C. ROBLES Security Guard II (PCPM) ARMANDO P. GAMAYO Administrative Aide I (PCPM) ANTERO S. SAN DIEGO Administrative Aide I (PCPM) REYNALDO DC. SAN JUAN Administrative Aide I (PCPM) 2nd Shift ANGEL A. LOPEZ Administrative Aide I
			ANGEL A. LOPEZ

	OF PA	SAN
*	1	1
14	STRO MANII	A

				AO MAI
				Security Guard I (PCPM)
				ALDRIN N. CASTILLO Security Guard I (PCPM)
				HERCULES DR. PARAGAS Security Guard I (PCPM)
				SOCORRO NIEVES D. RAYMUNDO Security Guard I (PCPM)
2. Attend clarificatory hearing at the Market Administration Office, Pasay City Public Market.	2. Conduct clarificatory hearing. 2.1 Prepare investigation report then submit to the OIC of PCPM for his information. a. If the complaint is settled, prepare written agreement containing terms and conditions of the amicable settlement to be signed by both parties, Or	None	2 Hours	ALFREDO T. ALCANTARA Market Inspector II (PCPM) ARNALDO J. AQUINO Security Guard II (PCPM) JIMMY C. ROBLES Security Guard II (PCPM) ARMANDO P. GAMAYO Administrative Aide I (PCPM) ANTERO S. SAN DIEGO Administrative Aide I (PCPM) REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
	b. If complainant			2 nd Shift ANGEL A. LOPEZ



_				
	is not satisfied,			Administrative Aide I (PCPM)
	endorse the complaint to the nearest PNP Station.			ABDUL JIABAR M. MANGADANG Administrative Aide I (PCPM)
C.	Or If the complainant			ROBERTO M. SU Security Guard I (PCPM)
	is not present during the clarificatory hearing,			ERIC L. VILLANUEVA Security Guard I (PCPM)
	update the			3 rd Shift
	complainant of the result thereof.			ALEJANDRO V. ALFONSO Security Guard I (PCPM)
				ALDRIN N. CASTILLO Security Guard I (PCPM)
				HERCULES DR. PARAGAS Security Guard I (PCPM)
				SOCORRO NIEVES D. RAYMUNDO Security Guard I (PCPM)
	TOTAL:	None	2 Hours and 45 Minutes	

88. Filing a Complaint against Erring Police Officer

The general public can file a citizen's complaint against any police officer with offenses punishable such as Neglect of Duty or Nonfeasance, Irregularities in the Performance of Duty or Misfeasance, Misconduct or Malfeasance, Dishonesty, Conduct Unbecoming of a Police Officer, Incompetence and Oppression done in his official or private capacity at the People's Law Enforcement Board (PLEB) Office.



					NAM ORES
Office or Division:		People's Law E	nforcement Boa	ard (PLEB)	
Classification:		Simple			
Type of Transactio	n:	G2C – Governr	nent to Citizen		
Who may avail:		All citizens			
CHECKLIST OF	REQ	UIREMENTS		WHERE TO SEC	CURE
Duly Accomplished PLEB Complaint Form - PLEB Complaint Form		- PLEB Office			
in the PLEB (Compl				
Complaint-Affidavit (Complainant		
Certificate of Non-Form (4 original)	orum :	Shopping	Complainant		
Affidavit of Witness/6 (4 original)	es (if t	there's any)	Complainant's	s Witness/es	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly-accomplished PLEB Complaint Form and other required pleadings/requirements to the PLEB office.		Check and verify if prescribed forms are duly accomplished, and if signature is affixed.	None	2 minutes	VICKY S. JANOLO Process Server/ Receiving Clerk (PLEB)
2. Present yourself for an interview for verification of complaint at the PLEB Office.		Check and verify the veracity of complaint.	None	10 minutes	VICKY S. JANOLO Process Server/ Receiving Clerk (PLEB) ROBERT L. MARQUEZ Officer-in-Charge (PLEB)
3. Sign the logbook upon receipt of the photocopy of the Complaint-Affidavit, Certificate of Non-forum		Docket the complaint/s, within five (5) days upon receipt thereof; and issue summons to the respondent	None	3 minutes	ROBERT L. MARQUEZ Officer-in-Charge (PLEB)



Shopping, and Affidavit of Witness (if there's any).	to be answered within seven (7) working days, which is non-extendible as per Revised Rules (NAPOLCOM MC 16-002)			
	TOTAL:	None	15 Minutes	

89. Filing and Processing of Barangay Official's Fidelity Bond

The Pasay City Barangay Bureau processes applications of Barangay Official's Fidelity Bond. Fidelity Bond is an insurance of bondable public official/employee.

Office or Division:	Pasay City Barangay	y Bureau (PCBB)	
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Barangay Chairpersons, SK Chairpersons,		
	SK Treasurers, Barangay Treasurers		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE	
Principal			
Government Issued Ider	ntification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,	
(1 original, 1 photocopy)		COMELEC	
Duly Accomplished App			
- BTr (OFBS: Enro	,	PCBB	
 Details/informatio 	n to be indicated in		
the application fo	rm	Applicant	
BTr Form 3: Annex D			
Fidelity Bond Application		PCBB	
(Revision No. xxx Date x	,		
Approved Budget CY (1		Barangay Hall	
Inventory of Equipment	(Duly received by	Barangay Hall	
COA) (1 photocopy)			
Oath of Office (1 photoc	,		
- For Barangay Chairpersons,		Department of Interior and Local Government	
SK Chairpersons		(DILG)	
 For Barangay Treasurers, 			
SK Treasurers		Barangay Hall	
Resolution (1 photocopy	•		
- For Barangay Treas	surers,	Barangay Hall	
SK Treasurers			



	1		AO MAN
easurers,	Barangay Hall		
Authorization letter (1 original)		`	
Government Issued Identification Card of the		FA, PSA, SSS, G	SIS, Pag-IBIG,
person represented (1 original, photocopy)		EC	
lentification Card of the	Post Office, D	FA, PSA, SSS, G	SIS, Pag-IBIG,
ginal, 1 photocopy)	LTO, COMELI	EC	
oplication Form:			
rollment Form)	PCBB		
tion to be indicated in			
form	Applicant		
Fidelity Bond Application Form			
(Revision No. xxx Date xxxxx)			
Approved Budget CY (1 photocopy)			
Inventory of Equipment (Duly received by			
COA) (1 photocopy)			
ocopy)			
airpersons,			
	DILG		
easurers,			
	Barangay Hall		
py)			
easurers,	Barangay Hall		
copy)			
easurers,	Barangay Hall		
		I = = = = = =	
AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
 Check the completeness and veracity of submitted requirements. Prepare the Computation of Rand Promition 	None	20 Minutes	LEILA D.G. MALLARI Administrative Assistant V (PCBB)
	lentification Card of the original, photocopy) lentification Card of the ginal, 1 photocopy) oplication Form: rollment Form) tion to be indicated in form ion Form e xxxxx) (1 photocopy) nt (Duly received by ocopy) airpersons, easurers, py) easurers, copy) easurers, Copy) easurers, The Copy of Submitted requirements.	original) Person Repre Chairperson, S Post Office, D LTO, COMELI Post Offi	original) Person Represented (Barangay Chairperson, SK Treasurer, Bar Post Office, DFA, PSA, SSS, Gillentification Card of the original, photocopy) Interest of the pinal, 1 photocopy) Interest of the pinal, 2 photocopy Interest of the pinal, 2 phot



2. Claim the bond documents for payment from the assigned personnel of the PCBB.	2. Release/Issue the Fidelity Bond document to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB) NAPOLEON T. HANDOG Administrative Aide I (PCBB)
	TOTAL:	None	25 Minutes	

90. Filing of Administrative Complaints against City Government Employees

The City Legal Office receives any administrative complaint/s filed against City Government employees.

Office or Division:	City Legal Office (CLO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Investigation Slip (1 orig	inal)	CLO		
Verified Complaint Affida	` ,	Complainant		
4 photocopies, + additio				
depending on the number	. ,			
Affidavit/Sworn Stateme		Witness/es		
(1 original, 4 photocopies, + additional				
photocopy/ies depending on the number of				
respondent/s)				
Supporting Documents (` .	Complainant		
4 photocopies, + additio				
depending on the number		EEEO TO	DD 0 0 E 0 0 IV 0	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the	1. Check the	None	3 Minutes	MARVIE B. CHENG
complete	completene			Administrative Aide I
documentary	ss of the			(CLO)
requirements presented properly bound documents				MADIOELO
				MARICEL C. MILLAR
and arranged to	then issue			Administrative Aide I
the CLO.	an			(CLO)



	Investigation Slip (IS) to the client. 1.2 Verify the			AIZA C. OTIDA Administrative Aide I (CLO)
	documents presented		7 minutes	Atty. SEVERO C. MADRONA, JR. City Legal Officer II (CLO)
2. Fill-out and submit the IS to the CLO.	Issue Order of Payment to the complainant.	None	2 Minutes	GEOVANI S. DE LA TORRE Administrative Aide IV (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO).	3. Receive the payment and issue Official Receipt (OR) to the client.	PHP 500	5 Minutes	Teller (CTO)
4. Forward OR together with all the requirements to the receiving staff of the CLO.	4. Stamp "receive" on the forwarded requirements, write the assigned CLO docket number on the IS, and record it in the appropriate logbook, then encode in the database.	None	3 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
	TOTAL:	PHP 500	20 Minutes	

91. Filling of Administrative Case against Erring Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod receives and facilitates hearing on administrative complaints against erring barangay officials.



Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
	Highly Technical	, 33	5 9	
	G2C- Government to	Citizen		
	G2G-Governemnt to Government			
	Pasay City citizens; Barangay Officials of Pasay City			
CHECKLIST OF RE			WHERE TO SEC	CURE
Verified or notarized Lette Complaint (1 original)	er/Affidavit of	City Legal Offic	ce	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit verified or notarized Letter/ Affidavit of Complaint to the Office of the Secretary to the SP.	Receive and review the submitted Letter/Affidavit of Complaint	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Wait for the inclusion in the Agenda of the of the Sangguniang Panlungsod's Regular Session for referral.	2. Endorse to the Office of the Liga President for mediation. (Three (3) hearings)	None	5 Minutes	Office of the Liga President (Liga ng mga Barangay)
	If amicably settled: To be officially endorsed to the Office of the Secretary to the SP the duly signed Kasunduan ng Pag-aayos or Amicable Settlement If not amicably			RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)



					NO MAI
		settled:			
		To be officially endorsed to the Office of the Secretary to the SP for proper deliberation by the ENBANC Committee of the SP.			
p 0 c	Secure order of bayment for the filing of administrative case from the Office of the Secretary to he SP.	3. Issue an order of payment to the client.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
T (0	Proceed to the City reasurer's Office CTO) for payment of he filing fee.	4. Receive the amount for the filing fee and issue Official Receipt (OR) to the client.	Php 500.00	3 Minutes	<i>Teller,</i> (CTO)
th	Present the O.R. to he Office of the Secretary to the SP.	5. For ENBANC Committee for deliberation and for Resolution and decision of the SP.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
					Members of the Sangguniang Panlungsod (Offices of the Sangguniang Panlungsod)



TOTA		With amicable	
	amicable	settlement =	
	settlement =	10 Minutes	
	None		
	Without	Without	
	amicably	amicably	
	settlement =	settlement =	
	PHP 500	23 Minutes	

NOTE: *Regular Session is done once a week

92. Filing of Barangay Ordinance and Resolution for Review and Approval

The Office of the Secretary to the Sangguniang Panlungsod receives Barangay Ordinance and Resolution for review and approval of the Sangguniang Panlungsod.

Of	ffice or Division:	Offi	Office of the Secretary to the Sangguniang Panlungsod			
CI	assification:	Hig	hly Technical			
Ту	/pe of Transaction:	G2	G – Government to (Government		
W	ho may avail:	Bar	angay Officials			
	CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE			CURE	
Ba	arangay ordinance and	l reso	olution (1 original)	Barangay	Hall/Office	
	CLIENT STEPS	А	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit Barangay Ordinance and Resolution to the Office of the Secretary to the SP.	1.	Receive the submitted Barangay Ordinance and Resolution	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2.	Wait for the schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the	2.1	Include the submitted Barangay Ordinance and Resolution to the Agenda of the Regular Session. Schedule the committee hearing to the Concerned	None	5 Working Days	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)



Secretary to the SP.	Committee. 2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod.			ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the Secretary to the SP)
3. Wait for inclusion in the Agenda of SP's Regular Session for approval.	3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution.	None	5 Working Days	DR. VOLTAIRE F. PORTUGUEZ City Government Department Head II (Office of the Secretary to the SP) Members of the Sangguniang Panlungsod
	TOTAL:	None	10 Working Days, and 5 Minutes	

NOTE: *Regular Session is done once a week

93. Garbage and Special Operation Collection Services

The Pasay City Environment and Natural Resources Office accommodates requests on special collection of uncollected waste such as construction debris, rocks, clogged sewers, and Barangay clean-up operations.

Office or Division:	Pasay City Enviro	Pasay City Environment and Natural Resources Office (PCENRO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Request letter (1 origin	nal)	Requesting party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter request to PCENRO.	Receive the letter request and forward it to the group assigned in the	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)	



				OTO MAI
	area.			
2. Wait for your request to be processed by the PCENRO.	2. Send a monitoring staff to check status of the area, and once the report of uncollected waste is confirmed, submit a confirmation slip to the Group Dispatch Personnel.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
3. Obtain the schedule of garbage collection from PCENRO.	3. Arrange and issue the approved schedule of garbage collection request.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	12 Minutes	()
				I

94. Handling Traffic Related Complaints

The Adjudication Section of the Pasay Traffic and Parking Management Office's main function is to handle any complaints or objections on traffic apprehension/s.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Duly accomplished requ	est form		
(1 original)			



		T = = = = = =		
Complaint Informati		PTPMO		
Details to be indicat		Complainant		
Complaint Letter (1 original)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished complaint information sheet together with the complaint letter to PTPMO.	1. Receive duly accomplished complaint information sheet and complaint letter for proper action. 1.1 Immediately facilitate the resolution of the complaint.	None	5 Minutes 5 Minutes	MARIA BELINDA B. ADDURU Traffic Aide I (PTPMO)
	1.1.1. Call the concerned Traffic Enforcer to clarify the complaint and resolved it at once.		5 Minutes	
	TOTAL:	None	15 Minutes	

95. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

Office or Division:	Liga ng mga Barangay (LIGA) Office		
Classification:	Simple		
Type of Transaction:	G2G – Government t	to Government	
Who may avail:	Public Information Officers of City Mayor's Office, DILG Pasay City Field Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of Pasay		
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE		
Barangay-related memor	orandum (1 original)	City Mayor's Office, DILG, PCBB, Barangay	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit barangay- related memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	Acknowledge the submission of barangay-related memorandum and return receiving copy to client	None	5 Minutes	IVANNE FRANCIS R. BARCELON Administrative Aide I (LIGA Office)
2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1Day	IVANNE FRANCIS R. BARCELON Administrative Aide I (LIGA Office)
	TOTAL:	None	1 Day, 5 Minutes	

96. Inspection and Accreditation of Meat Delivery Vehicles

The operators of vehicles, who deliver meat or meat products within the City, must secure first a clearance from the City Veterinarian's Office that their vehicles are safe for the said purpose.

Office or Division:	City Veterinarian's	s Office
Classification:	Simple	
Type of Transaction:	G2C – Governme	nt to Citizen
Who may avail:		cles, who deliver meat or meat products within the City
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE
New:		
Principal		
Official Receipt and Cert	tificate of	LTO
Registration (O.R. & C.R	R.) (1 photocopy)	
Representative		
Official Receipt and Cert	tificate of	LTO
Registration (O.R. & C.R	R.) (1 photocopy)	
Renewal:		
Principal		
Previous Official Receipt Sticker	t of Meat Delivery	City Treasurer Office (CTO)



Representative				NO MAIN
Previous Official Rece Sticker	eipt of Meat Delivery	City Treasurer	Office (CTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirements to the assigned personnel of the CVO.	Issue the corresponding order of payment to the client.	None	10 Minutes	FLORANTE C. PUNZALAN Meat Inspector I (CVO) ANTHONY T. DENUS Meat Inspector I (CVO) DENNIS I. ARENAS Local Revenue Collection Officer I (CVO) FELIX M. TORRENUEVA Pound Keeper I (CVO) ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)
2. Present the Order of Payment and pay the necessary fees to the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on the presented order of payment.	Truck – PHP 1,450 Van – PHP 1,190	5 Minutes	Cashier (CTO)



3. Present the OR to the assigned personnel of the CVO for the issuance of meat delivery sticker.	3. Issue Meat Delivery Sticker to the client upon presentation of OR.	None	5 Minutes	FLORANTE C. PUNZALAN Meat Inspector I (CVO) ANTHONY T. DENUS Meat Inspector I (CVO) DENNIS I. ARENAS Local Revenue Collection Officer I (CVO) FELIX M. TORRENUEVA Pound Keeper I (CVO) ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)
	TOTAL:	Truck – PHP 1,450 Van – PHP 1,190	20 Minutes	

97. Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)

Securing BIR Form 2307 from the City Accounting Office.

Office or Division:	City Accounting Office – Administrative Services Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Contractors/suppliers



CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE
Principal				
Duly accomplished re	equisition form			
- Requisition fo	•	City Accounting	g Office	
	ion to be indicated in	Contractor/sup	~	
the form			•	
Tax Identification Nu	mber (TIN)	Bureau of Inter	nal Revenue	
Certificate of Registr	ation (If new	Bureau of Inter	nal Revenue	
supplier/contractor) (
Any government ID of	card (1 original)	BIR, Post Offic	e, PSA, SSS, GS	IS, COMELEC, LTO
Representative				
Duly accomplished r				
 Requisition fo 		City Accounting	~	
	ion to be indicated in	Person Repres	sented (Contractor	r/supplier)
the form				
Authorization letter of	r letter request (1	Person Repres	sented (Contractor	r/supplier)
original)	1 (4	DID D + Off	DOA 000 00	10. 001/51/50 1/70
Any government ID o		BIR, Post Offic	e, PSA, SSS, GS	IS, COMELEC, LTO
represented (Contract	ctor/supplier) (1			
original)	and of the	DID Doot Office	DON CCC CC	IS COMELEC LTO
Any government ID or representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Tax Identification Nu		Bureau of Inter	rnal Povonuo	
contractor/supplier		Dureau or inter	nai ivevenue	
Certificate of Registr	ation (If new	Bureau of Inter	nal Revenue	
supplier/contractor) (•	Barbaa or into	Tidi Ttovorido	
	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit the duly	1. Retrieve the	None	20 Minutes	JULIE S. SERRANO
accomplished	requested BIR			Administrative Officer II
requisition form	form 2307.			(CAcctgO)
and present				
other				
requirements				
to the City				
Accounting				
Office-				
Receiving				
Section.				
2. Claim the	2. Release the BIR	None	2 Minutes	JULIE S. SERRANO
requested	form 2307 to the			Administrative Officer II
document from	client.			(CAcctgO)
the City				
· · · · · · · · · · · · · · · · · · ·	L	1	I .	



Accounting Office- Releasing Section.				
	TOTAL:	None	22 Minutes	

98. Issuance of Case Summary Report

The Pasay Social Welfare and Development Department prepares case study report for clients seeking for Financial, Burial, and Medical assistance.

Office or Division:	Pasay Social Welfare	and Development Department (PSWDD)
Classification:	Simple	
Type of	G2C – Government to	o Citizen
Transaction:		
Who may avail:	Individuals in crisis si	tuation, indigent individuals/families,,
		d disadvantaged individuals
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
For Financial Assist	ance:	
Barangay Certificate/	Indigency (1 original)	Barangay/Place of Residence
Government issued to	dentification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
claimant and/or repre	sentative	LTO
(1 photocopy, 1 origin		
For Burial/Funeral/C	Gremation	
Assistance:		
Duly Registered Deat		Local Civil Registry Office
(1 certified true copy,		
Funeral Contract (1 p	1 7 7	Servicing funeral parlor
Barangay Certificate/		Barangay/Place of residency
requesting relative inc	<u> </u>	
relationship with the c		
Government Identifica		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
deceased (1photocop	y, 1 original)	LTO
Government Identifica	ation Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
claimant (1 photocopy	y, bring original)	LTO
For Medical Assista	nce:	
D		
Principal		
Hospital Bill/Promisso	ory Note to Hospital	DOH Accredited Hospital
(1 photocopy)	,	2 0 1 1 1 tol odilod 1 toophal
\ : -::0:00pj/		1



Latest Medical Abstra	ct (1 photocopy)	DOH Accred	dited Hospital	
Protocol/Quotation for Hemodialysis (1 photo		DOH Accred	dited Hospital	
Latest Doctor's Presc (for medicines) (1 pho		Attending Ph	nysician	
Referral Letter/Check agency (1 original)	list from referring	Referring Ag	gency	
Barangay Certificate	(1 photocopy)	Barangay/Pl	ace of residency	
Government issued to (1 photocopy, 1 origin		BIR, Post Of LTO	ffice, DFA, PSA, S	SSS, GSIS, Pag-IBIG,
Representative				
Hospital Bill/Promisso (1 photocopy)			dited Hospital	
Latest Medical Abstra	ct (1 photocopy)	DOH Accred	dited Hospital	
Protocol/Quotation for Hemodialysis (1 photo	. ,	DOH Accred	dited Hospital	
Latest Doctor's Presc (for medicines) (1 pho		Attending Ph	nysician	
Referral Letter/Check agency (1 original)	list from referring	Agency whe	re medical assista	ance was requested
Barangay Certificate of Represented (1 photo		Barangay/Pl	ace of residency	
Government issued to the person Represent (1 photocopy, 1 origin	dentification Card of ted al)	BIR, Post Of LTO	ffice, DFA, PSA, S	SSS, GSIS, Pag-IBIG,
Barangay Certificate/l the relationship with the relationship with the control of	Indigency indicating he patient	Barangay/Pl	ace of residency	
For Burial Assistance	ce:			
Duly registered death	certificate	Local Civil R	Registry Office, Ph	ilippine Statistics
(1 certified true copy,	1 original)	Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist client in the registration.	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY
				Social Welfare Officer I (PSWDD)



2. Submit requirements to the Crisis Intervention Unit (CIU) at the PSWDD.	2. Check and verify the completeness of submitted requirements. 2.1 Proceed with the intake interview	None	3 Minutes 20 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
3. Wait for the PSWDD to process your request.	3. Prepare the Social Case Summary Report to be signed by the assigned Social Worker.	None	30 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
4. Claim the Social Case Summary Report once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Social Case Summary Report to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
	TOTAL:	None	56 Minutes	

99. Issuance of Certificate of Completion or Clearance

The Pasay City Environment and Natural Resources Office (PCENRO) environmental police apprehends those who are violating environmental laws and City Ordinances. Certificate of clearance will be issued for those who opted to pay the fine for the said violation; otherwise, certificate of completion will be issued for those who rendered community service within the set period thereof.

Certificate of Clearance:

Office or Division:	Pasay City Enviror	nment and Natural Resources Office (PCENRO)
Classification:	Simple	
Type of Transaction:	G2C – Governmen	nt to Citizen
Who may avail:	All	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
Environmental violation r	eceipt (1 original)	PCENRO



Government Issue	IID Card	BIR Post Offic	ce PSA SSS GS	SIS, COMELEC, LTO
(1 photocopy)	in.b. cara		30, 1 0/1, 000, 00	, , , , , , , , , , , , , , , , , , ,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit the Environmental Violation receip (EVR).	1. Receive the EVR and issue order of payment to the client.	None	5 Minutes	MYRACHEL J. LIBAO, Administrative Assistant II, (PCENRO)
2. Proceed to the City Treasurer's Office (CTO) are pay the amount indicated in the order of payment.		1st Offense – PHP 500 Succeeding Offense – PHP 1,000	10 Minutes	Cashier, (CTO)
3. Present the OR to the Environmental Police Secretar of the PCENRO		None	5 Minutes	MYRACHEL J. LIBAO Administrative Assistant II, (PCENRO)
	TOTAL:	1 st Offense PHP 500 Succeeding Offense PHP 1,000	20 Minutes	

Certificate of Completion:

Office or Division:	Pasay City Enviror	nment and Natural Resources Office (PCENRO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF RE	OHIDEMENTS	WHERE TO SECURE		
CHECKLIST OF KE	QUINEIVIENTS	WHERE TO SECORE		
Environmental violation (1 original)		PCENRO		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit the Environmental Violation receipt (EVR).	Receive the EVR and set the schedule for those who will render community service.	None	5 Minutes	MYRACHEL J. LIBAO, Administrative Assistant II, (PCENRO)
2. Submit attendance sheet and photo as proof of rendered community service to the environmental police secretary.	2. Issue certificate of completion to the client.	None	5 Minutes	MYRACHEL J. LIBAO Administrative Assistant II, (PCENRO)
	TOTAL:	None	10 Minutes	

100. Issuance of Certificate of Conformance (Coc) Prior to Occupancy

The Certificate of Conformance (Prior to Occupancy) is issued by the City Planning and Development Office (CPDO) prior to the issuance of the Certificate of Occupancy by the Building Official, to ensure that the building complies with the plans that have been submitted to, and approved by the Zoning Administrator.

Office or Division:	City Planning and Development Office (CPDO)		
Classification:	Simple		
Type of Transaction:	G2C – Governm	nent to Citizen	
Who may avail:	Developers/Pro	perty Owners	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Duly accomplished Certificate of Completion (1 original) - Certificate of Completion		Room 315, One-Stop Shop for Construction Permit (OSCP) Division, City Engineering Office (CEO)	
- Details to be indicated in the form		Developers/Property Owners	
Locational Clearance (1	photocopy)	Developer/Property Owner	
Photo of the built-structure (2 original)		Developer/Property Owner	
Approved Plan and/or Blueprint (if applicable) (1 original)		Developer/Property Owner	



	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS				
1. Proceed to the OSCP Division, OBO for the preliminary assessment of documents.	Note: Person responsible at the OSCP (OBO) shall be the one to receive and conduct preliminary assessment of the application and shall forward the same to the Zoning Plan evaluator for assessment and preparation of OP 1. Prepare Order of Payment (OP) based on the documents and plans submitted and endorse	Please refer to the table below representing the list of zoning fees.	TIME 20 Minutes	JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
	the same to the Liaison/ Collector Personnel for inclusion to the One- Time- Assessment.			
2. Present the	2. Receive the	None	7 Minutes	JESS R. BOCES
Order of	photocopy of			Zoning Officer I
Payment to the	the OR,			(CPDO)
detailed CTO	record, and			
personnel at the	print the			VIRGILIO P. DE JESUS



OSCP Division, OBO for the payment of fees. 2.1 Upon payment, proceed to OSCP and submit the photocopy of the issued OR.	Certificate of Conformance (Prior to Occupancy).			Zoning Inspector I (CPDO)	
3. Claim the Certificate of Conformance (CoC) Prior to Occupancy from the releasing personnel of the OSCP Division, OBO.	3. Release the Certificate of Conformance to the Liaison/Collect or Staff of the OSCP, Division, OBO. Note: The releasing personnel at the OSCP shall be the one to release the CoC, together with the other permits, to the client.	None	3 Minutes	JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)	
	TOTAL: *CoCF + IF = 30 Minutes N				
Per City Ordinance No.	5718, Series of 2016				

*Legend:

CoCF (Certificate of Occupancy Fee) + **IF** (Inspection Fee) = **N** (Total Fees)

*Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)



SCHEDULE OF OCCUPANCY FEES:

SCHEDULE OF OCCUPANCT FEES.						
1. Certificate of Occupancy (Prior to Occupancy) Fees:	DUD =00 (0					
a. Residential	PHP 500 (Occupancies shall bed dwellings)					
 b. Residential, Hotel and apartments (Occupants shall be multiple dwelling units, boarding or lodging houses, hotels, apartment buildings, row- houses and other similar building each of which accommodates more than 10 persons) 	PHP 800					
c. Institutional	PHP 400					
d. Business and Mercantile:						
d.1 Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Establishments having and occupant load of less than 10 persons, printing shops, paint stores without bulk Handling)	PHP 600					
d.2 Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking & dining establishments having an occupant load of more than 50 persons, memorial parks, cemeteries, cellular mobile base stations)	PHP 900					
e. Industrial	PHP 1,000					
e.1 Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)	PHP 800					
e.2 Division 2 (Occupancies shall include: ice plants, power plants, Pumping plants, crematories, storage and sales room for incombustible materials)	PHP 1,000					



	PO MAN
f. Special Uses	PHP 1,000
g. Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)	PHP 500
2. Inspection Fees:	
 a. Residential (single-detached, single-attached/zero lot line and duplex type) 	PHP 400
b. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600
c. Industrial establishments	PHP 800
d. Institutional (schools, hospital, etc.)	PHP 400
e. Memorial Parks/Cemeteries	PHP 700
f. Light Industrial	
f.1 Manufacturing f.2 Non-manufacturing	PHP 800 PHP 800
g. Telecommunications/Towers	PHP 600
h. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800
i. Yards utilized for commercial purposes	PHP 600
j. Yards utilized for industrial purposes	PHP 800
k. Yards utilized for institutional purposes	PHP 400
Per City Ordinance No. 5718, Series of 2016	

For Complex and Highly Technical Development:

Office or Division:	City Planning and Development Office (CPDO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Developers/Property Owners		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Duly accomplished Certificate of		Room 211, CPDO	
Completion (1 photocopy	y)		



Locational Clearance (1 photocopy)		Developer/Property Owner		
Photo of the built-strue		Developer/Property Owner		
Approved Plan and/or as-Built Plan (if applicable) (1 set of blue print)		Developer/Property Owner		
	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
Submit duly	1. Perform	None	20 Minutes	
accomplished application form	preliminary			
and documentary	assessment			
requirements to	and evaluation of			
the receiving	sufficiency of			
section of the CPDO at Rm No.	submitted			MARIAN M.
211.	requirements.			MAGDALITA
	·			Administrative Asst. I
	4.4.0			(CPDO)
	1.1 Conduct ocular		1 Day	DIOLIELLE T
	inspection/		1 Day	RICHELLE T. PERDON
	site			Administrative Aide I
	verification			(CPDO)
	(as needed)			
	,			
	1.2 Conduct an		5 Hours	MA. TERESA M. CASTILLO
	inspection of		OTIOGIO	Zoning Officer IV
	all submitted			(CPDO)
	documents			,
	and plans			JESS R. BOCES
	and			Zoning Officer I (CPDO)
	accomplish the			(CPDO)
	evaluation			VIRGILIO P. DE
	sheet based			JESUS
	on the			Zoning Inspector I
	findings			(CPDO)
	concluded by			
	the Zoning			
	Administrator			
	•			

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THE TRO MANUE

	1.3 Issue the Order of Payment after careful evaluation and approval of all documents and plans by the Zoning Administrator		5 Minutes	
2. Present the Order of Payment and pay the necessary fees at the Cashier Area of the City Treasurer's Office.	2. Issue the Official Receipt (OR) to the client.	Please refer to the table below representing the list of zoning fees.	5 Minutes	Cashier (CTO)
3. Present the Official Receipt (OR) and 1 photocopy to the receiving personnel of the CPDO and claim the Certificate of Conformance (CoC) Prior to Occupancy.	3. Receive the photocopy of OR and record its details. 3.1 Forward all the assessed documentary requirements for CoC encoding and printing. 3.2 Encode, print, and release the Certificate of Conformance (Prior to	None	20 Minutes	JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)



	Occupancy)			
	to the client.			
	TOTAL:	*COF + IF = N	1 Day, 5 Hours,	
			and	
			50 Minutes	
Per City Ordinance No. 5718, series of 2016				

*Legend:

COF (Certificate of Occupancy Fee) + **IF** (Inspection Fee) = **N** (Total Fees)

SCHEDULE OF OCCUPANCY FEES:

1. Certificate of Occupancy (Prior to Occupancy) Fees:					
d. Residential	PHP 500 (Occupancies shall bed dwellings)				
e. Residential, Hotel and apartments (Occ be multiple dwelling units, boarding or lo houses, hotels, apartment buildings, row houses and other similar building each accommodates more than 10 persons)	odging w- of which				
f. Institutional	PHP 400				
d. Business and Mercantile:					
d.1 Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Esta having and occupant load of less than 10 persons, printing paint stores without bulk Handling)					
d.2 Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking & dining establishments having an occupant I than 50 persons, memorial parks, cemeteries, cellular mobile base stations)					
e. Industrial	PHP 1,000				



	NO MAI
e.1 Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)	PHP 800
e.2 Division 2 (Occupancies shall include: ice plants, power plants, Pumping plants, crematories, storage and sales room for incombustible materials)	PHP 1,000
f. Special Uses	PHP 1,000
	PHP 500
g. Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)	
2. Inspection Fees:	
Residential (single-detached, single-attached/zero lot line and duplex type)	PHP 400
m. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600
n. Industrial establishments	PHP 800
o. Institutional (schools, hospital, etc.)	PHP 400
p. Memorial Parks/Cemeteries	PHP 700
q. Light Industrial	
f.1 Manufacturing f.2 Non-manufacturing	PHP 800 PHP 800
r. Telecommunications/Towers	PHP 600
s. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800
t. Yards utilized for commercial purposes	PHP 600
u. Yards utilized for industrial purposes	PHP 800



v. Yards utilized for institutional purposes	PHP 400	
Per City Ordinance No. 5718, Series of 2016		

101. Issuance of Certificate of Conformance for New Applicants

The Certificate of Conformance (CC) is issued by the City Planning and Development Office (CPDO) to business establishments prior to the granting of Business/License Permit, certifying that the proposed kind of business conforms to the provisions of City Ordinance No. 5718, series of 2016.

For Simple transactions:

Simple transactions - applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government.

City Planning and Development Office (CPDO)

Office of Division:	City Planning and	Development Of	lice (CPDO)	
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen		
Who may avail:	Business Establis	shments Owners		
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SEC	URE
Duly accomplished app		BPLO		
Business Permit (1 orig	ginal and 1			
photocopy)				
Transfer Certificate of	Title (1 photocopy)	Registry of Deed	ds	
or				
OI .				
Lease Agreement (if lessee)		Business Owner		
(1 photocopy)			<u>, </u>	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Present the	1. Conduct	None	5 Minutes	MARIAN M.
necessary	preliminary			MAGDALITA
requirements to	assessment			Administrative Asst. I
the receiving	and			(CPDO)
personnel at the	evaluation of			
Room 211,	submitted			RICHELLE T.
CPDO.				PERDON
	requirements.			Administrative Aide I
				(CPDO)



				AO MAN
	1.1 Sign the space provided in the application form for Business Permit, indicating that the proposed business is conforming. Note: If the application is nonconforming to the land use, a Notice of Disapproval shall be issued to the owner/applicant indicating the grounds for disapproval.			MA. TERESA M. CASTILLO Zoning Officer IV (CPDO) JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
2. Present the original copy and photocopy of the OR to the assigned personnel at the BPLO receiving area at Room 209.	2. Receive the photocopy of the OR, and record the details of the evaluated documents.	None	5 Minutes	BPLO Staff (BPLO) MARIAN M.
2.1 Claim the Certificate of Conformance (Prior to Business Permit Application).	2.1 Print and release the requested Certificate of Conformance (Prior to Business Permit Application) to			MAGDALITA Administrative Asst. I (CPDO) RICHELLE T. PERDON Administrative Aide I (CPDO)



the client.				
TOTAL:	*BPA + BPF =	10 Minutes		
	N			
Per City Ordinance No. 5718, Series of 2016				

*Legend:

BPA (Business Permit Application for 1^{st} time) + **BPF** (Business Permit Fee) = **N** (Total Fees)

1. BPA (Business Permit Application for 1st time = PhP125.00

SCHEDULE OF BUSINESS PERMIT FEES:

		·
a.	Residential for rent/lease (single-detached, single-attached/zero lot line, and duplex type)	PHP 600
b.	Commercial establishment including apartments, mass housing townhouses, residential condominium, etc. operated primarily for gain purposes	PHP 600
C.	Industrial establishments	PHP 800
d.	Institutional (schools, hospitals, etc.)	PHP 500
e.	Memorial Parks/Cemeteries	PHP 800
f.	Telecommunications/Towers	PHP 800
g.	Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 1,000
h.	Yards utilized for commercial purposes	PHP 800
i.	Yards utilized for industrial purposes	PHP 800
j.	Yards utilized for institutional purposes	PHP 500
Perilicer Con the i	e: Section 75. Application for Business and License mit. — Any person applying for issuance of business and use permit shall secure from the ZA the Certificate of formance or Certificate of Non- Conformance prior to ssuance of business and license permit. In addition to payment of a PHP 125.00 business permit. City Ordinance No. 5718, series of 2016	



102. Issuance of Certificate of Indigency

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients requesting legal assistance from Public Attorney's Office.

Office or Division:	Pasay Social Welfa	are and Develop	ment Department	(PSWDD)	
Classification:	Simple	Simple			
Type of	G2C – Governmen	G2C – Government to Citizen			
Transaction:					
Who may avail:		Individuals in crisis situation, indigent individuals/families,			
	poor/marginalized	and disadvantag			
	REQUIREMENTS		WHERE TO SECI	JRE	
Barangay Certificate	0 ,	Barangay/Plac	e of Residency		
(1 original, 1 photoco					
Certificate of No Rea		City Assessor's	s Office		
(1 original, 1 photoco					
Certificate of No Bus	siness (1 photocopy,	Business Perm	nit and License Offi	ce	
1 original)	-				
Government issued			e, DFA, PSA, SSS	, GSIS, Pag-IBIG,	
(1 photocopy, 1 original		LTO			
Income Tax Return	•	BIR or HR of a	gency/company		
Payslip (1 photocopy	y) (if employed)				
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Register in the	Assist client in	None	1 Minute	AGUSTIN M.	
client's logbook	the registration.			PRESENTACION	
at the receiving	J			Social Welfare	
section of				Officer I	
PSWDD.				(PSWDD)	
				CES ANN U.	
				VIRAY	
				Social Welfare	
				Officer I	
				(PSWDD)	
2. Proceed to	2. Check and verify				
PSWDD Unit	the	Social Welfare			
Office with	completeness of	Officer II/In-Charge (Kalayaan Unit			
jurisdiction	submitted			Office)	
over your	requirements.			,	
place of residence,				JULIETH S. DURIA	
and submit				Social Welfare	
requirements				Officer II/In-Charge	
requirements				(San Isidro Unit)	



		AO MANI
to the PSWDD Unit- in- Charge.	2.4.Candust the	CHRISTINE ANN M. AGUINDADAO Social Welfare Officer Un-Charge
2.1 Present yourself for	2.1 Conduct the intake interview	Officer I/In-Charge (CAA 2 Unit Office)
initial interview and assessment at the PSWDD Unit Office.	with the client.	ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
		JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
		GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
		SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
		JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
		ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
		JERUSALEMA B. BENITEZ



				AO MAN
				Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
3. Expect a home visit from a Social Worker or staff of PSWDD Unit Office.	3. Conduct home visit at the residence of the client.	None	1 Day and 1 Hour	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
	3.1. Prepare the assessment report.			JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JANET A. BULACLAC Social Welfare Officer II/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare



	Officer II/In-Charge (San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
	ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
	KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
	JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)



4. Wait for the PSWDD to completely process your requested document. 4. Prepare the Certificate of Indigency to be signed by the Head of PSWDD. 5 Minutes 6 Social Welfart Officer II/In-Chart Officer II/In-C
completely process your requested document. Indigency to be signed by the Head of PSWDD. Officer II/In-Cha (Kalayaan Un Office) JULIETH S. DU Social Welfam Officer II/In-Cha
requested document. signed by the Head of PSWDD. JULIETH S. DU Social Welfart Officer II/In-Cha
document. Head of PSWDD. JULIETH S. DU Social Welfart Officer II/In-Cha
JULIETH S. DU Social Welfart Officer II/In-Cha
Officer II/In-Cha
(San Isidro Un
(Sair island Sin
CHRISTINE AN
M. AGUINDADA Social Welfart
Officer I/In-Cha
(CAA 2 Unit Off
ROCHELLE L
AÑONUEVO
Social Welfart Officer I/In-Cha
(Sta. Clara 2 Un
JANET A.
BULACLAC
Social Welfan
Officer II/In-Cha
Office)
GEORGIA Y. EI
Social Welfar
Officer II/In-Cha
Office)
SYRILL O. HUERTAZUEL
Social Welfar
Officer I/In-Cha
(Malibay Unit
JHOANNA MAF
N. NEO
Social Welfar
Officer II/In-Cha (Maricaban Ur
(Maricabari Or Office)



				AO MAN
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
5. Claim the Certificate of Indigency and Eligibility once released, upon signing the	5. Issue/release the Certificate of Indigency to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
duplicate copy thereof at the PSWDD Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN
				M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)



JANET A.
BULACLAC
Social Welfare
Officer II/In-Charge
(Sta. Clara 1 Unit
Office)

GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)

SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)

ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)

JERUSALEMA B.
BENITEZ
Social Welfare
Officer I/In-Charge
(San Rafael Unit
Office)

KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)

JESUSA O.



			TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office)
TOTAL	None	1 Day, 1 Hour and 39 Minutes	

103. Issuance of Certificate of Indigency and Eligibility

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients which can be used for assistance such as Financial, Burial, Funeral, Cremation Educational, Medical, Take Care I Care Registration and Correction of Certificate of Live Birth.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	Person/families in crisis situation, indigent individuals/families,		
	poor/marginalized and disadvantaged individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Financial Assista	nce:		
Barangay Certificate/In (1 original)		Barangay/Place of Residence	
Government issued Identification Card (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	
For Burial/Funeral/Cr	emation		
Assistance:			
Duly Registered Death		Local Civil Registry Office	
(1 certified true copy, 1			
Funeral Contract (1 ph	10.	Servicing funeral parlor	
Barangay Certificate/Indigency of		Barangay/Place of residency	
requesting relative indicating the			
relationship with the de			
Government Identification Card of the		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
deceased (1 photocopy	y, 1 originai)	LTO	
Government Identification Card of the		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
claimant (1 photocopy,	<u> </u>	LTO	
For Educational Assi	stance:		
Minor Applicant			
TOR or Report Card (1 certified true copy)		DEP-Ed or CHED Accredited School	



School Identification Card (1 photocopy)	DEP-Ed or CHED Accredited School	
Certificate of enrolment (1 certified true	DEP-Ed or CHED Accredited School	
copy, 1 original)		
Voter's Identification Card or Voter's	COMELEC	
Registration Record (VRR) of the		
Parent/Guardian (1 photocopy)		
Barangay Certificate of Parent/Guardian	Barangay/Place of Residence	
indicating the relationship to the applicant		
(1 photocopy)		
Checklist of Requirements originally	Office where educational assistance is requested	
signed by the requesting party (1 original)	·	
Adult Applicant		
TOR or Report card (1 certified true copy)	DEP-Ed or CHED Accredited School	
School ID Card (1 photocopy)	DEP-Ed or CHED Accredited School	
Certificate of enrolment (1 certified true	DEP-Ed or CHED Accredited School	
copy, 1 original)		
Voter's ID or VRR (1 photocopy)	COMELEC	
Barangay Certificate (1 photocopy)	Barangay/Place of Residence	
Checklist of Requirements with original	Office where educational assistance is requested	
sign of the requesting party (1 original)	·	
For Medical Assistance:		
Principal		
Hospital Bill/Promissory Note to Hospital	DOH Accredited Hospital	
(1 photocopy)		
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital	
Protocol/Quotation for Chemotherapy and	DOH Accredited Hospital	
Hemodialysis (1 photocopy)		
Latest Doctor's Prescription	Attending Physician	
(for medicines) (1 photocopy)		
(101 modiumos) (1 photocopy)		
Referral Letter/Checklist from referring	Referring Agency	
, , , , , , , , , , , , , , , , , , , ,	Referring Agency	
Referral Letter/Checklist from referring	Referring Agency Barangay/Place of residency	
Referral Letter/Checklist from referring agency (1 original)	Barangay/Place of residency	
Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card	0 0 7	
Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy)	Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative	Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	
Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative Hospital Bill/Promissory Note to Hospital	Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative	Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	



	Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)		DOH Accredited Hospital		
Latest Doctor's Prescription (for medicines) (1 photocopy)		Attending Physician			
Referral Letter/Checagency (1 original)		Referring Agen	Referring Agency		
Barangay Certificate Represented (1 pho	tocopy)	Barangay/Place			
the person Represent 1 original)		BIR, Post Offic LTO	e, DFA, PSA, SS	S, GSIS, Pag-IBIG,	
Barangay Certificate/Indigency indicating the relationship with the patient (1 photocopy)		Barangay/Place	Barangay/Place of residency		
Registration/Correct the Civil Registrar	ction of Live Birth at				
Barangay Certificate	(1 photocopy)	Barangay/Place of residency			
Government issued (1 photocopy, 1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO			
Birth Certificate (1 con 1 original)	ertified true copy,	Philippine Stati	stics Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)	



2. Submit	2 Chook and varify	None	5 Minutes	AGUSTIN M.
requirements to the Crisis Intervention Unit at the PSWDD.	2. Check and verify the completeness of submitted requirements.	inone		PRESENTACION Social Welfare Officer I (PSWDD)
2.1 Present yourself for an initial interview and assessment thereat.	2.1 Conduct the intake interview and assessment with the client.		20 Minutes	CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
3. Wait for the release of Certificate Indigency and Eligibility from the PSWDD.	3. Prepare Certificate of Indigency and Eligibility to be signed by the Head of PSWDD.	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I (PSWDD)
4. Claim the Certificate of Indigency and Eligibility once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Certificate of Indigency and Eligibility to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I
	TOTAL:	None	29 Minutes	(PSWDD)
L				

104. Issuance of Certificate of Zoning Classification (CZC)

The Certificate of Zoning Classification is issued by the City Planning and Development Office (CPDO)/City Zoning Administrator to the owners of lands/properties, citing the Zoning Classification of a particular land based on the City Zoning Ordinance.

Office or Division:	City Planning and Development Office (CPDO)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Developers/Property Owners				



CHECKLIST OF REQUIREMENTS WHERE TO SECURE				URE	
Letter request (1 orig	inal)	Developer/Property Owner			
Vicinity/Location Map		Geodetic Engineer/ Property owners			
(1 photocopy)					
Transfer Certificate o	f Title (TCT)	Registry of Deed	ds		
(1 certified true copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the documentary requirements to the assigned personnel of the CPDO receiving area.	1. Receive and acknowledge receipt of documentary requirements; and conduct preliminary assessment thereof.	None	10 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) RICHELLE T. PERDON Administrative Aide I (CPDO)	
	1.1 Prepare Order of Payment.			VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I (CPDO)	
2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO).	2. Issue Official Receipt (OR) to the client.	PHP100	5 Minutes	Cashier (CTO)	
3. Present OR to the assigned personnel of the CPDO receiving area.	3. Receive the details of payment and forward all the assessed documentary requirements for encoding and printing of	None	15 Minutes	VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I (CPDO)	



	Certificate of Zoning Classification.	N	- 14:	
4. Claim the Certificate of Zoning Classification at the releasing area of the CPDO.	4. Release the Certificate of Zoning Certificate to the client.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) RICHELLE T. PERDON Administrative Aide I (CPDO)
	TOTAL:	PHP 100	35 Minutes	

105. Issuance of Certification for Non-Ownership of Business Establishment

Any person may request from the Business Permits and Licensing Office a document certifying that the person requesting is not an owner of business establishment based on the database of registered business establishments in Pasay, to avail the services of other agencies such as Medical/Financial Assistance (Social Welfare Services) and Legal Assistance (PAO Services).

Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2B – Governmer	nt to Citizen	
Who may avail:	Any indigent reside	ent of Pasay City	
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
Principal:			
Duly Accomplished Form:			
 Request Form Details/information to be indicated in the request form 		BPLO Requesting Party	
Valid Identification Card (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Barangay Clearance (1 photocopy)		Office of the Barangay where the indigent individual resides	
Certificate of Indigency (1 photocopy)		Pasay Social Welfare and Development Department (Room 220)	
Request letter addressed to BPLO Head (1 original)		Indigent individual	
Representative:			
Duly Accomplished Form:	(1 original copy)	BPLO	



5		Representativ	re e	
 Request Form Details/information to be indicated in the request form 				
Valid Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Barangay Clearance (1 photocopy)	Registered Ba	arangay of indiger	nt individual
Certificate of Indigency	/ (1 photocopy)	Pasay Social ' Department (F	Welfare and Deve	elopment
Request letter address (1 original)		Indigent indivi	dual represented	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form/slip and submit to the assigned personnel at the BPLO transaction window.	 Receive the complete requirements and verify based on the records. Once verified, issue Order of Payment. 	None	15 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO)
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PhP40.00 PER COPY	15 Minutes	City Treasurer's Office, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I (BPLO)
	TOTAL:	PhP 40.00 PER COPY	1 Hour	

106. Issuance of Certification for Registered Business (Access to Record)

The Business Permits and Licensing Office of the City Government of Pasay may issue a document certifying the existence or non-existence of a business establishment based on the database of registered businesses in Pasay to any business owner or government agency/institution or juridical



person who may want to secure valid information (*Access to Record*) subject to the provision of the R.A. No. 10173 also known as "Data Privacy Act of 2012".

Office or Division:	Business Permits	and Licensing (Office (BPLO)		
Classification:	Simple	Simple			
Type of Transaction:		G2B – Government to Business, G2G- Government to Government			
Who may avail:		Business Owner (Natural or Juridical) and Government			
CUECKLIST OF D		Agencies/Institutions			
CHECKLIST OF R Principal:	EQUIREMENTS		WHERE TO SECU	JKE	
Duly Accomplished For	m: (1 original)				
- Request Form	on to be indicated in	BPLO Requesting Party			
Valid Identification Care	d (1 original and	*	ce, PSA, SSS, GS	SIS, COMELEC,	
1 photocopy)		LTO			
Request letter address (1 original)	ed to BPLO Head	Person/office/	agency/institution	represented	
Representative:					
Duly Accomplished For	m: (1 original)				
Request FormDetails/informatithe request form	on to be indicated in	BPLO Representative			
Valid Identification Care represented and the re (1 original and 1 photos	presentative	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Request letter address (1 original)	ed to BPLO Head	Requesting Party represented			
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill out the request form/slip and submit it to the assigned personnel at the BPLO transaction window. ACTIONS 1. Receive the complete requirements and verify the availability of the requested record from the database system.		None	30 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO)	



	1.1 Once verified, issue Order of Payment.			
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PHP40.00 Government Agencies/ Institutions - None	15 Minutes	City Treasurer's Office, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I, (BPLO)
	TOTAL:	PHP40.00 Government Agencies/ Institutions - None	1 Hour and 15 Minutes	

107. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

Office or Division:	City Legal Office (City Legal Office (CLO)		
Classification:	Simple			
Type of Transaction:	G2G – Governmei	nt to Government		
Who may avail:	Employees of the	City Government who are applying for bank loans,		
	separation benefit	s and other related purposes.		
CHECKLIST OF RE	QUIREMENTS	QUIREMENTS WHERE TO SECURE		
Duly accomplished requi	est form			
(1 original)				
 Request Form 	City Legal Office			
 Details to be indic 	cated in the form Requesting Party			
Duly accomplished Clearance Form				
(1 photocopy)	·			
- Clearance Form City Legal Office				
 Details to be indic 	cated in the form	Requesting Party		



	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the duly accomplished request form to the Receiving/ Releasing Staff of the CLO.	Receive and check the completeness of request form and the submitted requirements.	None	2 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
Wait for the order of payment to be issued at the CLO.	2. Verify if the requesting party is included in the lists of employees with pending administrative case, then issue order of payment.	None	5 Minutes	RAUL DOMINIC B. SALAO Administrative Officer III (CLO) GEOVANI S. DE LA TORRE Administrative Aide IV (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	Teller (CTO)
4. Submit the OR to	4. Check the OR	None	8 Minutes	MITZIE T.



Section of CLO. 5. Claim the	and prepare the requested Certification. 4.1 Review, check and sign the prepared certification. 5. Release the	None	5 Minutes	Administrative Aide VI (CLO) GEOVANI S. DE LA TORRE Administrative Aide IV (CLO) ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO) MARVIE B.
requested certification at the CLO.	certification to the requesting party then keep the receiving copy for future file/reference.			CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)
	TOTAL:	PHP 100	25 Minutes	

108. Issuance of Certification of Registered Market Stall Holders

Tenants/Stallholders may request for the issuance of a certification from the Pasay City Public Market that they are duly registered tenants/stallholders.

Office or Division:	Pasay City Public I	Pasay City Public Market (PCPM)		
Classification:	Simple			
Type of Transaction:	G2B – Governmen	t to Business		
Who may avail:	Tenants/Stallholde	rs		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Valid Government-issued ID Card		BIR, Post Office, DFA, PSA, SSS, GSIS,		
(1 original)		Pag-IBIG, PSA, LTO, DFA		
Duly Accomplished Request Form:				
 Application Form 		Administration Office of PCPM		
 Details/information 	to be indicated in	Tenant/Stallholder		
the request form				



		T		HO MAI
Representative:				
Authorization Letter (1 original)		Person Represented (Applicant)		
Valid Government-issued ID Card of the		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post		
Person Represented (Tenant/Stallholder)		Office, PhilHe	alth	
(1 original, 1 photocopy	• • • • • • • • • • • • • • • • • • • •			
Valid Government-issu		DFA, SSS, G	SIS, I TO, Pag-IB	IG, COMELEC, Post
Representative (1 original		Office, PhilHealth		
Duly Accomplished Re		- Omoo, 1 mm te	, aitii	
- Application Forr		Administration	n Office of PCPM	
	ion to be indicated in		esented (Tenant/S	Stallbalder)
		reison Kepie	ssenteu (Tenant/S	stailfiolder)
the request form	1 [FFF0 TO	BBOOECOINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly	1. Accept and	None	5 Minutes	MARJORIE ANN M.
accomplished	acknowledge			SAN LUIS
request form to	receipt of the			Market Inspector I
the receiving	request form			(PCPM)
section of				DEVALA DO DO
Administration	1.1 Issue Order			REYNALDO DC.
Office of PCPM	of Payment			SAN JUAN
located at the 1 st	to the client.			Administrative Aide I
Floor of Pasay				(PCPM)
City Public				
Market.				
2. Pay the	2. Issue official	PHP40.00	5 Minutes	Cashier
certification fee at		1111 40.00	J Williates	(City Treasurer's
the Cashier	receipt (OR) based on the			Office)
				Omoo)
located at 2 nd	order of payment			
Floor near parking	presented by the			
area of Pasay City	client.			
Mall.	0 0 0 0		10	DE)/4/4/ DC DC
3. Return to	3. Check the OR	None	10 Minutes	REYNALDO DC.
receiving section	and prepare the			SAN JUAN
of Administration	certification;			Administrative Aide I
Office of PCPM to	inform the client			(PCPM)
present the OR.	to wait outside			MAD IODIE ANNIA
	while the			MARJORIE ANN M.
	certification is			SAN LUIS
	being prepared.			Market Inspector I
	zomg proparodi			(PCPM)
				TEODORO N.
				VELASCO
				Officer-In-Charge
				(PCPM)
4. Claim the	4. Release	None	10 Minutes	REYNALDO DC.
T. Claim the	T. 11010030	INDITE	10 Millutes	11 11 1 LDO DO.



certification at the receiving section of Administration Office of PCPM.	certificate to the requesting party after signing in the logbook.			SAN JUAN Administrative Aide I (PCPM)
	TOTAL:	PHP40.00	30 Minutes	

109. Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property, & No Improvement

The TAX DECLARATION (TD) serves as the permanent record for every real property unit such as Land, Building and Machinery. A Certified True Copy or Certification of various property holdings, Non-Property or No-improvements thereon may be requested from the City Assessor's Office.

Office or Division:	City Assessor's Office (CAssrO)		
Classification:	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen	
Who may avail:	Property Owner/		
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE	
Principal			
Request Slip		City Assessor's Office	
Valid Government Issued	d Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,	
Card (1 photocopy)		COMELEC, OSCA-LGU	
Representative			
Request Slip		City Assessor's Office	
Owner's Representative: Latest authorization letter (1 original copy) or Special Power of Attorney (1 photocopy) or Duly signed by the Consul General of the Republic of the Philippines with attached red ribbon (if the owner is outside the country) (1 photocopy)		Person Represented (Property Owner)	
Company Representative(s): Secretary's Certificate (1 original) or Formal Authorization Letter (printed on Company Letterhead) signed by the company's authorized signatory (1 original) Proces		Company Represented (Company)	
 Buyer Notarized Deed of Sa 	e (1 photocopy) Property Owner		
Valid Government Issued Card of the person being		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU	



(1 photocopy)	
Company ID Card of company being represented (for company only) (1 photocopy)	Company being represented
Government Issued Identification Card of the Representative	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU
Company ID Card of Representative (for company only) (1 photocopy)	Company ID Card represented
Inspection Report (for no-improvement) (1 original copy)	Deputy-in-Charge (Assessor's Office)

(1 original copy)	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure and accomplish the request slip, attached necessary requirements, and submit it to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	1. Check the request slip including the completion of requirements, then issue Order of Payment to the client.	None	5 Minutes	Officer of the Day (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) CARMELITA C. BELTRAN ASSESSMENT Clerk II (CASSTO) ANTHONY A. ABABA Data Controller I (CASSTO) MARIA INES A. ROBIN Administrative Aide II (CASSTO) MARIA INES A. ROBIN Administrative Aide II (CASSTO)

OTY OF PASAL
METRO MANILA

				RO MANI
				MIRANDA Administrative Aide IV (CASSTO) LUBBY A. TANCHING Administrative Aide II (CASSTO) MARY JANE V. MOSTAJO Administrative Aide II (CASSTO) MARY JANE V. MOSTAJO Administrative Aide II (CASSTO) MARY JANE V. MOSTAJO Administrative Aide II (CASSTO)
				Administrative Aide I (CAssrO)
2. Proceed to the City Treasurer's Office (CTO) teller, and pay the required fees.	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client	PHP 40	5 Minutes	Cashier (CTO)
3. Present the OR to the assigned personnel of the City Assessor's Office Records Officer for the	3. Prepare and issue the requested certification/s and certified copy/ies.	None	15 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
preparation and Approval of Certified Copy/ies or Certification.	3.1 Advice the client to pay for the documentary stamp.			MARISSA R. BACAMANTE Administrative Aide I (CAssrO)



4. Pay the required documentary stamp, and claim the requested Certification or Certified True Copy (CTC) from the assigned personnel of the City Assessor's Office - Administrative & Assessment Records Management Division.	4. Release the Certification/ CTC and collect the payment for the documentary stamp.	Documentary stamp per certification - PHP 30	10 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO)
	TOTAL:	PHP 70	35 Minutes	

110. Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records

The Office of the Secretary to the Sangguniang Panlungsod issues Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
Principal:				
Valid Government Issue	d Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
Card (1 photocopy)		COMELEC		
Duly accomplished appli	cation request			
form stating either of the	following (1			
original):				
a. For Ordinance/Re	esolution –			
Ordinance/Resolution Title or				
Number				
b. Minutes of any legislative action –				
Date of the Minutes of the Session or the Subject/Title of the				



	 Committee Hearings and En Banc Application request form Information/data to be indicated in the application request form 	Office of the Secretary to the SP Requesting Party
Representative:		
	Authorization letter (1 original)	Person Represented
	Valid Government Issued Identification Card of the Person Represented (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
	Valid Government Issued Identification Card of the Representative (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
	Duly accomplished application request form stating either of the following (1 original): a. For Ordinance/Resolution Ordinance/Resolution Title or Number b. Minutes of any legislative action – Date of the Minutes of the Session or the Subject/Title of the Committee Hearings and En Banc - Application request form	Office of the Secretary to the SP
	 Application request form Information/data to be indicated in the application request form 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Secretary to the SP, and submit the duly accomplished request form.	1. Check/ retrieve the requested records.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Pay the required fee at the City Treasurer's Office (CTO).	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the Secretariat.	 For CTC – PHP 40/ Page Certification as to the availability of Ordinance/ Resolution 	5 Minutes	Cashier/Teller (CTO)



		and other records - PHP 40		
3. Present the OR to the assigned personnel of the Office of the Secretary to the SP and claim your requested document.	3. Process and issue the requested document.	None	5 Minutes	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP) RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
	TOTAL:	For CTC – PHP 40/ Page Certification as to the availability of Ordinance/ Resolution and other records - PHP 40	15 Minutes	

111. Issuance of Certified True Copy of Mayor's/Business Permit

The Business Permits and Licensing office of the City Government of Pasay may issue a Certified True Copy of the Mayor's/Business Permit to Operate issued within the jurisdiction of the City to any registered business establishment as a requirement to other transactions from other government agencies/institutions.

Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All registered business establishments		



CHECKLIST OF R		WHERE TO SECI	JRE	
Principal:				
Duly Accomplished Fo	rm: (1 original)			
 Request Form Details/information to be indicated in the request form 		BPLO Requesting Pa	arty	
Valid Identification Car 1 photocopy)		BIR, Post Offic LTO	ce, PSA, SSS, GS	SIS, COMELEC,
Request letter address	ad to RDI O Haad	LIO		
(1 original)	ed to bi LO Head	Requesting pa	arty	
Representative:				
<u> </u>	rm: (1 original)			
Duly Accomplished Form: (1 original) - Request Form - Details/information to be indicated in the request form		BPLO Representativ	e of the principal	
Valid Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Offic LTO	ce, PSA, SSS, GS	SIS, COMELEC,
Request letter address (1 original)	ed to BPLO Head	Requesting Party represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form/slip and submit it to the assigned personnel at the BPLO transaction window.	 Receive the properly filled out form/slip and verify the availability of the requested record from the database system. Issue Order of Payment. 	None	30 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO)
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment	PHP40.00	30 Minutes	City Treasurer's Office, Ground Floor, Pasay City Hall



	from the BPLO.			
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I (BPLO)
TOTAL:		PHP40.00	1 Hour and	
			30 Minutes	

112. Issuance of Certified True Copy or Certification of Registered Civil Registry Document

Securing certified copy or certification of a registered Certificate of Live Birth, Marriage, Death or Fetal Death and Person with No Known Parents (Foundling) from the Local Civil Registry Office.

Office or Division:	Local Civil Re	Local Civil Registry Office (LCRO)		
Classification:	Simple			
Type of Transactio	n: G2C – Gover	G2C – Government to Citizen		
Who may avail:	Citizen with r	egistered record	ds of birth/marriage/deat	h/fetal death and
	foundling in F	Pasay City		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SECURI	
Principal				
Requested documer		Document Ov		
Any Government ID	Card (1 original,	BIR, Post Offi	ice, PSA, SSS, GSIS, Co	OMELEC, LTO
1 photocopy)				
Representative				
Handwritten authoriz	zation letter (1	Person being	represented (Document	Owner)
original)				
Any Government ID		BIR, Post Offi	ice, PSA, SSS, GSIS, Co	OMELEC, LTO
Represented (Docur	,			
(1 original, 1 photoco		515 5 . 64		
Any Government ID		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Representative (Dod	cument Owner)			
(1 original)	-t /4	Davasa baisa	manusación de la Constitución de	· O
Requested documer	, , , , , , , , , , , , , , , , , , , ,	Person being	represented (Document	Owner)
In case of Deceased	•			
·	please provide the following:		mmadiata Family Mamb	~ r
	- Affidavit of Kinship (1 original)		mmediate Family Membe	
 Proof of Kinship (1 original, 1 photocopy) 		inealest Mill/II	mmediate Family Membe	5 1
	AGENCY	FEES TO		PERSON
CLIENT STEPS	ACTIONS	BE PAID	PROCESSING TIME	RESPONSIBLE
1. Fill out the	 Verify the 	None	22 Minutes	ROMEO S.
request	availability of			RIVERA II



				AO MAI
form/slip and submit it to the assigned verifier at the LCRO verification window.	the requested record from the database/ registers or indices. 1.1 Once verified, issue the order of payment for Certified True Copy (CTC)/ transcribed copy or certificate of no record to the client.			Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II (LCRO)
1. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the LCRO.	 For CTC PHP 50 For Certificate of No Record - PHP 30 Computer ization Fee - PHP 20 	5 Minutes	Teller (CTO)
3. Present OR to the Clerk/Verifier at the LCRO releasing window.	3. Prepare the requested document, and issue the same to client.	None	7 Minutes	ROMEO S. RIVERA II Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II (LCRO)



4. Claim the	4. Place the	None	1 Minute	ROMULO C. TRESVALLES City Civil Registrar (LCRO) LILIBETH S.
requested document at the LCRO releasing window, and sign the logbook.	appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.			DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	For CTC – PHP 70 For Certificate of No Record – PHP 50	35 Minutes	

113. Issuance of Certificate of No Pending Case for Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod certifies that the Barangay Officials has no pending case.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2G – Governme	nt to Government		
Who may avail:	Barangay Officials			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Oath of Office (1 photocopy)				
Oath of Office (1 photocopy	/)	Department of Interior and Local Government (DILG)/Barangay Hall		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Office of the Secretary to the SP, and request for the certificate.	Issue an order of payment to the client.	None	3 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	PHP 40	2 Minutes	Teller (City Treasurer's Office)
2.1 Claim the Certificate to the Office of the Secretary to the SP.	2.1 Issue the Certificate of No Pending Case to the requesting party.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
	TOTAL:	PHP 40	10 Minutes	

114. Issuance of Company/Job Referrals/Certifications

Pasay City residents and other clients may request for referrals from the City Mayor's Office that covers the following:

- Company Referral;
- Job Recommendation; and
- Certification of Good Moral, Support and Residency

Office or Division:	City Mayor's Office (CMO)
	•··· ····· ··· ··· ··· ···



Classification:		Simple			
Type of Transactio	n:	G2C – Government to Citizen			
	Who may avail: All				
CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE	
Personal letter requ			Document Ow	ner	
Mayor Imelda Calixto-Rubiano (1 original)					
Barangay Clearance (1 original)		Barangay Hall			
Complete Bio-data	r Cu	ırriculum Vitae	Document Ow	ner	
(1 original)					
Company Profile/Pro	oduc	t/Services	Company		
(1 photocopy)					(A.D.) (B. III
NBI/Police Clearance			National Polic		n (NBI)/Philippine
Community Tax Cer	tifica	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	City Treasure		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the City Mayor together with all the necessary requirement at the CMO.	1	. Verify and validate the completeness and authenticity of all documents presented.	None	2 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)
2. Wait for the notification on the schedule of the release of requested document from the Mayor's Office.		request and notify the requestor on the schedule of the release.	None	5 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)
3. Secure the requested document from the Mayor's Office.	3	. Issue the requested document.	None	2 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)
		TOTAL:	None	9 Minutes	



115. Issuance of Endorsement Letter to Cooperatives Securing Business/ Mayor's Permit

The service is designed to facilitate through endorsement, the securing of the business/mayor's permit of all old and newly-registered cooperatives operating in Pasay, and cooperatives establishing branch or satellite office within the city. This is mandated by national law and local ordinances, in order to secure the necessary permit to operate and pay corresponding regulatory fees before commencing operation.

The Business/Mayor's Permit must then be subsequently renewed annually.

Office or Division:	OFFICE OF THE CITY COOPERATIVE OFFICER			
	(aka Pasay Coop	erative Development Office – Pasay CDO)		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:		registered cooperatives operating in Pasay and		
		plishing branch or satellite office in Pasay		
CHECKLIST OF RE		WHERE TO SECURE		
Duly Accomplished Coo		Cooperative organizations		
Profile/Information Shee				
Articles & By-laws (1 pho	otocopy)	Newly-registered, branch/satellite cooperative		
		organization		
Certificate of Registration	•	Newly-registered, branch/satellite cooperative		
Cooperative Developme	nt Authority	organization		
(2 photocopies)				
Certificate of Registration	n issued by BIR	Newly-registered, branch/satellite cooperative		
(2 photocopies)		organization		
Locational Sketch of the Cooperative		Newly-registered, newly-established branch/satellite		
Office (2 photocopies)		cooperative organization		
Certificate of Authority fr	om CDA	newly-established branch/satellite cooperative		
(1 photocopy),	D	organization		
in cases of Cooperative				
Letter of Authority from (JDA	newly-established branch/satellite cooperative		
(1 photocopy),	Catallita Office	organization		
in cases of Cooperative		Cooperative organizations		
Latest Certificate of Com	ipilance (COC)	Cooperative organizations		
(1 photocopy)	ry Dormit	Cooperative organizations		
Prior Year Issued Sanita	ily rellilli	Cooperative organizations		
(1 photocopy) in cases of cooperatives	with contoon/food			
services operation	with Cariteen/1000			
Prior Year Business Per	mit (1 photocopy)	Business Permit and Licensing Office		
Latest Audited Financial		Cooperative organizations		
		Cooperative organizations		
BIR stamp (1 photocopy)			



			AO MAN
Print out of Online submitted (thru CAIS)	Cooperative	organizations	
Latest Audited Financial Statement –			
(1 photocopy)	_		
Print out of Online submitted (thru CAIS)	Cooperative organizations		
Latest CAPR (Cooperative Annual			
Progress Report) (1 photocopy)	_		
Print out of Online submitted (thru CAIS)	Cooperative	organizations	
List of Officers and Trainings Attended			
(1 photocopy)			
Print out of Online submitted (thru CAIS)	Cooperative	organizations	
Latest Social Audit Report (1 photocopy)			
Print out of Online submitted (thru CAIS)	Cooperative	organizations	
Latest Performance Audit Report			
(1 photocopy)		. ,.	
Print out of Online submitted (thru CAIS)	Cooperative	organizations	
Latest Mediation and Conciliation Report			
(1 photocopy)	0		
Certificate of Compliance (1 photocopy) AGENCY		organizations PROCESSING	DEDCON
CLIENT STEPS AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	None	15 Minutes	ROWENA T.
1. Submit duly 1. Receive and accomplished assess the	None	15 Milliutes	BUENAVENTURA,
			City Cooperative Officer
Des Glad			I
Information			(PCDO)
Shoot togother			
with complete			JOSELYN L. CARASIG
requirements at and correctness.			Cooperative
the receiving			Development Specialist
section of the			(PCDO)
Pasay			(1 323)
Cooperative			JOHN N. NADUA
Development			Community Affairs
Office (PCDO).			Officer III
			(PCDO)
			JODI CAROL C. VIADO
			Cooperative
			Development Specialist
			(PCDO)
			, ,
2. Wait for the 2. Prepare and	None	5 Minutes	ROWENA T.
processing of the sign			BUENAVENTURA,
endorsement slip endorsement			City Cooperative Officer
at the designated			1



	waiting area of	slip.			(PCDO)
	PCDO.				100517411 0454010
					JOSELYN L. CARASIG Cooperative
					Development Specialist
					<i>II</i>
					(PCDO)
					JOHN N. NADUA
					Community Affairs
					Officer III (PCDO)
					(PCDO)
					JODI CAROL C. VIADO
					Cooperative Development Specialist
					Development Specialist
					(PCDO)
3.	Claim	3. Release	None	5 Minutes	ROWENA T.
	endorsement slip from the	endorsement			BUENAVENTURA, City Cooperative Officer
	releasing section	slip to the client.			1
	of the PCDO.				(PCDO)
					JOSELYN L. CARASIG
					Cooperative
					Development Specialist
					(PCDO)
					JOHN N. NADUA
					Community Affairs
					Officer III
					(PCDO)
					JODI CAROL C. VIADO
					Cooperative
					Development Specialist
					(PCDO)
		TOTAL:	None	25 Minutes	

^{***} Legal Basis: RA 9520; Rule 7 Section 5 of IRR; MC No. 2022-19, Section 7; MC No. 2016-0

116. Issuance of Financial Assistance/Non-Monetary Donation

Pasay City residents may request for financial assistance from the City Mayor's Office that covers the following:



- Burial Assistance;
- Medical Assistance;
- Solicitation (monetary or non-monetary); and
 Educational Assistance

Office or Division:	City Mayor's Office	e (CMO)		
Classification:	Simple	,		
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Burial Assistance:				
Registered death certification	ate	Document Owner		
(1 certified true copy)				
Barangay Clearance of the (1 original)	he deceased	Barangay Hall		
Proof of relationship: Birt	h			
certificate/Marriage certif				
duly signed by Punong B				
the relationship of the cla				
deceased (1 original)		Philippine Statistics Authority (PSA)		
Valid Government ID Ca	rd of	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,		
claimant/deceased (1 ph	otocopy)	COMELEC		
Funeral Contract (1 origin	,	Funeral Service Provider		
PSWD Indigency/Certific	ate of Eligibility			
(1 original)		Pasay Social Welfare Department (PSWD)/Barangay Hall		
Medical Assistance:				
Personal letter request a	ddressed to Mayor	Document Owner		
Imelda Calixto-Rubiano (
Barangay Clearance of F		Barangay Hall		
claimant's name and rela	ationship to the			
patient) (1 original)				
Medical Abstract/Prescrip	ption/Laboratory			
Request (1 photocopy)		Department of Health (DOH) Accredited Hospital/Clinic		
PSWD Indigency/Certific	ate of Eligibility	PSWD/Barangay Hall		
(1 original)				
Valid Government ID Ca	rd of patient	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,		
(1 photocopy)		COMELEC		
Valid Government ID Card of		Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,		
claimant/deceased (1 ph	otocopy)	COMELEC		
Solicitation:				
Personal letter request a		Document Owner		
Imelda Calixto-Rubiano (1 original)			



				TO MAI
Barangay Clearance (*	1 original)	Barangay Hall		
Valid Government ID C		Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,		
(1 photocopy)	•	COMELEC		
Educational Assistan	ice:			
Personal letter request	t addressed to Mayor	Document Ow	ner	
Imelda Calixto-Rubian				
Barangay Clearance of one (1)				
parent/guardian/studer		Barangay Hall		
above (1 original)	•			
PSWD Indigency/Certi	ficate of Eligibility	PSWD/Barang	ay Hall	
(1 original)	•		•	
Duly Accomplished Ap	plication Form	Educational As	ssistance Help De	sk, CMO
(1 original)	•		•	
Voter's ID Card of pare	ent/guardian or	COMELEC		
voter's registration for				
and above (1 photocor	oy)			
1x1 ID Picture (2 pcs.)		Photo Shop		
Grades with GWA of 8	0% and above (2.5	DEPED Accre	dited Schools for	Elementary/High
and above for college)		School		, ,
(1 certified true copy b	y the school)	CHED Accredi	ted Schools for C	ollege
Proof of Enrollment (C	ertificate of	DEPED Accredited Schools for Elementary/High		
Registration (COR)/Ce	ertificate of	School		
Enrollment (COE)/Cert	tificate of	CHED Accredited Schools for College		
Matriculation (COM)/O	official Receipt (OR)			
(1 photocopy)				
Course Curriculum if a	vailable	DEPED Accredited Schools for Elementary/High		
(1 certified true copy)		School		
		CHED Accredited Schools for College		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
Submit a letter	 Verify and 	None	2 Minutes	JUDITH D.
request for a	validate the			FERNANDEZ
specific financial	completeness			Administrative
assistance and/or	and authenticity			Assistant I
non-monetary	of all documents			(CMO)
donation presented.				
addressed to the				MA. REBECCA S.
City Mayor				MANTE
together with all				Administrative Aide I
the necessary				(CMO)
requirements.				, ,
				LINDSAY ROSE E.
				TAN Administrative
				Assistant II

OF PASA
METRO MANILA

					RO MANI
					(CMO)
					EDEN E. PADILLA Administrative Aide IV (CMO)
					MARYBLESS A. MORENO Social Welfare Aide (CMO)
					VICTOR A. SANGIL Administrative Aide IV (CMO)
2.	Wait for the notification for the release of requested financial assistance and/or non-monetary	2. Process the request and prepare the voucher.2.1 Call the name of the	None	5 Minutes	JUDITH D. FERNANDEZ Administrative Assistant I (CMO) MA. REBECCA S.
	donation from the Mayor's Office	requestor for the release of the financial assistance.			MANTE Administrative Aide I (CMO) LINDSAY ROSE E.
		2.2 For items to be procured, notify the requestor for		3 Days (for items to be procured)	TAN Administrative Assistant II (CMO)
		the schedule of the release of the requested item/s.		process coy	EDEN E. PADILLA Administrative Aide IV (CMO)
					MARYBLESS A. MORENO Social Welfare Aide (CMO)
					VICTOR A. SANGIL Administrative Aide



					/V (CMO)
3.	Receive the financial assistance and/or non-monetary donation and sign the voucher at the Mayor's Office	3. Issue the financial assistance and/or non-monetary donation to the client.	None	2 Minutes	JUDITH D. FERNANDEZ Administrative Assistant I (CMO) MA. REBECCA S. MANTE Administrative Aide I (CMO) LINDSAY ROSE E. TAN Administrative Assistant II (CMO) EDEN E. PADILLA Administrative Aide IV (CMO) MARYBLESS A. MORENO Social Welfare Aide (CMO) VICTOR A. SANGIL Administrative Aide IV (CMO)
		TOTAL:	None	3 Days and 9 Minutes	

117. Issuance of Locational Clearance (LC)

The Locational Clearance is issued by the City Planning and Development Office (CPDO) to all types of development/redevelopment projects that are permitted under the provisions of City Ordinance No. 5718, series of 2016 also known as the Zoning Ordinance as well as other standard, rules and regulations on land use. This clearance is required prior to the issuance of the Building Permit.



For Simple Structure/Development:

This refers to an application of any of the following w/ floor areas not to exceed 1,500 square meters: single dwelling residential building not more than three (3) storeys, commercial building of not more than two (2) storeys, warehouse not storing hazardous substance, and renovation within a mall with issued building permit.

Office or Division:		City Planning a	nd Development C	Office (CPDO)	
Classification:		Simple			
Type of Transaction	on:	G2C – Governr			
Who may avail:					
	CHECKLIST OF REQUIREMENTS			WHERE TO SECU	
Duly accomplished			T		onstruction Permit
Form for Building P				ion, City Engineer	ing Office (CEO)
Transfer Certificate	of Litt	e (1 certified	Registry of Deeds	3	
true copy)					
or					
Lease Agreement	if less	ee) (1	Developer/Prope	rty Owner	
photocopy)	/F t	f - t t	·		
Architectural Plans	(5 set	s of blue print)	Hirea Architectura	al Designers/Engi	neers
(1 original)			FEES TO PROCESSING F		PERSON
CLIENT STEPS	AGE	NCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Pay the	1. Pre	epare Order of	Please refer to	10 Minutes	JESS R. BOCES
necessary		ayment (OP)	the table below		Zoning Officer I
fees at the		sed on the	representing the		(CPDO)
payment area.		ans submitted	list of zoning		
paymont area.		d endorse the	fees.		VIRGILIO P.
		me to the			DE JESUS
		aison/Collector			Zoning Inspector I
					(CPDO)
		ersonnel for			
		clusion to the			
	_	ne- Time-			
	As	ssessment.			
	Note	e: If the			
		oplication is			
	-	on-conforming			
		the land use,			
		,			
	_	oplication will			
		o longer be			
1	pi	rocessed. A			



_			T	T
2. Present the original and photocopy of the Official	Notice of Disapproval shall be issued to the proponent indicating the grounds for disapproval. 2. Receive the photocopy of the OR, record the details of	None	20 Minutes	JESS R. BOCES Zoning Officer I (CPDO)
Receipt (OR) at the receiving area of OSCP Division, OBO and wait for the issuance of the Building Permit.	payment and forward all the assessed documentary requirements for encoding and printing of LC. 2.1 Upon signing, forward the LC to the releasing area of the OSCP Division, Office of the Building Official (OBO).			VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
	TOTAL:	*ALC + LCF + IF + PF = N	30 Minutes	

*Legend:

ALC (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) + **IF** (Inspection Fee) + **PF** (Processing Fee) = **N** (Total Fees)

LEGAL BASIS:

*City Ordinance No. 5718, S 2016

^{*}Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)



For Complex Development and Highly Technical Developments: This refers to an application with floor areas exceeding 1,500 square meters; dwelling residential building more than three (3) storeys, commercial building more than two (2) storeys, and other developments that are not included in simple structures definition.

Office or Division:	City Planning and	d Development Office (CPDO)	
Classification:	Complex		
Type of Transaction:	G2C – Governme		
Who may avail:	Developers/Prop		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Duly accomplished form f	or Locational	Room 211, CPDO	
Clearance (1 original)			
Transfer Certificate of Titl	e (1 certified true	Registry of Deeds	
copy)			
or			
Lease Agreement (if less	ee) (1	Decile of Breed October	
photocopy)		Developer/ Property Owner	
Architectural Plans (5 set	s of original	Hired Architectural Designers/Engineers	
blueprint)			
Barangay Clearance (1 p	hotocopy)	Barangay Hall which has jurisdiction over the	
T 01 (B 11 II	·	proposed project	
Tax Clearance for Buildin	g Permit	City Treasurer's Office	
(1 photocopy)	duly signed 0	From a variational Candatia Franciscov	
Lot plan with vicinity map		From a registered Geodetic Engineer	
sealed by Licensed Geod (1 original blueprint)	elic Engineer		
Notarized consent of imm	ediate neighbors	From owners of adjacent properties	
(1 photocopy) (if applicab	_	Trom owners or adjacent properties	
Environmental Compliance		DENR (Environmental Management Bureau)	
(ECC) (for projects within		· · · · (- · · · · · · · · · · · ·	
Environmental Impact As	-		
(1 photocopy) (if applicab	le)		
Traffic Impact Assessmer		Hired registered Local Environmental Planner/	
and sealed by registered		Transportation Engineer	
Environmental Planner (for traffic			
generating developments) (1 original) (if		
applicable)	d - DUTE - T	O' TA Tarte A de la Creat de BUTT de (OAAB)	
Civil Aviation Authority of the Philippines		Civil Aviation Authority of the Philippines (CAAP)	
Height Clearance (1 original applicable)	iai) (II		
applicable) Comprehensive Master D	Avelonment Plan	Hired Registered License Environmental Planner	
(CMDP) (1 original) (if ap	•	(RLENP)	
(Sivioi) (1 original) (II ap	ulicable)	(INCLINI)	



Development Permit (DP) (1 original) (if applicable		Sangguniang P	anlungsod (SP)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish, and submit notarized Application Form for Locational Clearance and documentary requirements to the assigned receiving personnel at Room 211, CPDO.	1. Perform preliminary assessment and evaluation of sufficiency of submitted requirements and acknowledge receipt of documents in a routing slip; record the details of the application in the logbook; and forward the documents to the Plan Evaluator (PE) for assessment and plan evaluation.	None	20 Minutes	MARIAN M. MAGDALITA Administrative Asst. I (CPDO) RICHELLE T. PERDON Administrative Aide I (CPDO)
	 1.1 Undertake actual inspection/site verification (if necessary); if the submitted plans need corrections, the PE shall require the owner/applicant to modify the plans. 1.2 Evaluate the submitted plans and accomplish the evaluation 	None	2 Days	MARIA TERESA M. CASTILLO Zoning Officer IV (CPDO) JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) MARIA TERESA M. CASTILLO Zoning Officer IV (CPDO)



sheet then forward the same to the Zoning Administrator for approval and signing. 1.3 Issue the OP to the client 2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO) after acquiring the OP at the OBO. 3. Present the original and photocopy of the OR to the receiving personnel of the CPDO. 3. Provent the OR to the receiving personnel of the CPDO. 3. 1 Forward all the assessed documentarry requirements for LC encoding and printing. 3. 2 Encode and print 3. 2 Encode and print 3 JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPTO) Soming fees. 4 Minutes 5 Minutes 5 Minutes 5 Minutes Cashier (CTO) 5 Minutes Cashier (CTO) 1 Sessered To the table below representing the list of zoning fees. VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I (CPDO) 3.1 Forward all the assessed documentarry requirements for LC encoding and printing.					NO MA
after acquiring the OP at the OBO. 3. Present the original and photocopy of the OR to the receiving personnel of the CPDO. 3.1 Forward all the assessed documentary requirements for LC encoding and printing. 3. Receive the photocopy of OR and record its details. None 25 Minutes VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I (CPDO)	necessary fees at the cashier area of the City Treasurer's	forward the same to the Zoning Administrator for approval and signing. 1.3 Issue the OP to the client 2. Issue the Official Receipt (OR) to	to the table below representing the list of		Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) Liaison Staff (OBO) Cashier
	after acquiring the OP at the OBO. 3. Present the original and photocopy of the OR to the receiving personnel of	photocopy of OR and record its details. 3.1 Forward all the assessed documentary requirements for LC encoding and printing.	_	25 Minutes	JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I

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O V
* ****** *
METRO MANILA

4. Claim the LC	4. Release the LC	None	5 Minutes	MARIAN M.
from the	to the client.			MAGDALITA
receiving				Administrative Asst. I
section of the				(CPDO)
CPDO.				
CFDO.				RICHELLE T.
				PERDON
				Administrative Aide I
				(CPDO)
	TOTAL:	*ALC + LCF =	4 Days and	
		N	1 Hour	

*Legend:

ALC (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) = **N** (Total Fees)

LEGAL BASIS:

List of Zoning Fees:

1. (ALC)	Application for Locational Clearance	PHP 400
2.	Locational Clearance Fee (LCF).	
a.	Residential (single-detached, single-attached/zero lot line and duplex type.	PHP 6 per square meter of the Total Gross Floor Area (TGFA)
b.	Commercial establishments including apartments, mass housing, townhouses, residential condominium, etc. Constructed primarily for gain purposes.	PHP 10 per square meter of the TGFA
C.	Industrial establishments	PHP 10 per square meter of the TGFA
d.	Institutional (schools, hospital, etc.)	PHP 5 per square meter of the TGFA

^{*}City Ordinance No. 5718, S 2016

^{*}Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)



		RO MARIN
e.	Memorial Parks/Cemeteries	PHP 5 per square meter of the TGFA
f.	Agro-Industrial	
1	f.1 Manufacturing	PHP 6.25 per square meter of the TGFA
1	f.2 Non-manufacturing	PHP 6.25 per square meter of the TGFA
g.	Telecommunications/Towers	PHP 20,000 per unit
h.	Special Uses (helipad/landing area, gas station, abattoir, thermos select/gasification plant, etc.)	PHP 16 per square meter of the TGFA
i.	Yards utilized for commercial purposes	PHP 4 per square meter of the TGFA
j.	Yards utilized for industrial purposes	PHP 8 per square meter of TLA
k.	Yards utilized for institutional purposes	PHP 1.20 per square meter of TLA
I.	All types of renovation	Seventy- five percent (75%) of the corresponding rates prescribed above.
m.	Billboards (all types) billboard	PHP 20 per square feet of the surface area
3.	Inspection Fee (IF)	
a.	Residential (single-detached, single-attached/zero lot line and duplex type)	PHP 400
b.	Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600



		RO MANUE		
C.	Industrial establishments	PHP 800		
d.	Institutional (schools, hospital, etc.)	PHP 400		
e.	Memorial Parks/Cemeteries	PHP 700		
f.	Light Industrial			
f.1	Manufacturing	PHP 800		
f.2	Non-manufacturing	PHP 800		
g.	Telecommunications/Towers	PHP 600		
h.	Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800 (yards utilized for commercial purposes)		
i.	Yards utilized for industrial purposes	PHP 800 (yards utilized for institutional purposes)		
j.	Yards utilized for commercial purposes	PHP 600		
k.	Yards utilized for institutional purposes	PHP 400		
l.	All types of renovation.	Twenty-five (25%) percent of the corresponding rates prescribed above.		
4.	Processing Fee (PF).	For processing the application for LC (whether the project or the activity to be undertaken is conforming or non-conforming), the processing fee shall be twenty-five percent (25%) of the corresponding prescribed LC fee.		
Per City Ordinance No. 5718, series of 2016				



118. Issuance of Marriage License

Securing a Marriage License as pre-requisite to contract marriage under the Family Code of the Philippines from the Local Civil Registry Office.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pasay City residents (both parties)			
CHECKLIST OF REQU		WHERE TO SECURE		
Mandatory for BOTH app	licants			
Personal Appearance		Both Parties		
Pre-Marriage Orientation (Certificate	Pasay City Health Office		
(1 original)				
Valid Government ID Card	of both parties	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original, 1 photocopy)				
Passport sized or 2x2 pho	to (1 original for	Photo Shop/Studio		
both parties)	_			
25 years old and above a				
All Mandatory requirement	s mentioned			
above	(05)(0)(4)	201		
Certificate of No Marriage	(CENOMAR)	PSA		
(1 original, 1 photocopy)		DOA 1000 1 1:41 :4 1		
Certificate of Live Birth		PSA, LCRO where birth was registered		
(1 original, 1 photocopy)		Darram say Officials		
Proof of residency (1 origin	naı,	Barangay Officials		
1 photocopy)	old applicant			
18 years old to 20 years All Mandatory requirement				
above	s mentioned			
Parental Consent (2 origin	al)	LCRO, appearance of father, mother or legal guardian		
l aremai consent (2 origin	ai)	appointed by law		
Valid Government ID Card	of the parent	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
giving consent (1 original,	-	2, . 33. 333, . 3, 333, 3310, 331111113, 113		
Pre-Marriage Counseling (Pasay City Social Welfare and Development		
(1 original, 1 photocopy)		Department		
Certificate of No Marriage	(CENOMAR)	PSA		
(1 original, 1 photocopy)	,			
Certificate of Live Birth (1	original,	PSA, LCRO where birth was registered		
1 photocopy)	-			
Proof of residency (1 origin	nal, 1	Barangay Officials		
photocopy)				
21 years to 24 years old	applicant			
All Mandatory requirement	s mentioned			



above	
	LCPO appearance of both parents or local quardies
Parental Advice (2 original)	LCRO, appearance of both parents or legal guardian appointed by law
Valid Government ID Card of parent/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
giving Parental Advice	bit, 1 03t Office, 1 0A, 000, 0010, COMELLO, LTO
Pre-Marriage Counseling Certificate	Pasay City Social Welfare and Development
(1 original, 1 photocopy)	Department
Personal Appearance	Both Parties
Certificate of No Marriage (CENOMAR)	PSA
(1 original, 1 photocopy)	1 6/1
Certificate of Live Birth (1 original,	PSA, LCRO where birth was registered
1 photocopy)	TOT, LOTG WHOLE BIRTI Was registered
Passport (1 photocopy)	Non-Filipino applicant
Non-Filipino Applicant	Tron i ilipino applicant
Certificate of Legal Capacity or Affidavit in	Embassy or Consulate of the foreign national in the
Lieu of Certificate of Legal Capacity	Philippines
(1 original)	
Divorce Decree/Order (if divorced)	Foreign Court or Office issuing such document
(1 original CTC, 1 photocopy)	The following the state of the
Certificate of No Marriage (CENOMAR)	Philippine Statistics Authority (PSA)
(1 original, 1 photocopy)	Trimppino Gianouso riduronty (i Gri)
Certificate of Live Birth (1 original,	PSA, LCRO where birth was registered
1 photocopy)	great great and a second great a
Valid Government ID Card of both parties	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
(1 original, 1 photocopy)	
Widow or Widower Applicant	
Death Certificate of deceased spouse	PSA
(1 original, 1 photocopy)	
Advisory on Marriages (CRS Form No. 5)	PSA
(1 original, 1 photocopy)	
Certificate of Live Birth (1 original,	PSA, LCRO where birth was registered
1 photocopy)	
Proof of residency (1 original,	Barangay Officials
1 photocopy)	
Annulled or Divorced Filipino	
Applicant	
Annotated Certificate of Marriage	PSA
(1 original, 1 photocopy)	
Registered Decree of Nullity of Marriage,	RTC where annulment was granted, LCR Office where
if annulled (1 original,	court is functioning
1 photocopy)	
Registered Recognition of Foreign	LCRO where the recognition of foreign judgment was
Judgment, if divorced abroad (1 original,	rendered
1 photocopy)	



Advisory on Marriag (1 original, 1 photoc	es (CRS Form No. 5)	PSA		
Certificate of Live Birth (1 original, 1 photocopy)		PSA, LCRO where birth was registered		
Proof of residency (*1 photocopy)	l original,	Barangay Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the necessary requirements to the registration officer/clerk at the Local Civil Registry Office.	1. Check if all applicable requirements are met. 1.1. Once checked, provide four (4) copies of application for marriage license form to the applicants, together with the presented requirements and give instructions on how to accomplish the form to the client.	None	5 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
 2. Fill out the application form given by the clerk from LCRO (use black ink and sign at the bottom). 2.1 Bring the application forms to the notary public for notarization. 	2. Review the correctness and consistencies of the entries in the form and the submitted documents.2.1. Once reviewed, issue order of payment for the Application fee	Notarization Fee	5 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)



				NO MA
2.2 Submit the accomplished application forms and the documents initially presented to the same registration officer/clerk of the LCRO.	and forms to the client.			
3. Pay the necessary fees at the City Treasurer's Office.	3. Issue Official Receipt (OR) for the Application Fee and Forms to the client.	 Application – PHP 70 Application Form – PHP 20 Computerization Fee – PHP 20 	5 Minutes	Teller (CTO)
Present OR to the registration officer/clerk of the LCR Office.	4. Verify OR, issue claim stub indicating the date and time of release and the amount of the marriage license fee to be paid before the release 4.1. Assign registry number on the application, record and file the application 4.2 Prepare notice for the 10-day	None	10 Days and 4 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)



		T	T	AO MANI
	posting period			
5. On release date, present OR at the Local Civil Registry Office releasing	5. Process the request:5.1 Prepare the marriage license	Marriage License Fee – PHP 50	15 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO)
window, and pay the	for the signature			or
necessary amount for the marriage license fee.	of the City Civil Registrar			FRENCITA P. PENECITOS Administrative Aide II (LCRO)
	5.2 Sign the marriage license			ROMULO C. TRESVALLES
	5.2. Segregate copies of the marriage license, 1 for LCRO file and other for			City Civil Registrar (LCRO)
	release; application forms, 1 for LCRO, 1 for PSA, 1 for			ARLENE A. VILLARAZA Administrative Aide IV (LCRO)
	applicants, 1 for solemnizing			or
	officer			FRENCITA P. PENECITOS
	5.3 Record the name of the applicants and release Marriage			Administrative Aide II (LCRO)
	License with copy of the Notice,			
	Application Form and other			



		applicable documents 5.4 Issue the marriage license to the client/s.			
6.	Sign the logbook and claim the Marriage License at the LCRO releasing window.	6. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	1 Minute	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
		TOTAL:	PHP 160 (excluding Notarization Fee)	10 Days and 35 Minutes	

119. Issuance of Parenting Capability Assessment Report

The Parenting Capability Assessment Report is a document prepared by a Registered Social Worker to evaluate and assess an individual's ability to effectively meet the needs of their child and provide a safe and nurturing environment for their upbringing.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Complex			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	Parents or guardians of minor who are under temporary shelter in any			
	government or non-go	vernment shelter.		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Barangay Certificate (1 original, 1 photocopy)		Barangay/Place of Residence		
Birth Certificate (1 certified true copy, 1 original)		Philippine Statistics Authority (PSA)		
Certificate of Enrolment		DEP-Ed or CHED Accredited School		
(1 certified photocopy, 1 original)				
School Identification Card		DEP-Ed or CHED Accredited School		



(1 photocopy, 1 origin	nal)			
Government issued I (1 photocopy, 1 origin	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO			
Referral Letter from r (1 original, 1 photoco	0. ,	Referring Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist client in the registration	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer (PSWDD) CES ANN U. VIRAY Social Welfare Officer (PSWDD)
2. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and submit requirements to Unit-in-Charge.	2. Check and verify the completeness of submitted requirements. 2.1 Conduct the intake interview with the client.	None	30 Minutes	ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer



				AO MAN
				II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In- Charge (San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of	3. Conduct the home visit and interview twice.	None	1 Day	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
PSWDD.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)



CHRISTINE ANN M.
AGUINDADAO
Social Welfare Officer
I/In-Charge
(CAA 2 Unit Office)

ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)

JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)

GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)

SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)

ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)

JERUSALEMA B.
BENITEZ
Social Welfare Officer
I/In-Charge
(San Rafael Unit
Office)



				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office) JESUSA O. TUMAZAR Day Care Worker I/In-
				Charge (San Roque Unit Office)
PSWDD to completely process the requested document.	epare the renting pability sessment Report CAR) to be ned by the pervisor of the it.	None	2 Days	ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge

TIVE	F PASA
*	
METR	OMANILA

				RO MANIL
				(Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In- Charge (San Roque Unit Office)
5. Claim the PCAR once released, upon signing the duplicate copy thereof at the	5. Issue/release the PCAR to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
PSWDD Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)



ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)

JANET A.
BULACLAC
Social Welfare Officer
I/In-Charge
(Sta. Clara 1 Unit
Office)

GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)

SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)

ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)

JERUSALEMA B.
BENITEZ
Social Welfare Officer
I/In-Charge
(San Rafael Unit
Office)

KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)



1				IECLICA O
				JESUSA O.
				TUMAZAR
				Day Care Worker I/In-
				Charge
				(San Roque Unit
				Office)
	TOTAL:	None	3 Days and 34	
			Minutes	

120. Issuance of PLEB Clearance/Certification

Philippine National Police (PNP) Officers may avail PLEB Clearance/Certification as regards to Schooling, Promotion, Loans, Retirement and others at the People's Law Enforcement Board (PLEB) Office.

Office or Division:	People's Law Enfor	cement Board	(PLEB)	
Classification:	Simple		,	
Type of Transaction:	G2G – Governmen	t to Governme	nt	
Who may avail:	Uniformed PNP Off	icers		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Principal				
Duly Accomplished PLE - PLEB Clearance				
 Information/detain the PLEB Cleara 	ls to be indicated in nce Form	- PLEB Office	· -	
PNP ID Card (1 photoco	PNP ID Card (1 photocopy)		tional Police	
Representative				
Authorization letter (1 original)		PNP Officer being represented		
Duly Accomplished PLE - PLEB Clearance				
- Information/detai	ls to be indicated in	- PLEB Office		
the PLEB Form			er being represent	red
PNP ID Card of the PNI represented (1 photoco		Philippine Na	tional Police	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly- accomplished PLEB Clearance Form together with all the requirements to the PLEB office.	Acknowledge the submitted requirements of the client.	None	3 Minutes	VICKY S. JANOLO Administrative Aide II/ Receiving Clerk (PLEB)
Wait for the assessment and	Check and verify the	None	5 Minutes	VICKY S. JANOLO Administrative Aide II/



verification of records from the PLEB Office.	records from the PLEB Office if the PNP officer has or has no pending/ on-going case; then, prepare and issue the clearance or certification to the client.			Receiving Clerk (PLEB) JOCELYN B. RIVERA Administrative Aide I/ Receiving Clerk (PLEB)
3. Sign in the logbook upon receipt of clearance/ certification from the PLEB Office.	3. Place the appropriate remarks in the logbook with regard to the request, and keep the records for file/future reference.	None	2 Minutes	VICKY S. JANOLO Administrative Aide II/ Receiving Clerk (PLEB)
	TOTAL:	None	10 Minutes	

121. Issuance of Property Identification Map (PIM)

The City Assessor's Office provides assistance to real property owner in terms of checking the location, description, dimension, boundary and vicinity of their owned lot/s.

Office or Division:	City Assessor's Office	ce (CAssrO)
Classification:	Simple	
Type of Transaction:	G2C – Government	to Citizen
Who may avail:	Real Property Owne	rs
CHECKLIST OF RI	QUIREMENTS WHERE TO SECURE	
Principal		
Valid Government Issue	d Identification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
(1 photocopy)		LTO, COMELEC, OSCA-LGU
Transfer of Certificate of	Title/s (TCT/s)	Property owner
(1 photocopy)		
Representative		
Authorization letter/Spec	cial Power of	Person Represented (Real Property Owner)
Attorney (1 original)		
Government Issued Ider	ntification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the person being represe	ented (1 photocopy)	LTO, COMELEC, OSCA-LGU



Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative (1 photocopy)	LTO, COMELEC, OSCA-LGU
Transfer of Certificate of Title/s (TCT/s) (1 photocopy)	Person Represented (Real Property Owner)
ACENCY	FFEC TO DROCECCING DEDCON

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	ACTIONS 1. Issue claim stub and Order of Payment Slip to the client; and endorse the copy of Transfer Certificate of Title to the City Assessor's Office Tax Mapping Division for plotting. 1.1 Plot the lot based on the Technical Description appearing in TCT/s for approval	None None	3 Minutes 30 minutes	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) MANOLITO J. KARANDANG, JR. Administrative Aide I RICARDO G. ESTANISLAO Data Controller IV ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV ENGR. FERNANDO
				M. FANDIÑO CGDH II/City Assessor II (CAssrO)
2. Proceed to City Treasurer's Office (CTO), and pay the	Issue Official Receipt (OR) based on	PHP 1,000	5 minutes	Cashier (CTO)



required fees.	presented order of payment from the City Assessor's Office.			
3. Present the Claim Stub to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	3. Release Property Identification Map (PIM) to the client.	None	5 Minutes	GENALYN C. DELACRUZ Administrative Officer IV (CAssrO) MANOLITO J. KARANDANG, JR. Administrative Aide I (CAssrO)
	TOTAL	PHP 1,000	43 Minutes	

122. Issuance of Real Property Tax Clearance Certificate

A certificate of Real Property Tax Payments is required in certain transactions (e.g. securing a Building Permit), to prove that taxes on real property have been paid and updated. This may be secured from the Real Property Tax Division of the City Treasurer's Office.

Office or Division:	City Treasurer's C	Office (CTO) / Real Property Tax Division
Classification:	Simple	
Type of Transaction:	G2C - Governmen	nt to Citizen, G2G – Government to Government,
	G2B – Governmei	nt to Business
Who may avail:	Real Property Ow	ners
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
Principal		
Latest Real Property Tax	Declaration	City Assessor's Office
(1 original and 1 photoco	ру)	City Assessor's Office
Community Tax Certifica	te	СТО
(1 original and 1 photoco	ру)	CIO
Documentary Stamp Tax	(1 original)	Any issuing government agency
If the purpose of the re	-	
certification is for the t	ransfer of	
property ownership, th	e following are	
further required:		
 Duly notarized do 		Real Property Owner
supporting the tra		
ownership, e.g. D	eed of Sale/Deed	



				ROMA
of Donation (1	original and			
1 photocopy)				
	of Transfer Tax	СТО		
1	ment (1 original)			
	norizing Registration	Bureau of Interr	nal Revenue (BIR))
` , `	al and1 photocopy)	Danistm, of Dan	-1-	
- Land Title (1 or	riginai and	Registry of Dee	as	
1 photocopy)	sued Identification	DID Doot Office	DEA DOA COC	0.000
- Government is:	sued identification	Pag-IBIG, LTO	e, DFA, PSA, SSS	s, GSIS,
Representative:		rag-ibio, Lio		
Special Power of Atto	rnev (SPA) or			
Notarized Authorization	• ,	Person Renres	ented (Real Prope	arty Owner)
and 1 photocopy)	on Lottor (1 original	i cison itepiese	ontou (iteai i lope	only Ownion,
Government issued to	lentification Card of			
the person represente		BIR. Post Office	e, DFA, PSA, SSS	S. GSIS.
representative (1 origi		Pag-IBIG, LTO	.,,, .,,	· , ,
1 photocopy)				
Latest Real Property	Tax Declaration	O:4. A	Off:	
(1 original and 1 photo		City Assessor's	Office	
Community Tax Certif	icate	СТО		
(1 original and 1 photo				
Documentary Stamp	Гах	Any issuing gov	ernment agency	
If the purpose of the	requested			
certification is for th	e transfer of			
property ownership,	the following are			
further required:			_	
- Duly notarized docur		Real Property C	Owner	
transfer of ownership,	•			
Sale/Deed of Donation	n (1 original and 1			
photocopy)	longfor Toy Day as a	CTO		
- Official Receipt of Tr	ansfer Tax Payment	СТО		
(1 original)	a Degistration	Duragu of Intern	nal Davanua (PID)	١
- Certificate Authorizin		bureau or interr	nal Revenue (BIR)
(CAR) (1 original and - Land Title (1 original		Pogistry of Doo	de	
	AGENCY	Registry of Dee	PROCESSING	PERSON
TAXPAYER STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to Real	1. Issue order of	None	3 Minutes	EDILBERTO D.
Property Tax	payment for			RODELAS
Division of City	Real Property			Administrative
Treasurer's	Tax Clearance			Assistant I (CTO)
Office and inform	Fee, Transfer			(010)
RPT Div	Fee and			
personnel that				



you will secure Real Property Tax Clearance Certificate.	Application Fee (Secretary's Fee) to the taxpayer.			
2. Present Order of Payment to assigned teller at the payment counter, and pay corresponding fees.	Issue official receipt to the taxpayer.	Tax Clearance Fee – PHP 120 Transfer Fee – PHP 500/ Tax Declaration Application Fee – PHP 40	5 Minutes	Land Tax Teller's 1 – 4 (CTO)
3. Return to the Real Property Tax Division of CTO and submit complete requirements together with official receipt to the assigned personnel.	3. Review and verify submitted requirements/ documents, versus existing individual property card; 3.1 Print, sign and release certificate to the taxpayer.	None	12 Minutes	EDILBERTO D. RODELAS Administrative Assistant I (CTO)
	TOTAL:	PHP 660	20 Minutes	

123. Issuance of Real Property Tax Order of Payment

Taxpayer/s (*Property Owner/s*) must pay for the Annual Real Property Taxes due to avoid delinquency of the properties.

Office or Division:	City Assessor's C	Office (CAssrO)
Classification:	Simple	
Type of Transaction:	G2C – Governme	ent to Citizen
Who may avail:	All	
OUEDI/LIOT OF DE		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE
Previous Real Property		Property Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the assigned personnel of the City Assessor's Office- Administrative and Assessment Records	1. Issue Real Property Tax Order of Payment to the client.	None	5 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV JEMALYN A. LABACO Administrative Assistant V CARMELITA C. BELTRAN Assessment Clerk II
Management Division.				ANTHONY A. ABABA Data Controller I
				MARIA INES A. ROBIN Administrative Aide II
				MA. LUISA B. MIRANDA Administrative Aide IV
				LUBBY A. TANCHING Administrative Aide II
				MARY JANE V. MOSTAJO Administrative Aide II
				(CAssrO)
	TOTAL:	None	5 Minutes	

124. Issuance of Referral Letter and Certified True Copies of School Records for CHED Certification, Authentication and Verification (CAV)

Students who wish to be employed abroad can secure referral letter and certified true copies of school records from the Registrar's Office of the City University of Pasay. Secured records will then be submitted to the Commission on Higher Education (CHED) for certification, authentication and verification thereof.

Office or Division:	City University of Pasay (CUP)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	CUP Former Graduates under all Courses		
CHECKLIST OF REQUIRE	EMENTS WHERE TO SECURE		
For BS Nursing Graduate			
Transcript of Records (TOR) (1 original)		CUP Registrar's Office	



(1 original)	Office
For All Courses TOPs (1 photosopy) CLIP Registrer's Office	
TORs (1 photocopy) CUP Registrar's Office	
Diploma (1 photocopy) Envelope (1 long brown) CUP Registrar's Office Document Owner	
AGENCY FEES TO PROCESSING	G PERSON
CLIENT STEPS ACTIONS BE PAID TIME	RESPONSIBLE
1. (For BS Nursing 1. Check the None 2 Minutes	MARIO L.
Student only) completeness (3 days-waiting	CASTELO
Submit the Original	
Copy of TOP and Submitted	Officer I
Poleted Learning lequirellients.	(Registrar's Office,
Functiones (DLF) 1.1 Prepare	CUP)
documents)	
Certification to the	
assigned stall at	
the CUP Registrar's 1.2 Advise the	
Office. client to return	
offer 2 worlding	
(For All Courses)	
Submit the	
photocopy of TOR	
and diploma	
together with 1 long	
brown envelope to	
the assigned staff	
of the CUP	
Registrar's Office.	
2. Claim the 2. Release the None 1 Minute	MARIO L.
requested requested requested	CASTELO
documents from the documents for	Administrative
assigned staff of CHED CAV to	Officer I
the CUP Registrar's the client.	(Registrar's Office,
Office.	CUP)
TOTAL: None 3 Days and	
3 Minutes	



125. Issuance of Referral/Endorsement Letters for Financial and Medical Assistance

The Office of the City Vice Mayor issues referral/endorsement letters to Pasayeños who would like to avail financial or medical assistance from National Government Agencies.

Office or Division:	Office of the City V	ice Mayor (OC	\/M)		
Classification:	Simple				
Type of Transaction:		ernment to Citizen			
Who may avail:	Pasay City residen				
CHECKLIST OF F			WHERE TO SEC	URE	
Letter Request (1 original	nal)	Requesting P	arty		
Barangay Clearance/C	Certificate (1 original)	Barangay Hal	I		
Valid Government ID (Card (1 photocopy)	DFA, SSS, G Post Office, P	SIS, LTO, Pag-IB hilHealth	IG, COMELEC,	
Updated/Current Medi Attending Physician (if financial or medical as (1 photocopy)	request is for	Attending Phy			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements to the Receiving Section of the OCVM.	 Review and verify completeness of requirements and if found to be in order, to inform the client to return the next working day to get the referral/ endorsement letter. Prepare referral/ endorsement letter for signature of the Vice Mayor. 	None	1 Day (includes waiting time)	MA. CELESTE D. ARGUELLES Administrative Officer V (OCVM) BERNADETTE G. TAN Utility Worker II (OCVM) IMELDA D. VENTURA Utility Worker I (OCVM)	

1.2. Issue the



referral/ endorsement letter to the client.			
TOTAL	None	1 Day	

126. Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.

The Medical Social Service of PCGH ensures that ER, OPD and Admitted patients are referred accordingly and linked for Inter-Agency Assistance appropriately.

Office or Division:	Medical Social Se PCGH)	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Social Case Study Re	port (1 original)	Pasay City So	cial Welfare and [Development	
Inter-Agency Referral/ Letter (1 original)	Recommendation	Inter- Agency Center)	(DOH-MAP, PCS	O, Malasakit	
Referral from the Clini	cal Team (1 original)	Clinical Team,	PCGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the necessary documents needed at the MSSS, PCGH.	1. Acknowledge the submission and review intake and supporting documents submitted.	None	30 Minutes	Social Worker on Duty (PCGH)	
2. Wait for the request to be processed at the MSSS, PCGH.	2. Coordinate with external resources.	None	30 Minutes	Social Worker on Duty (PCGH)	
3. Return to MSSS, PCGH to follow	3. Inform the requesting party	None	5 Minutes	Social Worker on Duty	



up medical/financial assistance.	with the outcome of the medical/financial assistance request.			(PCGH)
	TOTAL:	None	1 Hour and	
			5 Minutes	

127. Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Senior Citizens patients are attended promptly and given MSS Card for regular monitoring.

Office or Division:	Medical Social Se PCGH)	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
Classification:	Complex	Complex			
Type of Transaction	G2C – Governmer	nt to Citizen			
Who may avail:	All Senior Citizens				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
Senior Citizen ID Care	d (1 original)	Office for Seni	or Citizen Affairs		
1. Proceed to the Social Service Department of PCGH, and present your Senior Citizen ID Card.	1. Conduct interview 1.1 Issue Senior Citizen Medical Social Service Card to requesting party.	None	5 Minutes	Social Worker on Duty (PCGH)	
2. Proceed to Ancillary Department, PCGH to secure laboratory work- ups Lane.	2. Administer the conduct of laboratory workups, and give other related medical instructions.	None	3 Days	Laboratory/ Radiology Staff on Duty (PCGH)	
3. Return to the Ancillary Department,	3. Issue the Official work-up results	None	5 Minutes	Laboratory/ Radiology Staff on Duty (PCGH)	



PCGH, and secure work-up result.	to the patient.			
	TOTAL:	None	3 Days and 10 Minutes	
			10 Millaco	

128. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

Human Resource M	Human Resource Management and Development Office (HRMDO)				
Simple					
G2C-Government to Citizen					
	Employees				
EQUIREMENTS		WHERE TO SE	ECURE		
	HRMDO				
	Person Rep	presented (Principa	al/Document Owner)		
ed	PCG-HRMDO (for active employees), BIF Office, PSA, SSS, GSIS, COMELEC, LTC				
(1 photocopy) Any Government Issued Identification Card of the Representative (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
	HRMDO				
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)		
	Simple G2C-Government to Current and Former EQUIREMENTS hotocopy) Identification Card ad Identification Card AGENCY ACTIONS 1. Receive the accomplished request slip, and issue order	Simple G2C-Government to Citizen Current and Former Employees EQUIREMENTS HRMDO hotocopy) Identification Card ed PCG-HRM Office, PSA Identification Card HRMDO HRMDO AGENCY ACTIONS 1. Receive the accomplished request slip, and issue order	Simple G2C-Government to Citizen Current and Former Employees of the City Government to Simple GUIREMENTS HRMDO Hotocopy) Identification Card Ed BIR, Post Office, PSA, SSS, GSIS, CON HRMDO AGENCY ACTIONS BE PAID 1. Receive the accomplished request slip, and issue order		



				RO MANIL
				Administrative Aide I (HRMDO)
				LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	Teller, (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	For SR/CE/CEC/ Preparation: MATHEW T. DEL ROSARIO Senior Administrative Assistant II (HRMDO) ROSCHELLE O. JAVIER Administrative Assistant II (HRMDO) For Personnel Records Certification Preparation: ILUMINADA R. ANY Senior Administrative Assistant VI (HRMDO) MARLON H. MANALO Administrative Assistant V (HRMDO) ROEL C. CASTRO
				Administrative Assistant IV (HRMDO)



				ROMANO R. EUSEBIO Administrative Assistant I (HRMDO)
			5 Minutes	
	3.1 Sign the requested document.			ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Claim the requested document from the HRMDO Frontline Services Section	4. Issue the requested document to the client.	None	2 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL
				Administrative Aide I (HRMDO)
	TOTAL:	PHP 40	30 Minutes	()

129. Issuance of Social Case Study Report for Adoption

The Social Case Study Report is a document prepared by a Registered Social Worker to provide a comprehensive assessment and evaluation of the prospective adoptive parents and the child involved. This is one of the essential documents during adoption proceedings.

Office or Division:	Pasay Social Welfare	and Development Department (PSWDD)		
Classification:	Highly Technical			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	Child (Adoptee) and Prospective Adoptive Parents			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
Adoption (Child):				



Barangay/Police Blotter (1 original, 1 photocopy)	Barangay/Police Station
Medical/Health Record (1 original, 1 photocopy)	DOH Accredited Hospital
Birth Certificate/Foundling Certificate (1 photocopy, 1 original)	Philippine Statistics Authority
Most recent 2x2 picture (2 original, 2 photocopies)	Photoshop/center
Most recent 3R picture (1 original, 1 photocopy)	Photoshop/center
Certification of Radio Announcement (with three [3] different dates) (1 photocopy, 1 original)	Radio Station
Certification of Newspaper Publication (National Circulation) (1 photocopy, 1 original)	Newspaper Printing Office
Adoption (Prospective Adoptive Parent):	
Authenticated Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)
Marriage Contract (PSA) or Divorce, Annulment, Declaration of Nullity or Legal Separation Documents (1 photocopy, 1 original)	Philippine Statistics Authority (PSA)
Notarized Affidavit of Temporary Custody (1 original, 1 photocopy) - Affidavit of Temporary Custody - Notarization	PSWDD Notary Public
Physical and Medical evaluation from a duly licensed physician (1 certified photocopy, 1 original)	Licensed Physician
Psychological Evaluation (if necessary) (1 certified photocopy, 1 original)	Psychiatric Hospital or Center/ Licensed Psychologist
NBI/Police Clearance (1 photocopy, 1 original)	NBI/Local Police Station
Latest ITR and/or any other documents showing financial capability e.g. Certificate of Employment, Bank Certification or Statement of Assets and Liabilities (1 certified photocopy)	BIR or HR of agency/company or Banking Institution
3x5 sized photos of the applicants and his/her immediate family (1 original, 1 photocopy)	Photoshop/center



Written consent to the adoption of the	Adoptee
legitimate, adopted or illegitimate children	
who are at least 10 years old	
(1 certified true copy, 1 original)	
Certificate of attendance to pre-adoption	Accredited Forum/Seminar Providers
forum (1 certified photocopy, 1 original)	
Character references, e.g. the local	Local Church/Minister, the employer, and a non-
Church/Minister, the employer, and a non-	relative member of the immediate community who
relative member of the immediate	have known the applicants for at least three (3)
community who have known the applicants	years
for at least three (3) years	
(3 names and addresses)	
	FFFO TO DECOME DEPOSIT

CLIENT STEPS AGENCY ACTIONS 1. Register in the client's logbook at the receiving section of Unit Office. 1. Assist client in the registration 2. Miln-Charge (Kalayaan Unit Office) 3. JULIETH S. DURIA Social Welfare Officer 1//In-Charge (San Isdre Officer 1//In-Charge (CAA 2 Unit Office) ROCHELLE L. ANONUEVO Social Welfare Officer 1//In-Charge (San Isdre Officer	(5 names and addresses)				
client's logbook at the receiving section of Unit Office. the registration the registration the registration social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer	CLIENT STEPS	AGENCY ACTIONS			
(San Jose Unit Office)	client's logbook at the receiving section of Unit				ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge

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				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge
				Day Care Worker I/In- Charge
O. Oudemit	O Observation of the city	Nia	45 84: ((San Roque Unit Office)
Submit requirements to the Unit-in- Charge.	2. Check and verify the completeness of submitted	None	15 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
	requirements.			JULIETH S. DURIA
	2.1 Conduct intake			Social Welfare Officer II/In-Charge
	interview with			(San Isidro Unit)
	the client.			CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge
				(CAA 2 Unit Office)



ROCHELLE L. **AÑONUEVO** Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. **NEO** Social Welfare Officer II/In-Charge (Maricaban Unit Office) **ELVIRA A. LLEMOS** Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office) JESUSA O. TUMAZAR Day Care Worker I/In-Charge

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				(San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of PSWDD. (Note: home visits are done several times to completely gather all the needed family information)	3. Conduct the home visit and interview thrice.	None	3 Days	ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

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				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/In- Charge (San Roque Unit Office)
4. Wait for the PSWDD to completely process your requested document.	4. Prepare the Social Case Study Report.	None	10 Days	POTCHOY S. SAHIRUL Social Welfare Officer III, Supervisor of Units-in- Charge
				ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)



ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)

JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)

GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)

SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)

ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)

JERUSALEMA B.
BENITEZ
Social Welfare Officer
I/In-Charge
(San Rafael Unit Office)

KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)

JESUSA O. TUMAZAR Day Care Worker I/In-



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				Charge (San Roque Unit Office)
5. Claim the Social Case Study Report once released, upon	5. Issue/release the Social Case Study Report to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
signing the duplicate copy thereof at the PSWDD Unit Office.	Cilerit.			JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
Office.				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer
				II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare



			Assistant/In-Charge (Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			JESUSA O. TUMAZAR Day Care Worker I/In- Charge (San Roque Unit Office)
TOTA	L: None	13 Days and 19 Minutes	

130. Issuance of Solo Parent ID Card

The Solo Parent Identification Card is a document issued to single parents or individuals who are solely responsible for the care and upbringing of their child or children.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)
Classification:	Highly Technical
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender, provided that mother keeps and raises the child;
	Parent left solo or alone with the responsibility of parenthood due to the following circumstances:
	 Due to death of spouse. Spouse is detained or is serving sentence for a criminal conviction for at least one (1) year. Physical and/or mental incapacity of spouse as certified by a public medical practitioner.
	 Legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children.



 Declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children.

Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;

Any other person who solely provides parental care and support to a child or children; and

Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent.

CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
Barangay Certificate co applicant is a solo pare (1 original, 1 photocopy	ent	Barangay/Pl	ace of Residence	
Birth certificate of the minor children (1 certified true copy, 1 original)		Philippine Statistics Authority		
Government issued Ide (1 photocopy, 1 origina		BIR, Post Of IBIG, LTO	ffice, DFA, PSA, S	SSS, GSIS, Pag-
Most recent 1 x 1 picture (2 original, 2 photocopies)		Photoshop/o	center	
Certificate of detention (if spouse is detained) (1 certified true copy, 1 original)		PNP, NBI		
Court decision (if legally separated or annulled) (1 certified true copy, 1 original)		Office of the	Clerk of Court	
Medical certificate or psychological evaluation (if the spouse is physically/mentally incapacitated) (1 certified true copy, 1 original)		Hospital or A	Accredited Psychia	atric Center
Affidavit of solo parent (if unmarried/not legally separated) (1 original, 1 photocopy)		Solo Parent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist client in the registration	None	1 Minute	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) CES ANN U. VIRAY Social Welfare Officer I

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				(PSWDD)
2. Proceed to PSWDD Unit Office with jurisdiction over your place of residence, and	2. Check and verify the completeness of submitted requirements.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
submit requirements to	2.1 Conduct the		5 Minutes	JULIETH S. DURIA Social Welfare Officer II/In-Charge
Unit-in-Charge.	intake interview		5 Minutes	(San Isidro Unit)
	with the client.			CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO

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				Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR <i>Day Care Worker</i> <i>I/In-Charge</i> (San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of PSWDD.	3. Conduct the home visit and interview.	None	10 Days - waiting time prior to the issuance of the Solo Parent ID	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
			Card	JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO



Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JANET A. **BULACLAC** Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) **ELVIRA A. LLEMOS** Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. **RECARRO** Social Welfare Officer I/In-Charge (CAA I Unit Office)



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4. Wait for the PSWDD to completely process your request.	Prepare the assessment report.	None	1 Day	JESUSA O. TUMAZAR Day Care Worker I/In-Charge (San Roque Unit Office) ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit
	 4.1 Attach the other documentary requirements in the prepared report and submit it to the PSWDD Office for the preparation of Solo Parent ID card. 4.2 Prepare the Solo Parent ID Card for signature of the City Mayor. 		3 Hours 5 Minutes	Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit) JANET A. BULACLAC Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

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				N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				ELVIRA A. LLEMOS Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				JESUSA O. TUMAZAR Day Care Worker I/
				In-Charge (San Roque Unit Office)
5. Claim the Solo Parent ID card once released, upon signing the duplicate copy	5. Issue/release the Solo Parent ID card to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
thereof at the PSWDD Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L.



AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit) JANET A. **BULACLAC** Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) **ELVIRA A. LLEMOS** Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. **RECARRO** Social Welfare Officer I/In-Charge (CAA I Unit Office)



			JESUSA O. TUMAZAR Day Care Worker I/ In-Charge (San Roque Unit Office)
TOTAL:	None	11 Days,	
		3 Hours and	
		19 Minutes	

131. Issuance of Special Events Permit

Organizers of special events such as concerts, live shows, display of fireworks, motorcades, processions, parades, rallies, fun run, conventions, bazaars and exhibits shall secure a Special Events Permit from the City Administrator's Office.

Office or Division:	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section		
Classification:	Simple		
Type of Transaction:		nt to Citizen, G2B – Government to Business,	
Who may avail:	Event's Organizers		
CHECKLIST OF RE		WHERE TO SECURE	
Principal			
Letter request from the C	Organizer prior to		
the event (1 original)		Organizer	
Valid government issued	ID card	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,	
(1 photocopy)		COMELEC	
Certification of Lessor of	Venue for the		
event (Event Certificate)	(1 photocopy)	Venue	
Company Profile/List of 0			
of SEC Registration of O	•	Organizer	
General Information She	et of Organizer		
(1 photocopy)			
PNP Security Plan with Contingency and		Philippine National Police (PNP)	
Mass Casualty Plan (1 original)			
Fire Clearance (1 photocopy)		Bureau of Fire Protection (BFP)	
Certification from Structu	ral Engineer for		
the safety of stage set up	o (1 original)	Structural Engineer	



Permit (For Parades, Motorcades, Fun	
Runs, and the like) (1 photocopy)	
PRA permit (MOA area),	Philippine Reclamation Authority (PRA)
	, ,
CCP permit (CCP area),	Cultural Center of the Philippines (CCP)
Cor permit (cor area),	Oditural Certier of the Frimppines (COF)
MMADA a same to /Davida Davida vanda and	Matura Marrila Davialariment Avitharity (MAADA)
MMDA permit (Roxas Boulevard and	Metro Manila Development Authority (MMDA)
National Highways)	
SM Mall of Asia permit	SM Mall of Asia (SM MOA)
List of booth, exhibitors, and	Organizer
concessionaires (1 original)	
Food concessionaires' business permit	Business Permit and Licensing Office (BPLO)
(1 photocopy)	- acmood r chimi and inconcerning chimos (in inconce
Representative	
	Doroon Donroontod (Orachinor)
SPA or Secretary's Certificate (1 original	Person Represented (Organizer)
copy)	
Valid government issued ID card of the	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO,
organizer (1 photocopy)	COMELEC
Valid government issued ID card of the	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO,
representative (1 photocopy)	COMELEC
Certification of Lessor of Venue for the	
event (Event Certificate) (1 photocopy)	Venue
	Veriue
Company Profile/List of Officers/ Certificate	
of SEC Registration of Organizer/Latest	Organizer
General Information Sheet of Organizer (1	
photocopy)	
PNP Security Plan with Contingency and	PNP
Mass Casualty Plan (1 original)	
Fire Clearance (1 photocopy)	BFP
Certification from Structural Engineer for	Otherstand Familia and
the safety of stage set up (1 original)	Structural Engineer
Permit (For Parades, Motorcades, Fun	
Runs, and the like) (1 photocopy)	
PRA permit (MOA area),	Philippine Reclamation Authority (PRA)
, , , , , , , , , , , , , , , , , , , ,	
CCP permit (CCP area),	Cultural Center of the Philippines (CCP)
MMDA parmit (Dayos Daylayard and	Motro Manila Davalanment Authority (MMDA)
MMDA permit (Roxas Boulevard and	Metro Manila Development Authority (MMDA)
National Highways)	
SM Mall of Asia permit	SM Mall of Asia (SM MOA)
List of booth, exhibitors, and	Organizer
concessionaires (1 original)	Organizei



Fo	Food concessionaires' business permit PDIO				
(1 photocopy)		BPLO			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter request for Special Event's permit, addressed to the City Mayor, together with all the necessary requirements to the Permits and Clearances Section of the ADMIN.	Receive and record the letter and set a schedule for coordination meeting.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
2	Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS (ADMIN) BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives
3.	Submit complete documentary requirements to the ADMIN.	3. Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4.	Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	MP +GF + AT + RF + EF = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)
5.	Present the OR as proof of payment, and secure the	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)



Special Events Permit from the ADMIN.				
6. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
	TOTAL:	*MP +GF + AT + RF + EF = N	47 Minutes	

*Legend:

MP (Mayor's Permit) + GF (Garbage Fee) + AT (Amusement Tax) + RF (Rally/Parade Fee) + EF (Exhibitor's Fee) = N (Total Fees)

Schedule of Regulatory Fees

- Special Permit PHP 3,000/Day
- Garbage Fee PHP 1,500/Day (indoor)
 PHP 3,000/Day (outdoor)
- Amusement Tax for Concert/Live Shows: Local and Foreign -5% of the Gross Sales based on the ticket sales
- Fun Run/Motorcade/ Parade/Rally and the like PHP 6,000/day
- Exhibitor's Fee PHP 300/booth

132. Issuance of Temporary Business Permits

Booths and stalls rendering business undertaking in view of the season or celebration, whether temporary or seasonal in nature, shall secure a temporary business permit at the City Administrator Office.

Office or Division:	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2B – Government	
	to Business, G2G – Government to Government	
Who may avail:	Business owners operating in seasonal and temporary period	
CHECKLIST OFREQUIREMENTS	WHERE TO SECURE	
Letter request addressed to the	Client/Applicant	



City Mayor (1 original)	
DTI/SEC Certificate of Registration	DTI/SEC
(1 photocopy)	
Contract of Lease (1 original)	Lessor

()	1	T		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter request addressed to the City Mayor, and the documentary requirements at the ADMIN.	Receive, record, and assess submitted documentary requirements. Issue Order of Payment.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
2. Present the Order of Payment at the City Treasurer's Office (CTO) for the payment of necessary fees.	2. Process the payment and issue Official Receipt (OR) to the client.	MP +GF + BT = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)
3. Present the OR at the Special Events Permit of ADMIN Office.	3. Issue the Temporary Business Permit to the client.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4. Claim the Approved Temporary Business Permit at the Permits and Clearance Section of the ADMIN Office.	4. Record and release the approved and signed permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
TOTAL:		*MP +GF + BT = N	12 Minutes	



*Legend:

MP (Mayor's Permit) + **GF** (Garbage Fee) + **BT** (Business Tax) = **N** (Total Fees)

Schedule of Regulatory Fees for Business Tax

Less than ten (10) days - PHP 300.00

 Ten days or more but not exceeding one (1) month

- PHP 500.00

 More than one month but not exceeding two (2) month -

PHP 750.00

 More than two (2) months but not exceeding three months

PHP 1,000.00

Note: Should the business undertaking exceed three (3) months, the booth or stall holders are required to secure a regular Business Permit from the Business Permit and Licensing Office.

As per Ordinance No. 4527, series of 2011

133. Issuance of Tourism Registration Certificate

Resorts, hotels, motels, apartelles, restaurants, travel agencies, tourist guides, tour transports, entertainment, and other tourism related establishments whether their operation is domestic and international in scope, operating within the bounds of Pasay City, should apply annually for a tourism registration certificate from the Tourism and Cultural Development Office.

New Application:

Office or Division:	Tourism and Cultural Development Office (TCDO)		
Classification:	Simple		
Type of Transaction:	G2B – Governmen	t to Business	
Who may avail:	All tourism-related	business establishment owners	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
For Restaurants, Clubs	5,		
Hotels/Motels/Apparte	ls:		
Duly Accomplished Appl	ication Form		
- Application Form		TCDO	
- Details/information to be indicated in		Tourism-related Business Establishment Owner	
the application form			
Contract of Lease/Proof of Ownership		Tourism-related Business Establishment Owner	
(1 photocopy)			
Barangay Clearance (1 Photocopy)		BPLO	
Certificate of Business Name Registration,		Department of Trade and Industry	
if applicable (1 photocopy)		Department of Trade and Industry	



	T
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
List of Employees with photos (1 Original)	Tourism-related Business Establishment Owner
For Travel Agency:	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Proof of Surety Bond worth for Corporation PHP 500,000 Bond, for Single PHP 100,000 (1 photocopy)	Any Surety Bond Company
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 Original)	Tourism-related Business Establishment Owner
For Alien Personnel- Proof of Alien Certificate of Registration (ACR) and Immigrant Certificate of Residence (ICR) (1 photocopy)	Bureau of Immigration
For Tour Transport:	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Franchise to Operate (1 photocopy)	Land Transportation Franchising and Regulatory Board (LTFRB)
Official Receipt and Certificate of Registration (OR/CR) (1 photocopy)	Land Transportation Office (LTO)
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Accreditation Tour Guide (local and	
foreign):	
Duly Accomplished Application Form	



	MAI MAI
 Details/information to be indicated in the application form 	Tourism-related Business Establishment Owner
2x2 Picture (1 piece colored)	Photo Shop
Police Clearance (1 photocopy)	PNP-Pasay
Fiscal Clearance (1 photocopy)	Pasay City Prosecutor's Office
Barangay Clearance (1 photocopy)	Barangay Hall where the applicant resides
Medical Certificate (1 photocopy)	Any medical clinic/hospital
Seminar Certificate (1 photocopy)	Department of Tourism
Passport/Visa if Foreign Tour Guide	Concerned Embassy
(1 photocopy)	,
Representative	
For Restaurants, Clubs,	
Hotels/Motels/Appartels:	
Duly Accomplished Application Form	
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the person represented and the	LTO
representative (1 original)	
Contract of Lease/Proof of Ownership	Tourism-related Business Establishment Owner
(1 photocopy)	
Barangay Clearance (1 photocopy)	BPLO
Certificate of Business Name Registration,	Department of Trade and Industry
if applicable (1 photocopy)	Doparament of Trade and Industry
Certificate of Incorporation, if applicable	Securities and Exchange Commission
(1 photocopy)	•
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Travel Agency:	
Duly Accomplished Application Form	TORO
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	Tourism related Business Establishment Owner
Authorization letter (1 original) Government issued Identification Card of	Tourism-related Business Establishment Owner
	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the person represented and the	LTO
representative (1 original) Proof of Surety Bond worth for Corporation	Any Surety Bond Company
PHP 500,000 Bond, for Single	Any Surety Bond Company
PHP 100,000 (1 photocopy)	
Contract of Lease/Proof of Ownership	Tourism-related Business Establishment Owner
(1 photocopy)	
Certificate of Business Name Registration,	Department of Trade and Industry
Commodic or Dusiness Maine Negistration,	Department of Fraue and Industry



	To Marie To
if applicable (1 photocopy)	
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Alien Personnel- Proof of Alien	
Certificate of Registration (ACR) and	Duranu of Immigration
Immigrant Certificate of Residence (ICR)	Bureau of Immigration
(1 photocopy)	
For Tour Transport:	
Duly Accomplished Application Form	
- Application Form	TCDO
 Details/information to be indicated in 	Tourism-related Business Establishment Owner
the application form	
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the person represented and the	LTO
representative (1 original)	
Franchise to Operate (1 photocopy)	Land Transportation Franchising and Regulatory Board (LTFRB)
Official Receipt and Certificate of	Land Transportation Office (LTO)
Registration (OR/CR) (1 photocopy)	
Contract of Lease/Proof of Ownership	Tourism-related Business Establishment Owner
(1 photocopy)	
Certificate of Business Name Registration,	Department of Trade and Industry
if applicable (1 photocopy)	Dopartment of Trade and Industry
Certificate of Incorporation, if applicable	Securities and Exchange Commission
(1 photocopy)	-
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Accreditation Tour Guide (local and	
foreign):	
Duly Accomplished Application Form	TODO
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	Tourism-related Business Establishment Owner
Authorization letter (1 original) Government issued Identification Card of	Tourish-related Dusiness Establishment Owner
the person represented and the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
representative (1 original)	LTO
2x2 (1 piece colored)	Photo Shop
Police Clearance (1 photocopy)	PNP-Pasay
Fiscal Clearance (1 photocopy)	Pasay City Prosecutor's Office
Barangay Clearance (1 photocopy)	Barangay Hall where the applicant resides
Darangay Olearance (T photocopy)	Darangay Hall where the applicant resides



Medical Certificate (1 photocopy)		Any medical clinic/hospital		
Seminar Certificate (1 photocopy)		Department of Tourism		
Passport/Visa if Foreign Tour Guide (1 photocopy)		Concerned Embassy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form together with the complete requirements at the receiving are of the TCDO.	1. Acknowledge receipt of application form and the attached complete requirements. 1.1 Issue order of payment and inform the client to proceed to the City Treasurer's Office for payment.	None	14 Minutes	MARY GRACE L. CEPEDA Tourism Operations Assistant I (TCDO) FELIX B. BALAGOT JR. Administrative Aide V (TCDO) JOSELITO C. ECHON Administrative Aide III (TCDO)
2. Pay the corresponding fees at the cashier of the Treasurer's Office.	2. Receive payment and issue official receipt.	Please refer to the table of fees below	5 Minutes	Cashier City Treasurer's Office
3. Return to the TCDO and present the official receipt.	3. Release the Registration Certificate upon signing in the logbook.	None	14 Minutes	MARY GRACE L. CEPEDA Tourism Operations Assistant I (TCDO) FELIX B. BALAGOT JR. Administrative Aide V (TCDO) JOSELITO C. ECHON Administrative Aide



			/// (TCDO)
TOTAL:	Please refer to the table of fees below	33 Minutes	

Renewal:

Renewai:				
Office or Division:	Tourism and Cultural Development Office (TCDO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All tourism-related business establishment owners			
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE		
Principal				
For Restaurants, Clubs				
Hotels/Motels/Appartel				
Previous Registration Ce		TCDO		
Proof of Payment (1 pho	tocopy)	1000		
For Travel Agency:				
Previous Registration Ce		TCDO		
Proof of Payment (1 pho				
Proof of Surety Bond wo	•			
PHP 500,000 Bond, for \$	_	Any Surety Bond Company		
PHP 100,000 (1 photoco	ру)			
For Tour Transport:				
Previous Registration Certificate or Previous		TCDO		
Proof of Payment (1 photocopy)				
For Accreditation Tour Guide (local and				
foreign):				
Previous Registration Co		TCDO		
Proof of Payment (1 pho	tocopy)			
Representative				
For Restaurants, Clubs Hotels/Motels/Appartel	•			
Previous Registration Co				
Proof of Payment (1 photocopy)		TCDO		
Authorization letter (1 original)		Tourism-related Business Establishment Owner		
Government issued Identification Card of				
the person represented and the		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
representative (1 original)		IBIG, LTO		
For Travel Agency:				
Authorization letter (1 or	iginal)	Tourism-related Business Establishment Owner		
Government issued Iden	<u> </u>	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
the person represented a	and the	IBIG, LTO		



representative (1 original	l)			
Previous Registration Co		TCDO		
Proof of Payment (1 pho	otocopy)	TODO		
Proof of Surety Bond wo				
PHP 500,000 Bond, for	PHP 500,000 Bond, for Single		Bond Company	
PHP 100,000 (1 photoco	opy)			
For Tour Transport:				
Previous Registration Co	ertificate or Previous	TCDO		
Proof of Payment (1 pho	otocopy)	TCDO		
Authorization letter (1 or	iginal)	Tourism-rela	ated Business Est	ablishment Owner
Government issued Ider	ntification Card of	PIP Post Of	ffice DEA DOA G	SSS CSIS Dog
the person represented	and the	IBIG, LTO	ffice, DFA, PSA, S	555, GS15, Pay-
representative (1 origina	l)	IBIG, LTO		
For Accreditation Tour	Guide (local and			
foreign):				
Previous Registration Co	ertificate or Previous	TCDO		
Proof of Payment (1 pho	otocopy)	TCDO		
Authorization letter (1 or		Tourism-rela	ated Business Est	ablishment Owner
Government issued Ider	ntification Card of	PIP Post Of	ffice DEA DOA 9	SSS CSIS Dog
the person represented	and the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
representative (1 original	d)	IBIG, LTO		
2x2 Picture (1 piece cold	ored)	Photo Shop		
Police Clearance (1 pho		PNP-Pasay		
Fiscal Clearance (1 pho	tocopy)	Pasay City F	Prosecutor's Office	9
Barangay Clearance (1		Barangay H	all where the appl	icant resides
Medical Certificate (1 ph			clinic/hospital	
Seminar Certificate (1 pl	notocopy)	Department	of Tourism	
Passport/Visa if Foreign	Tour Guide	Concerned Embassy		
(1 photocopy)		Concerned	=mbassy	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CEIENT STETS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit complete	Acknowledge	None	10 Minutes	MARY GRACE L.
requirements at the	receipt of			CEPEDA
receiving area of	complete			Tourism Operations
the TCDO.	requirements.			Assistant I
	Toganomonio.	(TCDO)		(1000)
	1.1 Issue order			FELIX B. BALAGOT
	of payment			JR.
	and inform			Administrative Aide V
	the client to			(TCDO)
	proceed to			(1000)
	the City			JOSELITO C.
	Treasurer's			ECHON
	i i casulci S			



	Office for payment.			Administrative Aide III (TCDO)
2. Pay the corresponding fees at the cashier of the Treasurer's Office.	2. Receive payment and issue official receipt.	Please refer to the table of fees below	4 Minutes	Cashier City Treasurer's Office
3. Return to the TCDO and present the official receipt.	3. Release the Registration Certificate upon signing in the logbook.	None	15 Minutes	MARY GRACE L. CEPEDA Tourism Operations Assistant I (TCDO) FELIX B. BALAGOT JR. Administrative Aide V (TCDO) JOSELITO C. ECHON Administrative Aide III (TCDO)
	TOTAL:	Please refer to the table of fees below	29 Minutes	

Type of Establishment	Fees to be Paid
ACCOMMODATION	
Resort,"Hotel Spa", Day Spa	PHP 3,000
Motels and Tourist Inn	
- First Class	PHP 2,000
- Economy	PHP 1,000
Apartelle	PHP 2,500
Hotel	
- Standard/Economy	PHP 2,500
- Deluxe	PHP 3,500
TRAVEL AND TOURS SERVICES	
Travel Agency and Tour Operator	
- Consultancy and documentation services	
- NSO, DFA, Malacañang authentication, visa assistance, spouse	
visa	PHP 3,000
- Passport/ticketing	
- Tour guiding/translation services	



	AO MAI
- Inbound and outbound tour	
Tour Transport	
Land (Fees per unit)	
- Car	PHP 150
- Coaster/Van	PHP 350
- Bus	PHP 500
Air Transport	
- Common Carrier (airline)	PHP 2,500
- Chartered (passenger)	PHP 1,000
Water Vessel	PHP 1,000
ENTERTAINMENT	
Karaoke Bar (Class A)	PHP 1,500
Karaoke Bar and night club (Class B) (Along Roxas Blvd.)	PHP 1,000
Karaoke Bar (Class C)	PHP 500
RESTAURANT	
Specialty Restaurant	PHP 2,500
Fine Dining with catering service	PHP 2,500
Fast foods	PHP 1,500
Food Kiosk (with franchise)	PHP 500
Eatery and wrap to go (located along busy areas like star city and national	DUD 500
roads	PHP 500
SHOPPING MALL	
- Class A	PHP 2,500
- Class B	PHP 1,500
- Specialty Shop (selling imported goods and imported foods)	PHP 1,000
Cinemas	PHP 1,500
Wine and liquor store	PHP 1,500
Theme parks	PHP 3,500
Amusement and recreational facilities	•
- Class A (casino)	PHP 3,000
- Class B (Global Guts, off track, pools, billiards, computer rental)	PHP 1,000
Money changer	PHP 1,500
Museum/Gallery	PHP 1,000
Rest areas/convenient stores	PHP 1,500
Sundry/Souvenir Shop	PHP 1,500
Flower shop, Boutiques, Barber shops (located inside the premises of	,
hotels, airports and malls	PHP 1,000
Health and Fitness such as massage parlors, reflexology establishment,	
etc.	PHP 1,500
Travel Association	PHP 1,000
Exhibit Organizers, Event Specialist (include theatrical shows, concerts, car	,
shows, etc.)	PHP 1,000
Tourism Related Program (caters to hotels and motels concerning trainors	DUD 4 000
training program eg. Housekeeping, waitering, and bartending, talent	PHP 1,000
5 1 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5	



contains and talant management	
centers and talent management	

134. Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs

This service is for the acquisition of TPFRO License Plate and/or stickers of tricycle and pedicab owners/operator with updated Franchise and Mayor's Permit at the Tricycle/Pedicab Franchising Regulatory Office.

Classification:	Simple					
			Simple			
Type of Transaction:	G2C – Governm	G2C – Government to Citizen				
Who may avail:		Tricycle and pedicab owners/operators who have an updated				
		Mayor's Permit and Franchise.				
CHECKLIST OF REQ	UIREMENTS	W	HERE TO SECU	RE		
Principal						
Updated Mayor's Permit to (1 original copy)	Operate	TPFRO				
Updated Authority for Tricy Franchise (1 original copy)		TPFRO				
Actual Tricycle/Pedicab		Tricycle/Pedicab	Owner			
Representative						
Updated Mayor's Permit to (1 original copy)	•	TPFRO				
Updated Authority for Tricy Franchise (1 original copy)		TPFRO				
Actual Tricycle/Pedicab		Person represented (Tricycle/Pedicab Owner)				
Authorization letter (1 origin		Person represented (Tricycle/Pedicab Owner)				
Any Government Issued Id			PSA, SSS, GSIS	, COMELEC,		
of the person represented		LTO				
Any Government Issued Id		BIR, Post Office, PSA, SSS, GSIS, COMELEC,				
of the Representative (1 ph		LTO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present the requirements to the assigned personnel at the TPFRO.	1. Verify the documentary requirements, check the physical appearance of the unit, and issue TPFRO License Plate	None	10 Minutes	JOSELITO P. OBIAL Administrative Aide II (TPFRO) Or MARLON C. VIOLETA Administrative		



and/or Sticker thereof.			Aide I (TPFRO)
TOTAL:	None	10 Minutes	

135. Job Placement for Senior Citizens and Persons with Disabilities (PWDs)

This is an employment assistance program being extended by the Pasay City Employment Center (PCEC) to the Senior Citizens and Persons with Disabilities (PWDs).

Office or Division:	PCEC				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government	G2C – Government to Citizen			
Who may avail:	Senior Citizens and	PWDs			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Duly Accomplished Em Registration System (E - EIRS Form - Details of the Fo	RS) (1 original)	PCEC Senior Citizen/PWD			
Updated Resume (1 ori		Senior Citiz			
Certificate of Residency	,	Office of th Citizen/PW	e Barangay where D resides	the Senior	
Certificate of Indigency	(1 photocopy)	Office of the Barangay where the Senior Citizen/PWD resides			
Applicable Identification Card: (1 original) - Senior Citizen - PWDo		Office of the Senior Citizens Affairs Persons with Disabilities Affairs Office			
Working Permit (1 phote	ocopy)	Business F	Permits and Licensi	ng Office	
Health Certificate (1 ph	otocopy)	City Health	Office		
Police Clearance (1 pho	otocopy)	Philippine National Police-Pasay City Police Station			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit EIRS form together with complete	Accept complete requirements.	BALORO Administrative			
requirements at the receiving section of PCEC.	1.1 Verify and evaluate authenticity of	None	5 Minutes	(PCEC)	



				AO MAN
	submitted documents.			
Proceed with the initial interview at PCEC.	2. Conduct initial interview to assess capability or capacity of the applicant.	None	15 Minutes	LILIA G. BORNILLA Administrative Aide I (PCEC)
	2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.	None	15 Minutes	ABIGAIL E. CINCO Administrative Assistant III (PCEC)
	2.2 Endorse applicant to Pasay City General Hospital for medical examination and advise the applicant to return upon receipt of the result.	None	10 Minutes	LILIA G. BORNILLA Administrative Assistant I (PCEC)
3. Proceed to Pasay City General Hospital to undergo Medical Examination and secure Fit to Work Certification.	3. Wait for the submission of result of medical examination by the applicants.	None	1 Day 6 Hours and 40 Minutes	FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge (PCEC)
Submit Fit to Work Certification at the Receiving Section	Verify certification.	None	30 Minutes	FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge



of PCEC.	4.1 Endorse applicant to partner companies.			(PCEC)
	TOTAL:	None	2 Days	

136. Livelihood Assistance

Pasay City Employment Center (PCEC) provides livelihood assistance to qualified applicants. To improve the socio-economic condition of the disadvantaged workers/poor, there is a need for Entrepreneurial undertaking for targeted beneficiaries of the City: providing them with the necessary livelihood & self- employment opportunities that would enable them to become productive citizens of the community.

Office or Division:	PCEC				
Classification:	Simple	Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:	All Disadvantaged an				
CHECKLIST OF F		1	WHERE TO SECU	JRE	
Duly Accomplished Live Profile Form (1 original) - Profile Form - Details of the Form Duly Accomplished Dep Employment Integrated Emergency Employment Form (1 original): - DILEEP Form - Details of the Form	rm partment of Labor and Livelihood and at Programs (DILEEP)	PCEC Applicant Department of Applicant	Labor and Emplo	pyment	
		Office of the Barangay where the applicant			
Certificate of Indigency	(1 pnotocopy)	resides	0 ,	• •	
Community Tax Certific	ate (1 photocopy)	City Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the required forms together with complete requirements at the receiving section of PCEC.	 Accept complete requirements. 1.1 Verify and evaluate to assess the authenticity of submitted 	None None	5 Minutes 5 Minutes	RECCE CATALINA J. PETILLA Administrative Aide I (PCEC)	



	documents.			
2. Proceed to the office of the OIC, PCEC for interview.	2. Conduct interview to determine the livelihood assistance the client wishes to avail.	None	10 Minutes	FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge (PCEC)
	2.1 Process application.	None	5 Minutes	EDITHA O. FELIPE Senior Administrative Assistant II (PCEC)
	2.2 Endorse application to Department of Labor and Employment.	None	5 Minutes	LILIA G. BORNILLA Administrative Aide I (PCEC) FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge (PCEC)
	TOTAL:	None	30 Minutes	

137. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct of special events, disaster or calamities.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	 Government to Government and G2C – Government to Citizen 			
Who may avail:		ernment Offi	ernment Offices/Departments		
CHECKLIST OF F	EQUIREMENTS	WHERE TO SECURE			
Approved written requ	est (1 photocopy)	Office of the City Mayor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit approved written request to POSU receiving	Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU)	



section.				SAMARITA B. MARIANO Security Guard I (POSU)
2. Discuss with the assigned POSU personnel the details of request such as manpower assistance needed in the conduct special events, disaster or calamities.	2. Note the details of request and confirm the extension of manpower assistance. 2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II (POSU Operations Team/Task Force) NOEL M. SAURA Security Officer II/ Officer-in-Charge (POSU)
	TOTAL:	None	1 Hour	

138. Mechanical Permit and Certificate to Operate/Use

Owners of Commercial, Industrial and Institutional Buildings shall secure Mechanical Permit and Certificate to Operate/use from the City Engineer's Office/Office of the Building Official for the following categories:

- 1. Use of Construction Equipment (Heavy Equipment & Trucks)
- 2. Refrigeration, Air conditioning, Mechanical Ventilations
- 3. Installation of Escalators, Moving Walks, Elevators, Conveyors
- 4. Installation of Boilers, pressurized water heaters, sewage pumps
- 5. Automatic Fire Sprinkler System

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;
	G2G – Government to Government
Who may avail:	All owners of commercial, industrial and institutional buildings



Mechanical Permit Principal: Duly Accomplished Mechanical Permit Application Form signed by the owner and Mechanical Engineer: Duly accomplished application form Details of the form and signature CEO/OBO Any valid government ID card (1 original) BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Approved Building Permit (1 photocopy) Office of the City Engineer/Building Official Sketch/location of site (1 original) Building Owner Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Hired Mechanical Engineer Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer PRC Licenses and PTRs of all involved Hired Mechanical Engineer Approved Building Permit (1 photocopy) Hired Mechanical Engineer Building Owner Hired Mechanical Engineer Hired Mechanical Engineer
Duly Accomplished Mechanical Permit Application Form signed by the owner and Mechanical Engineer: - Duly accomplished application form - Details of the form and signature Any valid government ID card (1 original) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer Hired Mechanical Engineer Hired Mechanical Engineer
Application Form signed by the owner and Mechanical Engineer: - Duly accomplished application form - Details of the form and signature Any valid government ID card (1 original) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer Hired Mechanical Engineer
Mechanical Engineer:
- Duly accomplished application form - Details of the form and signature Any valid government ID card (1 original) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) CEO/OBO Building Owner and Mechanical Engineer BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Office of the City Engineer/Building Official Building Owner Hired Mechanical Engineer
- Details of the form and signature Any valid government ID card (1 original) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Building Owner and Mechanical Engineer BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Office of the City Engineer/Building Official Building Owner Hired Mechanical Engineer
Any valid government ID card (1 original) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO Office of the City Engineer/Building Official Building Owner Hired Mechanical Engineer Hired Mechanical Engineer
Any valid government ib Card (Fonginal) Approved Building Permit (1 photocopy) Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) LTO Office of the City Engineer/Building Official Building Owner Hired Mechanical Engineer
Sketch/location of site (1 original) Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Building Owner Hired Mechanical Engineer
Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer Hired Mechanical Engineer
complete details of installation (1 original and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer Hired Mechanical Engineer
and 2 photocopies) Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer
Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer
Estimate and Specifications with complete details of installation (1 original, 2 photocopies) Hired Mechanical Engineer
details of installation (1 original, 2 photocopies)
2 photocopies)
DPC Licenses and DTPs of all involved
Hired Mechanical Engineer
professionals in the project (1 photocopy)
Representative:
Duly Accomplished Mechanical Permit
Application Form signed by the owner and
Mechanical Engineer:
- Duly accomplished application form CEO/OBO
- Details of the Form and signature Building Owner and Mechanical Engineer
Authorization letter (1 original) Building Owner
Any Valid Government ID Card of the Representative (1 original) BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government ID Card of the Person Represented (Building Owner) (1 original) BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Approved Building Permit (1 photocopy) CEO/OBO
Sketch/location of Site (1 original) Building Owner
Signed and sealed Mechanical Plan with
complete details of installation (1 original, Hired Mechanical Engineer
2 photocopies)
Signed and sealed Mechanical Cost
Estimate and Specifications with complete Hired Mechanical Engineer



				AO MA
details of installation	(1 original,			
2 photocopies)				
Professional License (1 photocopy)		Hired Mechanical Engineer		
Professional Tax Rec	eaint (1 nhotocony)	City Treasure	er's Office where t	he licensed
FIDIESSIDIIAI TAX NEC	eibr (1 bilotocoby)	professional	oractices professi	on
Mechanical Certificate to Operate				
Principal:				
Any government ID card		BIR, Post Off	ice, PSA, SSS, G	SIS, COMELEC,
(1 original)		LTO		
Previously issued Me	chanical Permit	CEO/OBO		
(1 original, 1 photoco	py)			
Photo of Installation (2 original copies)	Photo Shop/0	Center	
Representative:				
Previously issued Me	chanical Permit	CEO/OBO		
(1 original, 1 photoco	py)			
Authorization letter (1 original)		Person Repre	esented (Building	Owner)
Any government ID card of the			ice, PSA, SSS, G	
representative (1 original)		LTO		
Any government ID card of the person		BIR. Post Off	ice, PSA, SSS, G	SIS. COMELEC.
represented (Building Owner)		LTO	,,,	o.o, oo===o,
(1 original) Photo of Installation (2 original)		Dhata Shan/	Contor	
Prioto di Instaliation (Z Oliginal)	Photo Shop/Center FEES TO PROCESSING PERS		PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly	1. Accept	None	5 Minutes	ALVIN R. SERNA
accomplished	application form			Administrative
application form	together with the			Aide I
together with the	complete			(OSSCPAS,
complete	requirements.			CEO/OBO)
requirements at				
Window 1, Room	1.1 Issue Order		5 Minutes	ROBERTO D.
311 or	of Payment			BERDIN
OSSCPAS,	to the client.			Administrative
CEO/OBO.				Assistant I
				(OSSCPAS,
				CEO/OBO)
	1.2 Process			,
	application.			ENGR. VIRGILIO
	-1.1.			F. RAZOTE
				Engineer II



				(OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	Cashier (OSSCPA)
3. Present OR to Window 4, Room 311, OSSCPAS, and claim the appropriate Mechanical Permit and Certificate to Operate/Use.	4. Verify OR, and release the Mechanical Permit and Certificate to Operate/Use.	None	30 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	*MF + CF = TF	45 Minutes	

*Legend: MF (Mechanical Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. MF (Mechanical Fee)

MF = **Mechanical Load** x Rate

Mechanical Load	Rate
Cold storages & Ice plants	
Up to 100 tons capacity	PHP 25/ton
Above 100 tons up to 150 tons	PHP 20/ton
Above 150 tons up to 300 tons	PHP 15/ton
Above 300 tons to 500 tons	PHP 10/ton
In excess above 500 tons	PHP 5/ton
Window type	PHP 40/unit
Packaged/ Centralized Air Con System	
1 st 100 tons	PHP 25/unit
Above 100 tons up to 150 tons	PHP 20/unit
Above 150 tons up to 300 tons	PHP 15/unit
•	1



Above 300 tons up to 500 tons	PHP 10/unit	
In excess of 500 tons	PHP 5/unit	
Mechanical Ventilation (blowers or fan)		
Up to 1 kw per unit	PHP 10/unit	
Above 1 kw to 7.5 kw	PHP 50/unit	
In excess or fraction above 7.5 kw	PHP 20/unit	
Escalators and moving walks, Funiculars	PHP 120/unit	
Elevators (Passenger)	PHP 500/unit	
Elevators (Freight)	PHP 400/unit	
Elevators (Cars)	PHP 500/unit	
Dumbwaiters (motor driven)	PHP 50/unit	
Construction Elevator	PHP 400/unit	
Every landing above first five landing for all	PHP 50/landing	
above elevators		
Boilers		
Up to 7.5 Kw	PHP 400/unit	
Above 7.5 kw to 22 kw	PHP 550/unit	
Above 22 kw to 37 kw	PHP 600/unit	
Above 37 kw to 52 kw	PHP 650/unit	
Above 52 kw to 67 kw	PHP 800/unit	
Above 67 kw to 74 kw	PHP 900/unit	
Pressurized water heaters	PHP 120/unit	
Water, sump and sewage pumps for	PHP 55/kw	
commercial/industrial use		
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit	
	excluding the pump	
Generator-diesel/gasoline/steam/hydro/		
nuclear or solar generating units		
Up to 50 kw	PHP 15/kw	
Above 50 up to 100 kw	PHP 10/kw	
Every kw above 100 kw	PHP 2.40/kw	
Compressed Air for Commercial, Industrial		
and Institutional Use, per unit	PHP 10/unit	
Pressure Vessel	PHP 40/unit	
Exhaust duct works	PHP 10 lineal meter	
 Weighing Scale Structure	PHP 24/ton	



Internal combustion engine (forklift, loader,	
mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for	PHP 30/unit
each gas meter	
Every mechanical ride, inspection, etc., used	PHP 30/unit
in amusement centers such as ferries wheel,	
carousel and the like	

2. CF (Computerization Fee) = PHP 20

139. Medicine and Food Supplement Distribution

The Office of the City Vice Mayor provides free medicines and food supplements intended for the holistic well-being of Pasay City constituents and walk-in applicants.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal:			
Valid Government-issue (1 original)	d ID Card	DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Letter Request (1 original	al)	Requesting Party	
Barangay Clearance/Certificate (1 original)		Barangay Hall	
Updated/Current Prescription from		Attending Physician	
Attending Physician (If request is for			
maintenance medicine/s) (1 original)			
Representative:			
Authorization letter (1 or	ginal)	Person Represented (Requesting Party)	
Valid Government-issued ID Card of the		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC,	
Person Represented (Requesting Party)		Post Office, PhilHealth	
(1 original, 1 photocopy)			
Valid Government-issued ID Card of the		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC,	
Representative) (1 original, 1 photocopy)		Post Office, PhilHealth	
Letter Request (1 original)		Person Represented (Requesting Party)	
Barangay Clearance/Ce	` ` ,	Barangay Hall	
Updated/Current Prescri	ption from	Attending Physician	
Attending Physician (If request is for			



maintenance medicin	e/s) (1 original)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Medical Assistance Section of the OCVM.	Review and verify completeness of requirements.	None	4 Minutes	AMOR S. TALOSIG Clerk II (OCVM) SUSAN T. GUINGAB Administrative Aide I (OCVM) MARIA ANTIONETTE I. Administrative Aide I (OCVM)
2. Claim the medicines/food supplements from the Medical Assistance Section of the OCVM.	2. Release requested medicines/food supplements to the client.	None	3 Minutes	AMOR S. TALOSIG Clerk II (OCVM) SUSAN T. GUINGAB Administrative Aide I (OCVM) MARIA ANTIONETTE I. MIRANDA Administrative Aide I (OCVM)
	TOTAL	None	7 Minutes	

140. Memoranda Annotation/Cancellation on Tax Declaration

The City Assessor's Office processes request for annotation or cancelation of documents for loans, mortgage and court decision purposes.

Office or Division:	City Assessor's Office (CAssrO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Mortgagor/ Mortga	agee/Court Con	cerned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Principal					
Valid Government Issued Identification		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,			
Card (1 photocopy)		COMELEC, OSCA-LGU			
Certified Copy of Title/Court Order (1		Register of Deeds/Court Concerned			
original)		_			
Letter request for Annotation/Cancellation		Mortgagor/Mortgagee/Court Concerned			
Mortgage/Release of Mortgage/Court		Mortgagee/Court Concerned			
Decision (1 photocopy)					
Representative					
	Authorization letter/Special Power of		Citizen or Client Being Represented		
Attorney (1 original)					
Valid Government Issu				SIS, Pag-IBIG, LTO,	
Card of the person bei	ng represented	COMELEC, OS	SCA-LGU, Compa	iny ID	
(1 photocopy)	. IIIeee	D O(f) D.		NO DE IDIO LEO	
Valid Government Issu		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,			
Card of the Represent		COMELEC, OSCA-LGU, Company ID Mortgagor/Mortgagee/Court Concerned			
Letter request for Anno	dallon/Cancellallon	Mortgagor/Mor	igagee/Court Cor	icemea	
(1 original) Mortgage/Release of N	/ortgago/Court	Mortgagee/Court Concerned			
Decision (1 photocopy		Mortgagee/Cot	art Concerned		
AGENCY		EEEO TO			
	L Δ(¬FN(¬Y	FEES IO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
CLIENT STEPS 1. Submit the				RESPONSIBLE GENALYN C. DELA	
	ACTIONS	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ	
1. Submit the	ACTIONS 1. Check and	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer	
Submit the requirements to	ACTIONS 1. Check and record the documents for	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV	
Submit the requirements to the assigned	ACTIONS 1. Check and record the documents for annotation/	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer	
Submit the requirements to the assigned personnel of the	ACTIONS 1. Check and record the documents for annotation/ cancellation,	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV	
1. Submit the requirements to the assigned personnel of the City Assessor's	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO)	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSIO) MA. INES A. ROBIN Administrative Aide II (CASSIO) JEMALYN A.	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	BE PAID	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO)	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to	None	TIME	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) Cashier	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client.	BE PAID None Annotation –	TIME 10 Minutes	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO)	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division. 2. Proceed to City	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client. 2. Issue Official	None	TIME 10 Minutes	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) Cashier	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division. 2. Proceed to City Treasurer's Office	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client. 2. Issue Official Receipt (OR) to client based on	BE PAID None Annotation –	TIME 10 Minutes	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) Cashier	
1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division. 2. Proceed to City Treasurer's Office (CTO) for	ACTIONS 1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client. 2. Issue Official Receipt (OR) to	None Annotation – PHP 40	TIME 10 Minutes	RESPONSIBLE GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) Cashier	



				RO MANIL
	of Payment.	PHP 40		
3. Present the OR issued by the City Treasurer's Office to the assigned personnel of the City Assessor's Office-	3. Prepare and issue the annotated/cancelled Tax Declaration.	None	15 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
Administrative & Assessment Records	3.1 Issue the updated CTC of Tax Declaration,	None	15 Minutes	JEMALYN A. LABACO Administrative Assistant V
Management Division.	and advice the client to pay for the			CARMELITA C. BELTRAN Assessment Clerk II
	documentary stamp.			ANTHONY A. ABABA Data Controller I
				MARIA INES A. ROBIN Administrative Aide II
				MA. LUISA B. MIRANDA Administrative Aide IV
				LUBBY A. TANCHING Administrative Aide II
				MARY JANE V. MOSTAJO Administrative Aide II
				MA. CRISTINA F. OMBION Administrative Aide I (CAssrO)
4. Pay the required documentary stamp, and claim copy of the	4. Release the updated CTC of Tax Declaration.	Documentary stamp per certification – PHP 30	5 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CAssrO)
updated Certified Tax Declaration from the assigned personnel of the City Assessor's Office-				GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
Office-				(CAssrO)



Administrative & Assessment Records Management Division.				
	TOTAL:	PHP 110	50 Minutes	

141. New Franchise and Mayor's Permit for Pedicab

Owners of Pedicabs under Pasay City Government are required to apply for Authority for Tricycle and Pedicab Service (Franchise) prior to operating these vehicles for business at the Tricycle/Pedicab Franchising Regulatory Office.

Office or Division:	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Only Pedicab owners/operators who are listed in the Masterlist		
	from the official tagging done on these vehicles by the Tricycle		
	Pedicab Franchising Regulatory Office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Duly Accomplished Applicat	tion Form:		
 Application Form 		TPFRO	
 Details/information to 	be indicated in	Pedicab Owner/Operator	
the application form			
Community Tax Certificate	with an Annual		
Gross Income of PHP 50,00	00	City Treasurer's Office	
(1 photocopy)			
Proof of Unit Possession (any of the following			
documents):			
 Official Receipts (O.R.) of the bicycle 		Bicycle Shop	
unit (1 photocopy) or			
 Affidavit of Ownership (1 original) or 		Pedicab Owner/Operator	
- Deed of Sale of the unit (1 original)		Pedicab Owner/Operator	
Barangay Certificate; should be a resident of		Barangay Hall	
the city (1 original)		Barangay Fran	
Voter's ID or Voter's Certificate; should be a			
registered voter of the city		COMELEC	
(1 photocopy)			
Local Pedicab Operators and Drivers		Local PODA President	
Association (PODA) Certificate		Local i ODA i lesidelli	



(1 original copy)				TOMA
Recognized Pedicab Fed	deration Certification	Pasay Alliance	of Pedicah Oper	rators & Drivers
(1 original)		Pasay Alliance of Pedicab Operators & Drivers Association (Pasay PODA) President		
Representative		7.0000.00.00.00.00.00.00.00.00.00.00.00.	<u>uouj : 027., : 100</u>	J. G. G. R.
Duly Accomplished Appli	ication Form:			
- Application Form		TPFRO		
- Details/information	n to be indicated in	Person repres	ented (Pedicab O	wner/Operator)
the application for	m	•	,	. ,
Authorization letter (1 ori	ginal)	Person repres	ented (Pedicab O	wner/Operator)
Any Government Issued	Identification Card of	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
the person represented (LTO		
Any Government Issued			ce, PSA, SSS, GS	SIS, COMELEC,
the Representative (1 ph		LTO		
Community Tax Certifica		City Treasurer	's Office	
Gross Income of PHP 50		0.17		
Proof of Unit Possession	(any of the following			
documents):	OD) of the biousle	Diayala Chan		
unit (1 photocopy)	O.R.) of the bicycle	Bicycle Shop		
- Affidavit of Owner		Pedicah Owne	ar/Operator	
- Deed of Sale of th		Pedicab Owner/Operator Pedicab Owner/Operator		
Barangay Certificate; sh		•		
the city (1 original copy)	odia bo a rooidoni or	Barangay Hall		
Voter's ID or Voter's Ce	ertificate: should be a	COMFLEC		
registered voter of the cit		COMELEC		
Local Pedicab Operators		Local PODA P)rooidont	
Association (PODA) Cert	tificate (1 original)	Local PODA P	resident	
Recognized Pedicab Fed	deration Certification	Pasay Alliance	e of Pedicab Oper	ators & Drivers
(1 original)	1	Association (Pasay PODA) President		sident
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE	TIME	RESPONSIBLE
1 Cula no: 4 4 a a	1 Charletter	PAID	4E Minutes	DHI ODIEL V
1. Submit the	1. Check the	None	15 Minutes	PHLORIEL V. SEVILLA
requirements	completeness			Administrative
together with the duly accomplished	and veracity of			Aide III
application form to	submitted			(TPFRO)
the assigned	requirements;			·
personnel at the	after which,			or
TPFRO.	encode all the			MA. TERESA M.
	necessary			MANALO
	information in			Administrative
	the computer			Aide I
	system with			(TPFRO)
	System with			



				TO MA
	regard to the said application.			
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	For New Franchise and Mayor's Permit – PHP 770	5 Minutes	Teller (CTO)
3. Present the order of payment and O.R. to the designated personnel at the TPFRO.	3. Issue a claim stub for the requested document to the applicant and advise him/her to return to TPFRO after two (2) days.	None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
4. Present the claim stub to the assigned personnel at the TPFRO for the release of the requested document/s.	4. Release/issue the requested document/s to the client.	None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
	TOTAL:	For New Franchise and Mayor's Permit – PHP 770	30 Minutes	



142. Online Application for Business Permit

All business undertakings/activities conducted within the territorial jurisdiction of Pasay City are mandated by national laws and local ordinances to secure the necessary Permit to Operate and pay the corresponding taxes and regulatory fees from the Business Permits and Licensing Office before commencing operation.

New Application:

New Application:					
Office or Division:	Business Permits and Licensing Office (BPLO)				
Classification:	Simple	'			
Type of Transaction:	G2B – Government to Business				
Who may avail:	All business estab				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Principal					
Comprehensive General (1 scanned copy of the o	•	Any Insurance Company			
Certificate of Occupancy of the original)		City Engineer's Office (Rm315)			
Zoning Conformance for (1 scanned copy of the o	riginal)	City Planning and Development Office (Rm211)			
Proof of right over the lot/property where the business is located (1 scanned copy of the original)					
a. Real Property Tax (if owned)b. Lease of Contract (if not owned)		a. Owner b. Lessor			
Certificate of Business Name Registration, if applicable (1 scanned copy of the original)		Department of Trade and Industry			
Certificate of Incorporation (1 scanned copy of the o		Securities and Exchange Commission			
Certificate of Registration (1 scanned copy of the o		Housing and Land Use Regulatory Board			
(1 scanned copy of the o a. Registration Cert b. General Informat applicable	riginal) ificate	a. Cooperative Development Authority b. Pasay City Cooperative Office			
Representative					
Authorization letter signe (1 scanned copy of the o		Business Owner			
Any Government ID Card Represented (Business C (1 scanned copy of the o	Owner)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			



				NO MAI	
Comprehensive General Liability Insurance (1 scanned copy of the original)		Any Insurance Company			
Certificate of Occupancy (1 scanned copy of the original)		City Engineer's Office (Rm315)			
Zoning Conformance f (1 scanned copy of the		City Planning	and Developmen	t Office (Rm 211)	
Proof of right over the	Proof of right over the lot/property where the business is located (1 scanned copy of				
b. Real Proper	ntract (if not owned) ty Tax (if owned)	a. Owner b. Lessor			
Certificate of Business if applicable (1 scanne original)	•	Department of	f Trade and Indus	try	
Certificate of Incorpora (1 scanned copy of the		Securities and	l Exchange Comr	nission	
Certificate of Registrat (1 scanned copy of the	e original)	Housing and Land Use Regulatory Board			
(1 scanned copy of the	General Information Sheet, if applicable (1 scanned copy of the original)		Pasay City Cooperative Office		
Registration Certificate the original)	Registration Certificate (1 scanned copy of the original)		Cooperative Development Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Access the online business application website of Pasay City (online.pasay.gov.ph) in any web browser. Click Create New Account and accomplish the required fields, sign up and register.	Check web portal for the submitted online application.		15 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO) CLARA ELEAZAR Administrative Aide I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO)	
1.1 Check email, verify then log- in.	1.1 Click view/process to check the				



		HO MA
	submitted	
	online	
	application	
	then click <i>Tag</i>	
	as Reviewed	
	to proceed to	
	the next step	
	or Incomplete	
	to return to	
	taxpayer's	
	accounts with	
	remarks.	
1.2 Click register	1.2 Notify the	
new business;	applicant that	
accomplish	his/her Online	
required fields,	Business	
scan and	Application	
upload	has been	
requirements,	completed;	
click + sign to	otherwise,	
confirm	return to the	
submission.	applicant for	
	completion.	
1.3 Check		
notification that	1.3On the	
	Business	
you have	Permit and	
successfully	Licensing Tax	
submitted your	Administrat-	
application.	ion System	
	(BPLTAS)	
	app, click	
	Acquire from	
	Web	
	Application,	
	(check the	
	completeness	
	of the data),	
	input the	
	Nature of the	
	Business	
	then, endorse	
	to the CTO	



i				MAN MAN
	for Assessment of Tax and Regulatory fees.			
2. Wait for the notification sent to your registered email regarding your Statement of Account (SOA).	2. Check the web portal for the successful Payment Transaction.	Please refer to the table of fees below	30 Minutes	City Treasurer's Office, Ground Floor, Pasay City Hall
2.1 Check the web portal to view the e-SOA generated by the system.	2.1 Send e-copies of the Assessment and official receipt to the			
2.2 Click Proceed to Payment on the web portal to view the assessment of	registered email address of the applicant after payment transaction is validated.			
taxes and regulatory fees then select payment to proceed to the merchant details. Click LBP-EPS for online payment. Enter	2.2 Endorse the digital copy of the assessment and receipt to the BPLO for the release of permit.			
required information to your e-SOA. Click Continue to process your Payment. For successful transaction, you				



	T	Г		
will receive an e- mail confirmation.				
3. Check email address for the electronic copy of the business permit that is valid for one (1) month. After which, claim the original Business Permit at the Transaction window of BPLO or via courier services. Corresponding fees may apply.	3. Release the electronic business permit to the client's registered email address. 3.1 After a month, release the original business permit and plate at the transaction window of BPLO or deliver via courier to the applicant's registered business address.	None (for those which will be released thru window transaction) Amount of fees and charges are at the discretion of the courier service provider based on the location of business (for those which will be released via courier services).	30 Minutes – thru Window Transaction 1 Hour - via Courier services	NOEL B. LUCIO License Inspector II (BPLO) ARIEL E. DE LEON Administrative Assistant I (BPLO) RENIE L. BERTILLO Administrative Aide I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO) CLIFFORD S. LAYAG Administrative Assistant I (BPLO)
	TOTAL:	Please refer to the table of fees below	1 Hour and 15 Minutes- thru window transaction. 1 Hour and 45 Minutes –	
			via Courier Services	

Renewal:

Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All business establishment owners		
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE		



				AO MAN
Principal		_		
Comprehensive Gener	al Liability Insurance	Any Insurance Company		
(1 scanned copy of the original)		Any insurance Company		
Previous Permit (1 sca	nned copy of the	Business Owi	ner	
original)		Dusiness Owi		
Representative				
Authorization letter sign		Business Owi	ner	
(1 scanned copy of the		Business Own		
Any Government ID Ca		Pasav-LGU-F	IRMDO, BIR, Pos	t Office, PSA.
Represented (Business	•		OMELEC, LTO	
(1 scanned copy of the		, ,	,	
Comprehensive Gener (1 scanned copy of the	original)	Any Insurance	e Company	
Previous Business Per of the original)	mit (1 scanned copy	Business Owi	ner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online business application website of Pasay City (online.pasay.gov. ph) in any web browser. 1.1 Scan, register or log-in to your account.	1. Click View/ Process to check the submitted online application then click Tag as Reviewed to proceed to the next step or Incomplete to return to taxpayer's account with remarks. 1.1 Notify the applicant that his/her Online Business Application has	None	30 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO) CLARA ELEAZAR Administrative Aide I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO) SLOANE THEODORE S. TEJADA
	been completed; otherwise, return to the applicant for completion.			Officer II (BPLO) JOSEPHINE S.

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				AO MANIE
1.1 Enroll your business with your Business Account Number and Previous OR. 1.3 Once enrolled, proceed with the renewal by clicking the Request for Billing button.	1.2 On the BPLTAS app, click Acquire from Web Application, check the completeness of the data, input the nature of the business then, endorse to CTO for assessment of tax and regulatory fees.			VARGAS Administrative Assistant I (BPLO) MERIAN A. LUMAGBAS Administrative Aide I (BPLO)
2. Wait for the notification sent to your registered email address regarding your statement of Account (SOA).	2. Check the web portal for the successful Payment Transaction.	Please refer to the table of fees below	30 Minutes	City Treasurer's Office, Ground Floor, Pasay City Hall
2.1 Check the web portal to view the e-SOA generated by the system. Click Proceed to Payment on the web portal to view the assessment of taxes and regulatory fees then select payment to proceed to the merchant details.	2.1 Send e-copies of the Assessment and official receipt to the registered email address of the applicant after payment transaction is validated.			



				AO MAN
2.2 Click LBP-EPS for online payment, enter required information to your e-SOA. Click Continue to process your payment. For successful transaction, you will receive an e- mail confirmation.	2.2 Endorse the digital copy of the assessment and receipt to the BPLO for printing and release of permit.			
3. Check email address for the electronic copy of the business permit that is valid for one month. After which, claim the original Business Permit at the transaction window of BPLO or via courier services. Corresponding fees may apply. 3.1 After successful post audit verification, claim original business permit either in person or via courier.	3. Release the electronic business permit to the client's registered email address or to their online account. 3.1 After a month, release the original business permit and plate at the transaction window of BPLO or deliver via courier to the applicant's registered business	None (for those which will be released thru window transaction) Amount of fees and charges are at the discretion of the courier service provider based on the location of business (for those which will be released via courier services).	30 Minutes – thru Window Transaction 1 Hour – via Courier Services	NOEL B. LUCIO License Inspector II (BPLO) ARIEL E. DE LEON Administrative Assistant I (BPLO) RENIE L. BERTILLO Administrative Aide I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO) CLIFFORD S. LAYAG Administrative Assistant I (BPLO)



address.			
TOTA	Pls. refer to the table of fees below	1 Hour and 15 Minutes- thru window transaction.	
		1 Hour and 45 Minutes – via Courier Services	



TAX ON BUSINESS

A. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:

With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00
150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00
4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
6,500,000.00	and above	Not Exceeding 55% of 1%

B. On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:

With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50



3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00
500,000.00	750,000.00	10,890.00
750,000.00	1,000,000.00	14,520.00
1,000,000.00	2,000,000.00	16,500.00
2,000,000.00	and above	Not Exceeding 82.5% of 1%

 On Essential commodities - For exporters, millers, manufacturers, producers, wholesaler, distributor, dealers of retailers.

45.51	
1) Rice and	
corn;	
Wheat or cassava flour, meat dairy products,	
locally manufactured processed, or preserved	
food, sugar, salt and other agricultural marine, and fresh water products,	
whether in their original states or not;	Rate not exceeding Fifty Percent (50%) of the rates prescribed in A, B
3) Cooking oil and cooking gas	and D
 Laundry soap, detergents and medicine, 	
Agricultural implements, equipment and	
post have facilities, fertilizers,	
pesticides, insecticides, herbicides, and	
other farm inputs;	
Poultry and other animal feeds	
school supplies	
7) Cement	

D. On Essential commodities - For Retailers



With Gross Sales for the preceding Calendar Year:

	RATE PER ANNUM
400,000.00 orless	3 1/2%
400,000.00 or more	2%

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	2,000.00	73.00
2,000.00	3,750.00	124.30
3,750.00	4,500.00	173.00
4,500.00	6,125.00	222.20
6,125.00	7,250.00	272.80
7,250.00	8,750.00	321.20
8,750.00	10,275.00	371.80
10,275.00	12,125.00	445.50
12,125.00	15,250.00	544.50
15,250.00	16,750.00	618.20
16,750.00	18,250.00	668.80



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	18,250.00	20,625.00	717.20
	20,625.00	23,675.00	866.80
	23,675.00	27,000.00	990.00
	27,000.00	30,000.00	1,113.20
	30,000.00	33,000.00	1,237.50
	33,000.00	35,875.00	1,361.80
	35,875.00	40,625.00	1,509.20
	40,625.00	45,500.00	1,633.50
	45,500.00	50,000.00	1,856.80
	50,000.00	and above	Not Exceeding 82.5% of 1%

On contractors and other independent contractors in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	5,000.00	45.10
5,000.00	10,000.00	101.20
10,000.00	15,000.00	172.70
15,000.00	20,000.00	272.80
20,000.00	30,000.00	453.20
30,000.00	40,000.00	635.80
40,000.00	50,000.00	907.50
50,000.00	75,000.00	1,452.00
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,201.00
150,000.00	200,000.00	4,356.00
200,000.00	250,000.00	5,989.50
250,000.00	300,000.00	7,728.00
300,000.00	400,000.00	10,164.00
400,000.00	500,000.00	13,612.50
500,000.00	750,000.00	15,262.50
750,000.00	1,000,000.00	16,912.50
1,000,000.00	2,000,000.00	18,975.00
2,000,000.00	and above	Not Exceeding 82.5% of 1%



On banks and other Financial Institutions

Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbankloans;
- 3) Rental of Property;
- Income earned and actually collected from acquired assets;
- Income from sale or exchange of assets and property;
- Cash dividends earned and received on equity investment;
- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

On Insurance Companies

Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments

On Financing Companies

Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- Interest earned and actually collected on mortgage contracts receivables
- Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- Income component of rentals from financial leasing



On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50
50,000.00 and above		Residential Purposes - Not Exceeding 55% of 1%
		For Other Purposes - Not Exceeding 82% of 1%

On Subdivision Operators

Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

Php 0.02475 Per Square Meter

On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar

•	Tour.		
	FROM	TO LESS THAN	TAX PER QUARTER
	0	5,000.00	305.80
	5,000.00	10,000.00	618.20
	10,000.00	20,000.00	1,237.50
	20,000.00	30,000.00	1,856.80
	30,000.00	40,000.00	2,475.00
	40,000.00	50,000.00	3,093.75
	50,000.00	60,000.00	3,712.50
	60,000.00	70,000.00	4,331.80
	70,000.00	80,000.00	4,950.00
	80,000.00	90,000.00	5,568.20
	90,000.00	100,000.00	6,187.50
		For every 1,000.00 or a cess of Php100,000.00	38.00



On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below;

	Tax per Annum
 a) Peddlers of any article or merchandise carried in trucks or any other motor vehicle, per peddler 	82.50
 b) Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized similar vehicles other than those specified in above 	55.00
 c) Peddlers of any article or merchandise carried in a cart, caretela or other per vehicles drawn by animals 	44.00
 d) Peddlers of any article or merchandise carried on bicycle, pedicab or other similar vehicle, per peddler 	33.00
 e) Peddlers of any article or merchandise carried by person, per peddler 	22.00
In addition to the above there is hereby imposed additional tax in the sales of Perfume and other luxury articles in the Amount:	22.00

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	Tax per Annum
a) With an area of 1,000 sq. m. or more	5,000.00
b) With an area of 700 sq. m. but less than 1,000 sq. m.	4,000.00
c) With an area of 500 sq. m. but less than 700 sq. m.	3,000.00
d) With an area of 300 sq. m. but less than 500 sq. m.	2,000.00
e) With an area of less than 300 sq. m.	1,500.00

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located



FIXED TAX ON OTHER BUSINESS

On dealers in fermented liquors, distilled spirits and/or wines;

		TAX PER ANNUM
1.	Wholesale dealers in foreign liquors	1,980.00
2.	Wholesale dealers in domestic liquors	990.00
3.	Retail dealers in foreign liquors	495.00
4.	Retail dealers in domestic liquors	247.50
5.	Wholesale dealers in fermented liquors	495.00
6.	Retail dealers in fermented liquors	180.00
7.	Wholesale dealers in vino liquors	203.50
8.	Retail dealers in vino liquors	126.50
9. liqu	Retail peddlers of distilled manufactured or fermented ors	445.50
	Wholesale peddlers of distilled manufactured or nented liquors	495.00
11.	Retail dealers in tuba, <u>basi</u> and/or tapuy	126.50
12.	Liquor servers	550.00

On dealers in tobacco;

	TAX PER ANNUM
Retail leaf tobacco dealers	126.50
2. Wholesale leaftobacco dealer	495.00
3. Retail tobacco dealers	126.50
4. Wholesale tobacco dealers	495.00
5. Retail peddlers of tobacco products	126.50
6. Wholesale peddlers of tobacco products	165.00

On owners or operators of amusement/vending devices;

	TAX PER ANNUM
1. Each juke box machines	192.50
Each Machine Apparatus or Visual Entertainment	99.00
Each machine for dispensing or vending soft drinks and any other articles	286.00
Each apparatus for weighing person	60.50
Each machine or apparatus for printing letters or numbers	77.00
Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50



On owners or operators of amusement places;

	TAX PER ANNUM
Super clubs, cocktail lounges or bars, beer gardens, pub houses, discohouses, and other similar establishment	4 500 00
b) Cabarets, dance hall or dancing pavilion	4,500.00 3,000.00
	1,000.00
c) Skating rinks	800.00
d) Bath houses, resort and the likes	800.00
e) Steam baths, saunas, and other similar establishment per cubicle	300.00
f) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
g) Bowling alleys	50.00
Automatic per lane	250.00
Non-automatic	200.00
h) Circuses, carnivals and the likes	200.00
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
i) Side shows, per booth	20.00
For the first ten (10) days	30.00
For each day thereafter	13.00
j) Merry-go-rounds, roller coasters ferries wheel, swings,	10.00
shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
k) Theaters, and cinema houses	13.00
a. Itinerant operators per day	30.00
b. with orchestra only and with sitting capacity of less than 500 persons	1,250.00
c. with balcony and orchestra and with sitting capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00



An additional tax of one hundred percent (100%) of the amounts	
Prescribed above shall be imposed on air-conditioned theaters and	
cinema houses.	
I. Boxing stadium, auditoriums, gymnasiums, concert or similar	
halls or similar establishment	750.00
m. Boxing wrestling or martial arts contest, per exhibition	250.00
n. Race tracks for conducting horse races	5,000.00
per racing or fraction thereof	300.00
o. Cockpits, per annum	7,500.00
per ordinary cockfight	15.00
per derby cockfight	30.00
Holding in international derby cockfight, per day	5,000.00
per international derby cockfight	250.00
Holding of local derby cockfight, per day	2,500.00
p. Gun clubs	500.00
q. Judo-karate clubs	250.00
r. Pelota/squash courts per court	250.00
s. Tennis courts, per court	250.00
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	25,000.00
b. With seating capacity from 15,000 to 24,999 persons	17,500.00
c. With seating capacity from 5,000 to 14,999 persons	12,500.00
d. With seating capacity of less than 5,000 persons	7,500.00
e. Per gaming day on Jai-Alai or fraction thereof	250.00
u. Off-track betting station and Off-fronton, per Station	2,500.00
v. Other amusement places not above	
a. Educational life plan or Memorial Plan Establishment	
Principal Office	5,500.00
 b. For each branch, payable to the City where the branch is located 	1,100.00
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of business	
per square meter as fraction thereof:	
Single faced twenty pesos	20.00
Double faced thirty pesos	30.00
b. Billboards or sign for professionals, per square meter or	
fraction thereof:	15.00
c. Billboards, sign or advertisement for business and	
professionals painted on any building or structure or	
otherwise separated or detached there from: Per square	18.00
meter thereof	



 d. Advertisement for business or professionals by means of slides in monies payable by the advertisement 	200.00
 e. Advertisement means of vehicles, Billboards rate etc. 	
Per day or fraction thereof;	80.00
per week or fractions thereof;	120.00
per month or fraction thereof;	160.00
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	

MAJHONG TABLE	
A. For the first table	350.00
For each additional table	120.00
B. Stock Markets	10,000.00
C. Boarding houses with accommodations for	-
Less than 10 boarders	40.00
11 to 19 boarders	60.00
20 to 39 boarders	80.00
40 or more boarders	100.00
D. Lodging houses with accommodations for:	
Less than 15 lodgers	1,500.00
16 to 24 lodgers	2,500.00
25 or more lodgers	3,000.00
E. Golflinks:	5,500.00
Mini golf links (w/less than 9 holes)	1,000.00
F. Driving ranges	
With 20 slots or more	600.00
With 16 to 19 slots	400.00
With 15 to slots or more	300.00
G. Cemeteries and Memorial parks:	
Less than 2	1,000.00
2 to 5 has	1,700.00
more than 5 has	2,000.00
H. Fishponds, fish pens. Or fish breeding grounds, per hectare or fraction thereof	30.00
I. Cold storage and refrigeration cases:	
a. Refrigeration or cold storage unit:	
With total storage capacity:	
Not exceeding 5 cu.m.	250.00



Over 5 to 15 cu.m.	400.00
Over 15 to 25 cu.m.	650.00
Over 25 to 35 cum.	1,300.00
Over 35 to 50 cu.m.	1,900.00
Over 50.cum.	2,500.00
b. Refrigerating cases:	
Less than 5 cum.	17.00
Over.5.cu.m.	28.00
J. Lumberyards	
With an area of 500 sq.m. Or less	1,000.00
Over 500 to 1,000 s.g.m.	1,300.00
Over 1,000 to 1,500 s.g.,m.	1,500.00
Over 1,500 to 2,000 s.g.m.	2,000.00
Over.2.000.sq.m.	2,500.00
K. Nursery, vocational and other schools not	
Regulated by the Department of Education, Culture and	
Sport with 5 less students	130.00
Over 5 but not more than 20 students	250.00
L. Dancing schools/driving schools/speed reading/Edp/judo karate, etc.	
With 100 or more students	750.00
With 50 to 99 students	500.00
With 25 to 49 students	400.00
M. Car exchange on consignment basis only;	
For an enclosure of 500 sq.m. Or less	400.00
For an enclosure of more than 500 s.g.m.	500.00
If car exchange are being operated on buying and Selling basis	
they are covered by the graduated business Tax on retailers,	
independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as	
turpentine, thinner prepared paints, diesel oils, kerosene,	
varnish, cleaning solvent, polishing liquids:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 1,000 gals.	75.00
1,001 to 5,000 gals.	140.00
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5,001 to 10,000 gals.	300.00
10,001 to 50,000 gals.	500.00
50,001 to 100,000 gals.	700.00
100,001 to 500,000 gals.	1,200.00
500,001 to 900,000 gals.	2,100.00
900,001 gals.	2,300.00
Flammable liquids with flash point over 200 F when subject to spontaneous ignition or is artificially heated to a temperature equal or higher than its flash point such as petroleum oil, crude oil, others:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 500 gals.	85.00
501 to 1,000 gals.	170.00
1,001 to 20,000 gals.	300.00
20,001 gals.	450.00
Flammable gases- <u>Aaltylene</u> , hydrogen, coal fas, and other flammable in gaseous form, except liquefied petroleum gas and other compressed gases:	
15 to 25 gals.	20.00
26 to 100 gals.	30.00
101 to 500 gals.	60.00
501 to 2,000 gals.	170.00
2,001 to 10,000 gals.	450.00
10,001 to 50,000 gals.	900.00
50,001 to 100,000 gals.	1,300.00
100,001 gals.	2,100.00

Combustible Solids:	
I. Calcium Carbide	
10 but not more than 20 kgs.	35.00
21 but not more than 50 kgs.	50.00
51 but not more than 500 kgs.	90.00
501 but not more than 1,000 kgs.	150.00
1,001 but not more than 5,000 kgs.	170.00
5,001 but not more than 10,000 kgs,	210.00
10,001 but not more than 50,000 kgs.	320.00
50,001 kgs,	430.00
II. Pyrolyxin:	
10 to 50 kgs.	30.00



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51 to 200 kgs.	60.00
201 to 500 kgs.	120.00
501 to 1,000 kgs.	210.00
1,000 to 3,000 kgs,	415.00
3,001 to 10,000 kgs.	700.00
10,001 kgs.	1,400.00
Matches:	
25 to 100 kgs.	30.00
101 to 500 kgs.	140.00
501 to 1,000 kgs.	300.00
1,001 to 5,000 kgs.	600.00
5,001 kgs.	900.00
Nitrate, phosphorous, bromine, sodium, picric acid, and	
hazardous, explosive, corrosive, oxidizing and lachrymatory	
properties:	
15 to 25 kgs.	30.00
26 to 100 kgs.	45.00
101 to 500 kgs.	110.00
501 to 1,000 kgs.	210.00
1,001 to 5,000 kgs.	315.00
5,001 kgs.	415.00
Shredded combustible materials such as wood Shavings(kusot),	
waste (estopa), sisal, oakum, and other similar combustible	
shaving and fine materials:	
50.to.100.cu.ft.	30.00
101.to.500.cu.ft.	85.00
501.to.1.000.cu.ft.	130.00
1.001 to 2.500 cu.ft.	210.00
2,501 cu.ft.	315.00
Tariresin, waxes, copra, rubber coal, bituminous coal, and	
Similar combustible materials:	
50 to 100 kgs.	35.00
101 to 1000 kgs.	70.00
1001 to 5,000 kgs.	130.00
5,001 kgs.	210.00



Newly Started Business

- For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.
- However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

FEES & CHARGES

On the operation of business

On the operation of business	TAX PER ANNUM
1. Dealers in the fermented liquors, distilled spirits and/or	
wines, except for wine house/cellars	
a. Wholesale dealers in foreign liquor	2,000.00
b. Retailer dealers in foreign liquor	1,300.00
c. Wholesale dealers in domesticliquor	1,000.00
d. Retail dealers in domestic liquor	750.00
e. Wholesale dealers in fermented liquor	1,200.00
f. Retail dealers in fermented liquor	600.00
g. Wholesale dealers in vino liquor	300.00
h. Retail dealers in vino liquor	200.00
į Retail dealers in tuba, <u>basi</u> and/or tapuv	150.00
j. Wholesale peddlers of distilled, manufactured or fermented liquor	500.00
 Retail peddlers of distilled, manufactured or fermented liquor 	300.00
I. Servers of fermented liquor and local wines	700.00
m. Servers of all kind of liquor	1,200.00
n. Servers of native or local wines only	500.00
2. Dealers in tobacco	
a. Retail leaf tobacco dealers	300.00
b. Wholesale leaftobacco dealers	400.00
c. Retail tobacco dealers	200.00
d. Wholesale tobacco dealers	400.00
e. Retail peddlers of tobacco	130.00



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Owners or operators of amusement places/devices	
a. Night clubs/ day clubs	12,000.00
b. Super clubs, cocktail lounges, bar disco-houses, beer	
gardens and other similar establishment	5,000.00
c. Cabarets, dance halls or dancing pavilion	3,000.00
d. Social clubs/voluntary associations or organizations	2,000.00
e. skating rinks	3,000.00
f. Bath houses, resort and the like per establishment	3,000.00
g. Steam baths, sauna baths and the like, per establishment	8,000.00
h. Billiard halls/poolhalls per table	150.00
į, Bowling establishment	5,000.00
j. Circuses, carnivals, fun houses and the like	5,000.00
k. Merry-go-around, roller coasters, Ferris wheel, or similar contrivances and rivance or booth	300.00
I. Theaters and cinema houses	
Air-Conditioned	5,000.00
Non air-conditioned	3,500.00
Itinerant operators	300.00/day
m. Boxing arena, auditoriums, gymnasium, concert halls, or establishment	5,000.00
n. Race track establishment	4,000.00
o. Pelota/tennis/squash courts, per court	300.00
p. Jai-alai and/or coliseum establishment	10,000.00
q. Off-track or off-fronton betting stations per station	3,000.00
r. Amusement devices, per device	200.00
s. Majhong pertable	700.00
Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and Ioan associations, investment co., per establishment.	
Main Office	7,000.00
Per Branch	5,000.00
Money shops, per establishment	3,000.00
5. Dealers in securities including foreign exchange dealers	3,000.00
6. Educational life/memorial plans:	-
Principal Office	4,000.00
Per branch/agency	3,000.00
7. Subdivision operators	3,000.00
8. Private cemeteries/memorial parks	10,000.00
9. Boarding/lodging houses	2,000.00
10. Dancing schools/judo, karate schools/driving schools/EDP,	,



etc.	2,000.00
Nursery, vocational and other schools regulated by the DECS	3,000.00
12. Driving ranges	4,000.00
13. Golflinks	3,000.00
14. Mini-Golflinks	1,500.00
15. Polo grounds	4,000.00
16.Cockpit	8,000.00
The following permit fees shall be paid by the private detective or security agency, and personal guards or watchmen:	
Agency (Local Office)	600.00
Each detective/guard or watchman	60.00

On other activities

	TAX PER ANNUM
On delivery trucks or vans to be paid by the manufactures,	
producers of and dealer in any products regardless trucks or	340.00
vans	
2. For maintaining window/ display window office	400.00
3. Promoters, sponsors or talent scouts	1,000.00
 For holdings stage shows or floor/fashion Shows payable by the operator 	2,000.00
5. For Maintaining the office of such as Liaison Office,	
administrative office and or similar office, with an area as	
follows:	
400.sq.m. Or more	1,500.00
300 sq.m. Or more but less than 400 sq.m.	1,000.00
200 sq.m. Or more but less than 300 sq.m.	800.00
100 sq.m. Or more but less than 200 sq.m.	600.00
50.sq.m. Or more but less than 100 sq.m.	400.00
Less than 50 sq.m.	300.00
6. For operating private ware house or Bodega of wholesalers	
/retailers and Exporters except those which business is	4 500 00
licensed in the locality where such Bodega is located.	1,500.00
7. Cold Storage	600.00
8. Refrigeration Cases	300.00
9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.,m.	3,000.00
Class B 1,501 to 2,000 sq.m.	2,000.00
Class C 1,001 to 1,500 sq.m.	1,500.00
Class D 500 to 1,000 sq.m.	700.00
Class E. less than 500 sq.m.	500.00
Class F without a yard but with	



To keep already sawn lumber	
and with office to accept order	300.00
10. Car Exchange on consignment basis	3,000.00
11. Storage and sale of flammable or explosive substances	350.00
12. Peddlers expect peddlers of Tobacco and Liquor	300.00
13. Signboards, billboards and other forms of advertisement	300.00
House to house promotional sales per salesman/ saleslady	30.00/day
15. Film shootings on location per day	1,000.00
16, Gun Clubs	1,500.00
17. Judo-karate clubs	1,000.00
18. Terminal garage for buses, taxi, and other utility vehicles except those used for house garage	
1. With an area of 1,000, sq.m. Or more	7,000.00
 With an area of 700 sq.m. Or more but less than 1,000 sq.m. 	5,000.00
 With an area of 500 sq.m. Or more but less than 700 sq.m. 	4,000.00
 With an area of 300 sq.m. Or more but less than 500 sq.m. 	3,000.00
5. With an area of less than 300 sq. M.	1,000.00

On the Nature of the Business

	TAXPER ANNUM
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or	
Manufacturing ;)	
 a. Flammable, combustible or explosive substance 	10,000.00
b. Non-flammable or non-explosive substance	8,000.00
 c. Assorted non-perishable and dry goods merchandise or articles 	6,000.00
 d. Consumable, perishable including refrigerated goods 	4,000.00
(Bakeries, RTW clothes, shoes, leather and other products, delicacies and sweet ham, longanizas, tocino and the like food	
seasoning, ceramic and clay products, bamboo crafts, scissors	
and other bladed Picture frame, plastic products, etc.)	8,000.00
(Factory situated in Pasay/Office situated elsewhere):	
Producing or Manufacturing	
 Flammable, combustible or explosive substance 	10,000.00
2. Non-flammable, non-combustible substances	7,500.00
 Assorted non-perishable and dry & dry goods, merchandise or articles 	5,500.00



Consumable, perishable including, refrigerated goods	3,500.00
(Office situated in Pasay, factory situated elsewhere):	3,300.00
1. Flammable, combustible or explosive substance	8,000.00
Non-flammable, non-combustible substances	5,500.00
 Assorted non-perishable and dry & dry goods, merchandise or articles 	3,500.00
 Consumable, perishable including, refrigerated goods 	2,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products manufactured or produced and twenty (20%) per centum of the respective fees as prescribed for other products Manufactured or produced:	

Exporter

	TAXPER ANNUM
A. (Office and warehouse situated in Pasay): exporting	
 Flammable, combustible or explosive substance 	10,000.00
Non-flammable or non-explosive substance	7,500.00
 Assorted non-perishable and dry goods merchandise or articles 	5,500.00
 Consumable, perishable including refrigerated goods 	3,500.00
 B. Warehouse situated in Pasay, Office situated elsewhere; exporting; 	
 Flammable, combustible or explosive substance 	7,500.00
Non-flammable, non-combustible substances	6,000.00
 Assorted non-perishable and dry & dry goods, merchandise or articles 	3,500.00
Manufacturers and producers of cigars and cigarettes including Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
Factory and Office situated in Pasay	10,000.00
 Factory situated in Pasay, office is situated elsewhere 	7,500.00
Office situated in Pasay factory elsewhere	5,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products exported and twenty (20%) per centum of the respective fees as prescribed for other product.	



Other small retailers:

	TAX PER ANNUM
Candys Stands: newspaper and magazines stand; peanuts;	
fruits and vegetables stands	500.00
1. Sari-sari store - Main St.	500.00
Sari-sari store- Interior	100.00
2. Retailer Fish and seafood's, Meat & Pork Dealers	700.00
3. Retailer Rice and corn	400.00
4. Retailer Poultry products	400.00
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias &	
Independent eateries:	
a. Restaurant & eateries Offering to the Public International	
meals or menu	5,000.00
b. Restaurant & eateries offering to the Public Native meals or Menu	4,000.00
c. Restaurant & Eateries offering to the Public regular &	
special meals including foods already cooked & served at price	2,000.00
d. Ice-cream parlors, soda Fountains, Bars & others Restaurant	
parlors	1,000.00
e. Cafes & Cafeteria	800.00
f. Independent Eateries	500.00
g. Carinderia.	300.00

Service Establishments:

SCIVICE Establishments.	
	TAXPER ANNUM
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	4,000.00
Class B	3,000.00
Class C	2,000.00
B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw Or cut log belongings to other	
towing services; installation of water system. C. Advertising agencies, booking offices, for the film exchange;	4,000.00
booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration	
service's custom brokerages feasibility studies; consultancy	3,000.00



services; insurances agencies; adjusters/brokerages	
management consultant not subject to occupation tax:	
mercantile agencies; messengerial services; real estate	
brokerage; shipping agencies; travel agencies	
D. Gasoline services/ Filling stations;	
1. Having an area of 1.500 sq.m. Or more	4,000.00
2. Having an area of 1,000 but less than 1,500, sq.m.	2,000.00
3. Having an area of 1,000 or less	2,000.00
4. Curbs pumps & filling Stations	1,000.00
Services stations waxing & greasing motor vehicles	200.00
E. Smelting Plants	
Principal offices and plant situated in Pasay	6,000.00
Plant in Pasay, principal office situated elsewhere	4,000.00
3. Principal office situated in Pasay plant situated elsewhere	3,000.00
F. Steam Laundry	3,000.00
G. Video coverage	2,000.00
H. Stevedoring Services (office only)	2,000.00
I. Watch Repair Center exclusively manufactured watches	2,000.00
J. Business agent	1,500.00
K. Ordinary watch repair shop	300.00
L. Plant, maintenance or Rent-a-plant offering to rent	1,500.00
M. Stable for racing horses:	
1. For the first Stable	500.00
2. For every stable Thereafter	300.00
N. Rental of video tapes, Furniture's, sound system, etc.	1,000.00
Rent-a-car	4,000.00
O. Parking Area:	
1. Less than 300 sq.m.	400.00
2, 300, sq.m. Or more but less than 500 sq.m.	600.00
3,500 sq.m. Or more but less than 1,000 sq.m.	1,000.00
4.1.000.sq.m. Or more but less than 2,000 sq.m.	2,500.00
5.2.000.sg.m. Or more	4,500.00
P. Escort Services	2,000.00
Q. Warehouse or Bodegas;	
1. Less than 50 sq.m.	700.00
2,50 sq.m. Or more but less than 100sq.m.	1,000.00
3, 100, sq.m. Or more but less than 2000 sq.m.	2,500.00
R. Stock market	10,000.00
S. Stock brokers with trading seats in a stock Exchange Situated in This city	2,000.00



T. Stocks broker with trading seats in a stock exchange	
Situated elsewhere	600.00
U. Gold and Silversmiths	600.00
V. Lathe Machines	600.00
W. Funeral Services:	
Funeral Establishment Owning and maintaining Memorial Parks	4,000.00
2. Independent Funeral Services	2,000.00
X. Medical & Dental Laboratories:	
1. Assaying Laboratories	400.00
2. Veterinary Clinic	500.00
aa. School for poloplayers and/or horseback riding academy	600.00
bb. Slendering and body, Building saloons, Massages and therapeutic Clinic	4,000.00
cc. Animal Hospital	4,000.00
dd. Recruitment or job placement services	3,000.00
ee. Motor repairs and painting shops; perm press; dying establishment	3,000.00
ff. Photographic studio, Sophisticated photographic Equipment	1,000.00
gg. Ordinary photographic studios	500.00
hh. Silk screen oft-shirts	100.00
ii. Shoe shine stands	100.00
jj. Vaciador shops	100.00
kk. Bicycle rentals	500.00
II. Other independent contractor(Juridical or natural not	
included among those subject to occupational tax	500.00
mm. Inspection services for incoming & outgoing cargoes	3,000.00
an Indentars	2,000.00
oo. Lighterage services	2,000.00
pp. Lithographers	2,000.00
qq. Mine drills	2,000.00
χ. Recopying or duplicating Services like plasticlamination,	
Photo static white/blue printing, Xerox, typing	
mimeographingservices:	
For the first recopying or duplicating machine	300.00
 For every duplicating or recopying machine thereafter 	200.00
3. Plastic lamination or Mimeo graphic machine	400.00
Photo static and blue printing Machine	700.00
5. Xerox machine	200.00



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200.00
400.00
300.00
3,000.00
3,000.00

On Owners or Operators of:

	TAX PER ANNUM
Amusement vending devices:	
1. Each Jukebox machine	300.00
2. Each machine or apparatus of visual entertainment	150.00
3. Each apparatus for weighing persons	100.00
 Each machine for dispensing or vending soft drinks and any articles 	300.00
5. Each Machine or apparatus for printing letters or numbers	200.00
 Each similar device for vending games of skills or family computer 	200.00
7. For each coin operated amusement machine or apparatus	500.00
8. Printing Press	500.00
9. Publishers	600.00
10. Both (printing &publishers)	1,000.00
11. Grocery	700.00
12. General merchandise	700.00



On Owners or Operators of:

	TAX PER ANNUM
Hotels, as classified by the government authority:	
a. Hotel de Luxe	9,000.00
b. Hotel first class	8,000.00
c. Hotel Standard	5,000.00
d. Hotel Economy	3,000.00
e. Apartel (combination of a hotel and apartment)	4,000.00
f. Pension house	3,000.00
Real Estate Dealers;	
a. Subdivision operators	5,000.00
b. Other real estate dealers	3,000.00
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	2,000.00
2. Three (3) stories or more but less than ten (10) stories	4,000.00
3. Ten (10) stories or more	5,000.00
b. Residential Building:	
1. Less than three (3) stories	700.00
2. Three (3) stories or more but less than ten (10) stories	3,000.00
3. Ten (10) stories or more	5,000.00
Commercial Apartment:	
1. Less than 3 doors	400.00
2. Three (3) doors or more but less than ten (10) doors	700.00
3. Ten (10) doors or more	3,000.00
4. House for rent with garage and/or swimming pools	3,000.00
5. House for rent without garage or swimming pools	2,500.00
6. House for rent with common kitchen and comfort	,
facilities	500.00
7. Boarding House	700.00
8. Lodging House	500.00
9. Boarding and Lodging House	2,000.00
Privately Owned Public Market	2,000.00
1. For the first ten (10) stalls	3,000.00
2. For the next number of stalls	300.00/stal
Privately Owned Super Markets	
Class A	10,000.00
Class B	7,000.00
Class C	4,000.00
All occupations or calling subject to periodic inspection,	



surveillages and/or regulations by the City Mayor Shall pay an Annual Fee of:	
 a. Hospitality girls, Hostesses, attendants, Taxi-dancers, bartenders, club floor managers 	100.00
 Receptionist, waiters, waitresses, cooks, chambermaids 	60.00
c. Barbers, beauticians, butchers, forensic experts, animal trainers, Timer, bondman, criminologist, electricians, fortune tellers, hair stylist, hand writing experts, hospital attendants, life guards, make-up artists, mechanics, photographers, (iteneract), private ballistic expert rig drivers, (cochero), plumbers, sales ladies	
or calling of the same or similar category etc.	40.00

Mayor's Permit Fees for Newly Started Business

Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

With Capital of:	Principal Offices With this City	Principal Offices Outside this City
Below P 1 Million or over	P 200.00/branch	P 300.00/branch
P 1 Million or over but less than P 10 million	400.00/branch	500.00/branch
P 10 Million or over but less than P 50 Million	700.00/branch	800.00/branch
P 50 Million or over	1,000.00/branch	1,200.00/branch

Sanitary inspection Fee

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public.

LINE OF BUSINESS	TAX PER ANNUM
A) Airline and/or shipping companies	1,000.00
 B) Financial institutions such as banks, pawnshops, money shops, insurance company dealers, securities and dealers 	
Main Office	700.00
Every branch thereof	500.00



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C) Gasoline services/filling stations	1,000.00
D) Private hospitals, animal hospital	1,500.00
E) Medical/Dental clinic	700.00
F) Dwellings and spaces for rent;	
1. Hotels per room accommodation	100.00
2. Building per office/ residential space	80.00
Apartels, pensions, drive-inns motel, per room accommodation	50.00
Commercial apartments, per space/unit	80.00
5. Residential apartment, per space/unit	50.00
Dormitories, lodging or boarding houses, per boarder accommodation	50.00
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	500.00
b) Without garage and/or swimming pools	300.00
c) With rooms occupied by different tenants with	
common kitchen and/or comfort facilities	200.00
G) Institutions of learning, per room teaching	50.00
H) Media facilities	50.00
Telegraphs, teletypes, cable and wireless communication companies	
Main Office	700.00
Branch office	400.00
J) Telephone, electrical and power companies	
Main Office	1,000.00
Every branch	400.00
Telephone/electric power plant	400.00
K) Administrative office, display office and/or offices of	400.00
professionals	100.00
L) Peddlers	30.00
M) Lending investors N) All other business , industrial, commercial, agricultural	400.00
establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	700.00
500 or more but less than 1,000 sg.m.	600.00
200 or more but less than 500 sq.m.	500.00
100 or more but less than 200 sg.m.	400.00
50 ormore but less than 100 s.g.,m.	300.00
25 or more but less than 50 s.g.m.	200.00
Less than 25 sq.m.	100.00



Garbage Service Charge Rate

	TAXPER ANNUM
For every floor of building where the business is located with	
an aggregate area of;	
1,000 sq.m. or more	2,000.00
500 sq.m. or more but less than 1,000 sq.m.	1,500.00
200_sq.m.or more but less than 500 sq.m.	1,000.00
100 sq.m. or more but less than 200 sq.m.	800.00
50.sq.m.or more but less than 100 sq.m.	600.00
25.sq.m.or more but less than 50 sq.m.	400.00
Less than 25 sq.m	200.00

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1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	7,000.00
500.sq.m.or more but less than 1,000 sq.m.	5,000.00
200_sq.m. or more but less than 500 sq.m.	3,500.00
100.sq.m.or more but less than 200 sq.m.	2,300.00
50.sq.m. or more but less than 100 sq.m.	2,000.00
25.sq.m.or more but less than 50 sq.m.	600.00
Less than 25 s.g.m.	350.00
2) Principal/branch or sales office with and aggregate area of	
Factory in within same locality:	
1,000 sq.m. or more	3,000.00
500.sq.m.or more but less than 1,000 sq.m.	2,500.00
200_sq.m. or more but less than 500 sq.m.	1,500.00
100.sq.m.or more but less than 200 sq.m.	1,000.00
50.sq.m.or more but less than 100 sq.m.	800.00
25.sq.m. or more but less than 50 sq.m.	400.00
Less than 25 s.g.m.	150.00
Factory outside the locality:	
1,000.sq.m. or more	3,000.00
500_sq.m. or more but less than 1,000 sq.m.	2,300.00
200_sq.m. or more but less than 500 sq.m.	1,800.00
100 sq.m. or more but less than 200 sq.m.	1,300.00
50.sq.m. or more but less than 100 sq.m.	1,000.00
25.sq.m. or more but less than 50 sq.m.	500.00
Less than 25 s.g.m	150.00
Exporter/importer	2,000.00
•	



3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000.sq.m. or more	6,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,500.00
200 sq.m. or more but less than 500 sq.m.	3,300.00
100 sq.m. or more but less than 200 sq.m.	2,200.00
50 sq.m. or more but less than 100 sq.m.	1,800.00
25, sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m.	350.00
4) Carenderia	200.00
Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with An aggregate area of:	
1,000.sq.m. or more	4,000.00
500 sq.m. or more but less than 1,000 sq.m.	3,000.00
200 sq.m. or more but less than 500 sq.m.	2,500.00
100 sq.m. or more but less than 200 sq.m.	1,600.00
50.sq.m.or, more but less than 100 sq.m.	800.00
25.sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq. m.	150.00

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	TAX PER ANNUM
Other contractors/business establishment engaged in rendering services, printers and publishers with an aggregate	
area of:	
1,000,sq.m. ormore	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	4,000.00
200 sq.m. or more but less than 500 sq.m.	3,000.00
100 sq.m. or more but less than 200 sq.m.	2,500.00
50 sq.m. or more but less than 100 sq.m.	1,600.00
25.sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	200.00
Independent wholesalers, dealers, distributors, repackers & retailers with an aggregate area of:	
1,000 sq.m. or more	5,500.00
500,sq.m. or more but less than 1,000 sq.m.	4,300.00
200 sq.m. or more but less than 500 sq.m.	2,800.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50.sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	700.00

579



For every branch office 7) Amusement places Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per contrivance a. Billiard and or pool halls per table b. Bowling establishment Automatic per lane Non-Automatic per lane c. Casinos d. Circuses, carnivals & the likes 400 e. Cockpits 800 f. Mahjong per table g. Golf links &/or ranges h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center I. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 150	Less than 25 şg, m	150.00
For every branch office 7) Amusement places Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per contrivance a. Billiard and or pool halls per table b. Bowling establishment Automatic per lane C. Casinos d. Circuses, carnivals & the likes e. Cockpits f. Mahjong per table g. Golf links &/or ranges h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center I. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 150	6) Air craft and watercraft companies	
7) Amusement places Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per contrivance a. Billiard and or pool halls per table b. Bowling establishment Automatic per lane c. Casinos d. Circuses, carnivals & the likes d. Circuses, carnivals & the likes f. Mahjong per table g. Golf links &/or ranges h. Gymnasium j. Membership clubs, association or organization Serving foods, drinks & lodging facilities Serving foods, drinks & lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 150	Main Office	6,000.00
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c. Casinos d. Circuses, carnivals & the likes e. Cockpits 800 f. Mahjong per table g. Golf links &/or ranges h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 150	•	
d. Circuses, carnivals & the likes e. Cockpits 800 f. Mahjong per table g. Golf links &/or ranges 600 h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities 600 Serving foods, drinks w/out lodging facilities 300 j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150	·	20.00
e. Cockpits f. Mahjong per table g. Golflinks &/or ranges 600 h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities 600 Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment 1. Resort or other similar establishment 1. Resort or other similar establishment 1. Sauna bath & massage clinic per cubicles 1. Skating rink 150		•
f. Mahjong per table g. Golf links &/or ranges 600 h. Gymnasium i, Membership clubs, association or organization Serving foods, drinks & lodging facilities 600 Serving foods, drinks w/out lodging facilities 300 j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment 1. Resort or other similar establishment 1. Sauna bath & massage clinic per cubicles 1. Skating rink 150		400.00
g. Golf links &/or ranges 600 h. Gymnasium 80 i. Membership clubs, association or organization Serving foods, drinks & lodging facilities 600 Serving foods, drinks w/out lodging facilities 300 j. Night/day clubs, discos and other similar establishment Night Clubs 880 Day clubs 500 Cocktail lounge, bars, beer garden discos & karaoke 300 Cabarets/dance halls 250 k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 150 l. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150	-	800.00
h. Gymnasium i. Membership clubs, association or organization Serving foods, drinks & lodging facilities Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 150		30.00
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Serving foods, drinks w/out lodging facilities j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 300 880 500 600 600 600 600 600 6	· · · · · · · · · · · · · · · · · · ·	
j. Night/day clubs, discos and other similar establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment The sauna bath & massage clinic per cubicles n. Skating rink 1880 250 1. Resort or other similar establishment 150 1. Resort or other similar establishment 150 1. Resort or other similar establishment 150	Serving foods, drinks & lodging facilities	600.00
establishment Night Clubs Day clubs Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 880 250 100 100 100 100 100 100 10		300.00
Day clubs 500 Cocktail lounge, bars, beer garden discos & karaoke 300 Cabarets/dance halls 250 k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 150 l. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150		
Cocktail lounge, bars, beer garden discos & karaoke Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 300 250 1. Resort or other similar establishment 500 1. Resort or other similar establishment 150	Night Clubs	880.00
Cabarets/dance halls k. Race tracks, jai-alai, fronton, coliseum, similar establishment For every off-tracks and/or off-fronton betting center 1. Resort or other similar establishment m. Sauna bath & massage clinic per cubicles n. Skating rink 250 250 250 750 750 750 750 750	Day clubs	500.00
k. Race tracks, jai-alai, fronton, coliseum, similar establishment 750 For every off-tracks and/or off-fronton betting center 150 I. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150	Cocktail lounge, bars, beer garden discos & karaoke	300.00
establishment 750 For every off-tracks and/or off-fronton betting center 150 I. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150	Cabarets/dance halls	250.00
I. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150		750.00
I. Resort or other similar establishment 150 m. Sauna bath & massage clinic per cubicles 50 n. Skating rink 150	For every off-tracks and/or off-fronton betting center	150.00
n. Skating rink 150		150.00
n. Skating rink 150	m. Sauna bath & massage clinic per cubicles	50.00
		150.00
		400.00
p. Theaters or cinemas with seating capacity of		
More than 2,000 persons 450	More than 2,000 persons	450.00
More than 500 to 2,000 persons 300	More than 500 to 2,000 persons	300.00
Less than 500 persons 150	Less than 500 persons	150.00
q. Pelota courts, tennis courts & other similar nature 40	q. Pelota courts, tennis courts & other similar nature	40.00



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8) Electric and power companies	
Main Office and/or each power plant	1,800.00
Every branch office thereof	750.00
9) Financial institution	
1. Banks	
a) Commercial bank (main office)	750.00
every branch thereof	225.00
b) Savings bank (main office)	300.00
every branch thereof	75.00
c) Rural banks	150.00
Savings & Ioan association, insurance companies, pawnshop	
a) Main office	300.00
b) Every branch thereof	75.00
Financial and/or lending investors establishment, money shops	
a) Main office	300.00
b) Every branch thereof	75.00
10) Gasoline services/filling stations	
1. Having an area of 1,500 sq. mtrs. Or more	225.00
2. Having an area of more than 1,000 but less 1,500sq.	
mtcs.	187.00
3. Having an area of 1,000 sq. mtrs. Or less	150.00
4. Curfs pumps and selling station	112.00
11) Private hospitals and medical clinics with bed capacity of	
1. More than 500 persons	750.00
2.301 to 500 persons	630.00
3. 151 to 300 persons	540.00
4. 101 to 150 persons	375.00
5. 76 to 100 persons	315.00
6.51 to 75 persons	225.00
7. 25 to 50 persons	120.00
8. Less than 25 persons	75.00
Animal hospital and others	150.00
12) Institution of learning	
Private universities, colleges, schools or educational or	
vocational institution based on the total semestral	
enrollment as follows:	4 000 00
1.50,000 students or more	1,200.00
2.30,000 or more but less than 50,000 students	975.00
3. 20,000 or more but less than 30,000 students	675.00
4. 10,000 or more but less than 20,000 students	375.00



5. 5,000 or more but less than 10,000 students	225.00
6. 1,000 or more but less than 5,000 students	75.00
7. Below 300 students	37.50

Garbage service fees on multiple business

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business
Computed proportionately to the quarterly charge

143. Oplan Bantay Rabies Program

Aside from conducting information dissemination re: responsible pet ownership and in line with its Oplan Bantay Rabies Program, the Office also administers free anti-rabies immunization to dogs at least three (3) months old.

Office or Division:	City Veterinarian's	Office (CVO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmen	62C – Government to Citizen		
Who may avail:	Barangay Officials	NGOs		
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE		
Letter request (1 origin	nal)	Barangay O	fficials, NGOs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Provide	1. Manage the	None	4 Hours	DR. RONALDO J.
assistance in	registration of			BERNASOR,
terms of	pets during the			City Veterinarian II
registration of	scheduled date			(CVO)
pets during the	of vaccination			ANGELITO W.
scheduled date	activity;			INOCENTES
of vaccination	administer anti-			Pound Keeper II/
activity at the	rabies			Vaccinator
specified area in	immunization to			(CVO)



the barangay.	pets; and issue certificates to pet owners.	None	4 Hours	MELCHOR M. CAJAYON Pound Keeper I/ Vaccinator (CVO) SHERWIN V. TABIOS Pound Keeper I/ Vaccinator (CVO) LEONARD G. LIZARDO, Administrative Aide IV/Vaccinator (CVO) RONALD E. BAUTISTA Administrative Assistant IV/Vaccinator (CVO)
	TOTAL.	INOHE	4 HUUIS	

144. Patient's for Hospital Admission

Patient/s may be admitted at the Pasay City General Hospital upon doctor's advice per result of the medical diagnosis.

Office or Division:	Emergency Room (ER) Department, Pasay City General Hospital (PCGH)			
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	All			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
Duly accomplished Physician's Admission				
Slip (1 original)				
- Physician Admission Slip Emergency Room, PCGH and OPD		Emergency Room, PCGH and OPD		
- Information/details to be included in				
the Physician's Admission Slip Attending Physician		Attending Physician		
Philhealth ID Card (if applicable)				
(1 original)		Philhealth Office		
4P's ID Card (if applicable) (1 original)		Pasay City Social Welfare and Development		



	ACENCY	FFFC TO	PROCESSING	DEDCOM
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Proceed to Admitting Section of PCGH and present the Admission Order of the patient, state your medical concerns.	1. Accomplish patient data sheet. 1.1 Conduct patient interview. 1.2 Secure patient's/ guardian signature for the admission consent form. 1.3 Check Philhealth Membership of the patient. 1.4 Issue Admitting Slip to the patient.	None	10 Minutes	ROSEMARIE S. CASTAÑEDA Administrative Assistant II/Admitting Clerk (PCGH) RICHARD D. MARCHADESCH Administrative Aide I/Admitting Clerk (PCGH)
2. Present Admitting Slip at the ER Nurse's desk of the PCGH.	 2. Accept admitting slip and attach the doctor's order. 2.1 Endorse to ward nurse and instruct orderly to transfer the patient to the designated ward. 	None	2 Hours 2 Hours and	JAWAHER D. AHMED Nurse II (PCGH) RICARDO P. BONUS Nursing Attendant I/Orderly (PCGH)
	IOIAL:	inone	2 Hours and 10 Minutes	



145. Patient's for Hospital Discharge

Patient/s subject for discharge at the Pasay City General Hospital upon doctor's advice may avail this service.

Office or Division:		ER Department	. Pasav Citv Ge	eneral Hospital (P	CGH)	
Classification:		Simple				
Type of Transaction: G2			G2C – Government to Citizen			
Who may avail:		All				
CHECKLIST OF	REQU	IREMENTS		WHERE TO SEC	URE	
Discharge Clearance			Emergency R			
4P's ID Card (1 origin	al) (if a			ocial Welfare and		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure Discharge Clearance Slip from the ER desk/room of the PCGH.	1.	Sign Discharge Clearance slip.	None	15 Minutes	ARVEE A. VENGCO <i>Nurse I</i> (PCGH)	
Proceed to the Billing Section for the assessment of fees.	f i	Compute ER charges and ssue order of payment	None	5 Minutes	MANUEL D. ABAD Administrative Aide I/Billing Clerk (PCGH) CYNTHIA B. BARCENA Nursing Attendant I/Billing Clerk (PCGH)	
3. Proceed to the Cashier Section for the payment o fees.	F D C	ssue Official eceipt (OR) and ischarge learance Slip to e client.	Please refer to the table of fees below.	5 Minutes	ANTONIO P. TAPEL Administrative Officer III/Cashier (PCGH) DORIS C. BANTA Administrative Aide IV/Collecting Clerk (PCGH)	
4. Present Discharge Clearance Slip to the ER Nurse Station.	p c d	/alidate the resented learance and ischarge the atient	None	5 Minutes	RECHIE ANN T. ABAD Nurse I (PCGH)	



thereafter.			
TOTAL:	Please refer to the table of fees below.	30 Minutes	

SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60

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Lipo Protein Profile (HDL/LDL/VLDL	PHP 250	PHP 100
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

RADIOLOGY SCHEDULE OF FEES

X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80



Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150

ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600



Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400

PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple Contrast)	PHP 8,000



CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

NOTE:

Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

Pasay Resident	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

Non-Pasay Resident	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

146. Payment of Business Taxes (New or Renewal)

Business establishments are required to pay business taxes and other regulatory fees annually at the City Treasurer's Office. Renewal period is from January 1 to 20 of each year. For new business permit, computation is based on capitalization, while renewal is computed based on the percentage of sales or gross sales.



	r	₹RO M	
Office or Division:	City Treasurer's Office (CTO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business		
Who may avail:	Business Owners		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
New Application			
Principal:			
Duly Accomplished De			
Capitalization/Gross/Sal	es Receipts	0.70	
- Declaration Form		CTO	
- Details of the For		Business Owner	
Certificate of Business N if applicable (1 photocop	py)	Department of Trade and Industry	
Certificate of Incorporation (1 photocopy)	on, if applicable	Securities and Exchange Commission	
Proof of right over the lo			
the business is located (1 photocopy)		
a. Real Property Tax	,	СТО	
b. Lease of Contract	,	Lessor	
Memorandum of Agreen			
Accounting Firm/Consul	tancy/Law Firm	Concerned Accounting/Consultancy/Law Firm	
(1 photocopy)			
Representative:			
Duly Accomplished De			
Capitalization/Gross/Sal	•	CTO	
- Declaration Form		CTO Business Owner	
- Details of the For		Business Owner	
Special Power of Attorne	• '	Business Owner	
Notarized Authorization	Letter (1 original	Dusifiess Owifer	
and 1 photocopy) Government issued Identification Card of			
the person represented and the		BIR, Post Office, DFA, PSA, SSS, GSIS,	
representative (1 origina		Pag-IBIG, LTO	
1 photocopy)			
Certificate of Business N	lame Registration		
if applicable (1 photocopy)		Department of Trade and Industry	
Certificate of Incorporation		Occupition and Eurobanas Occupies	
(1 photocopy)		Securities and Exchange Commission	
Proof of right over the lot/property where			
the business is located (
a. Real Property Tax (if owned)		СТО	
b. Lease of Contract		Lessor	
Memorandum of Agreen	nent for	Concerned Accounting/Consultancy/Law Firm	
Accounting Firm/Consultancy/Law Firm		Concerned Accounting/Consultancy/Law Pillin	



(1 photocopy)	
Renewal	
Principal:	
Duly Accomplished Declaration Form of	
Capitalization/Gross/Sales Receipts	
- Declaration Form	CTO
- Details of the Form	Business Owner
Previously issued Business Permit and its	
corresponding Official Receipt	BPLO/CTO
(1 Photocopy)	
Proof of right over the lot/property where	
the business is located (1 photocopy)	
- Real Property Tax (if owned)	сто
- Lease of Contract (if not owned)	Lessor
Income Tax Return/VAT Return/Book of	
Accounts/POS	Bureau of Internal Revenue
Representative:	
Duly Accomplished Declaration Form of	
Capitalization/Gross/Sales Receipts	
- Declaration Form	сто
- Details of the Form	Business Owner
Special Power of Attorney (SPA) or	Dusiness Owner
Notarized Authorization Letter (1 original	Business Owner
` •	Dusiness Owner
and 1 photocopy) Government issued Identification Card of	
	BIR, Post Office, DFA, PSA, SSS, GSIS,
the person represented (Business Owner)	Pag-IBIG, LTO
(1 original and 1 photocopy)	
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS,
the representative (1 original and	Pag-IBIG, LTO
1 photocopy)	0 ,
Previously issued Business Permit and its	
corresponding Official Receipt	BPLO and CTO
(1 Photocopy)	
Proof of right over the lot/property where	
the business is located (1 photocopy)	
 Real Property Tax (if owned) 	СТО
 Lease of Contract (if not owned) 	Lessor
Income Tax Return/VAT Return/Book of	Bureau of Internal Revenue
Accounts/POS	Durodu Or Internal Neverlue



TAXPAYER STEPS	AGENCY	FEES TO	PROCESSING	PERSON BESDONSIBLE
1. Submit duly accomplished Declaration Form of Capitalization/ Gross/Sales Receipts together with complete requirements at the License Division, CTO.	ACTIONS 1. Check the completeness and veracity of submitted requirements; approve/sign tax payer's declaration form of capitalization/ gross/sales receipts; and issue the said form to the taxpayer.	None	TIME 3 Minutes	RESPONSIBLE CHERRY A. CHAN Licensing Officer V (CTO) EVANGELINE G. MORALES LTOO IV (CTO)
2. Present approved/signed declaration form of capitalization/ gross/sales receipts at the Assessment Unit, CTO.	Print, sign and release Tax Bill to the taxpayer.	None	3 Minutes	ANNETTE M. NAPALA <i>LTOO II</i> (CTO)
3. Present Tax Bill to assigned teller at the payment counter of the CTO, and pay business tax due.	3. Issue official receipt to the taxpayer.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5 – 12 (CTO)
	TOTAL:	None	11 Minutes	

QUARTERLY DEADLINE OF PAYMENT:

1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
On or before January 20
On or before April 20
On or before July 20
On or before October 20



TAXES, FEES AND CHARGES

- Business taxes and other regulatory fees are computed based on the nature of business and the declared gross sales for the succeeding year.
- Penalties are imposed on business and commercial establishments that fail to renew during the prescribed period.

TAX ON BUSINESS

- A. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:
- B. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00
150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00
4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
		Not Exceeding 55% of
6,500,000.00	and above	1%

On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:



C. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50
3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00
500,000.00	750,000.00	10,890.00
750,000.00	1,000,000.00	14,520.00
1,000,000.00	2,000,000.00	16,500.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

D. On Essential commodities - For exporters, millers, manufacturers, producers, wholesaler, distributor, dealers of retailers.

1) Rice and corn;	
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products,	Rate not exceeding Fifty Percent (50%) of the rates prescribed in A, B and D



	whether in their original states or not;
3)	Cooking oil and cooking gas
4)	Laundry soap, detergents and medicine,
	Agricultural implements, equipment and
	post have facilities, fertilizers,
	pesticides, insecticides, herbicides, and
	other farm inputs;
5)	Poultry and other animal feeds
6)	School supplies
7)	Cement

E. On Essential commodities - For Retailers

1) Rice and corn;
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;
3) Cooking oil and cooking gas.
4) Laundry soap, detergents and medicine
5) Agricultural implements, equipment and post
have facilities, fertilizers, pesticides, insecticides
herbicides, and other farm inputs;
6) Poultry and other animal feeds.
7) School supplies; and
8) Cement

With Gross Sales for the preceding Calendar Year:

	RATE PER ANNUM	
400,000.00 or less	3 1/2%	
400,000.00 or more	2%	

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.



With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	2,000.00	73.00
2,000.00	3,750.00	124.30
3,750.00	4,500.00	173.00
4,500.00	6,125.00	222.20
6,125.00	7,250.00	272.80
7,250.00	8,750.00	321.20
8,750.00	10,275.00	371.80
10,275.00	12,125.00	445.50
12,125.00	15,250.00	544.50
15,250.00	16,750.00	618.20
16,750.00	18,250.00	668.80
18,250.00	20,625.00	717.20
20,625.00	23,675.00	866.80
23,675.00	27,000.00	990.00
27,000.00	30,000.00	1,113.20
30,000.00	33,000.00	1,237.50
33,000.00	35,875.00	1,361.80
35,875.00	40,625.00	1,509.20
40,625.00	45,500.00	1,633.50
45,500.00	50,000.00	1,856.80
50,000.00	and above	Not exceeding 82.5% of 1%

On contractors and other independent contractors in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	5,000.00	45.10
5,000.00	10,000.00	101.20
10,000.00	15,000.00	172.70
15,000.00	20,000.00	272.80
20,000.00	30,000.00	453.20
30,000.00	40,000.00	635.80
40,000.00	50,000.00	907.50



50,000.00	75,000.00	1,452.00
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,201.00
150,000.00	200,000.00	4,356.00
200,000.00	250,000.00	5,989.50
250,000.00	300,000.00	7,728.00
300,000.00	400,000.00	10,164.00
400,000.00	500,000.00	13,612.50
500,000.00	750,000.00	15,262.50
750,000.00	1,000,000.00	16,912.50
1,000,000.00	2,000,000.00	18,975.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On banks and other Financial Institutions

Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbank loans;
- 3) Rental of Property;
- 4) Income earned and actually collected from acquired assets;
- 5) Income from sale or exchange of assets and property;
- 6) Cash dividends earned and received on equity investment;
- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

On Insurance Companies

Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- 3) Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments



On Financing Companies

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- 2) Interest earned and actually collected on mortgage contracts receivables
- 3) Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- 7) Income component of rentals from financial leasing

On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50
50,000.00 and above		Residential Purposes - Not Exceeding 55% of 1%
		For Other Purposes - Not Exceeding 82% of 1%

On Subdivision Operators

Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

Php 0.02475 Per Square Meter



On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	5,000.00	305.80
5,000.00	10,000.00	618.20
10,000.00	20,000.00	1,237.50
20,000.00	30,000.00	1,856.80
30,000.00	40,000.00	2,475.00
40,000.00	50,000.00	3,093.75
50,000.00	60,000.00	3,712.50
60,000.00	70,000.00	4,331.80
70,000.00	80,000.00	4,950.00
80,000.00	90,000.00	5,568.20
90,000.00	100,000.00	6,187.50
100,000.00 or more: For every 1,000.00 or a fraction thereof in excess of Php100,000.00		38.00

On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below:

		Tax per Annum
a)	Peddlers of any article or merchandise carried in	82.50
	trucks or any other motor vehicle, per peddler	
b)	Peddlers of any article or merchandise carried in	
	a motorized bicycle, tricycle or other motorized similar vehicles other than those specified in above	55.00
c)	Peddlers of any article or merchandise carried in	
	a cart, caretela or other per vehicles drawn by	44.00
	animals	
d)	Peddlers of any article or merchandise carried	
	on bicycle, pedicab or other similar vehicle, per	33.00
	peddler	
e)	Peddlers of any article or merchandise carried	22.00
	by person, per peddler	22.00
	ition to the above there is hereby imposed onal tax in the sales of Perfume and other	22.00



luxury articles in the Amount:	
--------------------------------	--

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	Tax per Annum
a) With an area of 1,000 sq. m. or more	5,000.00
b) With an area of 700 sq. m. but less than 1,000 sq. m.	4,000.00
c) With an area of 500 sq. m. but less than 700 sq. m.	3,000.00
d) With an area of 300 sq. m. but less than 500 sq. m.	2,000.00
e) With an area of less than 300 sq. m.	1,500.00

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located

FIXED TAX ON OTHER BUSINESS

On dealers in fermented liquors, distilled spirits and/or wines;

	TAX PER ANNUM
Wholesale dealers in foreign liquors	1,980.00
2. Wholesale dealers in domestic liquors	990.00
3. Retail dealers in foreign liquors	495.00
4. Retail dealers in domestic liquors	247.50
5. Wholesale dealers in fermented liquors	495.00
6. Retail dealers in fermented liquors	180.00
7. Wholesale dealers in vino liquors	203.50
8. Retail dealers in vino liquors	126.50
Retail peddlers of distilled manufactured or fermented liquors	445.50
Wholesale peddlers of distilled manufactured or fermented liquors	495.00
11. Retail dealers in tuba, basi and/or tapuy	126.50
12. Liquor servers	550.00

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On dealers in tobacco;

TAX PER AI	
1. Retail leaf tobacco dealers	126.50
2. Wholesale leaf tobacco dealer	495.00
3. Retail tobacco dealers	126.50
4. Wholesale tobacco dealers	495.00
5. Retail peddlers of tobacco products	126.50
6. Wholesale peddlers of tobacco products	165.00

On owners or operators of amusement/vending devices;

	TAX PER ANNUM
1. Each juke box machines	192.50
2. Each Machine Apparatus or Visual Entertainment	99.00
3. Each machine for dispensing or vending soft drinks and any other articles	286.00
4. Each apparatus for weighing person	60.50
5. Each machine or apparatus for printing letters or numbers	77.00
Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50

On owners or operators of amusement places;

	TAX PER ANNUM
 a) Super clubs, cocktail lounges or bars, beer gardens, pub houses, disco houses, and other similar establishment 	4,500.00
b) Cabarets, dance hall or dancing pavilion	3,000.00
c) Skating rinks	1,000.00
d) Bath houses, resort and the likes	800.00
 e) Steam baths, saunas, and other similar establishment per cubicle 	300.00
f) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
g) Bowling alleys	



Automotic manileus	250.00
Automatic per lane	250.00
Non-automatic	200.00
h) Circuses, carnivals and the likes	
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
i) Side shows, per booth	
For the first ten (10) days	30.00
For each day thereafter	13.00
j) Merry-go-rounds, roller coasters ferries wheel, swings,	
shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
k) Theaters, and cinema houses	
a. Itinerant operators per day	30.00
 b. with orchestra only and with sitting capacity of less than 500 persons 	1,250.00
c. with balcony and orchestra and with sitting capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00

An additional tax of one hundred percent (100%) of the amounts Prescribed above shall be imposed on air-conditioned theaters and cinema houses.	
Boxing stadium, auditoriums, gymnasiums, concert or similar halls or similar establishment	750.00
m. Boxing wrestling or martial arts contest, per exhibition	250.00
n. Race tracks for conducting horse races	5,000.00
per racing or fraction thereof	300.00
o. Cockpits, per annum	7,500.00
per ordinary cockfight	15.00
per derby cockfight	30.00
Holding in international derby cockfight, per day	5,000.00
per international derby cockfight	250.00



Holding of local derby cockfight, per day	2,500.00
p. Gun clubs	500.00
q. Judo-karate clubs	250.00
r. Pelota/squash courts per court	250.00
s. Tennis courts, per court	250.00
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	25,000.00
b. With seating capacity from 15,000 to 24,999 persons	17,500.00
c. With seating capacity from 5,000 to 14,999 persons	12,500.00
d. With seating capacity of less than 5,000 persons	7,500.00
e. Per gaming day on Jai-Alai or fraction thereof	250.00
u. Off-track betting station and Off-fronton, per Station	2,500.00
v. Other amusement places not above	
a. Educational life plan or Memorial Plan Establishment	
Principal Office	5,500.00
b. For each branch, payable to the City where the branch is	
located	1,100.00
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of business	
per square meter as fraction thereof:	
Single faced twenty pesos	20.00
Double faced thirty pesos	30.00
b. Billboards or sign for professionals, per square meter or	
fraction thereof:	15.00
c. Billboards, sign or advertisement for business and	
professionals painted on any building or structure or otherwise separated or detached there from: Per square meter thereof	18.00
d. Advertisement for business or professionals by means	
of slides in monies payable by the advertisement	200.00
e. Advertisement means of vehicles, Billboards rate etc.	
Per day or fraction thereof;	80.00
per week or fractions thereof;	120.00
per month or fraction thereof;	160.00
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	



MAJHONG TABLE	
WINDIONS TABLE	
A. For the first table	350.00
For each additional table	120.00
B. Stock Markets	10,000.00
C. Boarding houses with accommodations for	
Less than 10 boarders	40.00
11 to 19 boarders	60.00
20 to 39 boarders	80.00
40 or more boarders	100.00
D. Lodging houses with accommodations for:	
Less than 15 lodgers	1,500.00
16 to 24 lodgers	2,500.00
25 or more lodgers	3,000.00
E. Golf links:	5,500.00
Mini golf links (w/less than 9 holes)	1,000.00
F. Driving ranges	
With 20 slots or more	600.00
With 16 to 19 slots	400.00
With 15 to slots or more	300.00
G. Cemeteries and Memorial parks:	
Less than 2	1,000.00
2 to 5 has	1,700.00
more than 5 has	2,000.00
H. Fishponds, fish pens. Or fish breeding grounds, per hectare or fraction thereof	30.00
Cold storage and refrigeration cases:	30.00
a. Refrigeration or cold storage unit:	
With total storage capacity:	
Not exceeding 5 cu.m.	250.00
Over 5 to 15 cu.m.	400.00
Over 15 to 25 cu.m.	650.00
Over 25 to 35 cu.m.	1,300.00
Over 35 to 50 cu.m.	1,900.00
Over 50 cu.m.	2,500.00
b. Refrigerating cases:	2,500.00
Less than 5 cu.m.	17.00
Over 5 cu.m.	28.00
Over o cu.m.	20.00



J. Lumberyards	
With an area of 500 sq.m. Or less	1,000.00
Over 500 to 1,000 sq.m.	1,300.00
Over 1,000 to 1,500 sq.m.	1,500.00
Over 1,500 to 2,000 sq.m.	2,000.00
Over 2,000 sq.m.	2,500.00
K. Nursery, vocational and other schools not	
Regulated by the Department of Education, Culture and	
Sport with 5 less students	130.00
Over 5 but not more than 20 students	250.00
L. Dancing schools/driving schools/speed reading/Edp/judo karate, etc.	
With 100 or more students	750.00
With 50 to 99 students	500.00
With 25 to 49 students	400.00
M. Car exchange on consignment basis only:.	
For an enclosure of 500 sq.m. Or less	400.00
For an enclosure of more than 500 sq.m.	500.00
If car exchange are being operated on buying and Selling basis	
they are covered by the graduated business Tax on retailers,	
independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as	
turpentine, thinner prepared paints, diesel oils, kerosene,	
varnish, cleaning solvent, polishing liquids:	45.00
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 1,000 gals.	75.00
1,001 to 5,000 gals.	140.00
5,001 to 10,000 gals.	300.00
10,001 to 50,000 gals.	500.00
50,001 to 100,000 gals.	700.00
100,001 to 500,000 gals.	1,200.00
500,001 to 900,000 gals.	2,100.00
900,001 gals.	2,300.00
Flammable liquids with flash point over 200 F when subject to	
spontaneous ignition or is artificially heated to a temperature	



equal or higher than its flash point such as petroleum oil, crude oil, others:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 500 gals.	85.00
501 to 1,000 gals.	170.00
1,001 to 20,000 gals.	300.00
20,001 gals.	450.00
Flammable gases- Aaltylene, hydrogen, coal fas, and other	
flammable in gaseous form, except liquefied petroleum gas	
and other compressed gases:	
15 to 25 gals.	20.00
26 to 100 gals.	30.00
101 to 500 gals.	60.00
501 to 2,000 gals.	170.00
2,001 to 10,000 gals.	450.00
10,001 to 50,000 gals.	900.00
50,001 to 100,000 gals.	1,300.00
100,001 gals.	2,100.00

Combustible Solids:	
I. Calcium Carbide	
10 but not more than 20 kgs.	35.00
21 but not more than 50 kgs.	50.00
51 but not more than 500 kgs.	90.00
501 but not more than 1,000 kgs.	150.00
1,001 but not more than 5,000 kgs.	170.00
5,001 but not more than 10,000 kgs.	210.00
10,001 but not more than 50,000 kgs.	320.00
50,001 kgs.	430.00
II. Pyrolyxin:	
10 to 50 kgs.	30.00
51 to 200 kgs.	60.00
201 to 500 kgs.	120.00
501 to 1,000 kgs.	210.00
1,000 to 3,000 kgs.	415.00



3,001 to 10,000 kgs.	700.00
10,001 kgs.	1,400.00
Matches:	
25 to 100 kgs.	30.00
101 to 500 kgs.	140.00
501 to 1,000 kgs.	300.00
1,001 to 5,000 kgs.	600.00
5,001 kgs.	900.00
Nitrate, phosphorous, bromine, sodium, picric acid, and hazardous, explosive, corrosive, oxidizing and lachrymatory properties:	
15 to 25 kgs.	30.00
26 to 100 kgs.	45.00
101 to 500 kgs.	110.00
501 to 1,000 kgs.	210.00
1,001 to 5,000 kgs.	315.00
5,001 kgs.	415.00
Shredded combustible materials such as wood Shavings(kusot),	
waste (estopa), sisal, oakum, and other similar combustible	
shaving and fine materials:	
50 to 100 cu.ft.	30.00
101 to 500 cu.ft.	85.00
501 to 1,000 cu.ft.	130.00
1,001 to 2,500 cu.ft.	210.00
2,501 cu.ft.	315.00
Tariresin, waxes, copra, rubber coal, bituminous coal, and	
Similar combustible materials:	
50 to 100 kgs.	35.00
101 to 1000 kgs.	70.00
1001 to 5,000 kgs.	130.00
5,001 kgs.	210.00

Newly Started Business

For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.



➤ However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

FEES & CHARGES

On the operation of business

On the operation of business	TAX PER ANNUM
1. Dealers in the fermented liquors, distilled spirits and/or	I AA FEN ANNON
wines, except for wine house/cellars	
•	2 000 00
a. Wholesale dealers in foreign liquor	2,000.00
b. Retailer dealers in foreign liquor	1,300.00
c. Wholesale dealers in domestic liquor	1,000.00
d. Retail dealers in domestic liquor	750.00
e. Wholesale dealers in fermented liquor	1,200.00
f. Retail dealers in fermented liquor	600.00
g. Wholesale dealers in vino liquor	300.00
h. Retail dealers in vino liquor	200.00
i. Retail dealers in tuba, basi and/or tapuy	150.00
j. Wholesale peddlers of distilled, manufactured or fermented liquor	500.00
k. Retail peddlers of distilled, manufactured or fermented liquor	300.00
I. Servers of fermented liquor and local wines	700.00
m. Servers of all kind of liquor	1,200.00
n. Servers of native or local wines only	500.00
2. Dealers in tobacco	
a. Retail leaf tobacco dealers	300.00
b. Wholesale leaf tobacco dealers	400.00
c. Retail tobacco dealers	200.00
d. Wholesale tobacco dealers	400.00
e. Retail peddlers of tobacco	130.00
3. Owners or operators of amusement places/devices	
a. Night clubs/ day clubs	12,000.00
b. Super clubs, cocktail lounges, bar disco-houses, beer	



gardens and other similar establishment	5,000.00
c. Cabarets, dance halls or dancing pavilion	3,000.00
d. Social clubs/voluntary associations or organizations	2,000.00
e. skating rinks	3,000.00
f. Bath houses, resort and the like per establishment	3,000.00
g. Steam baths, sauna baths and the like, per	
establishment	8,000.00
h. Billiard halls/ pool halls per table	150.00
i. Bowling establishment	5,000.00
j. Circuses, carnivals, fun houses and the like	5,000.00
k. Merry-go-around, roller coasters, Ferris wheel, or	202.00
similar contrivances and rivance or booth	300.00
I. Theaters and cinema houses	F 000 00
Air-Conditioned	5,000.00
Non air-conditioned	3,500.00
Itinerant operators	300.00/day
m. Boxing arena, auditoriums, gymnasium, concert halls, or establishment	5,000.00
n. Race track establishment	4,000.00
o. Pelota/tennis/squash courts, per court	300.00
p. Jai-alai and/or coliseum establishment	10,000.00
q. Off-track or off-fronton betting stations per station	3,000.00
r. Amusement devices, per device	200.00
s. Mahjong per table	700.00
4. Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and loan associations, investment co., per establishment.	
Main Office	7,000.00
Per Branch	5,000.00
Money shops, per establishment	3,000.00
5. Dealers in securities including foreign exchange dealers	3,000.00
6. Educational life/memorial plans:	
Principal Office	4,000.00
Per branch/agency	3,000.00
7. Subdivision operators	3,000.00
8. Private cemeteries/memorial parks	10,000.00
9. Boarding/lodging houses	2,000.00
10. Dancing schools/judo, karate schools/driving schools/EDP, etc.	2,000.00



11. Nursery, vocational and other schools regulated by the DECS	3,000.00
12. Driving ranges	4,000.00
13. Golf links	3,000.00
14. Mini-Golf links	1,500.00
15. Polo grounds	4,000.00
16.Cockpit	8,000.00
The following permit fees shall be paid by the private detective or security agency, and personal guards or watchmen:	
Agency (Local Office)	600.00
Each detective/guard or watchman	60.00

On other activities

I	
	TAX PER ANNUM
1. On delivery trucks or vans to be paid by the manufactures, producers of and dealer in any products regardless trucks or	
vans	340.00
2. For maintaining window/ display window office	400.00
3. Promoters, sponsors or talent scouts	1,000.00
4. For holdings stage shows or floor/fashion Shows payable by the operator	2,000.00
5. For Maintaining the office of such as Liaison Office, administrative office and or similar office, with an area as follows:	
400 sq.m. Or more	1,500.00
300 sq.m. Or more but less than 400 sq.m.	1,000.00
200 sq.m. Or more but less than 300 sq.m.	800.00
100 sq.m. Or more but less than 200 sq.m.	600.00
50 sq.m. Or more but less than 100 sq.m.	400.00
Less than 50 sq.m.	300.00
6. For operating private ware house or Bodega of wholesalers /retailers and Exporters except those which business is	
licensed in the locality where such Bodega is located.	1,500.00
7. Cold Storage	600.00
8. Refrigeration Cases	300.00
9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.m.	3,000.00
Class B 1,501 to 2,000 sq.m.	2,000.00
Class C 1,001 to 1,500 sq.m.	1,500.00



Class D 500 to 1,000 sq.m.	700.00
Class E less than 500 sq.m.	500.00
Class F without a yard but with	
To keep already sawn lumber	
and with office to accept order	300.00
10. Car Exchange on consignment basis	3,000.00
11. Storage and sale of flammable or explosive substances	350.00
12. Peddlers expect peddlers of Tobacco and Liquor	300.00
13. Signboards, billboards and other forms of advertisement	300.00
14. House to house promotional sales per salesman/	
saleslady	30.00/day
15. Film shootings on location per day	1,000.00
16, Gun Clubs	1,500.00
17. Judo-karate clubs	1,000.00
18. Terminal garage for buses, taxi, and other utility vehicles	
except those used for house garage	
1. With an area of 1,000 sq.m. Or more	7,000.00
2. With an area of 700 sq.m. Or more but less than	-
1,000 sq.m.	5,000.00
3. With an area of 500 sq.m. Or more but less than	4 000 00
700 sq.m. 4. With an area of 300 sq.m. Or more but less than	4,000.00
500 sq.m.	3,000.00
5. With an area of less than 300 sq. M.	1,000.00
0. With an area of 1035 than 500 3q. W.	1,000.00

On the Nature of the Business

	TAX PER ANNUM
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or	
Manufacturing ;)	
a. Flammable, combustible or explosive substance	10,000.00
b. Non-flammable or non-explosive substance	8,000.00
c. Assorted non-perishable and dry goods	
merchandise or articles	6,000.00
d. Consumable, perishable including refrigerated	
goods	4,000.00
(Bakeries, RTW clothes, shoes, leather and other products,	
delicacies and sweet ham, longanizas, tocino and the like food	
seasoning, ceramic and clay products, bamboo crafts, scissors	8,000.00



and other bladed Picture frame, plastic products, etc.)	
(Factory situated in Pasay/Office situated elsewhere):	
Producing or Manufacturing	
Flammable, combustible or explosive substance	10,000.00
Non-flammable, non-combustible substances	7,500.00
Assorted non-perishable and dry & dry goods, merchandise or articles	5,500.00
Consumable, perishable including, refrigerated goods	3,500.00
(Office situated in Pasay, factory situated elsewhere):	
Flammable, combustible or explosive substance	8,000.00
Non-flammable, non-combustible substances	5,500.00
Assorted non-perishable and dry & dry goods, merchandise or articles	3,500.00
Consumable, perishable including, refrigerated goods	2,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products manufactured or produced and twenty (20%) per centum of the respective fees as prescribed for other products Manufactured or produced:	

Exporter

Exporter	
	TAX PER ANNUM
A. (Office and warehouse situated in Pasay): exporting	
1. Flammable, combustible or explosive substance	10,000.00
2. Non-flammable or non-explosive substance	7,500.00
Assorted non-perishable and dry goods merchandise or articles	5,500.00
Consumable, perishable including refrigerated goods	3,500.00
B. Warehouse situated in Pasay, Office situated elsewhere; exporting;	
Flammable, combustible or explosive substance	7,500.00
2. Non-flammable, non-combustible substances	6,000.00
 Assorted non-perishable and dry & dry goods, merchandise or articles 	3,500.00
Manufacturers and producers of cigars and cigarettes including	



Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
Factory and Office situated in Pasay	10,000.00
Factory situated in Pasay, office is situated elsewhere	7,500.00
3. Office situated in Pasay factory elsewhere	5,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products exported and twenty (20%) per centum of the respective fees as prescribed for other product.	

Other small retailers:

Other small retailers:	_
	TAX PER ANNUM
Candys Stands: newspaper and magazines stand; peanuts;	
fruits	
and vegetables stands	500.00
1. Sari-sari store - Main St.	500.00
Sari-sari store- Interior	100.00
2. Retailer Fish and seafood's, Meat & Pork Dealers	700.00
	400.00
3. Retailer Rice and corn	400.00
4. Deteiler Deultmanneducte	400.00
4. Retailer Poultry products	400.00
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias &	
Independent eateries:	
a. Restaurant & eateries Offering to the Public International	
meals or	
menu	5,000.00
b. Restaurant & eateries offering to the Public Native meals or	
Menu	4,000.00
c. Restaurant & Eateries offering to the Public regular &	
special	0.000.00
meals including foods already cooked & served at price	2,000.00
d. Ice-cream parlors, soda Fountains, Bars & others	
Restaurant	4 000 00
parlors	1,000.00
a Cafaa & Cafataria	000 00
e. Cafes & Cafeteria	800.00



f. Independent Eateries	500.00
g. Carinderia	300.00

Service Establishments:

Service Establishments:	TAY DED ANNUM
	TAX PER ANNUM
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	4,000.00
Class B	3,000.00
Class C	2,000.00
B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw Or cut log belongings to other towing services; installation of water system.	4,000.00
C. Advertising agencies, booking offices, for the film exchange; booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration service's custom brokerages feasibility studies; consultancy services; insurances agencies; adjusters/brokerages management consultant not subject to occupation tax: mercantile agencies; messengerial services; real estate brokerage; shipping agencies; travel agencies	3,000.00
D. Gasoline services/ Filling stations;	
1. Having an area of 1,500 sq.m. Or more	4,000.00
2. Having an area of 1,000 but less than 1,500 sq.m.	2,000.00
3. Having an area of 1,000 or less	2,000.00
4. Curbs pumps & filling Stations	1,000.00
5. Services stations waxing & greasing motor vehicles	200.00
E. Smelting Plants	
Principal offices and plant situated in Pasay	6,000.00
Plant in Pasay, principal office situated elsewhere	4,000.00
3. Principal office situated in Pasay plant situated elsewhere	3,000.00



F. Steam Laundry	3,000.00
G. Video coverage	2,000.00
H. Stevedoring Services (office only)	2,000.00
I. Watch Repair Center exclusively manufactured watches	2,000.00
J. Business agent	1,500.00
K. Ordinary watch repair shop	300.00
L. Plant, maintenance or Rent-a-plant offering to rent	1,500.00
M. Stable for racing horses:	
1. For the first Stable	500.00
2. For every stable Thereafter	300.00
N. Rental of video tapes, Furniture's, sound system, etc.	1,000.00
Rent-a-car	4,000.00
O. Parking Area:	
1. Less than 300 sq.m.	400.00
2. 300 sq.m. Or more but less than 500 sq.m.	600.00
3. 500 sq.m. Or more but less than 1,000 sq.m.	1,000.00
4. 1,000 sq.m. Or more but less than 2,000 sq.m.	2,500.00
5. 2,000 sq.m. Or more	4,500.00
P. Escort Services	2,000.00
Q. Warehouse or Bodegas;	
1. Less than 50 sq.m.	700.00
2. 50 sq.m. Or more but less than 100sq.m.	1,000.00
3. 100 sq.m. Or more but less than 2000 sq.m.	2,500.00
R. Stock market	10,000.00
S. Stock brokers with trading seats in a stock Exchange	·
Situated in This city	2,000.00
T. Stocks broker with trading seats in a stock exchange Situated elsewhere	600.00
U. Gold and Silversmiths	600.00
	600.00
V. Lathe Machines	00.00
W. Funeral Services: 1. Funeral Establishment Owning and maintaining Memorial	
Parks	4,000.00
Independent Funeral Services	2,000.00
X. Medical & Dental Laboratories:	•
1. Assaying Laboratories	400.00
2. Veterinary Clinic	500.00
=	300.00



aa. School for polo players and/or horseback riding academy	600.00
bb. Slendering and body, Building saloons, Massages and	4 000 00
therapeutic Clinic	4,000.00
cc. Animal Hospital	4,000.00
dd. Recruitment or job placement services	3,000.00
ee. Motor repairs and painting shops; perm press; dying establishment	3,000.00
ff. Photographic studio, Sophisticated photographic	3,000.00
Equipment	1,000.00
gg. Ordinary photographic studios	500.00
	400.00
hh. Silk screen of t-shirts	100.00
ii. Shoe shine stands	100.00
jj. Vaciador shops	100.00
kk. Bicycle rentals	500.00
Other independent contractor (Juridical or natural not included among those subject to occupational tax	500.00
mm. Inspection services for incoming & outgoing cargoes	3,000.00
nn. Indentors	2,000.00
	2,000.00
oo. Lighterage services	2,000.00
pp. Lithographers qq. Mine drills	2,000.00
 	2,000.00
rr. Recopying or duplicating Services like plastic lamination,	
Photo static white/blue printing, Xerox, typing	
mimeographing services:	200.00
1. For the first recopying or duplicating machine 2. For every duplicating or recopying machine	300.00
thereafter	200.00
Plastic lamination or Mimeo graphic machine	400.00
4. Photo static and blue printing Machine	700.00
5. Xerox machine	200.00
6. Typing Services (manual)	100.00
7. Typesetting services	600.00
ss. Roasting pigs & fowls	500.00
tt. Shipyard for repairing of ships (office only)	3,000.00
uu. Tailor shops, dress shops:	, :: 3
1. For the first sewing machine	200.00
2. For every sewing machine thereafter	100.00
=: :: :: :: :: :: :: :: :: :: :: :: :: :	



vv. Beauty Parlors	
1. For the first beauty	300.00
2. For every beauty parlor equipment thereafter	200.00
Beauty Parlor without equipment	100.00
ww. Wood carving shops	500.00
xx. Hatters and millines shops	500.00
yy. Barber shops:	
For the first tonsorial seat	300.00
2. for every tonsorial thereafter	200.00
aaa. Upholstery shops	400.00
bbb. Vulcanizing shops	300.00
ccc. Tire recapping plants	3,000.00
ddd. Real estate Developers	3,000.00

On Owners or Operators of:

	TAX PER ANNUM
Amusement vending devices:	
1. Each Jukebox machine	300.00
2. Each machine or apparatus of visual entertainment	150.00
3. Each apparatus for weighing persons	100.00
4. Each machine for dispensing or vending soft drinks and any articles	300.00
5. Each Machine or apparatus for printing letters or numbers	200.00
Each similar device for vending games of skills or family computer	200.00
7. For each coin operated amusement machine or apparatus	500.00
8. Printing Press	500.00
9. Publishers	600.00
10. Both (printing &publishers)	1,000.00
11. Grocery	700.00
12. General merchandise	700.00

On Owners or Operators of:

	TAX PER ANNUM
Hotels, as classified by the government authority:	
a. Hotel de Luxe	9,000.00

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h Hatal first class	0,000,00
b. Hotel first class	8,000.00
c. Hotel Standard	5,000.00
d. Hotel Economy	3,000.00
e. Apartelle (combination of a hotel and apartment)	4,000.00
f. Pension house	3,000.00
Real Estate Dealers;	F 000 00
a. Subdivision operators	5,000.00
b. Other real estate dealers	3,000.00
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	2,000.00
2. Three (3) stories or more but less than ten (10) stories	4,000.00
3. Ten (10) stories or more	5,000.00
b. Residential Building:	
1. Less than three (3) stories	700.00
2. Three (3) stories or more but less than ten (10) stories	3,000.00
3. Ten (10) stories or more	5,000.00
Commercial Apartment:	
1. Less than 3 doors	400.00
2. Three (3) doors or more but less than ten (10) doors	700.00
3. Ten (10) doors or more	3,000.00
4. House for rent with garage and/or swimming pools	3,000.00
5. House for rent without garage or swimming pools	2,500.00
House for rent with common kitchen and comfort	
facilities	500.00
7. Boarding House	700.00
8. Lodging House	500.00
9. Boarding and Lodging House	2,000.00
Privately Owned Public Market	
1. For the first ten (10) stalls	3,000.00
2. For the next number of stalls	300.00/stall
Privately Owned Super Markets	
Class A	10,000.00
Class B	7,000.00
Class C	4,000.00
All occupations or calling subject to periodic inspection,	



surveillages and/ or regulations by the City Mayor Shall pay an Annual Fee of:	
a. Hospitality girls, Hostesses, attendants, Taxi-dancers, bartenders, club floor managers	100.00
b. Receptionist, waiters, waitresses, cooks, chambermaids	60.00
c. Barbers, beauticians, butchers, forensic experts, animal trainers, Timer, bondman, criminologist, electricians, fortune tellers, hair stylist, hand writing experts, hospital attendants, life guards, make-up artists, mechanics, photographers, (iteneract), private ballistic expert rig drivers, (cochero), plumbers, sales ladies	
or calling of the same or similar category etc.	40.00

Mayor's Permit Fees for Newly Started Business

➤ Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

With Capital of:	Principal Offices With this City	Principal Offices Outside this City
Below P 1 Million or over	P 200.00/branch	P 300.00/branch
P 1 Million or over but less than P 10 million	400.00/branch	500.00/branch
P 10 Million or over but less than P 50 Million	700.00/branch	800.00/branch
P 50 Million or over	1,000.00/branch	1,200.00/branch

Sanitary inspection Fee

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public

LINE OF BUSINESS	TAX PER ANNUM
A) Airline and/or shipping companies	1,000.00
B) Financial institutions such as banks, pawnshops, money shops, insurance company dealers, securities and dealers	
Main Office	700.00
Every branch thereof	500.00



C) Gasoline services/filling stations	1,000.00
D) Private hospitals, animal hospital	1,500.00
E) Medical/Dental clinic	700.00
F) Dwellings and spaces for rent;	
Hotels per room accommodation	100.00
2. Building per office/ residential space	80.00
Apartelles, pensions, drive-inns motel, per room accommodation	50.00
4. Commercial apartments, per space/unit	80.00
5. Residential apartment, per space/unit	50.00
Dormitories, lodging or boarding houses, per boarder accommodation	50.00
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	500.00
b) Without garage and/or swimming pools	300.00
c) With rooms occupied by different tenants with	
common kitchen and/or comfort facilities	200.00
G) Institutions of learning, per room teaching	50.00
H) Media facilities	50.00
I) Telegraphs, teletypes, cable and wireless communication companies	
Main Office	700.00
Branch office	400.00
J) Telephone, electrical and power companies	
Main Office	1,000.00
Every branch	400.00
Telephone/electric power plant	400.00
K) Administrative office, display office and/or offices of professionals	100.00
L) Peddlers	30.00
M) Lending investors	400.00
N) All other business, industrial, commercial, agricultural establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	700.00
500 or more but less than 1,000 sq.m	600.00
200 or more but less than 500 sq.m	500.00



100 or more but less than 200 sq.m	400.00
50 or more but less than 100 sq.m	300.00
25 or more but less than 50 sq.m	200.00
Less than 25 sq.m	100.00

Garbage Service Charge Rate

	TAX PER ANNUM
For every floor of building where the business is located with an aggregate area of;	
1,000 sq.m. or more	2,000.00
500 sq.m. or more but less than 1,000 sq.m.	1,500.00
200 sq.m. or more but less than 500 sq.m.	1,000.00
100 sq.m. or more but less than 200 sq.m.	800.00
50 sq.m. or more but less than 100 sq.m.	600.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	200.00

·	
1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	5,000.00
200 sq.m. or more but less than 500 sq.m.	3,500.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	2,000.00
25 sq.m. or more but less than 50 sq.m.	600.00
Less than 25 sq.m	350.00
2) Principal/branch or sales office with and aggregate area of	
Factory in within same locality:	
1,000 sq.m. or more	3,000.00
500 sq.m. or more but less than 1,000 sq.m.	2,500.00
200 sq.m. or more but less than 500 sq.m.	1,500.00
100 sq.m. or more but less than 200 sq.m.	1,000.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00
Factory outside the locality:	
1,000 sq.m. or more	3,000.00



500 sq.m. or more but less than 1,000 sq.m.	2,300.00
200 sq.m. or more but less than 500 sq.m.	1,800.00
100 sq.m. or more but less than 200 sq.m.	1,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	500.00
Less than 25 sq.m	150.00
Exporter/importer	2,000.00
3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000 sq.m. or more	6,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,500.00
200 sq.m. or more but less than 500 sq.m.	3,300.00
100 sq.m. or more but less than 200 sq.m.	2,200.00
50 sq.m. or more but less than 100 sq.m.	1,800.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	350.00
4) Carenderia	200.00
5) Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with An aggregate area of:	
1,000 sq.m. or more	4,000.00
500 sq.m. or more but less than 1,000 sq.m.	3,000.00
200 sq.m. or more but less than 500 sq.m.	2,500.00
100 sq.m. or more but less than 200 sq.m.	1,600.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00
	· · · · · · · · · · · · · · · · · · ·

	TAX PER ANNUM
Other contractors/business establishment engaged in rendering services, printers and publishers with an aggregate	
area of:	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	4,000.00
200 sq.m. or more but less than 500 sq.m.	3,000.00
100 sq.m. or more but less than 200 sq.m.	2,500.00



·	-
50 sq.m. or more but less than 100 sq.m.	1,600.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	200.00
Independent wholesalers, dealers, distributors, repackers &	
retailers with an aggregate area of:	
1,000 sq.m. or more	5,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,300.00
200 sq.m. or more but less than 500 sq.m.	2,800.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	700.00
Less than 25 sq.m	150.00
6) Air craft and watercraft companies	
Main Office	6,000.00
For every branch office	3,000.00
7) Amusement places	
Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per	
contrivance	20.00
a. Billiard and or pool halls per table	15.00
b. Bowling establishment	
Automatic per lane	30.00
Non-Automatic per lane	20.00
c. Casinos	1,500.00
d. Circuses, carnivals & the likes	400.00
e. Cockpits	800.00
f. Mahjong per table	30.00
g. Golf links &/or ranges	600.00
h. Gymnasium	80.00
i. Membership clubs, association or organization	
Serving foods, drinks & lodging facilities	600.00
Serving foods, drinks w/out lodging facilities	300.00
j. Night/day clubs, discos and other similar establishment	
Night Clubs	880.00
Day clubs	500.00



Cocktail lounge, bars, beer garden discos & karaoke	300.00
Cabarets/dance halls	250.00
k. Race tracks, jai-alai, fronton, coliseum, similar	
establishment	750.00
For every off-tracks and/or off-fronton betting center	150.00
I. Resort or other similar establishment	150.00
m. Sauna bath & massage clinic per cubicles	50.00
n. Skating rink	150.00
o. Studios, sports complexes	400.00
p. Theaters or cinemas with seating capacity of	
More than 2,000 persons	450.00
More than 500 to 2,000 persons	300.00
Less than 500 persons	150.00
q. Pelota courts, tennis courts & other similar nature	40.00
8) Electric and power companies	
Main Office and/or each power plant	1,800.00
Every branch office thereof	750.00
9) Financial institution	
1. Banks	
a) Commercial bank (main office)	750.00
every branch thereof	225.00
b) Savings bank (main office)	300.00
every branch thereof	75.00
c) Rural banks	150.00
2. Savings & loan association, insurance companies,	_
pawnshop	
a) Main office	300.00
b) Every branch thereof	75.00
3. Financial and/or lending investors establishment,	
money shops	
a) Main office	300.00
b) Every branch thereof	75.00
10) Gasoline services/filling stations	
1. Having an area of 1,500 sq. mtrs. Or more	225.00
2. Having an area of more than 1,000 but less 1,500sq.	407.00
mtrs.	187.00



3. Having an area of 1,000 sq. mtrs. Or less	150.00
4. Curfs pumps and selling station	112.00
11) Private hospitals and medical clinics with bed capacity of	
1. More than 500 persons	750.00
2. 301 to 500 persons	630.00
3. 151 to 300 persons	540.00
4. 101 to 150 persons	375.00
5. 76 to 100 persons	315.00
6. 51 to 75 persons	225.00
7. 25 to 50 persons	120.00
8. Less than 25 persons	75.00
Animal hospital and others	150.00
12) Institution of learning	
Private universities, colleges, schools or educational or vocational institution based on the total semestral	
enrollment as follows:	
1. 50,000 students or more	1,200.00
2. 30,000 or more but less than 50,000 students	975.00
3. 20,000 or more but less than 30,000 students	675.00
4. 10,000 or more but less than 20,000 students	375.00
5. 5,000 or more but less than 10,000 students	225.00
6. 1,000 or more but less than 5,000 students	75.00
7. Below 300 students	37.50

Garbage service fees on multiple business

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business

Computed proportionately to the quarterly charge



147. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

Office or Division:	City Treasurer's O	ffice (CTO)				
Classification:	Simple	Simple				
Type of Transaction	G2C – Governmer	nt to Citizen;	G2G – Governme	ent to Government;		
	G2B – Governmer	nt to Busines	S			
Who may avail:	18 Years Old & ab	18 Years Old & above				
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE		
Duly Accomplished Co	ommunity Tax					
Certificate Form:						
1	rtificate Tax Form	СТО				
	etails of the Form Client who is 18 years old and above					
Government issued Identification Card BIR, Post Office,			Office, DFA, PSA,	SSS, GSIS, Pag-IBIG,		
(1 original)		LTO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
1. Submit duly accomplished CTC form to the assigned teller at the CTO payment counter, and pay the fees due.	Collect payment and issue Community Tax Certificate (CTC).	Please refer to the computati on below	5 Minutes	Business Tax Tellers 5 – 12 (CTO)		
	TOTAL:		5 Minutes			

DATE OF	CEDULA (CTC)
ISSUANCE	UNEMPLOYED
JANUARY	PHP 20.00
FEBRUARY	PHP 20.00
MARCH	PHP 21.20
APRIL	PHP 21.60
MAY	PHP 22.00



JUNE	PHP 22.40
JULY	PHP 22.80
AUGUST	PHP 23.20
SEPTEMBER	PHP 23.60
OCTOBER	PHP 24.00
NOVEMBER	PHP 24.40
DECEMBER	PHP 24.80

COMMUNITY TAX CERTIFICATE (EMPLOYED) – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

COMMUNITY TAX CERTIFICATE (CORPORATION) – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.

148. Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots

The Urban Development and Housing Office processes the payment of Geronimo Homeowners Association amortization fees for awarded government lots by those who are:

- A. Occupying Government Land
- B. Living along danger zone
- C. Occupying private property turned over to Pasay City Government
- D. Occupying private property with pending case ejection turned over to Pasay City Government
- E. For those affected infrastructure project of the City Government

Office or Division:	Urban Developme	Urban Development & Housing Office (UDHO)				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmei	nt to Citizen				
Who may avail:	Members of the H	omeowner's Association				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE				
Certificate of Registration		Housing Land Use and Regulatory Board (HLURB)				
Land Use and Regulatory	/ Board					
(1 photocopy)						
Copy of Constitution & By-laws		HLURB				
(1 photocopy)						
List of Association's Board of		Homeowner's Association				
Directors/Officers and Me	embers.					
(1 photocopy)						



				AO MANIL
Copy Accreditation v	vith the City Council –	PCUP & City	Secretariat Office	Э
LGU and Presidentia	I Commission for the			
Urban Poor (PCUP)				
Pertinent document/	s relative to the			
community associati	on activities to acquire			
the lot they currently	occupy or letter			
requesting for assist	ance such as:			
- Court Order (1 photocopy)	Metropolitan Courts (RTC)	,), and Regional Trial
- TCT Title (1 p	hotocopy)	Registry of D		
- Pre-Demolitio		Presidential (Commission for th	ne Urban Poor
Certification (1 photocopy)	(PCUP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements to the assigned Clerk at the UDHO.	Evaluate and verify the completeness and veracity of submitted	None	25 Minutes	RUEL E. TENGCO Administrative Aide II (UDHO) BILLY Q. RODA
	requirements.			Administrative Aide II (UDHO)
2. Submit the previous issued official receipt (OR) from the Geronimo Home	2. Issue the Order of Payment to the client.	None	5 Minutes	FERNANDO E. RIVERA Administrative Aide IV (UDHO)
Owners Association to the assigned staff of UDHO.				BILLY Q. RODA Administrative Aide II (UDHO)
3. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees.	3. Issue Official receipt (OR) to the client.	Please see table below re: schedule of fees	15 Minutes	Teller (CTO)
Return to the UDHO and present the	4. Record the payment and receive the	None	5 Minutes	FERNANDO E. RIVERA Administrative Aide IV



original and photocopies of OR.	photocopy of OR. 4.1 Return the original copy of OR to the Client.			(UDHO) BILLY Q. RODA Administrative Aide II (UDHO)
	TOTAL:	Please see table below re: schedule of fees	50 Minutes	

Geronimo Homeowners Association Schedule of Fees

Lot No. (ALL 284)	LOT SIZE	TCT NO.	DOWN PAYMENT MADE AND PAID (5% of the Lot price)	PURCHASE PRICE	TOTAL CONTRACT (Purchase price + 9% interest annually for 15 years)	UNPAID BALANCE	MONTHLY AMORTIZATION	NAME OF GRANTEE
B1	58	003- 20120 00403	PHP 14,500	PHP 290,000	PHP 529,447.16	PHP 323,447.16	PHP 2,860.82	MYRNA M. SAYO
B2	38	003- 20120 00404	PHP 9,500	PHP 190,000	PHP 346,879.17	PHP 251,159.99	PHP 1,874.33	ROMELL STA. MARIA
В3	36	003- 20120 00405	PHP 9,000	PHP 180,000	PHP 328,622.37	PHP 220,544.29	PHP 1,775.68	ALFREDO ARGUELLES
B4	35	003- 20120 00406	PHP 8,750	PHP 175,000	PHP 319,493.97	PHP 217,120.53	PHP 1,726.36	RENATO A. MATEUM
B5	23	003- 20120 00407	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 98,620.79	PHP 1,134.36	ALVIN A. REYES
B6	23	003- 20120 00408	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 163,362.62	PHP 1,134.36	SALVADOR R. REYES
B9	20	003-	PHP 5,000	PHP 100,000	PHP 182,567.99	PHP 41,842.63	PHP 1,992.50	EDUARDO G.



ļ		20120						MAGBANUA
		00411						
B10	143	003-	PHP 35,750	PHP 715,000	PHP	PHP 860,499.57	PHP 7,053.00	ARMIDA
		20120			1,305,361.09			CERDEÑA
		00412						
B11	44	003-	PHP 11,000	PHP 220,000	PHP 401,649.59	PHP 256,092.49	PHP 2,170.28	CATHERINE
		20120						L. LAGADA
		00413						
B12	42	003-	PHP 10,500	PHP 210,000	PHP 383,392.77	PHP 296,832.46	PHP 2,071.63	ANABELLE S.
		20120						PITEL
		00414						
B13	31	003-	PHP 7,750	PHP 155,000	PHP 282,980	PHP 275,230.38	PHP 1,529.06	Right of Way
		20120						
		00415						
B14	26	003-	PHP 6,500	PHP 130,000	PHP 327,338.38	PHP 230,838.38	PHP 1,282.44	Right of Way
		20120						
		00416						
B15	39	003-	PHP 9,750	PHP 195,000	PHP 356,007.57	PHP 346,257.57	PHP 1,923.65	Right of Way
		20120						
		00417						

^{*} MARCH 2017 STARTED PAYMENT OF THE GRANTEE

149. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer's Office the necessary dues arising therefrom.

Office or Division:	City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2C – Governmei	nt to Citizen, G2G – Government to Government, G2B		
	 Government to I 	Business		
Who may avail:	All Licensed Profe	essionals		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
New:				
Professional License (Ori	iginal Copy)	Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)		
Renewal:				
Previously issued official receipt (1 Original) Licensed Professional		Licensed Professional		
Professional License (Original Copy)		Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees due.	1. Issue Occupational/ Professional Tax Receipt to the client.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5 –12 (CTO)
	TOTAL:		5 Minutes	

DATE OF ISSUANCE	OCCUPATIONAL TAX (PTR)
JANUARY	PHP 300.00
FEBRUARY	PHP 390.00
MARCH	PHP 397.50
APRIL	PHP 405.00
MAY	PHP 412.50
JUNE	PHP 420.00
JULY	PHP 427.50
AUGUST	PHP 435.00
SEPTEMBER	PHP 442.50
OCTOBER	PHP 450.00
NOVEMBER	PHP 457.50
DECEMBER	PHP 465.00



150. Payment of Other Local Taxes, Fees, and Charges

The City Treasurer's Office collects the payment of other local taxes, fees, and charges, which vary according to the specific tax or fee being settled. Some taxes have fixed rates, others are percentages, but basically, these are all based on the Pasay City Revenue Code.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government, G2B				
	 Government to E 	 Government to Business 				
Who may avail:	All					
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE		
Order of Payment		Issuing Office	ce of Pasay City (Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present Order of payment to the assigned teller at the payment counter of CTO, and pay the fees due.	Issue official receipt to the client.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5–12 (CTO)		
	TOTAL:		5 Minutes			

Police Clearance Fees

a) Local	PHP 20.00
b) For Firearms Permit	PHP 200.00
c) For Change of Name	PHP 200.00
d) For Passport/Visa Application (Abroad)	PHP 200.00
e) For Filipino Citizenship Application	PHP 1,000.00

Other Fees

Certification Fee	PHP 40.00
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Certified True Copy	PHP 40.00
Verification Fee	PHP 40.00
Computerization Fee	PHP 20.00
Application Fee	PHP 40.00

151. Payment of Penalties

The City Treasurer's Office is in charge of collecting payments of penalties due to violations of existing ordinances.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Ordinance Violation R (1 original)	eceipt (OVR)	ceipt (OVR) Concerned Department/Office, City Government of Pasay		ity Government of
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Ordinance Violation Receipt (OVR) to assigned teller at the payment counter of CTO and pay corresponding charges.	Issue official receipt to the taxpayer.	Depending on the amount stated in the OVR	5 Minutes	GERALDINE G. DESIDERIO Administrative Officer I (CTO)
TOTAL: 5 Minutes				

152. Payment of Real Property Taxes

- ❖ Annual Real Property Tax dues of Land, Buildings and Machineries must be paid by the persons having legal interest over the Real Properties.
- ❖ Real Property Tax payments were made/collected at the Real Property Tax Division of the City Treasurer's Office, Ground Floor, Pasay City Hall Building.
- * Real Property Taxpayers may opt to pay in an annual or quarterly basis.
- Advance Payments are granted discounts.



QUARTERLY DEADLINES OF PAYMENT

1st Quarter On or before March 31
 2nd Quarter On or before June 30

3rd Quarter On or before September 30
 4th Quarter On or before December 31

Office or Division:	City Treasurer's Office (CTO)/Real Property Tax Division				
Classification:	Simple				
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government, G2B			
	 Government to I 				
Who may avail:	Real Property Ow	ners			
CHECKLIST OF F			WHERE TO S	SECURE	
Principal/Representa	ative				
Latest Real Property (1 photocopy)	Tax Declaration	City Assess	or's Office		
Latest Real Property	Fay Payment/Official				
Receipt (1 photocopy)	rax r ayment ometa	Real Prope	rty Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
Submit requirements at the RPT Division, CTO.	Verify submitted document, print, sign and issue Real Property tax bill.	None	3 Minutes	MA. THELMA FORDAN Tax Mapping Aide, (CTO)	
2. Present tax bill to assigned teller at the payment counter, and pay real property tax due.	Issue official receipt to the taxpayer.	Please refer to the formula and table of fees below	5 Minutes	Land Tax Tellers 1 – 4 (CTO)	
	TOTAL:		8 Minutes		

TAXES:

- Basic Real Property = Fair Market Value x Assessment Level x Basic Tax Rate
 - Residential 1.5%
 - Commercial 2.0%



 Additional Tax (Special Education Fund (SEF)) = Fair Market Value x Assessment Level x 1.00%

FAIR MARKET VALUE:

 Based on the Schedule of Fair Market Values proposed by the City Assessor and approved by the Sangguniang Panlungsod. Ordinance No. 5754, s-2016 dated October 27, 2016

ASSESSMENT LEVEL: ON LAND

Туре	Assessment Level
Residential	20%
Agricultural	40%
Commercial	50%
Industrial	50%

ON BUILDING AND OTHER STRUCTURES:

	Assessment Level			
Fair Market Value	Residential	Agricultural	Commercial/ Industrial	Timberland
PHP 175,000.00 – PHP 300,000.00	10%	25%	30%	45%
PHP 300,000.00 – PHP 500,000.00	20%	30%	35%	50%
PHP 500,000.00 – PHP 750,000.00	25%	35%	40%	55%
PHP 750,000.00 – PHP 1,000,000.00	30%	40%	50%	60%
PHP 1,000,000.00 – PHP 2,000,000.00	35%	45%	60%	65%
PHP 2,000,000.00 – PHP 5,000,000.00	40%	50%	70%	70%
PHP 5,000,000.00 – PHP 10,000,000.00	50%		75%	
PHP 10,000,000.00	60%		80%	



DISCOUNT AND PENALTIES:

 Prompt payment (paid on or before 	 6.5% discount is given if paying for the whole current year and payment is made in January
the Deadline)	 If paying quarterly, 5% discount is given in the first month of the quarter
 Advance payment (if real property tax for the ensuing year/s is paid on or before October 31 or November or December of the current year) 	 - 15% discount is given if paid on or before October 31 - 10% discount is given if paid in the months of November or December
Failure to pay tax	 2% interest per month of the unpaid amount or fraction thereof, but total interest shall not exceed 36 months or equivalent to a maximum of 72%

153. Payment of Transfer Taxes

Transfer Taxes are paid for transactions involving transfer of ownership of real property. The transfer tax should be paid within 60 days from the date of execution of the deed at the City Treasurer's Office, as regards sale, barter, donation or any mode of transferring ownership, or from the date of the decedent's death, in case of transfer of succession.

Office or Division:	City Treasurer's Office (CTO) / Real Property Tax Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government,		
	G2B – Governmer	nt to Business	
Who may avail:	Real Property Owi	ners	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Certified true copy of Re	al Property Tax	City Assessor's Office	
Declaration (1 original and 1 photocopy)		City Assessor's Office	
Deed of Sale, Donation, Exchange,		Real Property Owner	
Judicial/Extra-Judicial Settlement. Affidavit			
of Consolidation, or any applicable			
document proving transfer of property			
ownership (1 original and 1 photocopy)			



		I		7
Community Tax Certificate of the previous owner and the TAXPAYER (1 original)		СТО		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
(1 original and 1 photo				
Land Title (1 original a		Registry of Dee		
If right to the property		National Housin	ng Authority	
the National Housing Authority, Certificate				
of Tax Exempt (1 original	inal and			
1 photocopy)		DID D (O''	DE4 DO4 000	0.010
Government issued lo		· ·	e, DFA, PSA, SSS	s, GSIS,
(1 original and 1 photo	эсору)	Pag-IBIG, LTO		
Representative:				
Special Power of Atto		Davasa Danvas	antad (Daal Drana	
Notarized Authorization and 1 photocopy)	on Letter (1 original	Person Represe	ented (Real Prope	erty rax Owner)
Government issued lo	lentification Card of			
the person represente	ed and the	BIR, Post Office	e, DFA, PSA, SSS	S, GSIS,
representative (1 origi	nal and	Pag-IBIG, LTO		
1 photocopy)				
Certified true copy of		City Assessor's Office		
Declaration (1 original				
Deed of Sale, Donation, Exchange,				
Judicial/Extra-Judicial Settlement. Affidavit				
of Consolidation, or any applicable		Person Represe	ented (Real Prope	erty Tax Owner)
document proving transfer of property				
ownership (1 original and 1 photocopy)				
Community Tax Certificate of the previous		СТО		
owner and the TAXPA		D (1)		
Certificate Authorizing		Bureau of Interr	nai Revenue	
(1 original and 1 photo		Danistm, of Danis		
Land Title (1 original a		Registry of Deeds		
If right to the property		National Housing Authority		
the National Housing				
of Tax Exempt (1 original 1 photosopy)	mai and			
1 photocopy) AGENCY		FEES TO	PROCESSING	PERSON
TAXPAYER STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit complete	1. Review	None	3 Minutes	EDILBERTO D.
requirements to	submitted			RODELAS
assigned	requirements/			Administrative
personnel at the	documents and			Assistant I (CTO)
Real Property	assess tax due			(010)
Tax Division of	then issue order			
СТО.	of payment to			



		the taxpayer.			
2.	Present Order of Payment to assigned teller at the payment counter of CTO, and pay corresponding tax due.	Issue official receipt to the taxpayer.	75% of 1% of total consideration or fair market value, whichever is higher	5 Minutes	Land Tax Tellers 1–4 (CTO)
3.	Return to the Real Property Tax Division of CTO and present official receipt to the assigned personnel.	3. Prepare and issue Transfer Tax Clearance Certificate to the taxpayer.	None	7 Minutes	EDILBERTO D. RODELAS Administrative Assistant I (CTO)
		TOTAL:	75% of 1% of total consideration or fair market value, whichever is higher	15 Minutes	

154. Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)

Post abattoir inspections are usually done early morning when all meat traders are delivering their goods to the markets. It is the duty of City Veterinarian's Office meat inspectors under the direct supervision of the City Veterinarian, to inspect all meat coming from different slaughterhouses and see to it that the meat is properly handled. Meat traders should present all pertinent documents specially the meat inspection certificate.

Office or Division:	City Veterinarian's Office (CVO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Meat Traders delivering their goods to the markets		
CHECKLIST OF RE	REQUIREMENTS WHERE TO SECURE		
Principal			
Meat Inspection Certificate (1 original)		Registered Slaughterhouse	
Representative			
Meat Inspection Certificate (1 original)		Registered Slaughterhouse	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Meat Inspection Certificate to the duty personnel of the CVO at the market.	Verify and check all data written in meat inspection certificate.	None	20 Minutes	ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)
	TOTAL:	None	20 Minutes	

155. Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan

The Human Resource Management and Development Office processes all letter referrals coursed through Civil Service Commission's Contact Center ng Bayan (CSC-CCB).

Office of Division:	Human Resource Management and Development Office (HRMDO)				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All				
CHECKLIST OF RE	KLIST OF REQUIREMENTS WHERE TO SECURE				
Ticket Reference Number	er	Contact Cent	er ng Bayan of CS	SC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Dial 1-6565 or 0908-8816565, and state your concern/s to the agent from the CSC-CCB. Or Send your concern/s via email@contactcenter ngbayan.gov.ph.	1. Provide a Ticket Reference Number on the received client concern, and forward it thru e-mail to the focal person/s of	None	5 Minutes	Agent (CSC-CCB)	



			T	
	the concerned agency.			
2. Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the CSC-CCB.	2. Acknowledge and refer the received ticket referral to the concerned department/ office or person/s.	None	30 Minutes Period for the concerned department/ office/s or person/s to reply on the client concern/s – 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)
3. Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.	3. Perform necessary action/s on the referred letter referral: a. For Anonymous caller/s - recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s. b. For caller/s with name and/or contact information - recommend for the		10 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)



undertaken by the City Government of Pasay.		
the caller of the concrete and specific action		
of appropriate response from the concerned department/ office/s or person/s; and inform		
closing of the ticket upon receipt		

156. Processing of Appeals on Real Property Tax (RPT) Assessment and Collection

Afford resolution to question validity or correctness of the assessment and collection of Real Property Tax (RPT) thru filing of petition at the Local Board of Assessment Appeals (LBAA).

Office or Division:	Local Board of Assessment Appeals (LBAA)				
Classification:	Highly Technica	Highly Technical			
Type of Transaction:	G2C-Governme	ent to Citizen			
Who may avail:	Owner or perso	on having legal interest			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Principal					
Petition under oath (5 original)	ginal)	Document Owner			
Tax Declaration (1 original	al)	Assessor's Office			
Affidavits or documents s support thereof (1 original		Document Owner			
Government Issued ID C	•	BIR, Post Office, PSA, SSS, GSIS, COMELEC			
(1 photocopy)					
Representative					
Special Power of Attorney (1 original)		Document Owner			
Petition under oath (5 original	ginal)	Document Owner			



Tax Declaration (1	original)	Assessor's Office	<i>j</i>	
Affidavits or documents submitted in		Document Owner		
support thereof (1			•	
Government Issued ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC		
(1 photocopy)		2.1., 1 331 311103, 1 371, 333, 3310, 3310, 3310LLL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File the petition together with supporting papers at the LBAA.	1. Receive the petition, assign the case number and issue order of payment to the client.	None	10 Minutes	MILAGROS C. MUNAR Administrative Aide I (LBAA) ARTHUR P. DE JESUS Administrative Aide I (LBAA) MARIA LUISA B. PASCO Board Secretary I (LBAA)
2. Proceed to the City Treasurer's Office for payment of the required filing fees.	2. Issue Official Receipt (OR) based on submitted order of payment from LBAA	Amount of disputed Realty Tax Assessment Involved and its corresponding filing fees due: less than PHP 50,000-PHP 300 PHP 50,000 or more but less than PHP 200,000-PHP 450 PHP 200,000 or more but less than PHP 400,000-PHP 400,000-PHP 400,000-PHP 600	5 Minutes	Teller (CTO)



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PHP 400,000 or	
more but less	
than	
PHP 600,000-	
PHP 800	
PHP 600,000 or	
more but less	
than	
PHP 800,000-	
PHP 1,000	
1,1000	
PHP 800,000 or	
more but less	
than	
PHP 1M-	
PHP 1,200	
P1M or more	
but less than	
PHP 2M-	
PHP 2,100	
1111 2,100	
PHP 2M or	
more but less	
than PHP 3M-	
PHP 3,000	
FIIF 3,000	
PHP 3M or	
more but less	
than PHP 4M-	
PHP 3,900	
PHP 4M or	
more but less	
than PHP 5M-	
PHP 4,800	
FIIF 4,000	
PHP 5M or	
more but less	
than PHP 6M-	
PHP 5,700	
FIIF 3,700	
PHP 6M or	
more but less	



	TO MAI
than PHP 7M-	
PHP 6,600	
F11F 0,000	
PHP 7M or	
more but less	
than PHP 8M-	
PHP 8,400	
PHP 8M or	
more but less	
than PHP 9M-	
PHP 9,300	
, , , , , , , , , , , , , , , , , , , ,	
PHP 9M or	
more but less	
than PHP 10M-	
PHP 10,200	
1111 10,200	
DUD 4014	
PHP 10M or	
more-	
PHP 10,200 for	
the first	
PHP 10M plus	
PHP 100 for	
every	
PHP 100,000 or	
fraction thereof,	
in excess of	
PHP 10M. In no	
case, however,	
shall the total	
fees exceed	
PHP 12,000 per	
case.	
(Legal Fees-	
Sec. 1, Rule V	
of 2016	
Consolidated	
and Revised	
Rules of	
Procedure	
before the	
LBAA and	
CBAA)	
(DAA)	



			1	
3. Present and submit the photocopy of OR to the LBAA.	3. Attach the copy of the OR to its records; issue an order to respondent advising to file an answer; and set the case for hearing with both parties.	None	15 Days	MILAGROS C. MUNAR Administrative Aide I (LBAA) ARTHUR P. DE JESUS Administrative Aide I (LBAA) MARIA LUISA B. PASCO Board Secretary I (LBAA)
4. Monitor case decision 4.1 Attend preliminary conference or clarificatory hearings at the LBAA.	4. Act on case decision 4.1 Recommend possible amicable settlement, if not markings of exhibits or evidence then submit the case for decision to the Chairman and Members of the LBAA.	None	120 Days	MARIA LUISA B. PASCO Board Secretary I (LBAA)
4.2 Wait for the release of the case decision from the LBAA.	4.2 Issue the notice of case decision to both parties.	None	10 Dave	MARIA LUISA B.
5. Receive the case decision from the LBAA.	5. Transmit the complete original records of the case to the Central Board.	None	10 Days	PASCO Board Secretary I (LBAA)



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TOTAL:	Amount of	145 Days and	
	disputed Realty	15 Minutes	
	Tax		
	Assessment		
	Involved and its		
	corresponding		
	filing fees due:		
	I and the second		
	less than		
	PHP 50,000-		
	PHP 300		
	PHP 50,000 or		
	more but less		
	than		
	PHP 200,000-		
	PHP 450		
	PHP 200,000 or		
	more but less		
	than		
	PHP 400,000-		
	PHP 600		
	FHF 000		
	DLID 400 000 or		
	PHP 400,000 or		
	more but less		
	than		
	PHP 600,000-		
	PHP 800		
	PHP 600,000 or		
	more but less		
	than		
	PHP 800,000-		
	PHP 1,000		
	PHP 800,000 or		
	more but less		
	than PHP 1M-		
	PHP 1,200		
	1111 1,200		
	PHP 1M or		
	more but less		
	than PHP 2M-		
	PHP 2,100		



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PHP 3,000	
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PHP 3M or	
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than PHP 4M-	
PHP 3,900	
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more but less	
than PHP 5M-	
PHP 4,800	
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PHP 5M or	
more but less	
than PHP 6M-	
PHP 5,700	
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PHP 6M or	
more but less	
than PHP 7M-	
PHP 6,600	
DUD =14	
PHP 7M or	
more but less	
than PHP 8M-	
PHP 8,400	
,	
PHP 8M or	
more but less	
than PHP 9M-	
PHP 9,300	
DUD CL	
PHP 9M or	
more but less	
than PHP 10M-	
PHP 10,200	
,	
PHP 10M or	
more- PHP	
10,200 for the	
first PHP 10M	
plus PHP 100	



for every PHP 100,000 or fraction thereof, in excess of PHP 10M. In no case, however, shall the total fees exceed	
PHP 12,000 per case.	
(Legal Fees- Sec. 1, Rule V	
of 2016 Consolidated and Revised Rules of	
Procedure before the LBAA and	
CBAA)	

[&]quot;Service is covered under Section 229, Chapter III, Title II of Republic Act No. 7160 and Section 5, Rule III of 2016 Consolidated and Revised Rules of Procedures before the Local Board of Assessment Appeals and Central Board of Assessment Appeals"

157. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of documents for the payment of basic utility services (ie. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

Office or Division:	General Services Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government and G2B – Government to Business		
Who may avail:	All Departments/Offices of the City Government and National Government Agencies assigned in the City (End-user) and Service Provider		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Service Provider:			



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		- Innove C	d elecom, Inc. Communications, I Brent Retail, Inc.	nc.
Gasoline Slip and Sales (1 original), if applicable	Invoice	Federal Brent F	Retail, Inc.	
End-user:				
Signed Obligation Reque 2 duplicate)	est (2 original and	Department/Off	fice/NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements at the receiving counter of GSO.	1. Receive requirements and check as to completeness and authenticity of submitted documents. 1.1 Prepare Summary of SOA. 1.2 Endorse copy of SOA to the end-user for preparation of Obligation Request.	None None	5 Minutes 30 Minutes 15 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
2. Submit the approved Obligation Request to the GSO.	2. Receive and verify the submitted Obligation Request against the SOA. 2.1 Finalize the Summary of SOA, prepare the Disbursement		5 Minutes 5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA

Voucher and



	endorse the same to the Office of the City Accountant for appropriate action.			Administrative Officer II (GSO)
3. Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	TOTAL:	None	1 Hour and 5 Minutes	,

158. Processing Hotline 8888 Ticket Referrals

The Human Resource Management and Development Office processes all ticket referrals coursed through the 8888 Citizen's Complaint Hotline of the Office of the President.

Office or Division:	Human Resource Mar	Human Resource Management and Development Office (HRMDO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C- Government to 0	G2C- Government to Citizen			
Who may avail:	All	All			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE	
Ticket Reference Numb	er	8888 Citizens' Complaint Center,		nter,	
		Office of the President			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Dial 8888 and state your concern/s to the agent from the 8888 Citizen's	Provide the complainant with a ticket reference number that shall be	None	5 Minutes	Agent (8888 Citizens' Complaint Center, Office of	

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	Complaint Center, Office of the President.	used to track the complaint to the concerned agency.			the President)
2	Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the agent from the 8888 Citizen's Complaint Center, Office of the President.	2. Acknowledge and refer the received ticket referral to the concerned department/office/s or person/s.	None	Period for the concerned department/ office/s or person/s to reply on the client concern/s – 1 Day and 15 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)
3.	Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.	3. Perform necessary action/s on the referred ticket referral: 3.1 For Anonymous caller/s - recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s. 3.2 For caller/s with name and/or contact information - recommend for the	None	10 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)



of appropriate response from the concerned department/ office/s or person/s; and inform the caller of the concrete and specific action			
undertaken by the City Government of Pasay.			
TOTAL:	None	2 Days	

159. Processing of Permanent "Original" Appointments (1-15 Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of would-be Permanent employees, whose nature of appointment is "Original".

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of	G2G-Government to Ci	tizen		
Transaction:				
Who may avail:	Walk-in Applicants with	Approved Permanent Appointments		
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE		
Personal Data Shee	et (2 original)	Recommended Appointee		
NBI Clearance (1 or	riginal)	National Bureau of Investigation		
PSA Birth Certificat	e (1 photocopy)	Philippine Statistics Authority		
Drug Test Result (1 photocopy)		Department of Health Accredited Drug Testing Center		
Filled-out Medical Certificate prescribed by the Civil Service Commission		City Health Office/Any government hospitals/centers		
(1 photocopy)				
	of Diploma of Highest nent (2 photocopies)	DEP-Ed or CHED Accredited Schools/Universities		
Certified True Copy	of Transcript of	CHED Accredited Schools/Universities		
Records (for vocational level, vocational				
graduate, college level, college graduate,				
with units in master's degree, master's				
degree, with units in	G .			
doctorate's graduat	e)			



				AO MAN	
(2 photocopies)					
Certified True Copy	Professional Regulation Commission				
licensed professional) (2 photocopies) Certificate of Board Rating (for licensed professional)		Profession	al Regulation Cor	mmission	
(2 photocopies) PSA Marriage Certificate (if married)		Philippine Statistics Authority			
(1 photocopy) Result of Neuropsychiatric examination (for positions, which involve saving of life and property) (1 photocopy)		Neuropsychiatric Testing Center			
Professional Driver's appointed to driver (2 photocopies)	s License (if will be positions)	Land Trans	sportation Office		
Security Guard Lice appointed to securit (2 photocopies)	y guard positions)	Philippine National Police- Supervisory Office for Security and Investigation Agencies			
BIR Form 1902/TIN BIR Forms, marked, "RECEIVED" by BIF	•	Bureau of Internal Revenue			
Attested PMRF (1 p	Attested PMRF (1 photocopy)		Philippine Health Insurance Corporation		
Attested Pag-IBIG Norm (1 photocopy)	MDF online registration	Pag-IBIG F	und		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Upon receipt of approved application, submit requirement s to the Human Resource Managemen t Division (HRMD), HRMDO.	1. Evaluate the submitted requirements and prepare appointment papers	None	2 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative	



				(HRMD, HRMDO)
2. Upon receipt of advice from the HRMDO, personally appear before the HRMDO Head; after which, sign the appointment papers.	2. Complete the appointment papers' signature process at the HRMDO level. 2.1 Shortly brief the appointees about their recommended appointments, and assist them to sign their appointment papers.	None	30 Minutes	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
	2.2 Certify that all requirements and other supporting documents of the issued appointment/s have been complied with, reviewed, and are found to be in order; then sign the appointment papers. 2.3 Forward the appointment			ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
	papers to departments/ offices of other signatories			ELIGA 3. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)

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	thereof.			KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO)
				MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
				ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
3. Wait for the appointment papers to be signed by concerned signatories of the City Government of Pasay.	3. Sign the appointment papers.	None	5 Days	HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor) or HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)
				Concerned Department Head/ Head of Office
4. Wait for the issuance of Notice of Appointments	Prepare and issue Notice of Appointments.	None	1 Hour	KESCIA ANN A. LAURETA, Administrative Officer IV,



	ernment ent Head II,
(HRN	SA S.
the status of appointment papers at the HRMD, HRMDO. Service Commission (CSC) and HRMDO copies of signed appointment papers. 5.1 Prepare endorsement for the signed appointment papers. 5.2 Record the signed appointment papers. 5.3 Advise the concerned appointment papers are ready for delivery to CSC.	GELISTA histrative cer V, HRMDO) A ANN A. Administrative cer IV, HRMDO) GRACE A. DOZA histrative cer IV, HRMDO) PEDROSA dministrative stant II, HRMDO)
TOTAL: None 7 Days and 2 Hours	

160. Processing of Permanent Appointments (16 or More Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of would-be Permanent employees, whose nature of appointment is "Original".



Office or Division:	Human Pacauraa	Management and Dayolanment Office (HPMDO)
Classification:	Complex	Management and Development Office (HRMDO)
Type of Transaction:	G2G- Governmen	at to Citizon
Who may avail:		s with Approved Permanent Appointments
CHECKLIST OF REG		WHERE TO SECURE
Personal Data Sheet (2 of NRI Clearance (1 original)		Recommended Appointee National Bureau of Investigation
NBI Clearance (1 original)		
PSA Birth Certificate (1 ph		Philippine Statistics Authority
Drug Test Result (1 photo		Department of Health Accredited Drug Testing Center
Filled-out Medical Certification the Civil Service Commiss (1 photocopy)		City Health Office/Any government hospitals/centers
Certified True Copy of Dip Educational Attainment (2		DEP-Ed or CHED Accredited Schools/Universities
Certified True Copy of Transcript of Records (for vocational level, vocational graduate, college level, college graduate, with units in master's degree, master's degree, with units in doctorate degree, doctorate's graduate)		CHED Accredited Schools/Universities
(2 photocopies) Certified True Copy of PR licensed professional) (2 p	•	Professional Regulation Commission
Certificate of Board Rating (for licensed professional)	g	Professional Regulation Commission
PSA Marriage Certificate (1 photocopy)	(if married)	Philippine Statistics Authority
Result of Neuropsychiatric positions, which involve so property) (1 photocopy)		Neuropsychiatric Testing Center
Professional Driver's Lice appointed to driver position (2 photocopies)		Land Transportation Office
Security Guard License (if will be appointed to security guard positions)		Philippine National Police- Supervisory Office for Security and Investigation Agencies
(2 photocopies) BIR Form 1902/TIN ID/BII BIR Forms, marked/stamp "RECEIVED" by BIR (1 ph	ned as	Bureau of Internal Revenue
Attested PMRF (1 photoc	opy)	Philippine Health Insurance Corporation



Attested Pag-IBIG M form (1 photocopy)	IDF online registration	Pag-IBIG Fur	nd	OMA
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receipt of approved application, submit requirements to the Human Resource Management Division (HRMD), HRMDO.	1. Evaluate the submitted requirements and prepare appointment papers. .	None	4 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
2. Upon receipt of advice from the HRMDO, personally appear before the HRMDO Head; after which, sign the appointment papers.	 2. Complete the appointment papers' signature process at the HRMDO level. 2.1 Shortly brief the appointees about their recommende d appointments , and assist them to sign their appointment papers. 	None	1 Hour	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)



2.2 Certify that all requirements and other supporting documents of the issued appointment/ s have been complied with, reviewed, and are found to be in order; ATTY. MAV SEVII City Govern City Gover	LLA nment t Head II,
then sign the appointment papers.	
2.3 Forward the appointment papers to departments/ offices of other signatories thereof. ELISA EVANGE Adminis Office (HRMD, House appointment papers to departments/ offices of other signatories thereof. ELISA EVANGE (HRMD, House appointment papers to office (HRMD, House appointment) office of the papers to office (HRMD, House appointment) office of the papers to office of the pap	ELISTA trative or V, RMDO) ANN A. ETA trative or IV, RMDO) ACE A. DZA
Administ Officer (HRMD, Hi ALICE B. P Senior Adm Assista (HRMD, H	IV, RMDO) EDROSA inistrative ant II,
3. Wait for the appointment papers to be signed by concerned signatories of 3. Sign the None 5 Days HON. IM CALIXTO-F City Management papers. Some papers of Some papers	RUBIANO ayor/ Authority s under



				AN MANIE
the City Government of				(Office of the City Mayor)
Pasay.				or
				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
				FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)
				Concerned Department Head/ Head of Office
4. Wait for the issuance of Notice of Appointments by the	4. Prepare and issue Notice of Appointments.	None	1 Hour and 30 Minutes	KESCIA ANN A. LAURETA, Administrative Officer IV, (HRMDO)
HRMDO.				MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
				ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
5. Follow-up on the status of appointment papers at the	5. Sort the Civil Service Commission (CSC) and	None	1 Hour	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)



HRMD, HRMDO.	HRMDO copies of signed			KESCIA ANN A.
	appointment			LAURETA Administrative
	papers.			Officer IV,
	5.1 Prepare endorsement			(HRMD, HRMDO)
	for the signed			MARY GRACE A. MENDOZA
	appointment papers.			Administrative Officer IV,
				(HRMD, HRMDO)
	5.2 Record the signed			ALICE B. PEDROSA
	appointment papers.			Senior Administrative Assistant II,
				(HRMD, HRMDO)
	Advise the concerned			
	appointee/s			
	that appointment			
	papers are ready for			
	delivery to			
	CSC.			
	TOTAL:	None	9 Days, 3 Hours and	
			30 Minutes	

161. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government and G2C-Govenrment to Citizen			
Who may avail:	Current and Former Employees of the City Government			
CHECKLIST OF REQ	QUIREMENTS WHERE TO SECURE			
Principal				
Request letter (1 original)		TLB Claimant		
Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
(1 original)		IBIG, LTO		
GSO Clearance (1 original)		General Services Office		



Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Representative	
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
person represented (1 original)	IBIG, LTO
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
representative (1 original)	IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
(1 original)	IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	• • • • • • • • • • • • • • • • • • • •
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	1. Upon receipt of complete documentary requirements, issue a transaction stub to the client. 1.1 Advise the client to make a follow-up on the status of TLB application after two (2)	None	TIME 5 Minutes	RESPONSIBLE BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL
2. Keep the transaction stub and wait for the application to be processed by the HRMDO-Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).	None	20 Minutes	Administrative Aide I (HRMDO) KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
	2.1 Sign the printed request for ARO.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO)
	2.2 Forward the signed request	None	10 Minutes	KATHERINE D. COSTALES Senior Administrative



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for ARO to the office of the concerned Appointing Authority for approval thereof; after which, to the City Budget Office (CBO) for the preparation of ARO.			Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
2.3 Approve the forwarded request for TLB Application and prepare the ARO thereof.	None	Approval period of request – 7 days	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices



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	_		under Legislative Department (Office of the City Vice Mayor)
2.4 Prepare and sign the ARO for the TLB application and forward it to the Office of the concerned Appointing Authority for his/her signature.	None	30 Minutes (Within the day)	CBO Personnel (CBO)
2.5 Sign the ARO.	None	3 Days	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY.

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				WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
	2.6 Return the signed ARO to the HRMDO.	None	5 Minutes	CBO Personnel (CBO)
	2.7 Prepare the voucher and ALOBS to be	None	50 Minutes	ARMAN JAY O. ADORA Administrative Officer II (HRMDO)
	attached to the other TLB documents.			KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
 Make a follow-up with regard to the approval of request for TLB application. 	3. Advise the client on the request status and process the TLB application.	None	5 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)
	3.1 Sign the voucher attached to the TLB application.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO)
			Waiting period prior to return of the client to the HRMDO – 7 Days	



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4.	Present the transaction stub to the HRMDO and claim the printed ALOBs and voucher from the HRMDO-Compensation and Benefits Division.	4. Release the printed ALOBs and voucher to be signed by concerned Department Heads.	None	5 Minutes	KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
5.	Secure the completeness of signatures from the concerned Department Heads of the City Government of Pasay.	5. Act and sign on the printed TLB application.	None	3 Days	Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government) ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office) or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor) or HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices



				under Legislative Department (Office of the City Vice Mayor)
6. Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	Clerk, (Cash Division, CTO)
	TOTAL:	None	20 Days,	
			2 Hours and	
			35 Minutes	

162. Processing Walk-In Complaints

The Human Resource Management and Development Office processed walk-in complaints referred by the general public to the City Government of Pasay.

Office or Division:	Human Resource N	Human Resource Management and Development Office (HRMDO)			
Classification:	Complex				
Type of Transaction	: G2C- Government	to Citizen			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Filled out complaint for - Complaint Form - Information to I form	` ,	HRMDO Complainant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the filled out complaint form to the HRMDO and present yourself for an interview with regard to your concern/s.	1. Receive the complaint form and proceed with the interview process. 1.1 Confirm with the complainant the details provided in the form. 1.2 Let the	None	15 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)	



	complainant state his/her concern/s. 1.3 Determine the personnel being complained along with the service that must be delivered. 1.4 Advise the complainant on the succeeding process that will be undertaken thereof.			
2. Wait for your complaint to be processed by the HRMDO.	2. Prepare a summary of the complaint, and issue a memorandum directing the respondent (employee being complained) to submit a notarized response, copy furnish the complainant, within forty-eight (48) hours upon receipt thereof.	None	Response time for the respondent: 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
3. Receive the copy of the notarized response provided by the HRMDO.	3. Upon receipt of the notarized response, summarize it and issue a memorandum directing the complainant to comment thereof,	None	4 Hours Response time for the complainant: 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY.

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upon receipt thereof to the on the complaint: Care Affairs, HRMDO)		within forty-eight			I MAVERICKS
4. Submit a comment on the referred complaint based on existing within forty-eight (48) hours upon receipt thereof to the complaint: City Government Department Head II, (HRMDO) A. Decide on the referred complaint based on existing records thereof. A. UBANA Administrativ Officer V, (Client Relation and Custome Care Affairs, HRMDO)					
4. Submit a comment on the referred received sworn-letter response within forty-eight (48) hours upon receipt thereof to the received to the referred complaint: 4. Decide on the referred None 1 Day JOHN NATHANI A. UBANA Administrative Officer V, (Client Relation and Custome Care Affairs, HRMDO)		(48) hours.			-
4. Submit a comment on the received sworn-letter response within forty-eight (48) hours upon receipt thereof to the LIDATEO					_
4. Submit a comment on the referred complaint based on existing within forty-eight (48) hours upon receipt thereof to the submit a complaint based on existing and Custome Care Affairs, HRMDO) (HRMDO) None 1 Day JOHN NATHANI A. UBANA Administrativ Officer V, (Client Relation and Custome Care Affairs, HRMDO)					
4. Submit a comment on the referred received sworn-letter response within forty-eight (48) hours upon receipt thereof to the referred son the referred complaint based on existing records thereof. 4.1 Prepare decision on the complaint:					-
comment on the received sworn-letter response within forty-eight (48) hours upon receipt thereof to the A. UBANA Administrativ Officer V, (Client Relation and Custome Care Affairs, HRMDO)	4 Cubmit o	4 Decide on the	None	1 Day	, , , , , , , , , , , , , , , , , , , ,
received sworn-letter response within forty-eight (48) hours upon receipt thereof to the Administrative Complaint based on existing records thereof. 4.1 Prepare decision on the complaint:			None	i Day	
letter response within forty- eight (48) hours upon receipt thereof to the the total plants based on existing records thereof. 4.1 Prepare decision on the complaint: Officer V, (Client Relation and Custome Care Affairs, HRMDO)					
within forty- eight (48) hours upon receipt thereof to the Off existing records thereof. 4.1 Prepare decision on the complaint: (Client Relation and Custome Care Affairs, HRMDO)		-			
eight (48) hours upon receipt thereof to the on the complaint: and Custome Care Affairs HRMDO)	-	_			1
upon receipt thereof to the on the complaint: Care Affairs, HRMDO)		records thereof.			and Customer
thereof to the on the complaint:	_ : :				
LIDMDO		-			
		on the complaint:			,
	HRMDO.				ATTY.
					MAVERICK S.
agreement/ SEVILLA,					-
					City Government
		settlement on			Department
the resolved Head II,		the resolved			
complaint, (HRMDO)		complaint,			(HRMDO)
or		or			
h) lo the change		h \ lo the electric			
b.) In the absence		·			
of agreement/					
amicable					
settlement, or		-			
if the					
complaint is		·			
not eligible for		_			
that, forward/		, , , , , , , , , , , , , , , , , , ,			
refer the		refer the			
complaint and		complaint and			
other records		other records			
thereof to the		thereof to the			
City Legal		City Legal			
Office (CLO).		Office (CLO).			
TOTAL: None 6 Days and			None	6 Days and	
15 Minutes					



163. Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay

Information with regard to the updated contact numbers of all City Government Departments/Offices and National offices in Pasay can be requested from the Public Information Office.

Office or Division:	Public Information	Public Information Office (PIO)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call the PIO and ask for the updated contact number/s of any city government office or national office in Pasay.	1. Provide requested contact number from PIO directory to the caller.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
TOTAL:		None	5 Minutes	

164. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

Office or Division:		City Planning a	nd Development Office		
Classification:		Simple			
Type of Transaction):	G2G - Governn	nent to Government; G2C Government to Citizen		
Who may avail:		Other City Gov	overnment Departments, National Agencies, Local		encies, Local
			s, Private Researd	chers, and Studen	ts
CHECKLIST OF	F REQUIREMENTS		WHERE TO SECURE		
Duly signed request I	etter (1	(1 original) Requesting Party			
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter		ceive the copy the request	None		MARIA A. LUNA Planning Officer III (CPDO)



indicating the document/s containing the data or information needed to the receiving section of CPDO.	letter and conduct initial evaluation of the information or data being requested. 1.1 Act on/approve request letter. 1.2 Process the request and provide the needed document. • Send the e-file of the requested document/s to the end-user via email. • Prepare, print and release the hardcopy of the requested document/s to the client.	Nama	15 Minutes (includes waiting time for the request to be processed) 20 Minutes (includes waiting time for the request to be processed)	NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)
	TOTAL:	None	If document will be sent via email = 20 Minutes If hard copy will be released to the client at the CPDO = 25 minutes	



165. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division:	Office of the	ne Ci	ty Prosecutor of F	Pasay City		
Classification:	Simple					
Type of Transaction		verni	ment to Citizens			
Who may avail:	All			AUJEDE TO SES	IDE	
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request Form or documents with case information (1 original copy)				y Prosecutor – Cit		
2. Valid government-issued identification				ued ID from any o	-	
card with photo			BIR, DFA, PSA,	SSS, GSIS, Pag-	IBIG, Philippine	
(1 original copy)		Postal Corporation, etc.				
CLIENT STEPS	AGENCY ACTIO	NS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out and	1.Check the		None	2 Minutes	Receiving Staff	
submit the	documentary				(Docket Section)	
request form	requirements					
together with ID to Docket	completeness					
Section for	1.1 Verify the					
initial	status of the	e		10 Minutes		
assessment.	case.	•				
	case.					
*Make sure to	1.2 Issue the			2 Minutes	Records Officer	
secure the	Order of				(Docket Section)	
Order of	Payment if	the			(Dooner Gooden)	
Payment that will be issued.	record is					
will be issued.	available.					
	1.3 Start			10 Minutes		
	processing					
	the request					
2. Pay the	2. Accept the		For first	2 Minutes	Cashier	
required fees at	payment bas	ed	three (3)	Z WIITIULES	(Docket Section)	
the Cashier by	on the Order		pages copy		(Booker Cooker)	
showing the	Payment.	J .	of			
Order of	,		documents			
Payment.			PHP 75			



	Make sure to secure Official Receipt that will be issued upon payment.	2.1	Issue the Official Receipt.	 Succeeding pages PHP 2 per page 	2 Minutes	
3.	Return to the Docket Section for the processing and release of certification.	3.	Check the Official Receipt.	None	2 Minutes	Records Officer (Records Section)
4.	Receive the certification and sign in the logbook.	4.	Issue the Certificate to the client.	None	2 Minutes	Records Officer (Records Section)
			TOTAL:	 For first three (3) pages copy of documents PHP 75 pesos Succeeding pages PHP 2 per page 	32 Minutes	

^{*}Schedule of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012.

166. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division:	Office of the City Prosecutor of Pasay City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form or d information (1 original contents)		Office of the City Prosecutor – City of Pasay		
Valid government-issued identification card with photo (1 original copy)		Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill-out and submit the request form together with ID to Docket Section for initial	Check the documentary requirements for completeness. Verify the status	None	2 Minutes 5 Minutes	Receiving Staff (Docket Section)
* Make sure to secure the Order of Payment that will be issued.	of the case. 1.2 Assess and issue Order of Payment, if no pending case.		2 Minutes	Records Officer (Docket Section)
	1.3 Processing of the request		5 Minutes	
2. Pay the required fees at the Cashier by showing the Order of	2. Accept the payment based on the Order of Payment:	• For Firearm License PHP 1,000	2 Minutes	Cashier (Docket Section)
Payment. * Make sure to secure Official Receipt (O.R) that		For Permit to Carry PHP 500		
will be issued upon payment.		For Foreign Travel PHP 200		
		For Retirement/ Resignation PHP 100		



					NO MAIN
			For Foreign Employment PHP 100		
			 For Local Employment PHP 50 		
		2.1 Issue the Official Receipt.		2 Minutes	
3.	Present the O.R. to the Docket Section.	Check the Official Receipt and process the request.	None	2 Minutes	Records Officer/ Records Section
4.	Receive the clearance and sign in the logbook.	Issue the Certificate to the client.	None	2 Minutes	Records Officer/ Records Section
		TOTAL:	• For Firearm License PHP 1,000	22 Minutes	
			 For Permit to Carry PHP 500 		
			• For Foreign Travel PHP 200		
			For Retirement/ Resignation PHP 100		
			 For Foreign Employment PHP 100 		



For Local Employment	
PHP 50	

^{*}Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

167. Reassessment/Correction of Property Records

Real Property Owner/s who would like to reassess or correct assessments on their property records requests this service from the City Assessor's Office.

Office or Division:	City Assessor's Office (CAssrO)					
Classification:	Simple					
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen				
Who may avail:	Property Owner/s					
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Principal						
Government Issued Ider (1 photocopy)		Post Office, COMELEC,		GSIS, Pag-IBIG, LTO,		
Letter request for Reass Correction (1 original co	py)	Property Ow				
Updated payment of Rea (1 photocopy)		City Treasur	er's Office	_		
Representative						
Authorization letter/Spec Attorney (1 original copy	·)	Citizen or Cl	lient Being Repres	sented		
Government Issued Ider the person being representation (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID				
Government Issued Ider the Representative (1 ph		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID				
Letter request for Reass Correction (1 original co	essment or py)	Person Represented (Property Owner)				
Updated payment of Rea (1 photocopy)		City Treasur				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit all documentary requirements to the assigned personnel of the City Assessor's Office-Administrative &	1. Check and record submitted documents; and endorse it to the Deputy-in-Charge for	None	10 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO) MA. INES A. ROBIN Administrative Aide II (CAssrO)		



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Assessment Records Management Division.	1.1 Schedule the site inspection.	None	10 Minutes	JEMALYN A. LABACO Administrative Assistant V (CAssrO) Deputy-in-Charge of the area/s where the property is located (CAssrO)
2. Proceed to City Treasurer's Office (CTO) for Correction Fee payment.	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	PHP 40	5 Minutes	Cashier (CTO)
3. Present payment receipt to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	3. Inspect the site and prepare the Field Appraisal Assessment Sheet (FAAS). 3.1 Prepare and process the Tax Declaration.	None	2 Hours 30 minutes	Deputy-in-Charge of the area/s where the property is located (CAssrO) ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CAssrO) ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CAssrO) MARISSA R. BACAMANTE Administrative Aide I (CAssrO) RICARDO G. ESTANILAO
				Data Controller IV (CAssrO) ROVELYN D. AGUILAR

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4 Claim the copy revised Tax Declaration from the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	4. Maintain a copy thereof for file reference.	None PHP 40	5 Minutes 3 Hours	Administrative Aide IV (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor (CASSTO) MARISSA R. BACAMANTE Administrative Aide I (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO)
	IOIAL:	PHP 40	3 Hours	

168. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	Office of the	e City Prosecutor of Pasay City		
Classification: Simp		Simple		
Type of Transaction:	G2C – Gove	ernment to Citizens		
Who may avail:	All			
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
1. Affidavit of Arrest/Apprehens		Philippine National Police (PNP)/NBI and Other		
Affidavit of Turnover if citizen	's Arrest)	Law Enforcement Agencies (LEA)		
(1 original copy, 4 + no. of re	spondent/s			
photocopies)				



				RO MANIL
no. of respondent	ort (1 original copy, 4 + /s photocopies) + no. of respondent/s	PNP/NBI/LEA		
3. Affidavit of compla	ainant and witness/es + no. of respondent/s	Complainant a	nd Witness/es	
+ no. of responde	case (1 original copy, 4 nt/s photocopies):	Complainant		
	d certified under oath er or citizen effecting	Office of the Ci	ty Prosecutor – C	ity of Pasay
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged. The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents. 1.1 If complete, require the complainant to fill-up the Investigation Data Form (IDF). 1.2 If no Affidavit of Arrest and IDF, return all documents.	None	5 Minutes	Receiving Staff (Docket Section)
2. Fill out and submit the IDF.	2. Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.	None	5 Minutes	Receiving Staff (Docket Section)



Submit to the receiving staff.	3. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 Minutes	Receiving Staff (Docket Section)
	3.1 Write or stamp the assigned NPS docket number on the IDF.			Docketing Staff (Docket Section)
	3.2 Record the complaint in the appropriate logbook and electronic database, if any.			Records Officer (Records Section)
4. Receive duly stamped/receive d copy of IDF with assigned NPS docket number and sign in the logbook	4. The law enforcer will proceed directly to the Prosecutor on duty.	None	5 Minutes	Receiving Staff (Docket Section)
5. Proceed to Prosecutor on duty for Inquest Proceedings.	5. Conduct Inquest Proceeding.	None		Prosecutor on duty (Ground Floor, Hall of Justice Bldg.)
	TOTAL:	None	20 Minutes	

169. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor – Pasay City		
Classification:	Simple		



Type of Transaction: G2C – Government to Citizens						
	ay avail:	All				
CH	HECKLIST OF RE	EQUIREMENTS	l	WHERE TO SECU	RE	
 Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies) 		Complainant				
Affidavit/sworn-statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)		Witness/es				
3. Supporting Documents depending on the nature of the case (1 original copy, 4 + no. of respondent/s photocopies)		Complainant				
 Investigation Data Form (1 original copy, 2 photocopy) 		Office of the City Prosecutor of Pasay City				
CLII	ENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
requ prop arrar and	imentary irements erly bound, nged, labeled paged.	 Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If incomplete, return all documents. 	None	5 Minutes	Receiving Staff (Docket Section)	
2. Fill-c the I	out and submit DF.	2. Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/witn ess (es) affidavit/s	None	5 Minutes	Receiving Staff (Docket Section)	



3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits	3. Administer the oath	None	5 Minutes	Prosecutor on-duty
Submit to the receiving staff.	4. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 Minutes	Receiving Staff (Docket Section)
	4.1 Write or stamp the assigned NPS docket number on the IDF.			Docketing Staff (Docket Section)
	4.2 Record the complaint in the appropriate logbook and electronic database, if any.			Records Officer/ Records Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook	5. The City Prosecutor will assign the case to the investigating prosecutor.	None	5 Minutes	City Prosecutor
	TOTAL:	None	25 Minutes	

170. Receiving Official Communications

Requests, complaints and other official communications from various departments/offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.



NERELIE N.

BAUTISTA

Administrative Aide IV, (ADMIN)

				ETRO	
Office or Division:		City Administrator's Office (ADMIN) Operations Division -			
		Communication and Records Management Section			
Classification:		Simple			
Type of Transaction					
Who may avail:	External Clients (Pri		•		
	Units) and Internal C	`	Executive and Leg	gislative	
	Departments and Of	fices)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Duly signed request,		Private indiv	idual/NGAs, PCG	i	
official communication	n/s (1 original or	Department	Office		
1 photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
OLILITI OTLI O		BE PAID	TIME	RESPONSIBLE	
1. Submit request,	1. Receive and	None	2 Minutes	NERELIE N.	
complaint and/or	record the			BAUTISTA	
other official	document.			Administrative Aide IV	
communication				(ADMIN)	
to the Receiving				(ADIVIIIV)	
Section of the				Atty. AIREEN	
ADMIN.	1.1 Review and	None	2 Minutes	SISON-	
	forward the			MADRONA	
	document to			CGADH I	
	the City			(ADMIN)	
	Administrator				
	for information				
	and instruction.				
	4.05		0.14	WILBERT	
	1.2 Endorse	None	2 Minutes	MICHAEL C.	
	received			MARTINEZ	
	document to			Administrative	
	the office			Aide III,	
	concerned for			(ADMIN)	
	appropriate				
	action.				

None

None

5 Minutes

11 Minutes

1.3 Follow up

actions taken

by the office/s concerned and inform the client about it.

TOTAL:



171. Redeeming of Apprehended Driver's License and/or Plate Numbers

Redeeming of Apprehended Driver's License and/or Plate Numbers from the Pasay Traffic and Parking Management Office.

Office or Division: Pasay Traffic and Parking Management Office (PTPMO)			
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Apprehended Mo	otorists	
CHECKLIST OF REQU	UIREMENTS	WHERE TO SECURE	
Principal			
Any Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
(1 original, 1 photocopy)			
Original copy of Ordinance	Violation	PTPMO	
Receipt (OVR) (1 original)			
For Lost Ordinance Viola	tion Receipt		
(OVR):			
Any Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
(1 original, 1 photocopy)	1 /4 !!!		
Duly Notarized Affidavit of	Loss (1 original):	A mana bana da di Matariat	
- Affidavit of Loss		Apprehended Motorist	
 Notarization Copy of Official Receipt (O 	D)	Notary Public PTPMO	
(1 photocopy)	K)	PIPINO	
Certificate of Registration of	of the vehicle	Land Transportation Office (LTO)	
(1 original)	of the verticie	Earla Transportation Office (ETO)	
Representative			
Authorization Letter (1 orig	inal)	Person Represented (Apprehended Motorist)	
Any Government ID Card	of Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Represented (Apprehende			
(1 original, 1 photocopy)	,		
Any Government ID Card	of	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Representative (1 original)			
OVR issued by the Appreh	ending Officer	PTPMO	
(1 original)			
For Lost OVR:			
Authorization Letter (1 original)		Person Represented (Apprehended Motorist)	
Any Government ID Card of Person		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Represented (Apprehended Motorist)			
(1 original, 1 photocopy)			
Any Government ID Card of		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Representative (1 original)			
Duly Notarized Affidavit of Loss (1 original):			
- Affidavit of Loss		Person Represented (Apprehended Motorist)	



- Notarization Notary Public					
Copy of OR (1 photocopy) PTP		PTPMO	PTPMO		
Certificate of Registre (1 original)	ration of the vehicle	LTO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present the Original OVR to the Redemption Section of the PTPMO.	Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the	None	10 Minutes 5 Minutes	ARNOLD B. DAYAWON Traffic Aide I (PTPMO) LLORA G. GONZALES	
O. Described	client.	Diagonalis	O Minutes	Traffic Aide I (PTPMO)	
2. Proceed to the PTPMO Cashier's Office for the payment of fees.	Issue the Official Receipt (OR) to the client.	Please refer to the table of fees below	3 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II/Cashier (CTO)	
3. Claim the Driver's License and/or Plate Number to the assigned personnel of PTPMO.	3. Release the Driver's License and/or Plate Number to the client.	None	2 Minutes	LLORA G. GONZALES <i>Traffic Aide I</i> (PTPMO)	
	TOTAL:	Please refer to the table of fees below	20 Minutes		

Note:

^{*} Redeeming of license and/or late number is open from Monday to Friday, 7:30 AM-4:00 PM only. There's no office transaction during Saturdays, Sundays and Holidays.



^{*} It should be claimed within five (5) working days only. **Additional of 5% penalty per day** according to violation fee will be added after the expiration date indicated in the OVR.

^{*} Unclaimed driver's license and/or plate numbers within a period of one (1) month shall be reported and forwarded to the LTO for appropriate action.

	VIOLATION	FEE
Art. V	Any violation of General Driving Rule:	
	Keeping as far as right as practicable	PHP 500
	Overtaking	PHP 500
	Use of center lanes of three lanes thoroughfares	PHP 500
	Passing vehicles	PHP 500
	Giving way to Overtaking vehicles	PHP 500
	Drivers not to Obstruct Traffic	PHP 500
	Driving in Lanes Thoroughfares	PHP 500
	Driving through roundabouts and Rotonda	PHP 500
	Keeping the Right of double yellow lanes	PHP 500
	Driving in bicycle lanes	PHP 500
	Driving in reserved lanes	PHP 500
	Driving over a yellow box	PHP 500
Sec. 6	Erection and interference with Traffic control items	PHP 1,000
Sec. 10	Disobedience to Traffic Control Signals	PHP 500
Sec. 11	Disobedience to Signs	PHP 500
Sec. 24	Not giving way at intersections	PHP 500
Sec. 25	Not giving way during turns	PHP 500
Sec. 26	Not giving way to or from parked vehicles	PHP 500
Sec. 27	Not giving way to emergency vehicles	PHP 500
Sec. 28	Not giving way to vehicles while leaving or entering a	PHP 500
	road	
Sec. 29	Not giving way at roundabout and Rotonda	PHP 500
Sec. 55 (i)	Non-payment of Parking Fee	PHP 400 + towing fee
Sec. 58	Driving under the influence of drugs or liquor	PHP 500
Sec. 72	Improper riding bicycle or tricycle	PHP 500
Sec. 73 (d)	Driving outside Bicycle lane	PHP 200
Sec. 73 (f)	Driving tricycle on National Road	PHP 500 + impounding
Sec. 73 (I)	Load not properly secured	PHP 100
	Violation of bridge load limit or limit in the use of bridge	PHP 500
Sec. 91 (a)	VIDISTIAN AT DITAME INSALITMIT AT HIMIT IN THE LICE AT ATIMAE	



Sec. 93	Violation unlimited truck ban	PHP 1,000
Sec. 97 (a)	Driving without license	PHP 500
Sec. 97 (b)	Violation of license restriction	PHP 150
Sec. 97 (c)	Failure to carry/show/ surrender Driver's License	PHP 150
Sec. 97 (d)	Failure to show/carry vehicle registration	PHP 150
Sec. 97 (e)	Driving in sando's/slippers	PHP 150
Sec. 101	Road Worthiness of Motor Vehicle	PHP 2,500 + impounding
Sec. 102	"Kabit System"	PHP 2,500 +
(a)		recommended cancelation
		of franchise
Sec. 103	Lack of Accessories of taxicabs	PHP 300
(a)		
Sec. 104	Improper uniform	PHP 500
(a)		
Sec. 104	Discrimination of passenger/ Trip cutting	PHP 1,000
(b)		
Sec. 104	Violation Pedestrian Crossing	PHP 500
(c)		
Sec. 105	Violation Restrictions on Pedestrian	PHP 200
Sec. 107	Violation Restriction on Pedestrian	PHP 500
Sec. 110	Following trucks and other emergency vehicles	PHP 500
Sec. 113	Driving through funeral or other processions	PHP 500
Sec. 114	Violation Restriction on animal and livestocks	PHP 500
Sec. 117	Improper opening of doors and alighting from vehicles	PHP 150
Sec. 118	Improper use of horns, warning instruments	PHP 1,000
Sec. 145	DOTC Dep't. Order No. 96-693- Colorum	PHP 2,000
Art. XIII	Violation of procedures involving Traffic Accidents	PHP 2,000
Art. XV	Violation or non-compliance with any section or article	PHP 500
	regarding lighting, warning signs, equipment	
Art. XXIV	Violation Vehicular Reduction Scheme	PHP 350
NOTE:	For the 2nd and subsequent offenses, the penalties	Not to exceed
	shall be 2x the value of the most recent fines on record	PHP 2,500 per violation
	whether the same had been paid or not	
	For Habitual Offenders, or when the violation involved	PHP 10,000 + cancellation
	properly damage or loss of life, the Traffic and Parking	of driver's license
	Management Office shall seek the cancellation of the	
	driver's license through Land Transportation Office	
	(LTO)	



172. Registration and Processing of Court Decree

The registration of Court Decree (decision/order/resolution and its Certificate of Finality), annotation of civil registry document affected by the court decree can be secured at the Local Civil Registry Office. At the same time, this Office issues certified copies of the court decree and annotated civil registry document.

Office or Division:	Office or Division: Local Civil Registry Office (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
Principal:				
Decision from Pasay City	y RTC			
Certified true copy of the C (3 original)	Court Decree	RTC branch where the court decree was issued		
Certified true copy of the C Finality (3 original)	Certificate of	RTC branch where the court decree was issued		
Foreign Court Decree (1 CTC), (In case of a Recognition of Foreign Court Decree)		LCRO of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding) or RTC branch where the court decree was issued		
Civil Registry document af	fected by the	LCRO where the civil registry document was		
decision (1 photocopy)		registered		
Decision from another lo				
Certificate of Registration (1 original, 2 CTC)		LCRO of the city or municipality where the court decree was issued		
Certificate of Authenticity (1 original, 2 CTC)	LCRO of the city or municipality where the court decree was issued		
Registered Court Decree (3 CTC)	LCRO of the city or municipality where the court decree was issued		
Certificate of Finality (3 CT	-C)	LCRO of the city or municipality where the court decree was issued		
Registered Foreign Court Decree (1 CTC) (In case of a Recognition of Foreign Court		LCRO of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding)		
Decree)		or LCRO of the city or municipality where the court decree was issued		
Civil registry document to be annotated (1 photocopy)		PSA		
Confirmation of Divorce	issued by a			
Shari'a Court				
Certified true copy of the C	Court Decree	Circuit Registrar where the Shari'a Court Decree was		



(3 original)	issued
Certified true copy of the Certificate of	Circuit Registrar where the Shari'a Court Decree was
Finality (3 original)	issued
Certificate of Divorce	Circuit Registrar where the Certificate of Divorce was
(2 CTC)	registered
Joint Affidavit of Ratification of Marriage	Circuit Registrar where the legal instrument was
(2 CTC)	registered
Certificate of Conversion to Islam of each	Circuit Registrar where the Certificate of Conversion
spouse who converted to Islam	to Islam was registered
(2 CTC)	
Civil Registry document affected by the	PSA
decision (1 photocopy)	
Representative:	
Decision from Pasay City RTC	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Petitioner)	
(1 original, 1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	
Certified true copy of the Court Decision	RTC branch where the court decree was issued
(3 original)	
Certified true copy of the Certificate of	RTC branch where the court decree was issued
Finality	
(3 original)	
Foreign Court Decree (1 CTC),	LCRO of Manila (in case the Foreign Court Decree
(In case of a Recognition of Foreign Court	was registered in Manila prior to the court
Decree)	proceeding)
	or
	RTC branch where the decision was rendered
Civil Registry document affected by the	LCRO where the civil registry document was
decision (1 photocopy)	registered
Decision from another locality	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Petitioner)	
(1 original, 1 photocopy)	DID D . 0/// DO: 000 0010 0017
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	1.000 (1)
Certificate of Registration (1 original, 2 CTC)	LCRO of the city or municipality where the court
	decree was issued
Certificate of Authenticity (1 original, 2 CTC)	LCRO of the city or municipality where the court
	decree was issued
Registered Court Decision (3 CTC)	LCRO of the city or municipality where the court



				AO MANI
		decree was issued	<u> </u>	
Certificate of Finality	(3 CTC)	LCRO of the city or municipality where the court		
	,	decree was issued		
Registered Foreign C	Court Decree	LCRO of Manila (i	n case the Foreign	Court Decree
(1 ČTC)		was registered in I		
,	ition of Foreign Court	proceeding)		
Decree)	3	or		
,		LCRO of the city or municipality where the court		
		decree was issued		
Civil registry docume	nt to be annotated	PSA		
(1 photocopy)				
Confirmation of Div	orce issued by a			
Shari'a Court	•			
Authorization Letter (1 original)	Person Represent	ed (Petitioner/Doc	cument Owner)
	Card of the person/s	BIR, Post Office, F	,	,
represented (Petition		,		·
(1 original, 1 photoco	,			
Valid Government ID		BIR, Post Office, F	PSA, SSS, GSIS, O	COMELEC, LTO
representative (1 orig	jinal, 1 photocopy)	,,,,,,,		
Certified true copy of		Circuit Registrar where the Shari'a Court Decree was		
(3 original)		issued		
Certified true copy of	the Certificate of	Circuit Registrar where the Shari'a Court Decree was		
Finality (3 original)		issued		
Certificate of Divorce		Circuit Registrar w	here the Certificat	e of Divorce was
(2 CTC)		registered		
Joint Affidavit of Ratif	ication of Marriage	Circuit Registrar w	here the legal inst	rument was
(2 CTC)		registered		
Certificate of Convers	sion to Islam of each	Circuit Registrar w	here the Certificat	e of Conversion
spouse who converte	ed to Islam	to Islam was regis	tered	
(2 CTC)				
Civil Registry docume	,	PSA		
decision (1 photocop	y)		T	1
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	Review for	None	6 Minutes	ROD-JAN S.
required	jurisdiction,			POLIDARIO
documents to	correctness,			Registration
the registration	· ·			Officer II
officer/clerk at	completeness of			(LCRO)
the Local Civil	the documents.			0"
Registry Office,	1.1 Once reviewed			or
and mention the	1.1 Once reviewed,			ROMULO C.
number of	issue the order of			TRESVALLES
certified copies	payment for			City Civil



					RO MANIL
	to be requested.	applicable fees			Registrar (LCRO)
2.	Pay the required fee at the City Treasurer's Office.	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	 Registration Fee – PHP 300 Computerizati on Fee – PHP 20 Legal Research – PHP 10 Certificate of Registration - PHP 50/pc Certificate of Authenticity – PHP 50/pc Certified true copy – PHP 50/page Annotation Fee – PHP 50 	5 Minutes	Teller (CTO)
3.	Present OR to the registration officer/clerk at the LCR Office	3. Verify OR and issue claim stub indicating the date of release 3.1. Assign/inscribe registry number to the court decision/decree/ order (if from Pasay City court) 3.1.1. For court decree	None	5 Days and 2 Minutes (excluding turnaround time for verification of authenticity)	ROD-JAN S. POLIDARIO



	1.0	1	Т	5
	d from			Registration
anoth	er locality,			Officer II
verify	from the			(LCRO)
	of origin			
	thenticity,			
	irmed,			
	· ·			
I	ed to the			
next s	teps			
3.2. Record	l/log the			
received	_			
decree				
desiree				
3.3. Prepare				
Certificate	e of			
Registrat	on and			
	ity, if from			
Pasay Ci				
l addy d.	y oourt			
3.4. Prepare	certified			
true copy				
court ded				
	of finality;			
certified t				
of the cer				
registration				
authentic	-			
decision	s from			
other loca	ality,			
	opy of the			
registered				
court dec				
Court dec				
3.5. Prepare	the			
annotatio				
	copy of the			
annotate				
	=			
registry d	ocument			
3.6. Sign the	,			ROMULO C.
documen				TRESVALLES
release.	13 101			City Civil
release.				Registrar
				(LCRO)



4. On date of release, present the claim stub at the LCRO releasing window.	4. Verify the document being claimed; and release the number of sets requested to the client.	None	1 Minute	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
5. Sign the logbook at the LCRO releasing window, and receive the documents and instructions.	 5. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat. 5.1 Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference. 	None	2 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	TOTAL:	Registration and CTCs PHP 330 + (Certification + Authenticity + No. of pages of Court Decision + Cert. of Finality) x PHP 50 x no. of sets = R With annotation:	5 Days and 16 Minutes (excluding turnaround time for verification of authenticity)	



R + PHP 50 +	
no. of copies of	
annotated civil	
registry	
document = B	
Recognition of	
foreign court	
order:	
3.301.	
B + no. of pages	
of registered	
foreign decision	
X	
PHP 50 = C	
1111 30 = 0	
Legend:	
R-Registration	
And CTCs	
B- Registration	
And CTCs +	
Annotation/s	
C- Registration And CTCs +	
Annotation/s +	
CTC of Foreign	
Court Decision	

173. Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)

Securing Electronic Mamamayan ID from Pasay City Barangay Bureau to avail financial assistance and other government related services.

Office or Division:	Pasay City Barangay E	Pasay City Barangay Bureau (PCBB)			
Classification:	Simple				
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	All Pasay City Residents				
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Government Issued Identification (ID) Card		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,			
(1 original, 1 photocopy) LTO, COMELEC					
Barangay ID Card (Optional in the absence of		Barangay Hall			
any Government Issued ID Card)					
Email Address (1 active)		Pasay City Resident			



Mobile Number (1 registered)		Telecommunication Company/ies (Smart, Globe, TalkNText, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online EMI ePortal website of Pasay City https://pasayemi.ph then click the WEB PORTAL.	Check the web portal and process the online application of the resident.	None	5 minutes	KHRISTINA B. BERMUDEZ Community Affairs Assistant II (PCBB)
1.1 Click the "Sign Up" button to proceed with the registration and accomplished all the required information.				
1.2 Click the "Valid ID/Certificate Type" then upload the photo of ID Card.				CHEYSSER F.
1.3 Click the Camera Button at the upper part of the interface to take a "selfie" and register your Facial ID, then click				SAGMIT Community Affairs Assistant II (PCBB)
"SUBMIT".	2. After the successful registration, inform the resident to notify their barangay secretary for the verification of his/her Citizens Registration Management System (CRMS) account.			
	TOTAL:	None	5 Minutes	



174. Registration of a Person with No Known Parent/s or a Foundling (OCRG Form No. 101)

Securing registration of Certificate of Live Birth of a Person with No Known Parent/s (Foundling) from the Local Civil Registry Office.

Office or Division:	Local Civil Registry (Office (LCRO)				
Classification:	Highly Technical					
Type of Transaction:	G2C – Government t	G2C – Government to Citizen				
Who may avail:	NACC/RACCO or NA	ACC-Authorize	d Social Worker, A	Adult Foundling		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE		
0-17 years old						
Accomplished and duly n	otarized Certificate of	NACC-Regio	nal Alternative Chi	ild Care Office		
Live Birth of a person with		(RACCO) or	NACC-Authorized	Social Worker		
(OCRG Form No. 101) (4	<u> </u>					
Affidavit of the Finder (2 of		Notary Public				
Certification from Barang		Barangay Ha	ll where the found	ling was reported		
whichever is applicable (I original or certified	or				
true copy)			where the foundlin			
NACC Summary Case St	udy Report (1original		ional Alternative C	child Case Office		
or certified true copy)		(RACCO)				
18 years old and above						
Accomplished and duly n	otarized Certificate of	Regional Alternative Child Care Office (RACCO)				
Live Birth of a person with	· · · · · · · · · · · · · · · · · · ·	or Social Wo	rker			
(OCRG Form No. 101) (4	original)	N. C. D. L.				
Affidavit of the Finder	<u> </u>	Notary Public		. 0.00		
LSWDO Summary Case		Local Social Welfare and Development Office				
(1 original or certified cop		Notary Dublic				
Affidavit for delayed regis		Notary Public	,			
days when the child was	round) (1 original)		<u> </u>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the	1. Review for	None	10 Days and	ROD-JAN S.		
accomplished	jurisdiction,		13 Minutes	POLIDARIO		
Certificate of Live	correctness,			Registration		
Birth of a Person completeness, and				Officer II		
with No Known	condition of the			(LCRO)		
Parent/s (OCRG						
Form No. 101) and	COLB (OCRG					
other documentary	Form No. 101).					
requirements to the	1.1 Decelus and leave					
Registration Officer	1.1 Receive and issue					



	•		T	
at the Local Civil Registry Office.	claim stub indicating the date and time of release 1.2 File accepted application for the 10-day posting period 1.3 Review and sign			ROMULO C.
	the COLB (OCRG Form No. 101) 1.4 Assign/Inscribe			TRESVALLES City Civil Registrar (LCRO)
	registry number to the COLB (OCRG Form No. 101) and segregate LCRO and PSA file copies and two (2) copies for the interested party.			ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
On release date, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COLB (OCRG Form No. 101) being claimed, and issue the two (2) copies of the registered COLB (OCRG Form No. 101) to the client.	None	1 Minute	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
3. Claim the COLB (OCRG Form No. 101) from the Local Civil Registry Office releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and	None	2 Minutes	LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S.



keep the records for future file/reference.			RIVERA II Administrative Aide II (LCRO)
TOTAL:	None	10 Days and 16 Minutes	

175. Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father)

Securing a registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father from the Local Civil Registry Office.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C – Governm	ent to Citizen		
Who may avail:	Document Owne	er, Parents/Guardians of the Document Owner		
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE		
Acknowledgment/Admiss	sion of			
Paternity				
Copy of the registered Cert		Philippine Statistics Authority (PSA) or LCRO		
Birth (1 original, 1 photocop	oy)			
Duly notarized Affidavit of		Notary Public		
Acknowledgment or Admis	sion of Paternity			
(4 original)	en e			
Two (2) documents to prov	_	Acknowledging Father		
SSS, PHILHEALTH, GSIS,	HR, Diary			
(1 original)	o Eathar	Father		
Personal Appearance of the Valid Government ID Card				
	or the Father	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original, 1 photocopy) Affidavit to Use the Surna	me of the			
Father (AUSF) - R.A. 9255				
Applicable to a child born of				
August 3, 1988, and whose				
been expressly established				
the back of the registered Certificate of				
Live Birth or in a duly registered separate				
public instrument.				
Copy of the registered Certificate of Live		PSA or LCRO		
Birth (1 original, 1 photocop	oy)			
Duly notarized Affidavit to U	Jse the	Notary Public		



Surname of the Father executed by the	
mother/guardian or the child, if the child is aged 7 years old and above	
Duly Notarized Sworn Attestation of the	Notary Public
mother/guardian if the child aged 7-17	
years old executed the AUSF	
Personal Appearance of the	Mother/Guardian/Child
Mother/Guardian and/or Child	
Valid Government ID Card of the	DEP-Ed/CHED Accredited School, BIR, Post Office,
Mother/Guardian and/or Child	PSA, SSS, GSIS, COMELEC, LTO
(1 original, 1 photocopy)	
Legitimation	
Applicable to a child whose filiation had	
been expressly established by the father at	
the back of the registered Certificate of	
Live Birth or in a duly registered separate	
public instrument.	PSA or LCRO
Copy of the registered Certificate of Live Birth (1 original, 1 photocopy)	PSA OF LURU
Duly notarized Joint Affidavit/Deed of	Notary Public
Legitimation (4 original)	Notary Fublic
Duly notarized Affidavit of Consent of the	Notary Public
child, if child subject for legitimation is 18	Trotally I dollo
years and above	
Registered Certificate of Marriage of	PSA
parents (1 original, 3 photocopies)	
Advisory on Marriages (CRS Form No. 5)	PSA
or Certificate of No Marriage (CENOMAR)	
of parents (1 original, 2 photocopies for	
each parent)	
Annotated Certificate of Marriage of the	PSA
parent previously married but was declared	
void ab initio	
Registered Court Decision and Certificate	LCRO where the court decree for declaration of nullity
of Finality of the Declaration of Nullity of	of marriage was registered
Marriage	
Personal Appearance of Parents	Parents
Valid Government ID Card of Parents	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
(1 original, 1 photocopy)	DOA.
Certificate of Death of the deceased	PSA
parent, if applicable (1 original,	



3 photocopies)				NO MAY
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to the registration officer at the Local Civil Registry Office.	1. Review for jurisdiction, correctness, completeness of the documents. 1.1. Once checked, issue order of payment for registration fee, annotation fee, certified copy of the annotated COLB and computerization fee to the client.	None	6 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Acknowledgment/ Admission of Paternity – PHP 50 For AUSF – PHP 100 For Legitimation – PHP 100 Annotation Fee – PHP 50 CTC of COLB – PHP 50 CTC of the registered L.I. – PHP 50 Computerization	5 Minutes	Teller (CTO)



				AO MAN
		Fee – PHP 20		
3. Present OR to the registration officer at the Local Civil Registry Office	3. Verify OR, issue claim stub indicating the date and time of release	None	5 Days and 2 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	3.1 Assign/inscribe registry number to the legal instrument.			or ROMULO C. TRESVALLES City Civil Registrar (LCRO)
	3.2 Prepare the annotation, Certification of Registration, certified true copies of the registered legal instrument, unannotated COLB, annotated COLB, and Certificate of Marriage, in case of legitimation.			
4. On release date, present the claim stub at the Local Civil Registry Office releasing window.	 4. Verify and release the requested document. 4.1 Verify the document being claimed. 4.2 Record the name of the child and the claiming 	None	3 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



				AO MANI
	party in the release logbook 4.3 Release Certification, Certified true copies of registered legal instrument and annotated COLB for submission to PSA			
5. Sign the logbook at the Local Civil Registry Office releasing window.	5. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	3 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO)
	TOTAL:	For Acknowledgment/ Admission of Paternity – PHP 420 For AUSF – PHP 420 For Legitimation – PHP 420 For Acknowledgment with AUSF – PHP 520 For Acknowledgment	5 Days and 19 Minutes	



	+ Legitimation – PHP 520		
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176. Release of Confiscated Goods from Sidewalk Vendors

The Pasay City Environment and Natural Resources Office enforces vendor control operations for a maximum of sixteen (16) hours at two (2) shifts per day.

Office or Division:	Pasay City Enviror	Pasay City Environment and Natural Resources Office (PCENRO)				
Classification:	Simple					
Type of Transaction:		nt to Citizen				
Who may avail:	Vendors					
CHECKLIST OF R			WHERE TO SEC	CURE		
Barangay Certificate (Barangay Hall				
Government Issued I.I	D. Card		ce, PSA, SSS, GS	SIS, COMELEC,		
(1 photocopy)		LTO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to PCENRO for the inventory of the number of goods confiscated.	1. Issue a claim stub to the vendor, which indicates the time and date of redemption; then, issue order of payment.	None	3 Minutes	ENCARNITA A. IDIOMA, Administrative Assistant II, (PCENRO)		
2. Pay the amount indicated in the order of payment to the City Treasurer's Office (CTO).	2. Receive the payment and issue Official Receipt (OR) to the vendor.	1-2 Sacks of confiscated goods – PHP 1,000 3 or more sacks of confiscated goods – PHP 2,000	3 Minutes	Cashier, (CTO)		
Present the OR to the warehouseman of PCENRO for	3. Release the goods immediately upon verifying	None	4 Minutes	RONALD RAE M. SALVADOR, Supervising Administrative		



the release of confiscated goods.	the official receipt presented.			Officer (PCENRO)
	TOTAL:	1-2 Sacks of confiscated goods – PHP 1,000 3 or more sacks of confiscated goods – PHP 2,000	10 Minutes	

177. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All Offices/Department			National
	Government Agencies	assigned in		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Approved Property Ackn (PAR) (1 original, 2 dupli		Requesting	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Property Acknowledgement Receipt (PAR).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
2. 2. Receive the requested property/ie included in the PAR.	2. Release the property/ies available in the Stock Room as included in the PAR of the	None	45 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO)



	requesting office/ department. 2. 2.1 Check and sign the PAR and release a copy to the end-user office/ department.		3 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	None	50 Minutes		

178. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmen	t	
Who may avail:	All Offices/Department	s of the City	Government and	National
	Government Agencies	•		
CHECKLIST OF R			WHERE TO SE	CURE
Approved Inventory Cus (2 original, 2 duplicate)	todian Slip (ICS)	Requestino	g Department/Offic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Inventory Custodian Slip (ICS).	Check and verify completeness of required signatures in the form.	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
2. Receive the requested items/supplies included in the ICS.	2. Release the items available in the Stock Room as included in the ICS of the requesting	None	1 Hour	MARK LAWRENCE I. ORTEGA Admin. Assistant I (GSO)



 			AO MAN
office/ department.			JOHN PETTER S. CAPILI
2.1 Retain a copy of the ICS for GSO file.			Administrative Assistant III (GSO)
			ARMAND D. RIVERA Administrative Officer II (GSO)
2.2 Prepare Report of Semi- Expendable Property Issued (RSPI) and its	None	30 Minutes	ARCHIBALD C. BAJADA Administrative Officer II (GSO)
transmittal.			MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO)
			JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO)
7 loodantant.			ARCHIBALD C. BAJADA Administrative Officer II (GSO)
			ARBIE B. SABULAO Officer-in-Charge (GSO)
TOTAL:	None	1 Hour and 35	
		Minutes	
 	·00		



179. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple	Simple		
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices/Department	s of the City	Government and	National Government
	Agencies assigned in t	he City		
CHECKLIST OF R			WHERE TO S	ECURE
Approved Requisition & (2 original, 2 duplicate)	Issue Slip (RIS)	Requesting	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Requisition and Issue Slip (RIS).	1. Check and	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
2. Receive the requested items/supplies include in the RIS.	2. Release the	None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
	2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.	None	30 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II
	2.3 Check the SSMI and sign	None	3 Minutes	(GSO)



the transmittal for submission to Office of the City Accountant.			ARBIE B. SABULAO Officer-in-Charge (GSO)
TOTAL:	None	1 Hour and 35	
		Minutes	

180. Renewal of Contracts for Lot/Niches and Apartments

Existing lease holders for cemetery lots/niches & apartments must renew their contracts sixty (60) days prior to the end of the period stated in the contract at the PCPCC. Failure to do so will be a ground for the termination of the lease. Apartment spaces can only be renewed up to a maximum period of five (5) years.

Office or Division:	PASAY PUBLIC	PASAY PUBLIC CEMETERY & CREMATORIUM (PCPCC)		
Classification:	Simple	Simple		
Type of Transaction	: G2C – Governme	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF F			WHERE TO SEC	URE
Old contract of lease	(1 photocopy)	Document Owner	er	
Official Receipt evide	ncing updated	City Treasurer's	Office	
payment of lease				
(1 original or 1 photod	copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit copy of the old contract of lease and the Official Receipt evidencing updated payment to the PCPCC.	1. Verify the details of the old lease contract, compute the necessary fees for its renewal, and encode relevant details for the new contract.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide IV (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
Proceed to the assigned City Treasurer's	Issue Official Receipt (OR) based on	Rental Rates: For Niche and	5 Minutes	CHRISTOPHER Y. DECENA Administrative Aide II



					NO MA
	Office (CTO)	submitted Order	Lot –		(CTO)
	teller at the	of Payment to	Niche PHP		
	Cemetery Office,	the client.	200.00 per		
	2 nd floor, and pay		year (for every		
	the required fees.		first two		
			bottom layers)		
			Lot PHP		
			115.00 per		
			•		
			year per lot (1		
			x 2.3 meters)		
			Γ Λ		
			For Apartment		
			Type Niches –		
			PHP 150.00		
			per year (PHP		
			750.00 for		
			five years)		
			(Per		
			Ordinance No.		
			3992, S-2007)		
			,		
3.	Submit the OR to	3. Release the	None	5 Minutes	MARIVIC DG.
	the PCPCC for	new Contract of			NILLO
	the issuance of	Lease upon			Officer-In-Charge (PCPCC)
	new contract.	signature of the			(FOFCO)
		same to the			
		client.			
		TOTAL:	Rental Rates:	15 Minutes	
			For Niche and		
			Lot –		
			Niche PHP		
			200.00 per		
			year (for every		
			first two		
			bottom layers)		
			Dollom layers)		



Lot PHP 115.00 per year per lot (1 x 2.3 meters)	
For Apartment Type Niches – PHP 150.00 per year (PHP 750.00 for five years)	
(Per Ordinance No. 3992, S-2007)	

181. Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab

This service is for the renewal of Franchise and Mayor's Permit of tricycle and pedicab owners/operators from the Tricycle Pedicab Franchising Regulatory Office. Tricycle and Pedicab Franchise is renewable every three (3) years while Mayor's Permit should be renewed annually.

Office or Division:	Tricycle/Pedic	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)		
Classification:	Simple			
Type of Transaction:	G2C – Goveri	nment to Citizen		
Who may avail:	Tricycle and p	pedicab owners/operators under the Pasay City		
	Government of	pperating these vehicles for business whose Mayor's		
	Permit to Ope	rate and Franchise are approaching its expiration date.		
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE		
For Renewal of Franchise	of Tricycle			
PRINCIPAL	-			
Duly Accomplished Applicat	ion Form:			
 Application Form 		TPFRO		
 Details/information to 	be indicated	Tricycle Owner/Operator		
in the application forn	n			
Previous Mayor's Permit to	Operate	TPFRO		
(1 original)		IFFRO		
Previous Authority for Tricycle Service/		TPFRO		
Franchise (1 original)		IFFRO		
Community Tax Certificate with an				
Annual Gross Income of PHP 100,000		City Treasurer's Office		
(1 photocopy)				



,	
Official Receipt and Certificate of	1.70
Registration (O.R. & C.R.) of unit	LTO
(1 photocopy) Barangay Certificate; should be a	
resident of the city (1 original)	Barangay Hall
Voter's ID Card or Voter's Certificate;	
should be a registered voter of the city	COMELEC
(1 photocopy)	OCIVILLES
Local Tricycle Operators and Drivers	
Association (TODA) Certificate	Local TODA President
(1 original)	
Accredited Tricycle Federation	Unified Fodoretion Triovals Operators and Drivers
Certification	Unified Federation Tricycle Operators and Drivers
(1 original)	Association of Pasay (UFTODAP) President
REPRESENTATIVE	
Authorization letter (1 original)	Person represented (Tricycle Owner/Operator)
Any Government Issued ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
person represented	
(1 photocopy)	
Any Government Issued ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative	
(1 photocopy)	
Duly Accomplished Application Form:	
- Application Form	TPFRO
- Details/information to be indicated	Person represented (Tricycle Owner/Operator)
in the application form	Total Teprosonica (They els & Intell & Portaler)
Previous Mayor's Permit to Operate	TDEDO
(1 original)	TPFRO
Previous Authority for Tricycle Service/	TPFRO
Franchise (1 original)	IFINO
Community Tax Certificate with an	
Annual Gross Income of PHP 100,000	City Treasurer's Office
(1 photocopy)	
Official Receipt and Certificate of	
Registration (O.R. & C.R.) of the Unit	LTO
(1 photocopy)	
Barangay Certificate; should be a	Barangay Hall
resident of the city (1 original copy)	-a.a.igay i ian
Voter's ID Card or Voter's Certificate;	
should be a registered voter of the city	COMELEC
(1 photocopy)	
Local Tricycle Operators and Drivers	Local TODA President
Association (TODA) Certificate	Local Fobiti Tooldon



(1 original)	
Accredited Tricycle Federation	Unified Federation Tricycle Operators and Drivers
Certification (1 original)	Association of Pasay (UFTODAP) President
For Renewal of Franchise of Pedicab	(
PRINCIPAL	
Duly Accomplished Application Form:	
- Application Form	TPFRO
- Details/information to be indicated in	Pedicab Owner/Operator
the application form	'
Previous Mayor's Permit to Operate	TDEDO
(1 original)	TPFRO
Previous Authority for Pedicab Service/	TDEDO
Franchise (1 original)	TPFRO
Community Tax Certificate with an	
Annual Gross Income of PHP 50,000	City Treasurer's Office
(1 photocopy)	
Proof of Unit Possession (any of the	
following documents):	
- Official Receipts (O.R.) of the	Bicycle Shop
bicycle unit (1 photocopy) or	
- Affidavit of Ownership (1 original)	Pedicab Owner/Operator
or	
Deed of Sale of the unit (1 original)	Pedicab Owner/Operator
Barangay Certificate; should be a	Barangay Hall
resident of the city (1 original)	
Voter's ID Card or Voter's Certificate;	COMELEC
should be a registered voter of the city	COMELEC
(1 photocopy)	
Local Pedicab Operators and Drivers Association (PODA) Certificate (1	Local PODA President
original)	Local FODA Flesidelli
Recognized Pedicab Federation	
Certification	Pasay Federation of Pedicab Operators & Drivers
(1 original)	Association Inc. (Pasay Fed PODA) President
REPRESENTATIVE	
Authorization letter (1 original)	Person represented (Pedicab Owner/Operator)
Any Government Issued Identification	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Card of the person represented	
(1 photocopy)	
Any Government Issued Identification	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Card of the Representative	,,,,,,
(1 photocopy)	
Duly Accomplished Application Form:	
- Application Form	TPFRO



- Details/informa in the application	tion to be indicated on form	Person represente	ed (Pedicab Owner/0	Operator)	
Previous Mayor's Permit to Operate (1 original)		TPFRO			
Previous Authority for Franchise (1 original)	Pedicab Service/	TPFRO			
Community Tax Certif Annual Gross Income (1 photocopy)		City Treasurer's Office			
Proof of Unit Possess					
following documents): - Official Receipt		Bicycle Shop			
bicycle unit (1)	` ,	Bicycle Orlop			
	nership (1 original)	Pedicab Owner/	Operator		
	of the unit (1 original)	Pedicab Owner/	Operator		
Barangay Certificate;		Barangay Hall			
resident of the city (1 Voter's ID Card or Vo		0 ,			
should be a registered		COMELEC			
(1 photocopy)					
-	Local Pedicab Operators and Drivers		Local DODA President		
Association (PODA) (original)	Sertificate (1	Local PODA Pre	esident		
Recognized Pedicab	Federation	Danie E. Lande	(D . l' l . O	. (
Certification		Pasay Federation of Pedicab Operators & Drivers Association Inc. (Pasay Fed PODA) President			
(1 original)	T	7.63001ation file. (1 asay 1 cd 1 OD7) 1 resident			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PROCESSING PERSON RESPONSIBLE			
1. Submit the	1. Check the	None	10 Minutes	PHLORIEL V.	
requirements	completeness			SEVILLA Administrative Aide	
together with the	and veracity of submitted			III	
duly accomplished	requirements;			(TPFRO)	
application form	after which,			_	
to the assigned	encode all the			or	
personnel at the necessary				MA. TERESA M.	
TPFRO.	information in			MANALO	
	the computer system with			Administrative Aide I (TPFRO)	
	regard to the			(TETINO)	
	said				



		application.			
		αρμιισαιίση.			
2.	Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	TRICYCLE: • For Mayor's Permit – PHP 350 • For both Mayor's Permit and Franchise – PHP 1,315 PEDICAB: • For Mayor's Permit –	5 Minutes	Teller (CTO)
			PHP 170 • For both Mayor's Permit and Franchise – PHP 770		
	Present the order of payment and O.R. to the designated personnel at the TPFRO.	3. Issue a claim stub for the requested document to the client and advise him/her to return to TPFRO after two (2) days.	None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
4.	Present the claim stub to the assigned personnel at the TPFRO for the release of the requested document/s.	4. Release/issue the requested document/s to the client.	None	3 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO



			Administrative Aide I (TPFRO)
TOTAL:	TRICYCLE: • For Mayor's Permit – PHP 350	23 Minutes	(TTTKO)
	 For both Mayor's Permit and Franchise – PHP 1,315 		
	PEDICAB: • For Mayor's Permit – PHP 170		
	 For both Mayor's Permit and Franchise – PHP 770 		

Note: Late renewal of Mayor's Permit and fees shall be subject to twenty-five (25%) surcharge plus interest of two percent (2%) monthly but not to exceed thirty-six (36) months.

182. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/ offices/agencies.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	All Departments/Offices of the City Government and National			
	Government Agencies assigned in the City			
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Motor Vehicle Inspection Report (MVIR) and Official Receipt (1 original)		Land Transportation Office		
Smoke Emission Test (1 original)		Any Accredited Emission Testing Center		
Latest photos of the Motor Vehicle as of submission date (side, top, front, and rear				



views) (1 original)	(0)		5	(2)
Stencil of Engine Number/Chassis Number AGENCY		FEES TO	p Department/Office PROCESSING	ce/Agency PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit complete requirements at the receiving counter of General Services Office.	1. Receive complete requirements and verify authenticity of submitted documents.	None	8 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
Wait for the processing of the renewal.	2. Submit the documentary requirements to the Land Transportation Office (LTO), and pay for the required fees.	None	6 Hours 2 Days waiting time	MARVIN D. GARCIA Administrative Officer II (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
3. Receive copy of the updated LTO OR/CR and sign in the receiving copy/logbook.	3. Call the concerned Department/ Office/Agency, release to them a copy of the updated LTO Official Receipt (OR), and have them sign the receiving logbook and photocopy of the OR.	None	2 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	TOTAL:	None	2 Days, 6 Hours and 10 Minutes	



183. Request for Free Legal Counseling/Advice

The City Legal Office provides legal counseling/advice to the constituents of the Pasay City.

Office or Division:	City Legal Office (City Legal Office (CLO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All	All			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
Principal	· -				
Duly Accomplished Re	equest Form				
(1 original) - Request Form		City Legal Offi	CE		
•	dicated in the form	Requesting Pa			
		1 1 1 1 1 1			
Or					
Latter Degrees /4	راه مار	Client (Description	ation Dort A		
Letter Request, (1 orig	ginai) AGENCY	Client (Reques	sting Party) PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit duly accomplished form or letter request to CLO.	1. Receive duly accomplished request form and forward the same to the City Legal Officer.	None	10 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)	
2. Avail the legal counseling from the CLO.	Refer the client to the Attorney of CLO for proper action. Perform legal counseling to	None	50 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO) ATTY. VINALYN M. POTOT- BALURAN Attorney IV	



the client.			(CLO)
			ATTY. SHEALTIEL GAY T. ROXAS Attomey III (CLO)
			ATTY. GLENN C. VILLARIÑA Attomey III (CLO)
TOTAL:	None	1 Hour	

184. Request for Patient Transport/Conduction

The Pasay City Disaster Risk Reduction and Management Office provides free ambulance transportation for patients to be discharged from a health care institution, patients to be transferred from a health care facility to another health care facility, and patients seeking out-patient consultation to a health care institution.

Office or Division:	Pasay City Disaster R (PCDRRMO)	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to	Citizen			
Who may avail:	Residents				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Request Letter (1 original	nal)	Requesting	Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request letter to the assigned personnel at the PCDRRMO. Room 308, Pasay City Hall, F. B. Harrison St., Pasay City.	 Receive and evaluate the veracity and completeness of details of the submitted request letter. Check basic information of the patient. Check current status of the patient. Identify the location 	None	12 Minutes	MARY GRACE B. BERIN, RN Administrative Office II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)	

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	of transport of the requester. a. In-City – for approval by the On-Duty Team Leader and the Chief of the Operations and Warning Division.			
	b. Within Metro Manila – for approval of the Department Head and/or the City Administrator.			
	c. Other Nearby Regions – for approval of the City Administrator and/or City Mayor.			
Present representative of the patient or immediate family	Identify the type of transport of the requester.	None	30 Minutes	Team Leader (Operations and Warning Division PCDRRMO)
for an interview and verification of request.	2.1 From Health Care Facility (HCF) for discharge.2.1.1. Verify the			Dispatch Officer(Operations and Warning Division PCDRRMO)
	clearance, scheduled date and time of discharge and any other medical requirements of the patient.			MARY GRACE B. BERIN, RN Administrative Officer Il/Administrative Services, In-Charge (Administrative and Training Division, PCDRRMO)
	2.2 From HCF for transfer to another			MARLON L. LOPEZ, RN <i>Local Disaster</i>



			RO MAN
	CF.	Risk Redu Managen Officer I/O	nent
2.2	2.1 Ensure proper coordination between HCFs, prior arrangements should be done on both HCFs.	(Operations Warning Div	s and ⁄ision,
2.2	2.2 Identify contact persons on both HCFs for proper coordination.		
2.2	2.3 Verify from the discharging HCF the status of the patient, including medical requirements of the patient.		
2.2	2.4 Verify to the accepting HCF the admission of the patient.		
C	or Out-patient onsultation to CF:		
	Coordinate and ensure the schedule of out-		



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patient care.		
2.4 For Patients with		
Mental		
Illness/Mental		
Health Issues and		
Homeless/Displac		
ed Individuals:		
ca marriadais.		
2.4.1 Ensure proper		
coordination of		
the requester		
with the		
Barangay		
Official for		
assistance and		
the Pasay		
Social Welfare		
and		
Development		
Department for		
referral.		
2.4.2 Immediate		
family or the		
requester shall		
accompany the		
responding		
team at all times		
during the		
transport.		
2.4.3 For displaced		
individual/s,		
coordination		
with the		
barangay		
officials shall be		
made.		

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	2.4.4 In the absence of the immediate family, barangay officials shall accompany the patient until proper endorsement to the receiving facility.			
	2.4.5 For patient/s with violent manifestations, aside from the immediate family, barangay officials and/or local authorities shall accompany during the transport until proper endorsement has been made with the receiving facility.			
3. Wait for the schedule of transport from PCDRRMO.	3. Arrangement of the request.3.1 Check the availability of	None	5 Minutes	Team Leader (Operations and Warning Division PCDRRMO)
	resources. 3.2 Coordinate and			Dispatch Officer(Operations and Warning



on the	to the ders for ate an. ation and e of t of the and ary ments it	None	47 Minutes	Division PCDRRMO) MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer I/Chief (Operations and Warning Division, PCDRRMO)
Note: This office has the wight to we				

Note: This office has the right to refuse request for transport/conduction depending upon the assessment, severity of the case and the capacity of the resources (ambulance, equipment, supplies and manpower)

185. Request for Pre-Repair Inspection

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	All Departments/Offices of the City Government and National Government Agencies assigned in the City			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		WHERE TO SECURE		
Approved Request for Preform (1 original, 1 duplication - Pre-repair Inspection - Details of the form	cate) : tion Form	General Services Office Office/Department/NGA		



				RO MANIL
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	Receive the form and verify correctness of information indicated therein. 1.1 Validate the	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III
	request in the existing Repair Card or Summary of Pre-repair.	None	8 Minutes	(GSO) JANELYNN F. MARTIR Administrative Officer III
	1.2 Conduct actual inspection of the equipment for repair.	None	30 Minutes (within the City Hall Building) 3 Hours (outside the City Hall Building)	(GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	1.3 Approve the Request for Pre- Repair Inspection	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge
2. Claim the Approved Request for Pre- Repair Inspection and sign in the monitoring logbook.	2. Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	(GSO) MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO)



			ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
TOTAL:	None	45 Minutes	
		(within the City	
		Hall Building)	
		3 Hours and	
		15 Minutes	
		(outside the	
		City Hall	
		Building)	

186. Request for Skills Training Registration

Pasay City Employment Center (PCEC) assists in the registration of interested individuals to attend skills training. This aims to enhance the knowledge and skills acquired by jobseekers in formal education or technical training in order for them to become more competitive and increase the chance of getting hired or employed.

Office or Division:	PCEC				
Classification:	Simple				
Type of Transaction:	G2C – Government to	o Citizen			
Who may avail:	All Disadvantaged and	d Displaced Workers			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Updated Resume (1 orig	inal);	Applicant			
or					
Duly Accomplished Emp					
System Registration For	m (EISRF)				
(1 original):					
5 5		2050			
- Registration Form		PCEC			
 Details of the Form 	n	Applicant			
	4l. a.t.a.a.a.a.a.	Office of the Barangay where the applicant			
Certificate of Indigency (1 pnotocopy)	resides			
Community Tay Contifica	to (1 photocopy)	City Transcurrer's Office			
Community Tax Certifica	ite (i pnotocopy)	City Treasurer's Office			



OUTSIT STEEDS ASSESSED FEES TO PROCESSING PERSO				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit updated resume or duly accomplished EISRF together with complete requirements at the receiving section of PCEC.	Accept complete requirements.	None	5 Minutes	JOANNA G. BALORO Administrative Aide I (PCEC)
	1.1 Conduct interview to assess the qualification of applicant.	None	15 Minutes	ABIGAIL E. CINCO Administrative Assistant III (PCEC)
	1.2 Process request for skills training registration.	None	5 Minutes	ABIGAIL E. CINCO Administrative Assistant III (PCEC)
	1.3 Endorse application to Technical Education and Skills Development Authority (TESDA)	None	5 Minutes	FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge (PCEC)
	TOTAL:	None	30 Minutes	

187. Request for Training and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

Office or Division:	Pasay City Disaster Risk Reduction and Management Office
	(PCDRRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
	G2G – Government to Government
Who may avail:	Public and Private Sectors in Pasay



CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	JRE
PRINCIPAL				J.,_
Request Letter (1 origi	nal)	Requesting Party		
REPRESENTATIVE	,	3 - 7		
Authorization Letter (1	original)	Requesting Party		
Request Letter (1 original)		Requesting Pa	rty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the submitted request letter: a. Name and contact number of the requesting party; b. Type/Kind of request 1.1 Forward the correspondence to the Training	PAID None	3 Minutes	RESPONSIBLE MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In- Charge (Administrative and Training Division, PCDRRMO)
2. Make yourself available for the evaluation of request to the assigned personnel of PCDRRMO. 2.1 Wait for the approval of request.	Division of the PCDRRMO. 2. Evaluate the request letter and coordinate with the requesting party on their preferences: a. Type and scope of training/drill; b. Date, time and venue; c. Estimated number of participants,	None	1 Hour	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)

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	and			
	d. Existing resources of the requesting party, if any.			
	2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as needed.			
3. Attend/Participate on the training/drill being conducted by the Instructors/ Evaluators of PCDRRMO.	 3. Conduct lectures, trainings, seminars and/or drills as requested. 3.1 Instructors shall observe the designed programme of activities. 3.2 Evaluators shall observe the actual drill process. 	None	Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)
Participate in the evaluation process.	4. Conduct of evaluation process. 4.1 Have the	None	1 Hour	Instructors Evaluators and/or Emergency Response Team
4.1 Evaluate the lecture/s, seminar/s and training/s conducted by PCDRRMO;	participants accomplish the module evaluation forms and training			(PCDRRMO)



OR 4.2 Evaluate the drill conducted by the requesting party	course evaluation forms. 4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.			
5. Coordinate with the demobilization of instructors/ evaluators and/or Emergency Response Team of the PCDRRMO.	5. Demobilize the deployed team/s.	None	25 Minutes	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)
5.1 Secure and sign the Deployment Form/s and After Activity Report from the assigned personnel of PCDRRMO.	5.1 Ensure that deployment forms are signed by the requesting party.			
5.2 Return to the PCDRRMO, as advised, to claim certification/s of the activity.	5.2 Accomplish Post Activity Report and provide a copy for the requesting party.			
	5.3 Advise the requesting party to report			



to the PCDRRMO for the issuance of certifications			
TOTAL:	None	2 Hours and 28 Minutes (excluding training and drill duration)	

188. Requesting Financial Assistance for Barangay Officials

The Liga ng mga Barangay (LIGA) Office facilitates request for financial assistance such as hospitalization expenses and burial needs of barangay officials.

Office or Division:	Liga ng mga Baranga	y (LIGA) Office	9	
Classification:	Complex			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	All barangay officials	of Pasay City		
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SECU	RE
Principal				
Discharge Summary (1 ph	notocopy)	Hospital whe	re the patient is ad	mitted
Oath of Office (1 photocopy	oy)	Barangay Off	fice	
Representative				
Letter Request from the b	<u> </u>		cial's immediate fa	•
Discharge Summary/Deat		Hospital whe	re the patient is ad	mitted
barangay official (1 photo				
Oath of Office of barangay official		Barangay Office		
(1 photocopy)		, ,		
(1 photocopy)		0 ,		
(1 photocopy) CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E



2. Secure receiving copies of the request at the Receiving Section of Liga ng mga Barangay (LIGA) Office	2. Process the request: 2.1Issue the receiving copies thereof 2.2 Advice the client on the approval of Financial Assistance	None	5 Minutes 6 Days (waiting period prior release of financial assistance)	MILDRED D. CUALES Local Legislative Staff Assistant II (LIGA Office) Liga Ng Barangay Board (LIGA Office)
Sign the voucher regarding request for financial assistance.	3. Issue the cheque thereof, and keep the voucher for file reference	None	5 Minutes	MILDRED D. CUALES Local Legislative Staff Assistant II (LIGA Office)
	TOTAL:	None	6 Days, 20 Minutes	

189. Requesting for a Copy of Certificate of Grades/Units Earned/General Weighted Average

Students of the City University of Pasay (CUP) can secure copy of Certificate of Grades/ Units Earned/General Weighted Average to comply the requirements in availing scholarship, and employment promotions.

Office or Division:	City University of Pasay			
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Presently Enrolled	and Former CUP Graduate or Undergraduate		
	Students	_		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Applicant Letter		Document Owner		
Any Government ID Card (1	original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
	LTO, School ID			
Duly Accomplished Applicat	ly Accomplished Application Form:			
- Application Form (1 c	original)	CUP Registrar's Office		
 Detail/Information to 	be indicated in the			
Application Form	Document Owner			
Previous Transcript of Reco	rds (TOR)	CUP Registrar's Office		



(1	photocopy)				
_	epresentative				
Α	uthorization Letter (1 or	iginal)	Person represented (Document Owner)		
	Applicant's Letter		Person represented (Document Owner)		
Α	ny Government ID Card	d of Person	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
	epresented (Document		LTO, School II	D	
(1	original, 1 photocopy)	,	·		
	ny Government ID Card	d of Representative	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
	original)		LTO		
D	uly Accomplished Appli				
	 Application Form (CUP Registra	r's Office	
		to be indicated in the			
	Application Form		•	ented (Document	Owner)
Р	revious TOR (1 photoco		CUP Registra		
	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
_	0.1.244	ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit the	1. Check the	None	1 Minute	MARIO L.
	requirements	completeness			CASTELO
	together with the	and veracity of		/7 days	Administrative
	duly accomplished	submitted		(7 days-waiting	Officer I
	application form to	requirements.		time prior	Registrar's Office
	the assigned staff at	1.1 Advise the		issuance of	(CUP)
	the CUP Registrar's	client to return		requested	
	Office.			document)	
		after 7 working			
		days.			
2	Present any valid ID	2. Release the	None	3 Minutes	MARIO L.
۷.	card and claim the		INUITE	3 Milliules	CASTELO
		requested			Administrative
	requested document	document to the			Officer I
	from the assigned	client.			
	staff of the CUP				(Registrar's
	Registrar's Office				Office,
					CUP)
-		TOTAL:	None	7 Days and	
		IOTAL.	INUITE	7 Days and 4 Minutes	
				T WIII IUICS	

190. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and



avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

Office or Division	: General Services Off	General Services Office (GSO)			
Classification:	Simple	Simple			
Type of Transacti	ion: G2G – Government to	G2G – Government to Government			
Who may avail:	Government Agencie and those employees (30) days leave of ab	ted employees of Pasay City Government, Officials of National ment Agencies with property accountability to the City Government se employees who wish to travel abroad and avail more than thirty as leave of absence shall secure clearance from property tability at the General Services Office			
CHECKLIST	OF REQUIREMENTS		WHERE TO S	SECURE	
Duly Accomplished (1 original, 3 duplic - Clearance F	cate) Form		d office/departmen OO, if separated	t if currently employed,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit duly accomplished Clearance Form at the receiving counter of GSO, and wait for further instructions.	1. Acknowledge receipt of Clearance Form. 1.1 Check and verify accountability from the database of Property Acknowledgement Receipt (PAR) and Report on the Physical Count of Property, Plant & Equipment (RPCPPE)/Report on Physical Count of Inventories (RPCI)	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)	
	a. Without accountability b. With accountability: prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible		10 Minutes 3 Hours		



	ranking personnel to sign.			
2. Receive the signed Clearance Form at the GSO releasing counter.	 Approve the Clearance Form. Release the duly approved Clearance Form and the cancelled original PAR, if any, to the requesting party, and retain a photocopy thereof. 	None	15 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)
	TOTAL:	None	Without Accountability: 27 Minutes With Accountability: 3 Hours and 17 Minutes	

191. Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)

BS Nursing Graduate Students of the City University of Pasay (S.Y. 2009 and above) can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad Setting).

Office or Division:	City University of Pasay (CUP)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Graduates of BS Nursing Course at the CUP			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Duly Accomplished Applicat	ion Form:			
- Application Form(1 o	riginal)	CUP Registrar's Office		
- Detail/Information to	be indicated in the			



Application Forn	Applicant			
Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIE		
Submit the TOR together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office	1. Check the completeness and veracity of submitted requirements, and advise the client to return after 3 days. 1.1 Forward the request to the Dean of the College of Nursing.	None	1 Minute (3 days-waiting time prior issuance of RLE)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
Claim the requested document from the assigned staff at the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	3 Days and 2 Minutes	

192. Requesting Original Copy of Course Description

Former Students of the City University of Pasay (CUP) can secure original copy of Course Description to comply with their requirements for their new school/s.

Office or Division:	City University of F	f Pasay		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Former CUP Students (Graduate or Undergraduate)			
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Duly Accomplished Applicatio	n Form:			



				OMA
- Application Form (1 original)		CUP Registrar's Office		
 Detail/Information to be indicated in the 				
Application Form		Requester		
Transcript of Records (TC	PR)	CUP Registr	ar's Office	
(1 photocopy)		COI Registi	ai s Office	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILINI OTLI O	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the TOR	1. Check the	None	1 Minute	MARIO L.
together with the duly	completeness			CASTELO
accomplished	and veracity of		(3 days-waiting	Administrative
application form to the	submitted		time prior	Officer I
assigned staff at the	requirements,		issuance of	(Registrar's
CUP Registrar's	and advise the		Course	Office,
Office.	client to return		Description)	CUP)
Omoc.	after three (3)		Description	,
	working days.			
	working days.			
2. Claim requested	2. Release the	None	1 Minute	MARIO L.
document to the	original copy of			CASTELO
assigned staff of the	Course			Administrative
CUP Registrar's	Description to			Officer I
Office.	the client.			(Registrar's
200.	310 01101111			Office.
				CUP)
	TOTAL:	None	3 Days and	
	. • 17121	1,10110	2 Minutes	
			2 1111111111111111111111111111111111111	
		1		

193. Resolution of Issues and Concerns presented by Informal Settlers of the Community

The Urban Development and Housing Office facilitates the resolution of issues and concerns presented by the informal settlers of the community for the Community Mortgage Program (CMP) and Clearing Operations.

Office or Division:	Urban Development & Housing Office (UDHO)				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Applicant				
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE				
Certificate of Registration	with the Housing Housing Land Use and Regulatory Board				
Land Use and Regulatory	Board (1 original	(HLURB)			



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copy, 1 photocopy)				
Copy of Constitution & By-laws		HLURB		
(1 photocopy)				
List of Association's I	Board of	Homeowner	's Association	
Directors/Officers and	d Members			
(1 photocopy)				
	rith the City Council –	PCUP & City	/ Secretariat Offic	e
LGU and Presidentia				
Urban Poor (1 photo				
Pertinent document/s				
1	on activities to acquire			
the lot they currently				
requesting for assistated - Court Order (1		Motropolitan	Trial Court (MTC), and Regional Trial
- Court Older (1	рпогосору)	Court (RTC)	•), and itegional mai
- TCT Title (1 pl	hotocopy)	Registry of D		
- Pre-Demolition			Commission for the	ne Urban Poor
Certification (1		PCUP		10 0100111 001
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the complete	Evaluate and verify the submitted	None	5 Minutes	BILLY Q. RODA Administrative Aide II
requirements to the assigned	requirements.			(UDHO)
personnel at UDHO.	1.1 Coordinate with	None	3 Hours	EMILIO R.
UDHO.	the Barangay	None	3 Hours	PACIENTE JR.
	Captain who has jurisdiction over			Administrative Aide I
	the area for ocular			(UDHO)
	inspection.			
	поросиоти			
2. Return to UDHO	2. Conduct orientation	None	1 Hour	JOMARK R. BALANI
for orientation	meeting with the			Administrative Aide
meeting.	informal settlers.			IV (17.10)
3 3 3				(UDHO)
	_			BILLY Q. RODA
	2.1 Conduct census	None	3 Days	Administrative Aide II
	and mapping of			(UDHO)
	the area.			
				EMILIO D
	2.2 Review/evaluate	None	1 Day	EMILIO R. PACIENTE JR.
	the case, and	INUITE	ı Day	Administrative Aide I
	prepare			(UDHO)
	ρισμαίο	700	<u> </u>	, ,



recommendation to the concerned agency/agencies such as National Housing Authority, PCUP and HLURB based on the result thereof.			MARILOU Q. RIVERA <i>Administrative Aide I</i> (UDHO)
TOTAL:	None	4 Days,	
		4 Hours and	
		5 Minutes	

194. Requesting Traffic Permit

A traffic permit is requested by client/s for any improvement programs/projects, constructions or other works that may intrude the public right-of-way, which includes streets, roads, highways, or sidewalks.

Office or Division:	Pasay Traffic and Pa	Pasay Traffic and Parking Management Office (PTPMO)				
Classification:	Simple	Simple				
Type of Transaction:	G2C-Government to Government to Government		overnment to Bus	iness, and G2G-		
Who may avail:	Private Owners/Con	tractors of Estab	lishment, Govern	ment Agency/ies		
CHECKLIST OF F	REQUIREMENTS	V	VHERE TO SECU	JRE		
Request Letter (1 origin	al)	Client/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request letter for Traffic Permit addressed to the Office of the Mayor thru City Secretariat, City Engineering Office, and concerned Barangay, to the assigned personnel of PTPMO.	1. Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 minutes	GRACIELA C. GUEVARRA Administrative Aide I/ Administrative Section (PTPMO)		
Wait for your request to be processed by the	Send monitoring personnel to conduct a site	None	10 minutes	EDMAR C. RUAMERO Traffic Aide II		



PTPMO.	inspection. 2.1 Prepare and issue the traffic permit to the client.	None	3 minutes	(PTPMO) GRACIELA C. GUEVARRA Administrative Aide I/ Administrative Section (PTPMO)
	TOTAL:	None	15 minutes	

195. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

Office or Division:	General Services Offic	e (GSO)				
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All Departments/Office	s of the City	Government and	National Government		
	Agencies assigned in t	he City				
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE		
Duly Accomplished Prope	rty Return Slip/Waste					
Material Report Form						
(1 original, 1 duplicate):						
- Property Return Sli	p/Waste Material	General S	ervices Office (GS	5O)		
Report Form						
 Details of the form 		Departmer	nt/Office/NGA			
	AGENCY	FEES TO	PROCESSING			
CLIENT STEPS	ACTIONS	BE PAID TIME PERSON RESPONSIBL				
Submit duly	1. Receive and	None	2 Minutes	MARVIN D. GARCIA		
accomplished Property	verify			Administrative Officer II		
Return Slip/Waste	correctness of			(GSO)		
Material Report Form at the receiving counter of	the details in the form.			MARICAR C. FRIAS		
GSO.	101111.			Administrative Officer III		
300.	1.1 Determine the	1 Hour (within (GSO)				
	status of the	the City Hall				
	equipment if for Building) JANELYNN F. MART					
	disposal,			Administrative Officer III		
	transfer,		3 Hours (outside	(GSO)		
	unserviceable		the City Hall			

	OF PA	SAN
*	1	1
14	STRO MANII	A

				RO MANIL
	and/or for repair. 1.2 For minimal items store the unserviceable property/waste material in the Stock Room.		Building)	ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	1.3 For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis.			
	1.4 Approve the PRS/WMR upon receipt of the actual items returned.			
2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.	2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled PAR.	None	5 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR
2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.	2.1 Prepare Inventory and Inspection Report of Unserviceable Property (IIRUP) with inhouse appraisal for signature by	None	3 Hours	Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)



the end-user office/ department. 2.3 Submit copy of			
IIRUP and its attachments to COA for appropriate action.			
2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for proper disposal proceedings.			
TOTAL:	None	4 Hours and 7 Minutes (within the City Hall Building) 6 Hours and 7 Minutes (outside the City Hall Building)	

196. Review of Barangay DRRM Plans and Budget

The Pasay City Disaster Risk Reduction and Management Office collates and reviews the submitted Barangay DRRM Plans and Budget of all 201 Barangays of this City.

Barangay DRRM Plans

Office or Division:	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Barangay Officials of Pasay



CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Barangay DRRM Plan (1 o	riginal)	Requesting	Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formulated Barangay DRRM Plan to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	Receive and check the completeness of submitted documents. 1.1 Take note of the contact person and his/her contact details.	None	2 Minutes	MARY GRACE B. BERIN Administrative Officer II/Administrative Service-in- Charge (Administrative and Training Division, PCDRRMO)
	1.2 Forward the documents to the Training Division or the Research and Planning Division of the PCDRRMO.			
 Wait for the evaluation and endorsement of submitted documents by the PCDRRMO. Coordinate with the 	2. Review and evaluate the veracity, relevance and completeness of submitted documents.	None	2 Days (with or without plan revision/s)	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training
assigned PCDRRMO personnel whether submitted plan:	2.1 Provide necessary recommendatio ns or adjustments			Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN
a. Is approved, or	and coordinate it with the concerned			Local Disaster Risk Reduction Management
b. Require revisions after provision of recommendations or adjustments thereof, and be	barangay official/s, for appropriate action.			Officer II/Chief (Research and Planning Division, PCDRRMO)



				NO MAI
resubmitted so.	2.2 Forward the final documents to the department head of PCDRRMO. 2.3 Provide Certificate of Review and Evaluation and Recommendati on. 2.4 Sign the Certificate of Review and Evaluation and Evaluation and Evaluation and Evaluation and Evaluation and Recommendati on by the Department Head			DR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO)
3. Claim the reviewed plan from the assigned personnel of PCDRRMO and provide a copy of the approved plan including all necessary attachments (i.e. Barangay Resolution/s, Executive Order/s on DRRM).	3. Release the reviewed Barangay DRRM Plan to the client. 3.1 Ensure to retain a copy of the reviewed plan including other attachments 3.2 Maintain a database of all submitted plans.	None	5 Minutes	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) or LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO)



TOTAL:	None	2 Days and	
		7 Minutes	

Note: This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials

Barangay DRRM Budget

Barangay DRRIVI Budget				
Office or Division:	Pasay City Disaster Risk (PCDRRMO)	Reduction	and Management	Office
Classification:	Simple			
Type of Transaction:	G2G - Government to G	Sovernment		
Who may avail:	Barangay Officials of Pa	sav		
CHECKLIST OF R			WHERE TO SE	CURE
Barangay DRRM Budget (1 Original)	Requesting	g Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formulated Annual Barangay Disaster Risk Reduction and Management Fund Investment Program (BDRRMFIP) to the assigned personnel at the PCDRRMO.	1. Receive and check the completeness of submitted documents. 1.1 Take note of the contact person and his/her contact details. 1.2 Forward the BDRRMFIP to the Training Division or the Research and Planning Division of the PCDRRMO.	None	2 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services, In- Charge (Administrative and Training Division, PCDRRMO)
2. Wait for the evaluation and endorsement of signed submitted documents by PCDRRMO. 2.1 Coordinate with the assigned PCDRRMO personnel whether submitted budget: a. Is approved, or	2. Review and evaluate the veracity, relevance and completeness of submitted documents. 2.1 Provide necessary recommendations or	None	1 Day (with or without budget revision/s)	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN



b. Require revisions after provision of recommendations or adjustments or adjustments thereof, and be resubmitted so. 2.2 Forward the final document to the department head of PCDRRMO for signature. 2.3 Sign the reviewed and signed BDRRMFIP from the assigned personnel of PCDRRMO. 3. Claim the reviewed and signed BDRRMFIP from the assigned personnel of PCDRRMO. 3. 1 Ensure to retain a copy of the reviewed plan including other attachments. 3. 2 Maintain a database of all submitted BDRRMFIPs. TOTAL: None TOTAL: None Acquire revisions after provisions and coordinate it with the and coordinate it with the concerned the barases of Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO) PCDRRMO. DR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Department Department Department Department Department Head I (PCDRRMO) BDR. CARMELO M. MARANAN City Government Department Depa					1 1 5 ' '
final document to the department head of PCDRRMO for signature. 2.3 Sign the reviewed document/s by the Department Head. 3. Claim the reviewed and signed BDRRMFIP from the assigned personnel of PCDRRMO. 3.1 Ensure to retain a copy of the reviewed plan including other attachments. 3.2 Maintain a database of all submitted BDRRMFIPs. Final document to the department head of PCDRRMO. DR. CARMELO M. MARANAN City Government Department Department Head I (PCDRRMO) MARANAN City Government Department Head I (PCDRRMO) MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO) TOTAL: None 1 Day and	after provision of recommendations or adjustments thereof, and be	and coordinate it with the concerned the barangay official/s, for appropriate			Risk Reduction Management Officer II/Chief (Research and Planning Division,
and signed BDRRMFIP from the assigned personnel of PCDRRMO. Barangay DRRM Budget to the client. 3.1 Ensure to retain a copy of the reviewed plan including other attachments. 3.2 Maintain a database of all submitted BDRRMFIPs. Barangay DRRM Budget to the client. Show a proper submitted BDRRMFIPs. Barangay DRRM Budget to the client. Budget to the client. Show a proper submits and submits and planning Division, probable and planning Division, probable (Research and Planning Division, probable). Total: None 1 Day and		final document to the department head of PCDRRMO for signature. 2.3 Sign the reviewed document/s by the Department			MARANAN City Government Department Head I
	and signed BDRRMFIP from the assigned personnel of	Barangay DRRM Budget to the client. 3.1 Ensure to retain a copy of the reviewed plan including other attachments. 3.2 Maintain a database of all submitted	None	5 Minutes	FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division,
		TOTAL:	None	•	

Note: This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials



197. Securing Building Permit Certifications

Building Permit Certifications are secured from the City Engineer's Office for issued building permits pertaining to constructed, renovated, repaired, altered, installed, erected, converted and demolished buildings, structures, appurtenances, machineries and the like. Certifications include the following:

- 1. Certified true copy of building permit
- 2. Certified true copy of Certificate of Use/Occupancy
- 3. Issuance of Certificate of Damage
- 4. Certified true copy of Final Certificate of Electrical Inspection (CEI)
- 5. Certified true copy of Certificate to Operation
- 6. Certified true copy of other ancillary building permit(s)

Office or Division:	City Engineer's	Office (CEO)/Office	ce of the Building	Official (OBO)		
Classification:	Simple	Simple				
Type of Transaction		G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government				
Who may avail:		uildings in Pasay C				
	REQUIREMENTS	W	HERE TO SECU	RE		
Principal:						
Duly signed letter re	equest (1 original)	Building Owner				
Previously issued e (1 photocopy)	ngineering permit/s	CEO/OBO				
Any valid governme	nt ID card	PID Post Office	PSA, SSS, GSIS	COMELEC		
(1 original)		LTO	, FSA, SSS, GSIS	s, colvieded,		
Representative:						
Authorization letter (1 original and 1 photocopy)		Person Represented (Building Owner)				
Any valid ID card of the person represented (Building Owner) (1 original)		BIR, Post Office LTO	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO				
Duly signed letter request (1 original)		Person Represented (Building Owner)				
Previously issued engineering permit/s (1 photocopy)		CEO/OBO				
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE		
Submit duly signed letter request together with	Verify the availability of the requested document from	None	15 Minutes	TERESITA I. MALAGA Administrative Officer V (One-Stop Shop		



complete office's records requirements on file:	Construction
requirements on file:	D11
· ·	Permit
at Room 311,	Application
Administrative 1.1 If document	Section
Division, is available,	[OSSCPAS],
CEO/OBO. issue order	CEO/OBO)
of payment	
and inform	
the client to	
proceed to	
the City	
Treasurer's	
Office;	
1.2 If document	
is not	
available,	
issue	
certification	
as to non-	
availability.	
-	
2. Proceed to the 2. Issue the Official PHP 50 5 Minutes	CASHIER
City Receipt (OR) Certification	(CTO)
Treasurer's based on Fee	
Office (CTO), submitted Order	
and present of Doument from	
the Order of CEO.	
Payment. PHP 20	
Computerizat-	
ion Fee	
3. Return to 3. Verify the OR, None 10 Minutes	ALVIN R. SERNA
Room 311, print, and sign	Administrative
Administrative the certification.	Aide I,
	(CEO/OBO)
Division,	(323/333)
CEO/OBO, 3.1 Issue the	ENGR. EDWIN Y.
and present requested	_
the OR. certification	JAVALUYAS
to the client.	City Engineer II,
	(CEO/OBO)
TOTAL: PHP 70 30 Minutes	



198. Securing Certificate of Payment of Real Property Tax

Owners of real properties located in Pasay City may secure from the City Treasurer's Office a certification of the real property taxes already paid.

Office or Division:	City Treasurer's C	office (CTO) / Rea	al Property Tax Di	vision
Classification:	Simple			
Type of Transaction:	G2C – Governme G2B – Governme		G – Government to	o Government,
Who may avail:	Real Property Ow			
CHECKLIST OF F	EQUIREMENTS	V	VHERE TO SECU	IRE
Principal:				
Latest Real Property 7 (1 original and 1 photo		City Assessor's	Office	
Government issued Id (1 original and 1 photo		BIR, Post Office Pag-IBIG, LTO	e, DFA, PSA, SSS	S, GSIS,
Representative:				
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)		Person Represe	ented (Real Prope	erty Owner)
Government issued Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office Pag-IBIG, LTO	e, DFA, PSA, SSS	S, GSIS,
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office		
TAXPAYER STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Real Property Tax Division, CTO and submit complete requirements to the Land Tax personnel.	1. Verify completeness and veracity of requirements and review existing individual property card, then issue order of payment; and inform the taxpayer to proceed to Tellers 1-4.	None	5 Minutes	DANILO C. DELA CRUZ Administrative Aide II (CTO)



2. Present Order of Payment to assigned teller at the payment counter, and pay corresponding fees.	Issue official receipt to the taxpayer.	PHP 40	5 Minutes	Land Tax Tellers 1–4 (CTO)
3. Return to Real Property Tax Division of CTO, and present official receipt to the assigned personnel.	3. Prepare and issue Certificate of Real Property Tax Payment to the taxpayer.	None	10 Minutes	DANILO C. DELA CRUZ Administrative Aide II (CTO)
	TOTAL:	PHP 40	20 Minutes	

199. Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56). If the original copy was lost

Real property tax owners may secure a certified true copy of their Real Property Tax Official Receipt from the City Treasurer's Office as a requirement to other government or private transactions. CTO used the triplicate copy as the basis of a certified true copy.

Office or Division:	City Treasurer's O	ffice (CTO) / Rea	al Property Tax Di	vision
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government,		Government,
	G2B – Governmer	G2B – Government to Business		
Who may avail:	Real Property Own	ners		
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	IRE
Original Copy of Rece	ipt (if no original	RPT	Owner / Represe	entative
receipt verify in the sys	stem and in the			
triplicate file copy				
TAXPAYER STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
TAXPATER STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
Proceed to Land	1. Verify submitted	None	8 Minutes	DANILO C. DELA
Tax Division of	requirements			CRUZ
CTO and submit	and retrieve			Administrative
complete	RPT official			Aide II
requirements.	receipt, certify it			(CTO)
	then issue order			
	of payment to			
	of payment to the taxpayer.			



Payment to assigned teller at the payment counter and pay corresponding fees.	Receipt (OR) to the taxpayer.			1–4 (CTO)
3. Return to Real Property Tax Division of CTO and present official receipt to the assigned personnel.	Issue certified true copy of RPT official receipt.	None	2 Minutes	DANILO C. DELA CRUZ Administrative Aide II (CTO)
	TOTAL:	PHP 40	15 Minutes	

200. Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction

Former and presently enrolled Graduate or Undergraduate Students of the City University of Pasay can secure original copy of Good Moral Character, Graduation Certificate and Medium of Instruction from the said university.

Office or Division:	City University of Pasay (CUP)		
Classification:	Complex		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:	Former and prese	ntly enrolled Graduate or Undergraduate Students	
	of the CUP		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Principal:			
Any Government ID Card (1	l original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
	-	LTO, School ID	
Duly Accomplished Application Form:			
- Application Form (1 original)		CUP Registrar's Office	
- Detail/information to be indicated in the			
Application Form		Applicant (Document Owner)	
Previous Transcript of Records (TOR)		CUP Registrar's Office	
(1 photocopy)		Ooi Registial 3 Office	
Official Receipt (1 photocopy)		CUP Cashier's Office	
Representative:			
Authorization Letter (original)		Person Represented (Document Owner)	
Any Government ID Card of the Person		BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
Represented (Document Owner)		LTO, School ID	



(1.0	priginal 1 photocopy)				
(1 original, 1 photocopy) Any Government ID Card of the		BIR, Post Office, PSA, SSS, GSIS, COMELEC,			
Representative (1 original)		LTO, School ID			
Duly Accomplished Application Form:		L10, 0010011	<u> </u>		
Dui	- Application Form (CUP Registra	r's Office	
	• •	to be indicated in the	COI Registia	i 3 Onice	
	Application Form		Parson Ranra	sented (Documen	t Owner)
Dro	evious TOR (1 photoco		Person Represented (Document Owner) CUP Registrar's Office		
	•		CUP Cashier's		
Oiii	icial Receipt (1 photoc	AGENCY	FEES TO	PROCESSING	PERSON
	CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. F	Present photocopy	1. Verify the	None	1 Minute	MARIO L.
C	of previous TOR,	photocopy of			CASTELO
a	and proof of	TOR and Official			Administrative
p	payment to the	Receipt (OR).			Officer I
a	assigned staff of the	. , ,			(Registrar's
	CUP Registrar's				Office,
	Office.				CUP)
2. \	Write your name,	2. Check the	None	1 Minute	MARIO L.
	course, inclusive	completeness			CASTELO
	year of attendance	and veracity of			Administrative
	at the back of OR,	•			Officer I
	and submit the	official receipt		(3 days-waiting	(Registrar's
	photocopy of TOR	and other		time prior	Office,
	• • •	submitted		issuance of	CUP)
	to the assigned staff	requirements,		requested	001)
	at the CUP	and advise the		documents)	
	Registrar's Office.	client to return		documents)	
		after 3 working			
		_			
		days.			
3. I	Present any valid ID	3. Release the	None	1 Minute	MARIO L.
	card to the assigned	requested	1.55		CASTELO
	staff of the CUP	•			Administrative
1	Registrar's Office.	document to the			Officer I
'	Negisiiai s Oilice.	client.			(Registrar's
					Office,
					CUP)
					CUP)
		TOTAL:	None	3 Days and	
		IOIAL.	INOLIG	3 Minutes	
			L	1	



201. Securing Original Copy of Diploma

Graduate students of the City University of Pasay (CUP) can secure original copy of Diploma from the said university.

Office or Division:	vision: City University of Pasay			
Classification:	Complex			
Type of Transaction:	Type of Transaction: G2C – Governmen			
Who may avail:	All CUP Graduate Students in any Courses			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	JRE
Principal				
Duly Accomplished Applie				
- Request Form (1 o		CUP Registrar's Office		
- Detail/Information		_		
the Application F		Requester		
First Page of Previous Track (TOR) (1 photocopy)	anscript of Records	CUP Registra	r's Office	
Any Government ID Card	of Person	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
Represented (Document		LTO	, , ,	,
(1 original)	•			
Representative				
Authorization Letter (1 ori	·	Person being represented (Requester)		
Any Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Represented (Requester)		LTO		
(1 original, 1 photocopy)		515 5 600		10.00115150
	Any Government ID Card of Representative		ce, PSA, SSS, GS	SIS, COMELEC,
(1 original)		LTO		
Duly Accomplished Applie		CLID Degistra	"'a Offica	
- Request Form (1 o		CUP Registra	r's Office	
- Detail/Information the Application F		Porcon Ponro	sented (Requeste	rl
First Page of Previous TC		CUP Registra		1)
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present photocopy	1. Check the	None	2 Minutes	MARIO L.
of previous	completeness			CASTELO
Transcript of Record	and veracity of		(5 days-waiting	Administrative
(TOR) and fill-out	submitted		time prior	Officer I
the request form for	requirements		issuance of	(Registrar's
Diploma to the	and		Diploma)	Office,
assigned staff of the	accomplished			CUP)
CUP Registrar's	request form			
Office.	•			
	1.1 Advise the			



	P			
	client to return			
	after 5 working			
	days.			
Present any valid ID card for the claiming of diploma to the assigned staff of the CUP registrar's Office.	2. Secure the presented ID card then instruct the requester to photocopy the diploma in three (3) sets. 2.1 Release the ID card to the requester after submission of photocopied diploma. 2.2 Release the original copy of diploma to the	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	requester.			
	TOTAL:	None	5 Days and 4 Minutes	

202. Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)

BS Nursing Graduated Students of the City University of Pasay can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad setting).

Office or Division:	City University of Pasay (CUP)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	BS Nursing Graduated Students of the CUP



CHECKLIST OF D	COUDEMENTS		WILEDE TO SEC	UDE
CHECKLIST OF R			WHERE TO SEC	UKE
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in		CUP Registrar's Office		
the Application F		Applicant		
Transcript of Records (T (1 photocopy)		CUP Registra	r's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the TOR together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office	1. Check the completeness and veracity of submitted requirements, and advise the client to return after 7 days. 1.1 Forward the request to the Dean of the College of Nursing.	None	1 Minute (7 days-waiting time prior issuance of RLE)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
Claim the requested document to the assigned staff of the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	7 Days and 2 Minutes	

203. Securing Referral Letter for Job Placement

To ensure the employability of the applicants, they must seek the services of the Pasay City Employment Center (PCEC) for employment facilitation services, job-matching and evaluation.

Office or Division:	PCEC
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Jobseekers/Job Ap	plicants		
CHECKLIST OF RE			VHERE TO SECU	RE
Updated Resume (1 original	al);	Applicant		
or				
Duly Accomplished Employ System Registration Form				
Registration FormDetails of the Form		PCEC Applicant		
Barangay Clearance (1 pho	otocopy)	Office of the B resides	Barangay where th	e applicant
Community Tax Certificate (1 photocopy)		City Treasure	r's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
Submit updated resume or duly accomplished EISRF together with complete requirements at the receiving section of PCEC.	Accept and evaluate submitted documents. I.1 Encode application in the system.	None None	5 Minutes 5 Minutes	JOANNA G. BALORO Administrative Aide I (PCEC)
2. Proceed with the initial interview at the PCEC.	2. Conduct initial interview to assess the qualification of the applicant.	None	15 Minutes	ABIGAIL E. CINCO Administrative Assistant III (PCEC)
	2.1 If the position being applied for does not match the applicant's qualification, conduct job matching based on current vacant positions of	None	10 Minutes	LILIA G. BORNILLA Administrative Aide I (PCEC)



	accredited companies. 2.2 Process the request for referral letter.	None	10 Minutes	LILIA G. BORNILLA Administrative Aide I (PCEC)
Claim referral letter at the releasing counter of PCEC.	3. Release referral letter upon signing in the logbook.	None	5 Minutes	OFFICER OF THE DAY (PCEC)
	TOTAL:	None	50 Minutes	

204. Securing Tarpaulin and Other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program

The City Veterinarian's Office is in partner with barangay officials and NGOs when it comes to conducting campaigns against rabies, a highly fatal diseases caused by animal bites. Barangay officials and NGOs may secure tarpaulin, IEC materials and schedule thereat for the conduct of Oplan Bantay Rabies Program in their locality.

Office or Division:	City Veterinarian's	City Veterinarian's Office (CVO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	Barangay Officials,	NGOs			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	ECURE	
Letter request (1 origin	al)	Barangay O	fficials, NGOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter request to the assigned clerk at the CVO.	1. Schedule the activity and release the tarpaulin and other IEC materials to the client.	None	10 Minutes	LIZA A. PANCHO Administrative Aide IV (CVO)	
Claim the tarpaulin and other IEC	Ask the client to sign in the logbook upon	None	5 Minutes	LIZA A. PANCHO Administrative Aide IV (CVO)	



materials from assigned clerk at the CVO.	receipt of the tarpaulin and other IEC materials; and notify him/her on the date of the vaccination activity.			
	TOTAL:	None	15 Minutes	

205. Securing Transcript of Records (2nd Request or More)

Former Graduate Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of Pasay (CUP)			
Classification:	Complex			
Type of Transaction:	G2C – Governme	nt to Citizen		
Who may avail:	Former Graduate	Students of CUP		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form Any Government ID Card (1 original)		CUP Registrar's Office Requester BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Latest/previously requested Tr Records (TOR) (1 photocopy) Representative	anscript of	CUP Registrar's Office		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Person Represented (Requester)		
Authorization Letter (1 original)	Person being represented (Requester)		
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (1 original) Latest/previously requested TOR (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO CUP Registrar's Office		



	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the requirements together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue the corresponding order of payment for 2 nd copy of TOR.	None	5 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2.	Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
3.	Present OR to the assigned staff of the CUP Registrar's Office.	 3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 5 days for the issuance of 2nd copy of TOR. 3.1 Retrieve the records of the requester. 		1 Minute (5 days-waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
4.	Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the TOR to the client.	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
		TOTAL:	PHP 100/ page	5 Days and 10 Minutes	



206. Securing Transcript of Records (TOR) - 1st Request (New Graduates)

Newly Graduated Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Highly Technical				
Type of Transaction:	G2C – Governmer				
Who may avail:	Newly Graduated				
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE	
Principal:					
Completely Signed Clear		CUP Cashier's			
Any Government ID Card	d (Document Owner)		ce, PSA, SSS, GS	SIS, COMELEC,	
(1 original)		LTO			
Representative:					
Authorization Letter (1 O		-	ented (Document		
Any Government ID Card			ce, PSA, SSS, GS	SIS, COMELEC,	
Represented (Document	Owner)	LTO			
(1 original, 1 photocopy)					
Any Government ID Card	d of Representative		ce, PSA, SSS, GS	SIS, COMELEC,	
(1 original)		LTO			
Completely Signed Clear	rance (1 original)	CUP Cashier's		_	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
4. December of a second state.	4 Observed the s	BE PAID	TIME	RESPONSIBLE	
' '	Check the	None	2 Minutes	MARIO L.	
signed clearance to	completeness			CASTELO	
the assigned staff	and veracity of			Administrative	
at the CUP	submitted			Officer I	
Registrar's Office.	clearance, and			(Registrar's	
	issue the			Office,	
	corresponding			CUP)	
	order of payment.				
2. Present order of	2. Issue the Official	PHP 100/	2 Minutes	JUANITO C.	
payment and pay	Receipt (OR) to	page		ESPINO JR.	
the necessary fees	the client based			Revenue	
to the assigned	on presented			Collection Clerk II	
staff of the CUP	order of payment.			Cashier	
Cashier's Office.				(CUP)	
3. Present OR to the	3. Stamp the OR,	None	1 Minute	MARIO L.	
		1 10110	i iviii iato		
assigned staff of	write the			CASTELO	



the CUP Registrar's Office.	releasing date of the TOR at the back thereof, and advice the client to return after 7 working days.		(7 days-waiting time prior issuance of TOR)	Administrative Officer I (Registrar's Office, CUP)
	3.1 Retrieve the records of the requester.			
Present the OR to the assigned staff of the CUP Registrar's Office.	Release the TOR to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	PHP 100/page	7 Days and 6 Minutes	

207. Securing Transcript of Records (TOR) 1st Request (Graduates of 1 year ago and previous years)

Former Graduate students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of Pasay (CUP)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:	Formerly and New	ly CUP Graduated Student's	
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE	
Principal:			
Completely Signed Cleara	nce (1 original)	CUP Cashier's Office	
Any Government ID Card	of Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
Represented (Document C	Owner)	LTO	
(1 original)			
Representative			
Authorization Letter (1 Original)		Person represented (Document Owner)	
Any Government ID Card of Person		BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
Represented (Document C	Owner)	LTO	



(4 princed 4 photocom				OMA	
(1 original, 1 photocop Any Government ID C		RIP Post Offic	ce, PSA, SSS, GS	SIS COMELEC	
(Document Owner)	ara or itepresentative	LTO	00, 1 0A, 000, GC	JIO, OOIVILLEO,	
(1 original)					
Completely Signed Cle	earance (1 original)	CUP Cashier's	s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present fully signed clearance to the assigned staff at the CUP Registrar's Office.	Check the completeness and veracity of submitted clearance and issue the corresponding order of payment	None	2 Minutes	MARIO L. CASTELO Administrative Officer I Registrar's Office (CUP)	
2. Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)	
3. Present OR to the assigned staff of the CUP Registrar's Office.	 3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 7 days. 3.1 Retrieve the records of the requester and check for its completeness based on the needed requirements. 	None	1 Minute (13 Days, 7 Hours, and 54 Minutes- waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I Registrar's Office (CUP)	

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	OMAN	

4	to the assigned staff of the CUP Registrar's Office.	4. Release the TOR to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
		TOTAL:	PHP 100/ page	14 Days	

208. Securing Transcript of Records (TOR) of Undergraduate Students

Undergraduate Students of the City University of Pasay (CUP) can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of I	Pasay		
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:		ntly Enrolled CUP Students		
CHECKLIST OF REG	UIREMENTS	WHERE TO SECURE		
Principal				
Applicant Letter		Document Owner		
Any Government ID Card	(1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly Accomplished Applic	ation Form:			
- Permanent Record	Form			
(1 original)		CUP Registrar's Office		
 Detail/Information to 	be indicated in			
the Application Fo		Requester		
Completely Signed Cleara	nce (1 original)	CUP Cashier's Office		
Representative				
Authorization Letter		Person represented (Requester)		
(1 Original)		` ' '		
Any Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Represented (Document C	Owner)	LTO		
(1 original)				
Any Government ID Card of Representative		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
(1 original)		LTO		
Duly Accomplished Applic				
- Permanent Record Form		CLID Degistrarie Office		
(1 Original)	a la a linali anto al lic	CUP Registrar's Office		
 Detail/Information to be indicated in 				



the Application	Form	Person Renre	sented (Requeste	r)
Completely Signed Cle		CUP Cashier's		1)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and fully signed clearance together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office	1. Check the completeness and veracity of submitted requirements, and issue the corresponding order of payment.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2. Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100.00/page	2 Minutes	JUANITO C. ESPINO JR. Revenue Collection Clerk II Cashier (CUP)
3. Present OR to the assigned staff of the CUP Registrar's Office.	3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advise the client to return after 7 days. 3.1 Retrieve the records of the	None	15 Minutes (7 days-waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
4. Present the OR to the assigned staff of the CUP Registrar's Office.	requester. 4. Release the Transcript of Record (TOR) to the client.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	PHP 100/page	7 Days and 23 Minutes	



209. Sidewalk Clearing Services

The Pasay City Environment and Natural Resources Office regularly conducts clearing services in the City such as sidewalk obstructions. Also, it assists the City Engineers Office in the demolition of shanties located along City sidewalks; and the Pasay City Social Welfare and Development Department during rescue operation of homeless people.

Office or Division:	Pasay City Enviro	nment and Natu	ıral Resources Of	fice (PCENRO)
Classification:	Simple			
Type of Transaction:		vernment to Government and G2C-Govenrment to Citizen		
Who may avail:	Barangays and pr			
Request/complaint lett		Requesting par	•	
Printed photo of the co	oncerned area	Requesting par	rty	
(1 photocopy)		_		_
CHENI CIEDO			PERSON RESPONSIBLE	
1. Proceed to PCENRO and submit your written request/ complaint with photo of concerned area.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Wait for your request/ complaint to be processed by the PCENRO.	2. Discuss with the client or requesting party the details of the complaint.	None	4 Minutes	ENGR. RENATO A. SANCHEZ, Officer-in-Charge, (PCENRO) RONALD RAE M. SALVADOR, Supervising Administrative Officer (PCENRO)
3. Secure schedule of clearing operations from PCENRO.	3. Arrange and issue the approved schedule of clearing operations.	None	4 Minutes	RONALD RAE M. SALVADOR, Supervising Administrative Officer (PCENRO)
	TOTAL:	None	10 Minutes	



210. Signing of Checks for Payment of Various Obligations

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City \	Office of the City Vice Mayor (OCVM)			
Classification:	Simple				
Type of Transaction:	G2G – Governme	nt to Governme	nt; G2C-Governm	ent to Citizen	
Who may avail:	Employees, forme legislative departn		nd other offices ur	nder the	
CHECKLIST OF F	REQUIREMENTS	1	WHERE TO SEC	URE	
For Payment of Salary:		Development City Budget OCity Accounting City Treasurer	Human Resource Management and Development Office (HRMDO), City Budget Office (CBO), City Accounting Office (CAcctgO), City Treasurer's Office (CTO) CTO, CAcctgO		
For Payment of Terminal Leave Benefits:					
- Approved Vouc - Approved Oblig (1 original)	` ,	HRMDO, CBO, CAcctgO, CTO HRMDO, CBO			
- Approved Leav (1 original)	• •	HRMDO			
(1 original)	Terminal Leave	HRMDO			
For Payment of Sem	her (1 original)	CAcctgO and CTO Concerned Department/Office, CBO		СВО	
For Payment of Serv	-		0.00	0.070.00/44	
- Approved Vouc - Approved Oblig (1 original)	pation Request	General Services Office, CAcctgO, CTC Concerned Department/Office, CBO, O		CBO, OCVM	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit check and supporting	Evaluate the	None	7 Hours 25 Minutes	RICHARD T. FELIX	



documents to the	documents.			Supervising Administrative
Administrative Section of the				Officer
Office of the Vice				(OCVM)
Mayor for review	1.1 Check will			ROLANDO M.
of documents.	then be			OSIT
	forwarded to the Vice			Administrative
	Mayor for his			Assistant II (OCVM)
	approval			(OCVIVI)
		Ni	00 Min to	ANIOFILITO
	1.2Transmit the	None	30 Minutes	ANGELITO S. DELA CRUZ
	signed			Administrative
	checks to			Assistant II (OCVM)
	the Office of the City			(OCVIVI)
	Accountant			ROMMEL M. TORRES
	for proper			Administrative
	action			Aide I
				(OCVM)
				EDUARDO LUIS
				RAYMUNDO M. CASTRO
				Administrative
				Aide I
				(OCVM)
2. Follow-up the	2. Advise the client	None	5 Minutes	ARNEL A.
status of check at the OCVM.	that the check			UBALDE Administrative
the OC vivi.	has been signed, and was			Officer IV
	already			(OCVM)
	transmitted to			ROMMEL M.
	City			TORRES
	Accountant's Office.			Administrative Aide I
	Office.			(OCVM)
	TOTAL	None	1 Day	



211. Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection

All animals intended for human consumption shall be brought for inspection to the City Government's slaughterhouse, operated by the City Veterinarian's Office. This is done to ensure that only healthy animals are slaughtered and those deemed unhealthy are separated and dealt with accordingly.

Office or Division:	City Veterinarian's	City Veterinarian's Office (CVO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	Meat Vendors				
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE	
Principal					
Shipping permit (1 Origi	Shipping permit (1 Original)		or City/Provincial	Veterinarian Office al Industry (BAI)	
Health Certificate (1 Ori	ginal)	Licensed Vete	erinarian Office/Cl	linic	
Representative	<u> </u>				
Shipping permit (1 Origi	nal)		or City/Provincial	Veterinarian Office al Industry (BAI)	
Health Certificate (1 Ori	ginal)	License Veter	inarian Office/Clir	nic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present live animal for Ante Mortem Inspection at slaughterhouse. Note: Slaughterhouse is located either at Kayang, Dian Street or Malvar, Virata Street, Pasay City. The client may proceed to location convenient to him/her.	Conduct Ante Mortem inspection to all animals before slaughter.	Large Cattle - PHP 15 Hog - PHP 10 Goat, Sheep and the likes - PHP 5	3 Hours	FLORANTE C. PUNZALAN Meat Inspector I (CVO) assigned at Kayang or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I (CVO) assigned at Malvar	
Present the slaughtered animal for Post Mortem	Conduct Post Mortem inspection on	Large Cattle – PHP15	1 Hour	FLORANTE C. PUNZALAN Meat Inspector I (CVO)	



Inspection either at Slaughterhouses Iocated either at Kayang, Dian Street or Malvar, Virata Street, Pasay City.	meat and internal organs to ensure that the meat is safe for human consumption.	Hog – PHP 10 Goat, Sheep and the likes – PHP 5		or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I (CVO) assigned at Malvar
3. Secure Matanza (Proof of Payment) at the slaughterhouse.	3. Issue Matanza or Proof of Payment to the client.	None	5 Minutes	Slaughterhouse Operator, (Kayang or Malvar)
4. Present the Matanza or Proof of Payment to the assigned personnel of the CVO at the slaughterhouse; and secure Meat Inspection Certificate.	4. Issue Meat Inspection Certificate to the client.	None	5 Minutes	FLORANTE C. PUNZALAN Meat Inspector I (CVO) assigned at Kayang or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I (CVO) assigned at Malvar
	TOTAL:		4 Hours and 10 Minutes	



212. Street Sweeping Services

The Pasay City Environment and Natural Resources Office regularly cleans the City with the help of street sweepers assigned to different areas within the jurisdiction of Pasay for a maximum of sixteen (16) hours at two (2) shifts per day.

Office or Division:	Pasay City Enviro	Pasay City Environment and Natural Resources Office (PCENRO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Barangays, NGOs	and private s			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	ECURE	
Request letter (1 original	al)	Requesting	party		
Printed photo of the col (1 original)	ncerned area	Requesting	party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Proceed to PCENRO and submit letter request with the photo of the concerned area.	1. Receive the letter request and forward it to the supervisor of the sweepers.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)	
2. Discuss details of the request to the Street Sweeper Supervisor from PCENRO.	2. Attends to the concerns of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALEXANDER P. GOMEZ Administrative Aide IV (PCENRO)	
3. Secure the schedule of clean-up operations from PCENRO.	3. Arrange and issue the approved schedule of clean-up operations.	None	5 Minutes	ALEXANDER P. GOMEZ Administrative Aide IV (PCENRO)	
	TOTAL:	None	17 Minutes	_	



213. Supplemental Report of Omitted Information in a Registered Civil Registry Document

Processing of supplemental report of omitted information in a registered civil registry document at the Local Civil Registry Office.

Office or Division:	Local Civil Regist	try Office (LCRO)	
Classification:	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:	All		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Principal:			
Document issued by the P		Philippine Statistics Authority (PSA)	
information (1 original, 1 p	,		
Affidavit for Supplemental	Report (3	Notary Public	
original)			
Any Supporting Document			
omitted information (1 orig	inal, 1		
photocopy)		Church	
e.g. Certificate of Baptism		PSA or LCRO	
Certificate of Marriage		PSA or LCRO	
Certificate of Live Birtl			
Valid Government ID Card	l (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
1 photocopy)			
Representative:			
Special Power of Attorney		Person Represented (Document Owner)	
Valid Government ID Card	of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Represented (Petitioner)			
(1 original, 1 photocopy)			
Valid Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Representative (1 original,			
Affidavit of Kinship (in case	e of deceased	Nearest of Kin/Immediate Family	
owner) (1 original)			
Document issued by the P		PSA	
information (1 original, 1 photocopy)			
Affidavit for Supplemental Report (3		Notary Public	
original)			
Any Supporting Document to support the			
omitted information (1 original, 1			
photocopy)		Church	
e.g. Certificate of Baptism		PSA or LCRO	
Certificate of Marriage		PSA or LCRO	
Certificate of Live Birth			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documents to the requesting window at the Local Civil Registry Office	 Review the documents for consistency, completeness and jurisdiction. If incomplete or inconsistent supporting documents, petitioner will be advised of the insufficiencies of documents. Once checked, issue order of payment for the required fees for the filing fee of supplemental report and certified true copies to the client. 	None	6 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Supplemental Fee – PHP 50 For Supplemental Report CTC – PHP 50 For certified true copy of the annotated civil registry	5 Minutes	Teller (CTO)



				NO MAI
		document – PHP 50		
		For Annotation Fee – PHP 50		
		For computerization Fee – PHP		
3. Present OR to the assigned personnel of the Local Civil Registry Office and releasing window	3. Verify OR. Once verified, prepare annotation, certified true copies of the supplemental report, annotated civil registry document. 3.1 Record transaction in the logbook and release the following document for submission to PSA: Certified copy of the annotated civil registry document, certified copy of the Affidavit for Supplemental Report and civil registry document with	None	37 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	supplemental			



	report.			
4. Sign the logbook at the Local Civil Registry Office releasing window.	4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO)
	TOTAL:	PHP 220	50 Minutes	

214. Tax Mapping/Verification of Property Location

This service enables the clients to identify real property, its ownership and location in the tax map at the City Assessor's Office.

Office or Division:	City Assessor's Office (CAssrO)			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Photocopy of Transfer C (TCT/s)	ertificate of Title/s	Property Own	er	
Valid Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID card and TCT/s to the assigned personnel of the City Assessor's Office Tax Mapping Division.	Issue Order of Payment to the client.	None	5 Minutes	ARNULFO P. MALINAO Tax Mapper I ROSALINDA C. GRAVIDEZ Tax Mapper I FLORO D. HERNANDO



	T I			Tay Manning Aida I
2. Proceed to City Treasurer's Office (CTO) and pay the required fees.	2. Issue Official Receipt (OR) based on presented order of payment from the City Assessor's Office.	PHP 40	5 Minutes	PATRICIO V. VILLANUEVA Administrative Assistant I (CAssrO) Cashier (CTO)
3. Present the issued Official Receipt to the assigned personnel of the City Assessor's Office- Tax Mapping Division.	3. Present the requested property location to the client.	None PHP 40	5 Minutes 15 Minutes	ARNULFO P. MALINAO Tax Mapper I ROSALINDA C. GRAVIDEZ Tax Mapper I FLORO D. HERNANDO Tax Mapping Aide I PATRICIO V. VILLANUEVA Administrative Assistant I (CAssrO)

215. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – *Processing of Purchase Order (PO) and Notice to Proceed (NTP)*

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G - Government to Government



All Offices/Department	e of the City	Covernment and	National Government	
	WHERE TO SECURE			
on (2 original)	BAC Secre	etariat		
	BAC Secre	etariat		
, ,	BAC Secre	etariat		
	BAC Secre	etariat		
s (1 original, 1 duplicate)	BAC Secre	etariat		
	Requesting	g Department/Offic	ce/NGA	
	Requesting	g Department/Offic	ce/NGA	
ty of Appropriation	Requesting	g Department/Offic	ce/NGA	
Plan (APP) (1 photocopy)	Requesting	g Department/Offic	ce/NGA	
•	Requesting	g Department/Offic	ce/NGA	
	Requesting	g Department/Offic	ce/NGA	
-	Requesting	g Department/Offic	ce/NGA	
/Price Certification	Requesting Department/Office/NGA			
If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat Member (GSO)	
1.1 Prepare the PO and NTP and transmit to the Office of the Mayor for approval and signature.	None	15 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)	
2. Receive the duly signed and approved PO and NTP and	None	3 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer	
	Agencies (NGAs) finanter REQUIREMENTS on (2 original) rd (2 original, 1 duplicate) (1 original) ort (1 original, 1 duplicate) original, 2 duplicate) ity of Appropriation Plan (APP) (1 photocopy) Management Plan original, of Reference/Scope of entified true copy) Price Certification original (1 original, original) Plan (APP) (2 photocopy) Management Plan original (3 photocopy) Management Plan original (4 photocopy) Management Plan original (5 photocopy) Management Plan original (6 photocopy) Management Plan original (8 photocopy) Management Pl	Agencies (NGAs) financially assist FREQUIREMENTS In (2 original) In (2 original) In (2 original) In (2 original) In (3 original) In (4 original) In (5 original) In (6 original) In (7 original) In (8 original) In (8 original) In (1 original) In (2 original) In (2 original) In (3 original) In (4 original) In (5 original) In (6 original) In (7 original) In (8 original) In (8 original) In (8 original) In (8 original) In (9 original) In (1 original) In (2 original) In (2 original) In (2 original) In (2 original) In (3 original) In (4 original) In (4 original) In (4 original) In (4 original) In (6 original) In (8 original) In (9 o	and (2 original) Ind (2 original, 1 duplicate) Ind (3 original) Ind (4 original) Ind (4 original) Ind (5 original) Ind (6 original) Ind (7 original) Ind (8 original) Ind (9 original) Ind (1 original) Ind (1 original) Ind (1 original) Ind (2 original) Ind (3 original) Ind (4 original) Ind (4 original) Ind (5 original, 1 duplicate) Ind (5 original, 2 duplicate) Ind (6 original, 2 duplicate) Ind (8 original, 2 duplicate) Ind (9 original, 2 dup	



the City Mayor to GSO.	inform the supplier/contractor for signature.			/BAC Secretariat Member (GSO)
2.1 Receive the signed PO.	2.1 Prepare transmittal of copy of signed PO/Contract for submission to the Commission on Audit (COA) and to the end-user office/department.	None	5 Minutes	ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) ARBIE B. SABULAO
	2.2 Check, sign and submit the transmittal and its attachments.	None	2 Minutes	Officer-in-Charge (GSO)
	TOTAL:	None	30 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

216. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)				
Classification:	Simple	Simple			
Type of Transaction:	G2G – Government t	o Government			
Who may avail:	All Offices/Departme	nts of the City Government and National			
	Government Agencie	es (NGAs) financially assisted by the City			
	Government				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Purchase Request (2 ori	ginal, 2 duplicate)	Requesting Department/Office/NGA			
Obligation Request (2 or	iginal, 2 duplicate)	Requesting Department/Office/NGA			
Certificate of Availability of Appropriation (CAA) (2 original)		Requesting Department/Office/NGA			
Annual Procurement Plan (APP) (1 photocopy)		Requesting Department/Office/NGA			
Project Procurement Ma (PPMP) (1 photocopy)	nagement Plan	Requesting Department/Office/NGA			



Project Brief/Project Proposal (1 original, 1 certified true copy) Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy) Certificate of Canvass/Price Certification (1 original, 1 certified true copy) If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy) CLIENT STEPS AGENCY ACTIONS 1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO. TOTAL: None Requesting Department/Office/NGA Requesting Depa					TO MAI
Works (1 original, 1 certified true copy) Certificate of Canvass/Price Certification (1 original, 1 certified true copy) If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy) CLIENT STEPS AGENCY ACTIONS 1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO. Works (1 original, 1 certified true copy) Requesting Department/Office/NGA PERSON RESPONSIBLE 1. Check the complete so the submitted documents, and transmitted beautiful department/Office/NGA ### Requesting Departm		roposal (1 original,	Requesting I	Department/Office	/NGA
Clear Steps	Specifications/Terms of Reference/Scope of		Requesting Department/Office/NGA		
Request for Pre-Repair Inspection (1 original, 1 certified true copy) CLIENT STEPS AGENCY ACTIONS 1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO. Request for Pre-Repair Inspection (Agency Actions FEES TO BE PAID None None Somitive None TIME None Somitive			Requesting I	Department/Office	/NGA
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Appropriation (CAA) together with complete requirements at the receiving counter of GSO. 1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action. 1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action. 1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action. 1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action. 1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	Request for Pre-Repa	ir Inspection	GSO		
signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO. Signed and approved the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action. Members: FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) Supervising Administrative Officer (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)	CLIENT STEPS	AGENCY ACTIONS			
	signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving	completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for	None	5 Minutes	Members: FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III
		TOTAL:	None	5 Minutes	, ,

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

217. Timely Registration of Certificate of Death and Fetal Death

Applying for timely registration of Certificate of Death and Fetal Death at the Local Civil Registry Office. Timely registration is registration of death within thirty (30) days from the date of the event.

Office or Division:	Local Civil Registry	Office (LCRO)	
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Funeral homes liaison officers, nearest kin, or immediate family members		
	of the deceased person		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Accomplished Certificate of Death or Fetal		Hospital, Health Center, Funeral Homes, City Health	
Death (4 original)		Office	



Accomplished Municipal Form 103 (IP Form No. 2) if the deceased person is an IP or Muslim (4 original)		LCRO, Hospita Tribal Chief	al Records, Burial	Ceremony Imam or
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	1. Process the application: 1.1 Review for jurisdiction, correctness, completeness, and condition of the COD/COFD. 1.2 Receive and assign/inscribe registry number to the COD/ COFD	None	11 Minutes	FE J. MAGNAYE- PLANTINOS Administrative Aide II (LCRO) ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	and segregate LCRO and PSA file copies and two (2) copies for the interested party. 1.3 Issue the two (2) copies of the registered COD/ COFD to the client.			
2. Claim the COD/ COFD at the LCRO transaction window, and sign the logbook.	2. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	FE J. MAGNAYE- PLANTINOS Administrative Aide II (LCRO)



TOTAL:	None	13 Minutes	

218. Timely Registration of Certificate of Live Birth

Applying for timely registration of Certificate of Live Birth from the Local Civil Registry Office. Timely registration is registration of birth within thirty (30) days following the event.

Office or Division:	Local Civil Registr	y Office (LCRO)		
Classification:	Simple	,		
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen		
Who may avail:	Parent/s of the Ne	w Born Child, Birthing Institution Records Personnel		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Marital/Legitimate Child				
Accomplished Certificate of (4 original)		Birthing Institution (Hospital, Lying-in)		
Certificate of Marriage of Pa	arents	Philippine Statistics Authority (PSA) or LCR Office		
(1 PSA or CTC)		where marriage was registered		
Municipal Form No. 102 (IP	Form No. 1)	LCR Office, Birthing institution		
(4 original)				
- If parents are IPs or				
Unacknowledged Non-Ma				
Accomplished Certificate of	Live Birth	Birthing Institution (Hospital, Lying-in)		
(4 original)	N. 400 (ID	1.00.00		
Accomplished Municipal Fo	orm No. 102 (IP	LCR Office, Birthing institution		
Form No. 1) (4 original)	or of IDo or Muslim			
- If mother is a member				
Acknowledged Non-Marita Accomplished Certificate of		Birthing Institution (Hospital, Lying-in)		
(4 original)	LIVE DITHI	birthing institution (Hospital, Lying-in)		
- With accomplished a	and duly notarized	Notary public		
Affidavit of Admission		readily public		
found in back page	ir or r atornity			
Accomplished Municipal Fo	orm No. 102 (IP	LCR Office, Birthing institution		
Form No. 1) (4 original)	(, . 3		
- If parents are IPs or	Muslims			
Duly notarized Affidavit to U		Notary public, LCR Office (for the prescribed form)		
of the Father executed by the	he child's mother -	· · · · · · · · · · · · · · · · · · ·		
if child will use the father's	surname (4			
original)				
Personal Appearance of Pa	arents at the	Parents		
LCRO				
Valid Government ID Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original for each parent)				



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Certificate of Live Birth (COLB) and other required documents to the Registration Officer of the LCRO for review.	 Process the application: Receive, and issue claim stub indicating the date and time of release the requested document. Review for jurisdiction, correctness, completeness, and condition of the COLB and requirements. For acknowledged non-marital child, record the Affidavit to Use the Surname of the Father (if applicable) Assign registry number on the received AUSF Record the appropriate remarks in the logbook for legal instruments. Receive, assign/inscribe registry number to 	None	For Marital/ legitimate child and unacknowledged nonmarital child: 1 Day For acknowledged non-marital child: 2 Days	WILFREDO T. TORRENTE Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)



	the COLB.			
	1.5 Sign the registration of the certificate			ROMULO C. TRESVALLES City Civil Registrar (LCRO)
	1.6 Encode the certificate with appropriate statistical data 1.7 Segregate copies. Keep two (2) copies of the registered COLB for LCR and PSA filing. 1.8 Issue the two (2) copies of the registered COLB to			WILFREDO T. TORRENTE Administrative Aide IV (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
	the client.			
2. On the release date, present the claim stub at the LCRO releasing window.	2. Verify the COLB being claimed, and issue the two (2) copies of the registered COLB to the client.	None	2 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO) or LILIBETH S. DELA
				ROSA Administrative Aide II
3. Claim the requested document at the LCRO releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	(LCRO) LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	None	For marital/ legitimate	



child and unacknow- ledged non- marital child: 1 Day and 4 minutes
For acknowledged non-marital child: 2 Days and 4 Minutes

219. Timely Registration of Certificate of Marriage

Applying for timely registration of Certificate of Marriage (COM) at the Local Civil Registry Office.

- For a marriage with marriage license, registration should be made within fifteen (15) days after the event.
- For a marriage under Article 34 or PD 1083, registration should be made within thirty (30) days after the event.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Officiating ministers	, solemnizing officers, contracting parties, court		
	personnel			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
With Marriage License				
Accomplished Certificate	of Marriage	Trial Courts, Church, Chapels, Officiating Ministers		
(4 original)				
Municipal Form No. 97 (IF	P Form No. 3)	LCRO, Imam, Tribal Chief		
(4 original)				
 If contracting partie 	es are IPs or			
Muslims				
Marriage License (1 set o	riginal, 1 set	LCRO where one or both of the contracting parties is		
photocopy)		a resident		
Duly notarized Request for		Contracting parties, Notary public		
Marriage if parties got married outside of Trial				
Court, Church, or City Mayor's Office				
(4 original)				
Registered Pre-Nuptial Ag	greement, if	Notary public, LCRO		
applicable (1 photocopy)				



Under Article 34	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	Thai Court, Church, Chapels, Officialing Ministers
- Accomplished and duly notarized Oath	- Notary public
of the Solemnizing Officer found at the	140tally public
back page	
Accomplished Municipal Form No. 97 (IP	LCRO, Tribal Chief
Form No. 3) (4 original)	Lorto, Tribai Offici
- If contracting parties are IPs	
Duly notarized Affidavit of Co-habitation	Notary public
executed by the contracting parties	Trotally public
(4 original)	
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	g parasos, riciany parasos
Court or Church (4 original)	
Copy of the registered Pre-Nuptial	Notary public, LCRO
Agreement, if applicable (1 photocopy)	, , , , , , , , , , , , , , , , , , , ,
Under P.D. 1083	
Accomplished Certificate of Marriage	Imam
(4 original)	
- Accomplished and duly notarized Oath	Notary public
of the Solemnizing Officer found at the	
back page	
Accomplished Municipal Form No. 97 (IP	LCRO, Imam
Form No. 3) (4 original)	
 If contracting parties are Muslims 	
Copy of the registered Pre-Nuptial	Notary public, LCRO
Agreement, if applicable (1 photocopy)	
Representative:	
With Marriage License	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Officiating minister, solemnizing	
officer, contracting parties, court personnel)	
(1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
Accomplished Municipal Form No. 97 (IP	LCRO, Imam, Tribal Chief
Form No. 3) (4 original)	
If contracting parties are IPs or	
Muslims	



Marriage License (1 set original, 1 set	LCRO where the one or both of the contracting
photocopy)	parties is a resident
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	
Court or Church (4 original)	
Copy of the registered Pre-Nuptial	Notary public
Agreement, if applicable (1 photocopy)	
Under Article 34	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Officiating minister, solemnizing	
officer, contracting parties, court personnel)	
(1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
 Accomplished and duly notarized Oath 	Notary public
of the Solemnizing Officer found at the	
back page	
Accomplished Municipal Form No. 97 (IP	LCRO, Tribal Chief
Form No. 3) (4 original)	
- If contracting parties are IPs	
Duly notarized Affidavit of Co-habitation	Notary public
executed by the contracting parties	
(4 original)	Out of a section Notice of Pro-
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	
Court, Church, or City Mayor's Office (4	
original)	Notary public LCDO
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public, LCRO
Under P.D. 1083	
Authorization Letter (1 original)	Imam Contracting parties
Valid Government ID Card of the person/s	Imam, Contracting parties BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Officiating minister, solemnizing	DIT, FUST CHILLE, FOA, 333, GSI3, CONTELEC, LTC
officer, contracting parties, court personnel)	
(1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	Bitt, 1 ost office, 1 ort, ooo, oolo, oolviele, e10
Accomplished Certificate of Marriage	Imam
(4 original)	man
- Accomplished and duly notarized Oath	Notary public
Accomplished and duly holanzed Oath	140tary public



of the Solemnizi	ng Officer found at the			
back page	ing officer found at tile			
Accomplished Municipal Form No. 97 (IP		LCRO, Imam		
Form No. 3) (4 original)				
	rties are Muslims			
Copy of the registered	•	Notary public, LCRO		
Agreement, if applicable	e (1 photocopy)		77777	7570011
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer at the LCRO for review.	 Review for jurisdiction, correctness, completeness and condition of the COM and requirements. Receive and issue claim stub indicating the date and time of release the requested document. Review and sign the COM Assign/Inscribe registry number to the COM and segregate LCRO and PSA file copies and 2 	None	1 Day and 11 Minutes	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO) ROMULO C. TRESVALLES City Civil Registrar (LCRO) MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
	copies for the solemnizing officer and contracting parties			

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2. On the date of release, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COM being claimed, and issue the two (2) copies of registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
3. Claim the COM at the LCRO releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
	TOTAL:	None	1 Day and 14 Minutes	

220. Transportation Request (Balik-Probinsiya Program)

A one-time request to any Bus Company within the territorial jurisdiction of Pasay City going to Cavite, Laguna, Batangas, Bicol and Quezon provinces. If request is granted by the bus company, only one (1) person can avail free ride (companion will only be given with discount). Other destination such as going to Leyte and Masbate provinces is subject for schedule and approval of the Bus Company; and if will be scheduled and approved, the requester will shoulder the Roro Fare thereof.

Office or Division:	Pasay Traffic and P	Pasay Traffic and Parking Management Office (PTPMO)				
Classification:	Simple					
Type of	G2C-Government to	Citizen				
Transaction:						
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Referral Letter (1 or	iginal)	Pasay Social V	Velfare Departmer	nt		
CLIENT STEPS	AGENCY ACTIONS	PERSON PERSON				
CLILIVI OTLI O	ACENCT ACTIONS	PAID TIME RESPONSIBLE				
1. Submit the	 Receive the 	None	2 Minutes	GRACIELA C.		
referral letter	referral letter and	GUEVARRA				
from the	interview the	Administrative Aide				
PSWD to the	client.	I/Administrative				
assigned				Section		
personnel at				(PTPMO)		



the PTPMO.	1.1 Coordinate the approval of the request to the bus company.		2 Minutes	
	1.2 Prepare the transportation pass certificate upon the approval of request and confirmation of date of departure of the requesting party.		1 Minute	
2. Claim the Transport Pass Certificate to the assigned personnel of PTPMO	Release the Transport Pass Certificate to the client.	None	1 Minute	GRACIELA C. GUEVARRA Administrative Aide I/Administrative Section (PTPMO)
	TOTAL:	None	6 Minutes	

221. Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)

The City Anti-Drug Abuse Council shall provide assistance to individuals who shall undergo voluntarily treatment and rehabilitation to one of the following services available in accordance to level of risks, mandated by the Dangerous Drugs Board Regulation No 7, s. 2018.

For Low and Mild Dependency Levels of Risks

Office or Division:	City Anti-Drug Abuse Council (CADAC)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government	to Citizen			
Who may avail:		ugs (PWUD), Plea Bargain Clients, Drug Surrenders			
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
PLEA BARGAIN					
Endorsement Letter (1 original)		BJMP			
Court Order (1 original)		Court			
Duly Accomplished Application Form:					



OI OADAO.	schedule of			
of CADAC.	1.1 Provide			
personnel at the information desk				
the assigned	engagement.			
intake form to planned				
accomplished	interview for its			(CADAC)
with the duly	conduct a short			Officer
Order together	requirements; and			Administrative
Letter/Court	submitted			Supervising
Endorsement	the veracity of			ALFANOSO
1. Submit the	1. Receive and verify	None	15 Minutes	DANIEL III T.
CLIENT STEPS	AGENCY ACTIONS	PAID	PROCESSING TIME	RESPONSIBLE
Severity Assessment	(i original)	CADAC	DDOOFOONIC	DEDOON
the Intake Fo		Client		
	tion to be indicated in	Cliont		
- Intake Form (1	o ,	CADAC		
Duly Accomplished A		CADAC		
Drug Test and Asses		DOH Accredite	d Hospital or Lab	oratories
Endorsement Letter (H Accredited Hos	
FROM WORKPLACI		115.00	1 A P. 11.	
Severity Assessment		CADAC		
the Intake Fo		Client		
	tion to be indicated in			
- Intake Form (1		CADAC		
Duly Accomplished A				
Petition Letter (1 orig		Immediate Rela	atives	
FOR IN-PATIENT RE				
the Intake Fo	-	Client		
	tion to be indicated in			
- Intake Form (1		CADAC		
Duly Accomplished A				
VOLUNTARY/WALK				
Severity Assessment	(1 original)	CADAC		
the Intake Fo		Client		
	tion to be indicated in			
- Intake Form (1		CADAC		
Duly Accomplished A	, ,	Dr. Dr. Co Holp D	JOON	
Endorsement Letter (BADAC Help D)esk	
DRUG SURRENDER		J/15/10		
Severity Assessment (1 original)		CADAC		
the Intake Form		Client		
	tion to be indicated in	CADAC		
- Intake Form (1	Loriginal)	CADAC		



					AO MAI
		assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement.			
2. Present y for asses and brief intervent the assig psycholo CADAC.	ssment f ion to gned ogist of	 2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof. 2.1 Refer to DOH accredited Physician for further evaluation. 2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party. 	None	45 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
3. Proceed Commur Based D Rehab Treatmel Program (CBDRT	nity rug nt	3. Orient the requesting party about the intervention program, its duration and	None	1 Hour	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)



3.1 Secure the	3.1 Issue the			
waiver and	waiver form			
enrollment form;	and			
and attach the	enrollment			
severity assessment	form to the			
document or	requesting			
other	party.			
documents, for	0.00			
review and case management.	3.2 Receive and review the			
management.	submitted			
	document.			
	3.3 Provide			
	schedule for			
	intervention to			
	the requesting			
	party.			
	TOTAL:	None	2 Hours	

For Moderate Dependency Level of Risks with Court Orders or Plea Bargaining Agreements

Office or Division: City Anti-Drug Abus		se Council (CADAC)
Classification: Simple		
Type of Transaction: G2C – Government t		to Citizen
Who may avail:	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Su	
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE
PLEA BARGAIN		
Endorsement Letter (1 o	original)	BJMP
Court Order (1 original)		Court
Duly Accomplished Application Form:		
- Intake Form (1 o		CADAC
 Detail/Information to be indicated in 		
the Intake Form		Client
Severity Assessment (1 original)		CADAC
DRUG SURRENDER		
Endorsement Letter (1 original)		BADAC Help Desk



				TO MAI
Duly Accomplished A - Intake Form (1		CADAC		
the Intake Fo		Client		
Severity Assessment		CADAC		
VOLUNTARY/WALK		0.12710		
Duly Accomplished A	pplication Form:			
- Intake Form (1		CADAC		
	tion to be indicated in			
the Intake Fo		Client		
FOR IN-PATIENT RE				
Petition Letter (1 orig	,	Immediate Rela	atives	
Duly Accomplished A		0.5.0		
- Intake Form (1		CADAC		
	tion to be indicated in	Client		
the Intake Fo		Client CADAC		
FROM WORKPLACE		CADAC		
Endorsement Letter (HR Office DOI	H Accredited Hos	nital or Clinics
Drug Test and Asses		HR Office, DOH Accredited Hospital or Clinics DOH Accredited Hospital or Laboratories		
Duly Accomplished A		DOTT/ toologite	a ricopital of Lab	oratorioo
- Intake Form (1		CADAC		
,	tion to be indicated in			
the Intake Fo	orm	Client		
Severity Assessment	(1 original)	CADAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Receive and verify	None	15 Minutes	DANIEL III T.
Endorsement	the veracity of			ALFANOSO
Letter/Court	submitted			Supervising
Order together	requirements; and			Administrative
with the duly	conduct a short			Officer
accomplished intake form to	interview for its planned			(CADAC)
the assigned	engagement.			
personnel at the	engagement.			
information desk				
of CADAC.	1.1 Provide			
	schedule of			
	assessment to			
	the requesting			
	party.			
	1 2 Canduct about			
	1.2 Conduct short			



	briefing of the purpose and reason for its planned engagement.			
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
	2.1 Refer to DOH accredited Physician for further evaluation.			
	2.2Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.	3. Conduct drug dependency examination, physical evaluation and diagnosis to client for appropriate referral to hospital/health centre for laboratories and	None	45 Minutes	GINALYN M. CAGUETE, MD Medical Officer III (CHO) MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO)
				LEONA G.



	treatment.			MENORCA Medical Officer IV/ DOH Accredited Physician (CHO) GERRY O. CRUZ Medical Officer IV/ DOH Accredited Physician (CHO)
4. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the Recovery Clinic, Malibay Central Plaza.	4. Orient the requesting party about the intervention program, its duration and expectations. 4.1 Issue the waiver form and enrollment form to the requesting party. 4.2 Provide schedule for intervention to the requesting party.	None	45 Minutes	DANIEL III T. ALFANOSO Administrative Officer IV/ Supervising Administrative Officer (CADAC)
	TOTAL:	None	2 Hours and 30 Minutes	

For Moderate Dependency Level of Risks without Court Orders nor Plea Bargaining Agreements

, ig. comente	
Office or Division:	City Anti-Drug Abuse Council (CADAC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders



CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
PLEA BARGAIN				
Duly Accomplished A	pplication Form:			
- Intake Form (1		CADAC		
- Detail/Informat	ion to be indicated in			
the Intake Fo	orm	Client		
DRUG SURRENDER) V			
Duly Accomplished A	pplication Form:			
- Intake Form (1		CADAC		
 Detail/Informat 	ion to be indicated in			
the Intake Fo	orm	Client		
VOLUNTARY/WALK	-IN			
Duly Accomplished A	pplication Form:			
- Intake Form (1		CADAC		
	ion to be indicated in			
the Intake Fo		Client		
FOR IN-PATIENT RE				
Duly Accomplished A				
- Intake Form (1		CADAC		
	 Detail/Information to be indicated in 			
the Intake Fo		Client		
FROM WORKPLACE				
Endorsement Letter (edited Hospital or	
Drug Test and Asses		DOH Accredite	d Hospital or Lab	oratories
Duly Accomplished A				
- Intake Form (1		CADAC		
	ion to be indicated in			
the Intake Fo		Client		
Severity Assessment	(1 original)	CADAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Receive and verify	None	15 Minutes	DANIEL III T.
Endorsement	the veracity of			ALFANOSO
Letter/Court	submitted			Supervising
Order together	requirements; and			Administrative
with the duly	conduct a short			Officer
accomplished	interview for its			(CADAC)
intake form to	planned			,
the assigned	engagement.			
personnel at the				
information desk	1.1 Provide			
of CADAC.	schedule of			
	assessment to			
	the requesting			



				RO MANIL
	party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement.			
Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	 2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof. 2.1 Refer to DOH accredited Physician for further evaluation. 2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party. 	None	45 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
3. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the	3. Orient the requesting party about the intervention program, its duration and expectations.	None	45 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)



Recovery Clinic, Malibay Central Plaza.	3.1 Issue the waiver form to the requesting party.			
	3.2 Fill-out the enrollment form.			
	3.3 Provide schedule for intervention to the requesting party.			
	TOTAL:	None	1 Hour and 45 Minutes	

For Severe Dependency Level of Risks

Office or Division:	City Anti-Drug Abu	se Council (CADAC)	
Classification:	Complex		
Type of Transaction:	G2C – Government	to Citizen	
Who may avail:	Person Who Use Dr	ugs (PWUD), Plea Bargain Clients,	
	Drug Surrenders		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
PLEA BARGAIN			
Endorsement Letter (1	original)	BJMP	
Court Order (1 original)		Court	
Duly Accomplished App			
- Intake Form (1 o		CADAC	
- Detail/Informatio	n to be indicated in		
the Intake Form		Client	
Severity Assessment (1	original)	CADAC	
DRUG SURRENDER			
Endorsement Letter (1	original)	BADAC Help Desk	
Duly Accomplished App	lication Form:		
- Intake Form (1 original)		CADAC	
 Detail/Information to be indicated in 			
the Intake Form		Client	
Severity Assessment (1	original)	CADAC	
VOLUNTARY/WALK-II	N		
Duly Accomplished App	olication Form:		



			NO MAI
original)	CADAC		
Detail/Information to be indicated in the Intake Form			
	Client		
	Immodiate Pol	ativos	
	IIIIIIediale Nei	alives	
original)	CADAC		
	ONDAG		
	Client		
	CADAC		
1 original)	HR Office, DOI	H Accredited Hos	pital or Clinics
sment (1 original)			
pplication Form:		•	
original)	CADAC		
tion to be indicated in			
(1 original)		T = = = = = = = = = = = = = = = = = = =	
AGENCY ACTIONS			PERSON RESPONSIBLE
1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned	None	15 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
	tion to be indicated in orm EHAB Inal) Inal) Inplication Form: Original) Ition to be indicated in orm Including a policy of the purpose and reason for its Including a purpose and reason for its	tion to be indicated in orm Client EHAB Inal) Immediate Relipitation Form: original) CADAC tion to be indicated in orm Client (1 original) HR Office, DOI Sment (1 original) DOH Accredite original) CADAC In original CADAC E CADAC In original CADAC E CADAC In original CADAC In Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. In ordinal CADAC In original CADAC In	icion to be indicated in immediate Relatives Immediate Relatives



2. Present yourself	2. Conduct level of	None	45 Minutes	DANIEL III T.
for assessment and brief intervention to the assigned	risks assessment and brief intervention to the			ALFANOSO Supervising Administrative Officer
psychologist of CADAC.	client in order to know the level of risks and category of intervention thereof.			(CADAC)
	2.1 Refer to DOH accredited Physician for further evaluation.			
	2.2Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.	3. Conduct drug dependency examination, physical evaluation and diagnosis to client for	None	45 Minutes	GINA M. CAGUETE, MD Medical Officer III/ DOH Accredited Physician (CHO)
	appropriate referral to DOH or Private Treatment and Rehabilitation Centre.			Or MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO)
				DANIEL III T. ALFANOSO Supervising



				Administrative Officer (CADAC)
4. Prepare for admission to treatment rehabilitation center and transportation to facility.	 4. Refer and process the papers for client's confinement in Treatment and Rehabilitation Centre of choice. 4.1 Process client's papers for admission to treatment rehabilitation centre. 4.2 Transport the client to facility. 	None	5 days	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
	TOTAL:	None	5, Days, 1 Hour and 45 Minutes	

For Drug Dependents with Mental Health Issues

Office or Division:	City Anti-Drug Abu	se Council (CADAC)	
Classification:	Simple		
Type of Transaction:	G2C – Government	to Citizen	
Who may avail:	Person Who Use Dr	ugs (PWUD), Plea Bargain Clients, Drug Surrenders	
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
PLEA BARGAIN			
Endorsement Letter (1 c	original)	BJMP	
Court Order (1 original)		Court	
Duly Accomplished Application Form:			
- Intake Form (1 original)		CADAC	
 Detail/Information to be indicated in 			
the Intake Form		Client	
Severity Assessment (1	original)	CADAC	
DRUG SURRENDER			
Endorsement Letter (1 c	original)	BADAC Help Desk	
Duly Accomplished App	lication Form:		
- Intake Form (1 original)		CADAC	



_				
- Detail/Informat the Intake Fo	ion to be indicated in	Client		
Severity Assessment (1 original)		CADAC		
VOLUNTARY/WALK	, ,	CADAC		
Duly Accomplished A				
- Intake Form (1		CADAC		
	ion to be indicated in	CADAC		
the Intake Fo		Client		
FOR IN-PATIENT RE		Olicit		
Petition Letter (1 origi		Immediate Rela	atives	
Duly Accomplished A		minediate ren	auvoo	
- Intake Form (1		CADAC		
	ion to be indicated in	O/ ID/ IO		
the Intake Fo		Client		
Severity Assessment		CADAC		
FROM WORKPLACE	· • /	323		
Endorsement Letter (HR Office, DOI	H Accredited Hosp	oital or Clinics
Drug Test and Assess			d Hospital or Lab	
Duly Accomplished A				
- Intake Form (1		CADAC		
	ion to be indicated in			
the Intake Fo		Client		
Severity Assessment	(1 original)	CADAC		
· ·	ĺ	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit the	1. Receive and verify	None	15 Minutes	DANIEL III T.
Endorsement	the veracity of			ALFANOSO
Letter/Court	submitted			Supervising
Order together	requirements; and			Administrative
with the duly	conduct a short			Officer
accomplished	interview for its			(CADAC)
intake form to the	planned			(6/15/10)
assigned	engagement.			
personnel at the				
information desk				
of CADAC.	1.1 Provide			
	schedule of			
	assessment to			
the requesting				
	the requesting			
	the requesting			
	the requesting party.			
	the requesting			
	the requesting			



	purpose and reason for its planned engagement.			
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
	2.1 Refer to DOH accredited Physician for further evaluation.			
	2.2Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency and Comorbidities	3. Conduct drug dependency examination, physical evaluation, and	None	45 Minutes	GINA M. CAGUETE, MD Medical Officer III/ DOH Accredited Physician (CHO)
examinations.	diagnosis to client for appropriate referrals to government mental health facility or hospital			MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO)



4. Prepare for admission to government mental health facility or hospital of choice.	4. Refer and process the papers for client's confinement in government mental health facility or hospital of choice. 4.1 Transport the client to	None	3 Hours	DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC) DANIEL III T. ALFANOSO Supervising Administrative Officer (CADAC)
	facility.			
	TOTAL:	None	4 Hours and 45 Minutes	

222. Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers

Pasay City Employment Center (PCEC) processes employment of TUPAD Workers to enable the underemployed, seasonal workers, disadvantaged and displaced workers to engage in short-term community works to provide them with temporary or emergency employment.

Office or Division:	PCEC				
Classification:	Simple				
Type of Transaction:	G2C – Government to	Citizen			
Who may avail:	All Disadvantaged and	d Displaced Workers			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE				
Principal					
Duly Accomplished TUPAD Beneficiary					
Profile Form (1 original):					
- Profile Form		PCEC			
 Details of the Form 	m	Applicant			



Ce	Certificate of Indigency		Office of the Barangay where the applicant resides		
Co	ommunity Tax Certific	ate	City Treasurer's Office		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit duly accomplished profile form together with complete requirements at the Receiving Section of PCEC.	Accept complete requirements. 1.1 Verify and evaluate to assess the authenticity of submitted documents.	None None	5 Minutes 5 Minutes	RECCE CATALINA J. PETILLA Administrative Aide I (PCEC)
2.	Proceed with the initial interview at PCEC.	 2. Conduct initial interview to assess the qualification of the applicant. 2.1 Conduct career/ employment coaching to match the qualification of the applicant 	None None	15 Minutes 15 Minutes	EDITHA O. FELIPE Senior Administrative Assistant II (PCEC)
2	Drogged with the	to the desired job.	None	40 Minutes	EII IDINIA C
3.	Proceed with the final interview at PCEC.	3. Conduct final interview.3.1 Approve	None None	10 Minutes 5 Minutes	FILIPINAS ROSARIO C. SAMPANG Officer-in-Charge
		application. 3.2 Orient job applicant.	None	5 Minutes	(PCEC)
		TOTAL:	None	1 Hour	



223. Wiring Permit Application

Owners of Residential, Commercial, Industrial and Institutional Buildings shall secure the necessary permit from the Office of the City Engineer/Building Official for MERALCO Customers' Service Connection for the following undertakings:

- 1. Temporary Construction Light
- 2. Reconnection of MERALCO Service
- 3. New Connection of Electric Meter
- 4. Additional Electric Meter
- 5. Separation of Electric Meter
- 6. Relocation of Electric Meter
- 7. Remodel of Service Entrance

Office or Division:	City Engineer's Off	fice (CEO)/Office of the Building Official (OBO)	
Classification:	Simple		
Type of Transaction:		t to Citizen; G2B – Government to Business;	
	G2G – Governmer		
Who may avail:		ential, commercial, industrial and institutional	
	buildings		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Duly accomplished Wirir	ng Permit		
Application Form signed	by the owner and		
Master Electrician:			
 Duly accomplished 	ed Wiring Permit	CEO/OBO	
Application Form			
- Details of the form		Building Owner	
Any valid government ID card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Yellow Card (1 original)		Service Provider (MERALCO)	
Sketch/location of site (l original)	Building Owner	
Signed and sealed Elect	trical Plan with		
complete details of insta	llation (for		
application having 5KW	and above	Hired Electrical Engineer	
electrical load) (1 origina	al and 2 blue print		
copies)			
Tax Clearance for Electrical Permit		City Transurar's Office (CTO)	
(1 original)		City Treasurer's Office (CTO)	
Building Permit and/or C	Certificate of	CEO/OBO	



Occupancy for newly	constructed building			
(2 photocopies)				
Professional License	(3 photocopies)	Professional Regulation Commission (PRC)		
Professional Tax Rece	eipt of Electrical		-	
Engineer/Master Elect	trician (1 original,	_	r's Office where the	
1 photocopy)	, 3	professional p	practices profession	on
Representative:				
Duly accomplished W	iring Permit			
Application Form sign	-			
Master Electrician:	•			
- Duly accomplis	hed Wiring Permit	CEO/OBO		
Application For	m			
- Details of the fo		Building Own	er	
Authorization letter (1	original)	Person Repre	esented (Building	Owner)
Any valid government			ice, PSA, SSS, G	
representative (1 origi	,	LTO		
Any valid government		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		SIS, COMELEC,
Person Represented (Building Owner) (1 original)		LTO		
Yellow Card (1 original)		Service Provider (Meralco)		
Sketch/location of site		Photo Shop/C	, ,	
Signed and sealed Ele	<u> </u>	Thoto Chopi c	7011101	
complete details of ins		Hired Electrical Engineer		
application having 5K	•			
electrical load) (1 original				
copies)	, — 0.00 p			
Tax Clearance for Ele	ctrical Permit			
(1 original)		СТО		
Building Permit and/or	Certificate of			
Occupancy for newly		CEO/OBO		
(2 photocopies)	J			
Professional License ((3 photocopies)	PRC		
Professional Tax Rece	• • •			
Engineer/Master Electrician (1 original,		_	r's Office where the	
1 photocopy)		professional practices profession		on
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit duly	 Accept duly 	None	5 Minutes	CIELITO B.
accomplished	accomplished			VALLESPIN
application form	application forms			Administrative



together with the complete requirements at	together with the complete requirements.			Aide I (OSSCPAS, CEO/OBO)
Window 1, Room 311 or OSSCPAS, CEO/OBO.	1.1 Issue Order of Payment to the client.	None	5 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS,
	1.2 Process the Wiring Permit application.	None	25 Minutes	CEO/OBO) ENGR. DANILO G. LUCAÑAS Engineer IV (OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
3. Present OR, and claim the Wiring Permit at Window 4, Room 311, OSSCPAS, CEO/OBO.	3. Verify OR, and release the Wiring Permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	*EF + CF = TF	45 Minutes	

*Legend:

EF (Electrical Fee) + CF (Computerization Fee) = TF (Total Fees)



SCHEDULE FEES

1. EF (Electrical Fee)

Total (KVA) x rate + filing fee

For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

2. CF (Computerization Fee) = PHP 20

224. Work Immersion/On-the-Job Training Program

Pasay City Employment Center (PCEC) provides assistance to Senior High School and College Students for the conduct of immersion or on-the-job training program. This enables them to practice or apply the skills, theories and concepts learned in school to an actual work setting and to have practical application of the competencies they have learned in their respective programs.

Office or Division:	PCEC			
Classification:	Simple			
Type of Transaction:	G2C – Government to) Citizen		
Who may avail:	Senior High School a	nd College Students		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Updated Resume (1 orig	jinal);	Senior High School/College Student		
or				
Duly Accomplished Emp System Registration For (1 original):	1 7			
- Registration Form	m PCEC			
- Details of the Form Senior High School/College Student				
Letter Request or Record (1 original)	nmendation	School where the student is currently enrolled		
School Identification Car	d (1 original,	School where the student is currently enrolled		



1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements at the receiving section of PCEC.	Accept complete requirements. 1.1 Verify and evaluate to assess the authenticity of submitted documents.	None None	5 Minutes 5 Minutes	RECCE CATALLINA J. PETILLA Administrative Aide I (PCEC)
Proceed with the interview and career coaching session at PCEC.	Conduct interview and career coaching. 2.1 Process	None	30 Minutes	EDITHA O. FELIPE Senior Administrative Assistant II (PCEC)
	application. 2.2 Endorse application to an accredited company.		10 Minutes	ABIGAIL E. CINCO Administrative Assistant III (PCEC)
	TOTAL:	None	50 Minutes	



City Government of Pasay

Internal Services



1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services	General Services Office			
Classification:	Simple	imple			
Type of Transaction:	G2B - Governmer	nt to Business			
Who may avail:	Supplier/Contract	or			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Notice of Delivery (1 or	riginal)	Supplier/Conf	tractor		
Signed Purchase Orde	r/Contract	General Serv	iona Offica		
(1 photocopy)		General Serv	ices Office		
Notice to Proceed (1 p		General Serv	ices Office		
		Supplier/Conf	tractor		
Sales Invoice/Billing In		Supplier/Conf			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
		None	3 Minutes		
				(630)	
delivery.	Delivery.			EVELYNG ALEGRE	
	4 0 01 1 1			Administrative Officer	
				III	
				(GSO)	
	,				
				• • • • • • • • • • • • • • • • • • • •	
				(630)	
2 Doliver the		None	2 Daye	For delivery of	
		None	2 Days	,	
				Сиррнос.	
and/or services.		EVELYN G. ALEGF			
				Administrative Officer	
		l III			
		(GSO)		(GSO)	
	Oraci, Contract.			A D C L IID A L D C	
	2.1 Prepare the				
	-				
	ginal) voice (1 original)	Supplier/Cont Supplier/Cont	tractor tractor	RESPONSIBLE ARBIE B. SABULA Officer-in-Charge (GSO) EVELYN G. ALEGE Administrative Office III (GSO) MARVIN D. GARC Administrative Office III (GSO) For delivery of Supplies: EVELYN G. ALEGE Administrative Office	



Increation			
Inspection Report (AIR),			(GSO)
			(333)
and Requisition			ARMAND D. RIVERA
and Issue Slip			Administrative Officer
(RIS)/Inventory			//
Custodian Slip			(GSO)
(ICS) and/or			, ,
Property			For delivery of
Acknowledgem			Equipment:
ent Receipt			MADVINID OADOVA
(PAR) as			MARVIN D. GARCIA Administrative Officer
applicable.			Administrative Unicer
			(GSO)
			(000)
			MARICAR C. FRIAS
			Administrative Officer
			III
			(GSO)
			JANELYNN F.
			MARTIR Administrative Officer
			Administrative Onicer
			(GSO)
TOTAL:	None	2 Days and	(333)
IOIAL:	None	2 Days and 3 Minutes	

2. Approval of Leave Applications of Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval of leave applications of employees of City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2G – Government	to Government	
Who may avail:	Employees of City G	overnment departments/offices under the	
	Legislative Department		
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE		
Leave Application duly since (HRMDO)	osted by the Human	Requesting Party	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the leave application to the Administrative Section of the OCVM Or Wait for the HRMDO to submit the leave application to the Administrative Section of the OCVM.	1. Receive, check and forward the leave application to the City Vice Mayor for his information and proper action. 1.1. Transmit the leave application to the HRMDO for proper action.	None	7 hours 25 minutes 30 Minutes	ROMMEL M. TORRES Administrative Aide I (OCVM)
2. Follow-up the status of the leave application at the OCVM.	2. Advice the client that the leave application has been acted upon, and was already transmitted to the HRMDO.	None	5 Minutes	ARNEL A. UBLADE Administrative Officer IV (OCVM)
	TOTAL	None	1 Day	

3. Approval of Payroll for the Salaries, Allowances and other Personnel Benefits

The Office of the City Vice Mayor processes the approval of payroll for salaries, allowances, and other personnel benefits of City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vice Mayor (OCVM)			
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governmer	G2G – Government to Government		
Who may avail:	City Government departments/offices under the Legislative			
	Department			
CHECKLIST OF RE		WHERE TO SECURE		
Payroll signed by the Au	QUIREMENTS thorized	WHERE TO SECURE Human Resource Management and		
	QUIREMENTS thorized services have			



				AMETRO N
		City Accounta	nt's Office	
		City Treasurer		
Duly Approved Obliga	tion Request	Human Resource Management and		
(1 original)		Development	•	
		City Budget O		
		City Accounta		
		City Treasure		
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Review	None	7 Hours	RICHARD T.
requirements and	completeness		40 Minutes	FELIX
supporting	of			Supervising Administrative
documents to the Administrative	requirements,			Officer
Section of the	and forward the			(OCVM)
OCVM for	payroll to the			
evaluation of	City Vice			ROLANDO M. OSIT
documents.	Mayor for			Administrative
	approval.			Assistant II
			45.54	(OCVM)
	1.1 Transmit the	None	15 Minutes	ROMMEL M.
	payroll to the			TORRES
	City Treasurer's			Administrative
	Office (CTO) for proper action.			Aide I
	proper action.			(OCVM)
				EDUARDO LUIS
				RAYMUNDO M.
				CASTRO
				Administrative Aide I
				(OCVM)
				,
2. Follow-up the	2. Advice the client	None	5 Minutes	MA. ANA H.
status of payroll	that the payroll			LAURETA
at the OCVM.	has been			Administrative Assistant II
	signed, and was			(OCVM)
	already transmitted to			(
	the CTO.			
	TOTAL	None	1 Day	



4. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

Office or Division:		Derham Park and Sports Complex (DPSC)			
Classification:		Simple	'	,	
Type of Transaction	n:	G2C – Governm	nent to Citizen, G2G – Government to Government		
Who may avail:		All			
CHECKLIST OF	REC	UIREMENTS	WHERE TO SECURE		
Membership Form (1 ori	ginal)	DPSC		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the membership form at the Fitness Gym of DPSC.	1.	Receive and check the completeness of data entries in the filled-out membership form.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
2. Wait for the order of payment to be issued by the DPSC.	2.	Issue order of payment to the client.	PHP 350	10 Minutes	Cashier (City Treasurer's Office)
2.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.		2.1 Receive payment and issue Official Receipt (OR) to the client.			
3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior		Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)



receiving the membership card.				
	TOTAL:	PHP 350	20 inutes	

5. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

Office or Division:		Derham Park a	and Sports Complex (DPSC)			
Classification:		Simple	•			
Type of Transaction: G2C – Govern			ment to Citizen	, G2G – Governm	ent to Government	
Who may avail:		All				
CHECKLIST OF			WHERE TO SECURE			
Letter Request (1 o			Requester			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/ volleyball court.	o b v	set schedule n the use of asketball/ olleyball court. 1. Issue order of payment to the client.	None	5 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)	
2. Present the order of payment to the assigned cashier at the DPSC. 2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	ap to cli	termine the propriate fee be paid by the ent. I Issue an Official Receipt (OR) to the client.	Without Lights PHP 750 With Lights PHP 1,000	5 Minutes	Cashier (City Treasurer's Office)	



TOTAL:	Without Lights PHP 750	10 inutes	
	With Lights PHP 1,000		

6. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

- Sports Activities and Religious Events
- Corporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

Office or Division:	Cuneta Astrodome	Cuneta Astrodome				
Classification:	Complex	Complex				
Type of Transaction:		G2C – Government to Citizen, G2G- Government to Government, G2B – Government to Business				
Who may avail:	Event Organizer from		orivate entities			
CHECKLIST OF R			WHERE TO SEC	URE		
Request letter (1 origin	al)	Event Organia	zer from a public	or private entities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit a request letter to the City Mayor's Office indicating the details of the event.	1. Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	Administrative Aide (City Mayor's Office)		
	1.1 Tentatively book the requested schedule/s and make an initial discussion of its status and	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)		



			ROM
rates.			
2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes (1 day – waiting time prior approval of the request)	GARRY P. REYALA Construction and Maintenance Man, (Cuneta Astrodome)
3. Conduct final assessment of the fees to be paid by the client.	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)
3.1 Issue order of payment to the client.	None	15 Minutes	CHARLOTTE GLIZZEL B. SANTOS Administrative Aide I (Cuneta Astrodome)
4. Issue an Official Receipt (OR) to the client.	Sports events and religious celebration PHP 80,000 Corporate events, convention and private occasions PHP 100,000	15 Minutes	Cashier (City Treasurer's Office)
	 Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees. Conduct final assessment of the fees to be paid by the client. Issue order of payment to the client. Issue an Official Receipt (OR) to 	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees. 3. Conduct final assessment of the fees to be paid by the client. 3.1 Issue order of payment to the client. 4. Issue an Official Receipt (OR) to the client. 4. Issue an Official Receipt (OR) to the client. Corporate events, convention and private occasions PHP	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees. 3. Conduct final assessment of the fees to be paid by the client. 3.1 Issue order of payment to the client. 4. Issue an Official Receipt (OR) to the client. 4. Issue an Official Receipt (OR) to the client. 5. Sports events and religious celebration PHP 80,000 Corporate events, convention and private occasions PHP



			ROM
	Concert, musicale and variety shows (8 hours max) PHP 150,000		
	Refundable surety bond PHP 20,000 Additional charge for excess of two (2) hours PHP 15,000		
TC	OTAL: Sports events and religious celebration PHP 80,000 Corporate	TOTAL: 1 Day, 1 Hour and 35 inutes	
	events, convention and private occasions PHP 100,000		
	Concert, musicale and variety shows (8 hours max) PHP 150,000		



Refundable surety bond PHP 20,000	
Additional charge for excess of two (2) hours	
PHP 15,000	

7. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

Office or Division:	Derham Park and	Sports Complex	x (DPSC)	
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen, G2G – Government to Government		to Government
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Any Government Issued	Identification Card	DFA, BIR,	Post Office, F	PSA, SSS, GSIS,
(1 original)		COMELEC, L	TO	
Senior Citizen				
Senior Citizen Identificati (1 original)	on Card	OSCA		
Medical Certificate statin still physically fit to perfor (1 photocopy)	-	DOH Accredite	ed Physicians	
Students (18 above onl	y)			
School ID Card (1 origina	al)	School		
Members				
Membership Card (1 orig	inal)	Derham Park	and Sports Comp	olex
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present your Identification Card to the assigned personnel of the DPSC.	Determine the appropriate fee based on the presented Identification	For Pasay Residents Adult: PHP 30	10 Minutes	Cashier (City Treasurer's Office)



1.1 Pay the Necessary Fee to the assigned	Card. 1.1 Issue Official	Senior Citizen: PHP 25	
Cashier at the DPSC.	Receipt (OR) to the client.	For Non- Pasay Residents	
		Adult: PHP 40	
		Member: PHP 25	
		Senior Citizen: PHP 25	
	TOTAL:	For Pasay Residents	
		Adult: PHP 30	
		Senior Citizen: PHP 25	
		For Non- Pasay Residents	
		Adult: PHP 40	
		Member: PHP 25	
		Senior Citizen: PHP 25	

8. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.



Office or Division:	Derham Park and Sports Complex (DPSC)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	ΔΙΙ	

Who may avail:	All			
	CHECKLIST OF REQUIREMENTS		WHERE TO SECU	IRE
Letter Request (1 original)		Requester		T
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the DPSC indicating the details of the event.	1. Check the availability of the main court and block the specific date for the Event. 1.1 Issue an order of payment to the client.	None	15 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)
2. Pay the necessary fee to the cashier at DPSC. 2.1 Present Order of Payment to the personnel of DPSC.	2. Issue an Official Receipt (OR) to the client.	Use of Venue PHP 8,000 per 6 Hours Additional Time PHP 1,000 per Hour Re- Connection fee of Sound System PHP 2,000 Use of In- house Sound System PHP 4,500	5 Minutes	Cashier (City Treasurer's Office)



	Use of		
	Matting and		
	Linoleum		
	PHP 500		
	Rental of		
	Monoblock		
	Chair		
	PHP 10 per		
	piece		
	Use of Air-		
	cooler		
	PHP 250 per		
	Hour		
	Stall Rental		
	PHP 350 per		
	booth		
TOTAL:	Use of Venue	20 inutes	
. 0 . /		20 1110100	
	PHP 8,000 per		
	6 Hours		
	Additional		
	Time		
	PHP1,000 per		
	Hour		
	Re-		
	Connection		
	fee of Sound		
	System		
	PHP 2,000		
	Use of In-		
	house Sound		
	System		
	PHP4,500		
	Use of		
	Matting and		
	Linoleum		
	PHP 500		



Rental of Monoblock Chair PHP10 per piece	
Use of Air- cooler PHP 250 per Hour	
Stall Rental PHP 350 per booth	

9. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

Office or Division:	Derham Park and	Derham Park and Sports Complex (DPSC)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen, G2	G – Government	to Government
Who may avail:	All			
CHECKLIST OF REQU	JIREMENTS	V	WHERE TO SECU	JRE
Any Government Issued Ide	entification Card	1	Office, PSA, SSS	, GSIS,
(1 original)		COMELEC, LTO)	
For Students				
School Identification Card (1 original)	School		
For Senior Citizen				
Senior Citizen I.D. Card (1 o	original)	OSCA		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING TIME	PERSON
4. Due a continuous	ACTIONS	PAID		RESPONSIBLE Cashier
1	1. Determine	For Pasay	5 Minutes	
Identification Card	the	Residents		(City Treasurer's Office)
to the assigned personnel of the	appropriate	Adult: PHP 40		Office)
DSPC.	fee based on	Addit. FIIF 40		
DSFC.	the	Children:		
	Identification	PHP 25		
1.1 Pay the	Card.	1111 20		
,	.1 Issue an	Senior Citizen:		
to the Cashier	Official	PHP 32		



at Sports Complex.	Receipt (OR) to the client.	For Non- Pasay Residents Adult: PHP 50 Children: PHP 35		
		Senior Citizen: PHP 32		
	TOTAL:	For Pasay Residents	5 Minutes	
		Adult: PHP 40		
		Children: PHP 25		
		Senior Citizen: PHP 32		
		For Non- Pasay Residents		
		Adult: PHP 50		
		Children: PHP 35		
		Senior Citizen: PHP 32		

10. Bank Advice

The City Accounting Office is responsible for processing/preparing bank advice re: release of payments for any City Government transactions.

Office or Division:	City Accounting Office – Pre-Audit Section
Classification:	Simple



Type of Transaction: G2G – Government to Government		
Who may avail:		ernment Offices & related National Government
CHECKLIST OF REQUI	Agencies (NGAs)	WHERE TO SECURE
	IKEWEN I S	
Check (1 original) Disbursement Voucher (1 original)	City Treasurer's Office (CTO) Concerned Department/Office of the City
Disbursement voucher (i original)	Government
Supporting documents		Concerned Department/Office of the City
		Government
FOR INFRASTRUCTUR	RE ASSETS	
Mobilization / 1st Part	ial Payment	
Obligation Request (1	original)	City Budget Office (CBO)
Billing Statement/Requ (1 original)	uest for Payment	Supplier/Contractor
Guarantee Bond for m (1 original)	obilization amount	Supplier/Contractor
Pictures – before the c (1 original)	construction	Implementing Department/Office
Promissory Note (for p loan) (1 original)	rojects under bank	City Administrator's Office/City Mayor's Office
Computation of loan at (for projects under bar		Bank
Index of payments (1 o		City Accounting Office
Notice to Proceed (1 o		Bids and Awards Committee (BAC)
Construction Agreeme witnesses) (1 original)	nt (signed by	BAC
Performance Bond and Bank Guarantee – 10% 30% of CP) (1 original)	% / Surety Bond –	Supplier/Contractor
Bidder's bond of comp and OR (1 original)	eting contractor	Supplier/Contractor
Notice of Award by the	e CM (1 original)	BAC
BAC Resolution recommending the award to a certain bidder (1 original)		BAC
Abstract of Bids (1 original)		BAC
BID proposal and detailed cost estimate (1 original)		Supplier/Contractor
Financial Evaluation/Post-Qualification Report – (1 certified true copy) (1 original)		BAC
Bidders Bond and OR / BID – securing declaration – winning bidder (1 original)		Supplier/Contractor



Eligibility documents (1 original)	Competing Bidders
Program of Work and Detailed Estimates	General Services Office (GSO)
- Cash Flow (1 original)	Supplier/Contractor
- Detailed ABC / agency cost estimate	City Engineering Office (CEO)
(1 original)	
Construction Schedule and S-curve	CEO
(1 original)	
Copy of the approved PERT/CPM	CEO
Network (1 original)	
Diagram and detailed computations of	CEO
contract time (1 original)	
Approved Plan and Drawing	CEO
(1 blueprint copy)	
Invitation to Bid and PhilGEPS Posting –	BAC
(1 certified true copy)	BAC
Approved Budget for the Contract (ABC)	Implementing Department/Office
(1 original)	Implementing Department/Onice
Agency Cost Estimate (1 original)	CEO
Certification that the project is included in	City Planning and Development Office (CPDO)
the AIP (CPDO) (1 original)	
Certification of fund availability (1	СТО
original)	
Certification from the City Engineering	CEO
Office that the project has not yet started	
(1 original)	
Tarpaulin Signboard (1 printed photo)	Implementing Department/Office
Annual Procurement Plan (APP) or	Implementing Department/Office
Supplemental APP (1 certified copy)	Implementing Department/Office
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	BAC
by COA (1 photocopy)	
Progress Billing (Additional	
Documentary Requirements)	
Statement of Work Accomplishment	Contractor/Supplier
(1 original)	Contractor/Supplier
Inspection Report by the Agency's	CEO
Authorized Engineer (1 original)	UEU .
Request for Inspection (1 original)	Supplier/contractor
Monthly Certificate of Payment	CEO
(1 original)	
Statement of Time Elapsed and Work	CEO
Accomplished (1 original)	
Pictures during the construction	Contractor
(1 original)	Contractor



Promissory Note (for projects under bank loan) – (1 photocopy)	City Mayor's Office/City Administrator's Office
Copy of previous paid billings (1 photocopy)	Supplier/Contractor
Contractors Affidavit on payment of laborers and materials (1 original)	Supplier/Contractor
Certificate of Percentage of completion (1 original)	CEO
Certificate of Completion (Final payment) (1 original)	CEO
Certificate of Acceptance by the Agency (Final Payment) (1 original)	Implementing Department/Office
EVENTS/PROGRAMS/MEETINGS	
Cash Advance	
Obligation Request (1 original)	СВО
Program Proposal with Budget (Approved by CM) (1 original)	Implementing Department/Office
Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	City Mayor's Office
Certification from the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	City Accounting Office
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Invitation/Notice of meeting (1 original)	Implementing Department/Office
Liquidation Report/Reimbursement	
Liquidation report (1 original)	Implementing Department/Office
OR in case of refund of excess CA (1 original)	СТО
Summary of Expenses (1 original)	Implementing Department/Office
Certificate of Acceptance (1 original)	Implementing Department/Office
Original Billing Invoices/Official Receipts with Details (1 original)	Suppliers/Contractors
Canvass from at least 3 suppliers (1 copy each)	Suppliers/Contractors
Justification for Emergency Purchase (1 original)	Implementing Department/Office



Contract of Agreement – Notarized (1 original)	Implementing Department/Office			
Affidavit of Undertaking/Certification on the Veracity of Expenses Made (1 original)	Implementing Department/Office			
Certified Report on Actual Participants (1 original)	Implementing Department/Office			
Post-Activity Report for training/conference/meeting (1 original)	Implementing Department/Office			
Disbursement Voucher (1 original)	Implementing Department/Office			
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office			
Authority to Cash Advance (1 photocopy)	Implementing Department/Office			
Program Proposal (1 photocopy)	Implementing Department/Office			
Other necessary documents to support	Implementing Department/Office or as maybe			
claim of payment (1 original)	determined by the City Accounting Office			
COMMON CASH ADVANCES				
Cash Advance				
Obligation Request (1 original)	CBO			
Authority of accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	City Mayor's Office			
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	City Accounting Office			
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury			
Project Proposal (1 original)	Implementing Department/Office			
Liquidation Report/Reimbursement				
Liquidation report (1 original)	Implementing Department/Office			
Obligation Request (1 original)	CBO			
Authority of accountable officer issued by the Head of the Agency (1 original)	City Mayor's Office			
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office			
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor			
Summary of expenses (1 original)	Implementing Department/Office			
Project Proposal (1 original)	Implementing Department/Office			



Other necessary documents to support	Implementing Department/Office or as maybe		
claim of payment (1 original)	determined by the City Accounting Office		
CASH ADVANCE (HONORARIA)			
Obligation Request (1 original)	CBO		
Signed payroll sheet (1 original)	Implementing Department/Office		
Minutes of meeting (1 original)	Implementing Department/Office		
Attendance (meeting/training) (1 original)	Implementing Department/Office		
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s		
Program activity (1 original)	Implementing Department/Office		
Invitation/Notice of			
meeting/memorandum of training	Implementing Department/Office		
(1 original/CTC)			
Course syllabus/Program of lectures			
(training) (1 photocopy)	Learning Service Provider or Resource Person/s		
Office Order for their designation with	Department/Office (for government employee)		
authority to collect honorarium (training)	Learning Service Provider or Resource Person/s (for		
(1 original/CTC/photocopy)	private individual, if applicable)		
Copy of the Letter/Invitation to Guest	, 11		
Resource Speaker/ Persons (as	Implementing Department/Office		
accepted/conformed) (1 photocopy)			
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s		
Agreement (for private individual/group),			
honoraria maybe paid at such rates as			
may be determined by the agency	Landa and Car David Annual (Office)		
authorities concerned and by using the	Implementing Department/Office		
formula in DBM BC No.2007-001 as			
guides (1 original/CTC)			
Certificate of Employment and	Lagraina Camina Bravidas es Basavesa Basas la Mar		
Compensation (1 email	Learning Service Provider or Resource Person/s (for		
printout/photocopy)	private individual)		
SUPPLIES/MATERIALS/EQUIPMENT			
(thru Public Bidding/Shopping)			
Obligation Request (1 original)	Implementing Department/Office approved by GSO		
Request for Pre-Repair Inspection	Implementing Department/Office approved by CSO		
(1 original)	Implementing Department/Office approved by GSO		
Report of Inspection (1 original)	GSO		
Acceptance and Inspection Report	020		
(1 original)	GSO		
Certificate of Acceptance (1 original)	Implementing Department/Office		
Sales Invoice (1 original)	Supplier/Contractor		
Delivery Receipts (1 original)	Supplier/Contractor		
Inventory Custodian Slip (ICS) –			
(1 certified true copy)	GSO		
Property Acknowledgement Receipt	GSO		



(1 certified true copy)			
Sales Warranty Certificate (1 original)	Supplier/Contractor		
Requisition and Issue Slip (1 original)	GSO		
Certificate of Exclusive Distributorship (if applicable) (1 certified true copy)	Supplier/Contractor		
Purchase Order (1 original)	Implementing Department/Office		
Notice of Award/Approved Contract	· · · · · · · · · · · · · · · · · · ·		
(1 original)	BAC		
Notice to Proceed (1 original)	BAC		
BAC Resolution declaring winning bidder (1 original)	BAC		
Abstract of Bids/Abstract of Quotations (1 original)	BAC		
3 Quotations (1 copy)	Supplier/Contractor		
Bidders Bond/Bid Securing declaration (1 original)	Supplier/Contractor		
Performance Bond (1 original)	Supplier/Contractor		
Purchase Request (1 original)	Implementing Department/Office		
Authenticated photocopy of approved APP (1 copy)	Implementing Department/Office		
Invitation to Bid (1 original)	BAC		
Request for Quotation (Shopping and Small Value Procurement) (1 original)	BAC		
Proposal Sheet (1 original)	Supplier/Contractor		
Approved Budget for the Contract (1 original)	BAC		
Eligibility Documents (1 original)	Competing Bidders		
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC		
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC		
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC		
SERVICES /REPAIRS /REPLACEMENT			
(Thru Public Bidding/Shopping)			
Obligation Request (1 original)	Implementing Department/Office		
Report of Inspection (1 original)	GSO		
Acceptance and Inspection Report	GSO		
(1 original)			
Certification – Service Rendered (1 original)	GSO		
Sales Invoice/Billing/Delivery Receipts (1 original)	Supplier/Contractor		



Purchase Order (1 original)	Implementing Department/Office		
Approved Contract (1 original)	BAC		
Notice to Proceed (1 original)	BAC		
Notice of Award (1 original)	BAC		
BAC Resolution (1 original)	BAC		
Performance Bond (1 original)	Supplier/Contractor		
Purchase Request (1 original)	Implementing Department/Office		
Authenticated Photocopy of Approved APP (1 original)	Implementing Department/Office		
Waste Materials Report (for replacement) (1 original)	GSO		
Bid Proposal (1 original)	Supplier/Contractor		
Abstract of Bids/RFQ (1 original)	BAC		
Bid Bond / Bid Securing Declaration (1 original)	Supplier		
Post Qualification Report (1 original)	BAC		
Invitation to Bid (1 original)	BAC		
3 Quotations (for shopping) (1 copy)	Supplier/Contractor		
Request for Pre-repair Inspection (1 original)	Implementing Department/Office		
Request for Inspection (1 original)	Implementing Department/Office		
Justification (for emergency) (1 original)	Implementing Department/Office		
Project Proposal (1 original)	Implementing Department/Office		
Attendance (if applicable) (1 original)	Implementing Department/Office		
Post-Activity Report (1 original)	Implementing Department/Office		
Official Receipt (OR) and Certificate of Registration (CR) – Motor vehicle (1 original)	Supplier/Contractor		
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC		
Eligibility Documents (1 original)	Competing Bidders		
Award Notice Abstract (1 original)	BAC		
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC		
GARBAGE COLLECTION -			
CONTRACTS			
Initial Billing			
Obligation Request (1 original)	CBO		
Service Invoice/Billing (1 original)	Supplier/Contractor		
Plate Nos./Body Nos. of trucks used in			
the collections of garbage (Registered plate number) (1 photo printout)	Land Transportation Office		
Duly accomplished trip tickets (1 original)	Supplier/Contractor		



Certification of services rendered/validated trip tickets (1 original)	Implementing Department/Office		
Authenticated photocopy of Approved APP (1 original)	Implementing Department/Office		
Approved notarized Contract (1 original)	Supplier/Contractor approved by Head of the Procuring Entity		
Notice of Award (1 original)	BAC		
BAC Resolution (1 original)	BAC		
Performance Bond with OR (1 original)	Supplier/Contractor		
Minutes of Pre-procurement and Pre-bid Conference (1 original)	BAC		
Attendance to opening of bids (1 original)	BAC		
Evidence of invitation to 3 observers (1 copy)	BAC		
Bidders' Bond with OR (1 original)	Supplier/Contractor		
Notice of Award (1 original)	BAC		
Notice to Proceed (1 original)	BAC		
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC		
Succeeding Billings			
Obligation Request (1 original)	CBO		
Service Invoice/Billing (1 original)	Supplier/Contractor		
Plate Nos./Body Nos. of trucks used in			
the collections of garbage (Registered	PCENRO		
plate number) (1 photo printout)			
Duly accomplished trip tickets (1 original)	Supplier/Contractor		
Certification of services	PCENRO		
rendered/validated trip tickets (1 original)	1 OLIVINO		
JOB ORDER PERSONNEL			
Initial Payroll			
Obligation Request (1 original)	CBO		
Approved Payrolls (1 original)	Implementing Department/Office		
Summary sheet of employment			
requirements signed by the Human	HRMDO		
Resource Management and	TIKWIDO		
Development Office (1 original)			
Fully accomplished Personal Data Sheet			
(PDS) (1 original)			
- PDS	CSC website, HRMDO		
- Information to be indicated in the	Job Order Personnel		
PDS			
Duly acknowledged job order contract	Implementing Department/Office		
(1 original)	1		



Verified accomplishment reports (1 original)	Implementing Department/Office		
Signed Daily Time Records (1 original)	Implementing Department/Office		
Program Proposals signed by the Committee on Hiring JOPs (1 original)	Implementing Department/Office		
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (1 original)	City Mayor's Office/HRMDO		
Affidavit of undertaking (1 original)	Implementing Department/Office		
Succeeding Payroll			
Obligation Request (1 original)	CBO		
Approved payrolls (1 original)	Implementing Department/Office		
Verified accomplishment reports (1 original)	Implementing Department/Office		
Signed Daily Time Records (1 original)	Implementing Department/Office		
Affidavit of undertaking (1 original)	Implementing Department/Office		
TERMINAL LEAVE BENEFITS			
Obligation Request (1 original)	Implementing Department/Office		
Clearance from money, property, and	CTO, City Accounting Office, City Assessor's Office,		
legal accountability (1 original)	RTC/MTC		
Clearance from GSIS (1 original)	GSIS		
Employees' leave card as at last date of service (1 original)	HRMDO		
Approved leave application (1 original)	HRMDO		
Complete service record (1 original)	HRMDO		
Ombudsman Clearance (1 original)	Office of the Ombudsman		
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)	Claimant		
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if salary under the last appointment is not the highest (1 original)	HRMDO		
Computation of terminal leave benefits duly signed/certified by the HRMDO Head (1 original)	HRMDO		
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1 original)	Claimant		
In case of resignation, employee's letter of resignation duly accepted by the Head	HRMDO		



of the Agency (1 photocopy)				
Additional Requirements in case of				
death claimant:				
Death certificate authenticated by NSO	PSA			
(1 original)	FOA			
Death certificate authenticated by NSO	PSA			
(1 original)	PSA			
Birth certificates of all surviving legal	PSA			
heirs authenticated by NSO (1 original)	POA			
Certificate of No Marriage (CENOMAR) if	PSA			
single (1 original)	PSA			
Designation of next-of-kin (1 original)	Claimant			
Waivers of rights of children 18 years old	Claimant			
and above (1 original)	Ciaimant			
Affidavit of guardianship (if claimant is				
not the biological parent and children are	DSWD			
still minor) (1 original)				
Barangay certification (if claimant is	Barangay Hall			
common law wife (1 original)	Darangay Fian			
FINANCIAL ASSISTANCE – STUDENTS				
Cash Advance (New)				
Obligation Request (1 original)	CBO			
List of student-grantees certified by the				
PCBB-OIC (certifying that the applicants				
met all the criteria for selection and are	PCBB			
qualified beneficiaries of the grant)				
(1 original)				
Necessary supporting documents:				
 Letter request (1 original) 	Parents			
 Duly Accomplished Green form 				
(1 original)				
✓ Green Form	PCBB			
✓ Information to be indicated in	Applicant			
the form				
 Barangay Certificate 	Barangay Hall			
(bonafide resident) (1 original)				
 Certificate of Indigency/Eligibility 	Pasay Social Welfare and Development Department			
(1 original)	(PSWDD)			
 Voter's ID Card of student if 18 and 	COMELEC			
above and/or one parent/guardian				
(1 photocopy)				
 Grades Certification (certified by 	DEP-Ed or CHED Accredited			
school – ave. of 80% above or 2.5	Schools/Universities/Colleges			
college) (1 original)				



	NO MAIN			
- Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation)	DEP-Ed or CHED Accredited Schools/Universities/Colleges			
(1 original)Course of Curriculum (if already available from the school) (1 copy)	DEP-Ed or CHED Accredited Schools/Universities/Colleges			
Renewal	3			
Obligation Request (1 original)	PCBB			
List of student-grantees certified by the PCBB-OIC (certifying that the applicants met all the criteria for selection and are qualified beneficiaries of the grant) (1 original)	PCBB			
Necessary supporting documents: - No incomplete, dropped or failing grades (1 copy) - Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation) (1 original)	DEP-Ed or CHED Accredited Schools/Universities/Colleges DEP-Ed or CHED Accredited Schools/Universities/Colleges			
- Grades (certified by school – ave. of 80% above or 2.5 college) (1 photocopy)	DEP-Ed or CHED Accredited Schools/Universities/Colleges			
- Course of Curriculum (if already available from the school) (1 photocopy)	DEP-Ed or CHED Accredited Schools/Universities/Colleges			
FINANCIAL ASSISTANCE				
Cash Advance				
Obligation Request (1 original)	CBO			
List of payees/beneficiaries (1 copy)	Concerned Department/Office			
Necessary supporting documents depending on the nature of transactions: - Certificate of Eligibility (PSWDD/CHO) (1 original)	PSWDD/City Health Office (CHO)			
- Barangay Certification (1 original)	Barangay Hall PSA			
Death Certificate (1 original)Bills/Statement of Account	DOH Accredited Hospital			
(1 copy)	DOTT/Tooleanea Trospital			
- ID Card of claimant/waiver/SPA (1 photocopy)	Claimant			
- Cash Voucher/RER (1 original)	Implementing Department/Office			
- Proof of relationship (1 photocopy)	Claimant			
- Letter of Authority (1 copy)	City Mayors' Office			



Reimbursement/Liquidation of Cash			
Advance/Replenishment			
Obligation Request (1 original)	Implementing Department/Office		
Copy of Cash Advance Voucher	Implementing Department/Office		
(1 photocopy)	, ,		
Certification that the expenses are	Implementing Department/Office		
actually incurred (1 original)			
Authority of the accountable officer			
issued by the Head of the Agency	City Mayor's Office		
(1 original)			
Summary list of expenses/goods	Implementing Department/Office		
purchased (1 copy)	Implementing Department/Office		
List of payees/beneficiaries (1 copy)	Implementing Department/Office		
Sales Invoice/Official Receipts	Supplier/Contractor		
(1 original)	Supplier/Softhactor		
Daily menu, if applicable (1 copy)	Supplier/Contractor		
Certificate of Acceptance (1 original)	Implementing Department/Office		
OTHER FORMS OF COMPENSATION			
(Monetization)			
Obligation Request (1 original)	CBO		
Approved leave application (ten days)			
with leave credit balance certified by the	HRMDO		
Human Resource Management and			
Development Office (1 original)			
Request for leave covering more than			
ten days duly approved by the Head of	HRMDO		
the Agency (1 original)			
For monetization of 50% or more:			
 Clinical abstract/medical procedures 	DOH Accredited Hospital		
to be undertaken in case of health,			
medical and hospital needs			
(1 original)			
- Barangay Certification in case of	Barangay Hall		
need for financial assistance			
brought about by calamities,			
typhoon, fire, etc. (1 original)			
UTILITY EXPENSES			
Obligation Request (1 original)	CBO		
Statement of Account/Bill (for pre-audit	Cumplier/Centractor		
purposes) (1 original)	Supplier/Contractor		
Invoice/official receipt or machine			
validated statement account/bill (for post	Supplier/Contractor		
audit process) (1 original)			



0	(4 - minimal)	000 (05)	DE-1 (055)		
Summary of billing (GSO (GF),	DepEd (SEF)		
TRAVELING EXPENS		000			
Obligation Request		CBO			
Certificate of Appea	rance/Attendance	Learning Service Provider			
(1 copy)	L. L.C.L. A	3 -			
Certification by the I		0:1 14 ,	O.C.		
as to the absolute n	-	City Mayor's Office			
expenses (1 origina					
Itinerary of Travel (1	original)	Learning Se	ervice Provider		
FIDELITY BOND	//				
Obligation Request		Implementi	ng Department/Off	ice	
	ending administrative		0.00		
	y Head of the Agency	City Mayor'	s Office		
or office (1 original)	1/				
	g and/or cancellation				
of bond of accounta		Implementi	ng Department/Off	ice	
employees of the R			J		
Philippines (1 origin					
Copy of previous ap		Duna su s (7			
	lity bond (if renewal)	Bureau of T	reasury		
(1 photocopy)	Lighilities and Not				
	s, Liabilities, and Net	Civil Servic	Civil Service Commission or HRMDO		
Worth (SALN) (1 ori	ginai)				
	/1 original)	ODO			
Obligation Request		CBO			
Certified true copy of		HRMDO			
	application for leave (1 original) Certified true copy of maternity leave				
	<u>-</u>	HRMDO			
clearance (1 origina Medical certificate for					
(1 original)	or maternity leave	Patient's Do	octor		
Additional Require	ments for Unused				
Maternity Leave					
Medical certificate the	hat the employee is				
physically fit to work		Patient's Doctor/Employee Clinic		inic	
Certificate of assum		Implementing Department/Office		iice	
Approved DTR (1 or		Implementing Department/Office HRMDO		100	
	AGENCY			PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Forward the	Processing the	None	9 Minutes	JULIE S. SERRANO	
Disbursement	bank advice:			Administrative Officer	
Voucher with				II/Accounting	
	1.1 Prepare the			Administrative Staff	
Check to the City	bank advice.			(CAcctgO)	



Accounting				FULGENCIO M.
Office.	1.2 Approve the			DARUNDAY, CPA
	bank advice;			OIC-Management and
	and			Audit Analyst V (CAcctgO)
				(CACCIGO)
	1.05			
	1.3 Forward the			JULIE S. SERRANO
	bank advice and			Administrative Officer II/
	other supporting documents to			Accounting
				Administrative Staff
	the City			(CAcctgO)
	Treasurer's			
	Office.			
	TOTAL:	None	9 Minutes	

11. Building Permit Application

Any person/juridical entity should secure Building Permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition and maintenance.

Complex Transaction – Application for building permit in which floor area shall not exceed 1,500 square meters: [1] single dwelling residential buildings of not more than three (3) floors/storeys; [2] commercial buildings of not more than two (2) floors/storeys; [3] renovation within a mall with issued building permit; and [4] warehouse storing non-hazardous substance.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Complex		
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;	
	G2G – Governmen	t to Government	
Who may avail:	Any person/juridica	al entity intending to construct structure/building	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal:			
Duly filled-out and notar	ized Unified		
Application Form for Building Permit:			
- Unified Application Form		CEO/OBO	
- Details of the form		Document Owner	
- Notarization		Notary Public	
Proof of right over the lot/property where			
the structure will be constructed			
a. Land Title (if owned)		Registry of Deeds	
(4 certified true copies)			



b. Lease of Contract (if not owned) (4 certified true copies) Lessor	
1 (4 Certified true Cobies)	
c. Signed Apostille	Foreign Affairs or country of origin
Real Property Tax Receipt (1 original and 3 photocopies) City Treasurer's	s Office (CTO)
Real Property Tax Declaration (4 photocopies) City Assessor's	office (CAssrO)
Location Plan (1 original and 3 photocopies) Any Licensed G	Geodetic Engineer
Certificate of Verification Survey (1 original and 3 photocopies) Any Licensed G	Geodetic Engineer
Tax Clearance for Building Permit (1 original and 3 photocopies) CTO	
Photos of project site (4 views) Photo shop/cen	ntre
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey Any Licensed P Architect Civil Engineer Electrical Engin Mechanical Engin Sanitary Engine Geodetic Engin	neer gineer eer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures) Professional Residual Professional Professional Residual Professional Professio	egulation Commission (PRC)
I professionals (1 photocopy confaining I i i i	s Office where the licensed actices profession
material specifications (5 original) Engineer, Elect	Professional/s (Architect, Civil crical Engineer, Mechanical Engineer, eer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original) Any Licensed C	Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original) Any Licensed C	Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Any Insurance	Company



	OMA	
Official Receipt (1 original)		
Construction Safety Health Program with	Department of Labor and Employment (DOLE)	
Official Receipt (1 original)		
Representative:		
Duly filled-out and notarized Unified		
Application Form for Building Permit:		
- Unified Application Form	CEO/OBO	
- Details of the form	Document Owner	
Authorization letter (1 original)	Person represented (Applicant)	
Special Power of Attorney (1 original)	Person represented (Applicant)	
Any valid government ID card of the	, , , ,	
person represented (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Proof of right over the lot/property where		
the structure will be constructed		
a. Land Title (if owned)	Registry of Deeds	
(4 certified true copies)	Logor	
b. Lease of Contract (if not owned)(4 certified true copies)	Lessor	
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of origin	
Document from the Country of	Department of Foreign Amans of country of origin	
origin (if foreigner) (1 photocopy		
and present original)		
Real Property Tax Receipt (1 original and	СТО	
3 photocopies)	CIO	
Real Property Tax Declaration	CA	
(4 photocopies)	CAssrO	
Location Plan (1 original and	A. Linear I One Info Fraire	
3 photocopies)	Any Licensed Geodetic Engineer	
Certificate of Verification Survey (1 original	10 10 5	
and 3 photocopies)	Any Licensed Geodetic Engineer	
Tax Clearance for Building Permit		
(1 original and 3 photocopies)	СТО	
Photos of project site (4 views)	Photo Shop/Centre	
Building and Design Plans	'	
(1 original and 4 blue print copies):	Any Licensed Professional/s:	
- Architectural	Architect	
- Civil/Structural	Civil Engineer	
- Electrical/Electronic	Electrical Engineer	
- Mechanical	Mechanical Engineer	
- Sanitary/Plumbing	Sanitary Engineer	
- Geodetic/Survey	Geodetic Engineer	



				A PO MANIL
Professional license of all involved				
professionals (1 photocopy containing		PRC		
2 specimen signatures)				
Professional Tax receipt of all involved		City Treasure	r's Office where th	ne licensed
professionals (1 photo	ocopy containing	1		
2 specimen signature	s)	professional practice profession		
Bill of materials/cost e	estimate and	Any Licensed Professional (Architect, Civil Engineer,		
material specifications	s (5 original)	Electrical Engineer, Mechanical Engineer, Sanitary		
		Engineer and	Geodetic Engine	er)
Structural Design Ana	=		0: "/0.	
Computations for two	-storey and above	Any Licensed	Civil/Structural E	ngineer
(5 original)				
Boring/Soil Test for tw	•	Any Licensed	Civil/Structural E	ngineer
and above (5 original)				
Contractor's All Risk F	•	Any Insurance Company		
Official Receipt (1 original Construction Sefety I	<u> </u>			
Construction Safety H	J	DOLE		
Official Receipt (1 orig	giriai)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the duly	1. Acknowledge	None	30 Minutes	ALVIN R. SERNA
accomplished	receipt of the			Administrative Aide I
and notarized	application form			(OSSCPAS,
Unified	together with the			CEO/OBO)
Application Form	complete			
for Building	requirements.			
Permit together				
with the complete	1.1 Encode			
requirements at	application in			
Window 1, Room	the system.			
311 or				
OSSCPAS,	1.2 Issue claim			
CEO/OBO.	stub for			
	client's			
	application			
	reference.			
				OFFICERS OF
	1.3 Process Fire	None	5 Days	THE DAY,
	Safety		(waiting time	City Planning and



Evaluation Clearance (FSEC) and Locational Clearance (LC).		prior to issuance of FSEC and LC)	Development Office and Local Bureau of Fire Protection (OSSCPA)
1.4 Evaluate plans and documents using the Compliance Evaluation Sheet. 1.5 Assess fees to be paid if plan is compliant; otherwise, return for correction. 1.6 Conduct field inspection to verify entries in the submitted documents.	None	1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO) ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO) ENGR. CRISANTO M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO) ENGR. NEBUCHADNEZZAR G. AROMIN Engineer II (OSSCPAS, CEO/OBO)
1.7 Process the application.	None	25 Minutes	ENGR. DANILO G. LUCAÑAS Engineer IV (OSSCPAS, CEO/OBO) ENGR. VIRGILIO F. RAZOTE Engineer II
	Clearance (FSEC) and Locational Clearance (LC). 1.4 Evaluate plans and documents using the Compliance Evaluation Sheet. 1.5 Assess fees to be paid if plan is compliant; otherwise, return for correction. 1.6 Conduct field inspection to verify entries in the submitted documents.	Clearance (FSEC) and Locational Clearance (LC). 1.4 Evaluate plans and documents using the Compliance Evaluation Sheet. 1.5 Assess fees to be paid if plan is compliant; otherwise, return for correction. 1.6 Conduct field inspection to verify entries in the submitted documents.	Clearance (FSEC) and Locational Clearance (LC). 1.4 Evaluate plans and documents using the Compliance Evaluation Sheet. 1.5 Assess fees to be paid if plan is compliant; otherwise, return for correction. 1.6 Conduct field inspection to verify entries in the submitted documents. None issuance of FSEC and LC) 1 Day 1 Day 1 Day 2 S Minutes

STY OF PASA
* * *
METRO MANILA

				AO MAN
				(OSSCPAS, CEO/OBO)
				ENGR. JOHARI G. RANGIRIS Engineer IV (OSSCPAS, CEO/OBO)
				LUCIO H. TOPE Plumbing and Tinning Inspector II (OSSCPAS, CEO/OBO)
	1.8 Notify the client within seven days to secure Order of Payment.	None	5 Minutes	ALVIN R. SERNA Administrative Aide I, (OSSCPAS, CEO/OBO)
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of Building Permit application.	2. Issue Order of Payment to the client.	None	5 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS,	4. Verify OR, and release the building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I



CEO/OBO to				(OSSCPAS,
present OR, and				CEO/OBO)
claim building				
permit.				
	TOTAL:	*BF + EF +	6 Days, 1 Hour	
		EcF + P/SF	and 15	
		+ MF + LGF	Minutes	
		+ PF + CF =		
		TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate

A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate
Industrial Buildings	
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200



Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains,1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24
B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate



Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit



6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 meters PHP 2.40/m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP$ 2/square meter D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

Highly Technical Transaction – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit
- Annual Building Inspection Permit

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;	
	G2G – Governmen	t to Government	
Who may avail:		Il entity intending to construct structure/building	
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE		
Principal:			
Duly filled-out and notarized Unified			
Application Form for Building Permit:			
- Unified Application Form		CEO/OBO	
- Details of the form		Applicant	
Any valid government ID card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC,	



	LTO
Proof of right over the lot/property where	
the structure will be constructed	
a. Land Title (if owned)	Registry of Deeds
(4 certified true copies)	
b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	December of Francisco Affaire and a second
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of
Document from the Country of origin (if foreigner) (1 photocopy and	origin
present original)	
Real Property Tax Receipt (1 original,	
3 photocopies)	City Treasurer's Office (CTO)
Real Property Tax Declaration	
(4 photocopies)	City Assessor's Office (CAssrO)
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original,	
3 photocopies)	Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit	City Transurar's Office
(1 original, 3 photocopies)	City Treasurer's Office
Photos of project site (4 views)	Photo Shop/Centre
Building and Design Plans	
(1 original, 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic - Mechanical	Electrical Engineer
- Sanitary/Plumbing	Mechanical Engineer Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional license of all involved	Social Linguistics.
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	
Professional Tax Receipt of all involved	City Transurar's Office where the licensed
professionals (1 photocopy containing	City Treasurer's Office where the licensed professional practice profession
2 specimen signatures)	professional practice profession
	Hired Licensed Professional (Architect, Civil
Bill of materials/cost estimate and	Engineer, Electrical Engineer, Mechanical
material specifications (5 original)	Engineer, Sanitary Engineer and Geodetic
	Engineer)
Structural Design Analysis and	Hired Licensed Civil/Structural Engineer
Computations for two-storey and above	Timed Elections Olvinotidetalal Eligineel



(5 original)		
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer	
and above (5 original)	7 Try Electised Olvin of detailal Engineer	
Contractor's All Risk Policy Insurance with	Any Insurance Company	
Official Receipt (1 original)	Any insurance company	
Construction Safety Health Program with	Department of Labor and Employment (DOLE)	
Official Receipt (1 original)	Department of Labor and Employment (DOLE)	
Approved Locational Clearance with	City Planning & Dayslanmant Office (CDDO)	
Official Receipt (1 original)	City Planning & Development Office (CPDO)	
Fire Safety Inspection Clearance with	Purpose of Fire Protection (PED)	
Official Receipt (1 original)	Bureau of Fire Protection (BFP)	
Height Clearance for buildings/structures	Air Transportation Office Department of	
exceeding 45 meters (1 original,	Air Transportation Office, Department of	
1 photocopy)	Transportation (ATO, DOT)	
Tourism Clearance for tourist-oriented	Philipping Tourism Authority (PTA)	
projects (1 original,1 photocopy)	Philippine Tourism Authority (PTA)	
Compliance Clearance/Certificate for	Department of Education/Commission on Higher	
education buildings (1 original,	Department of Education/Commission on Higher Education (DEP-Ed/CHED)	
1 photocopy)	Education (DEF-Ed/ChED)	
Construction Clearance (1 original,	Energy Regulatory Commission (ERC)	
1 photocopy)	Lifergy Regulatory Commission (LRC)	
Discharge Permit (1 original,	Laguna Lake Development Authority	
1 photocopy)	Laguna Lake Development Authority	
Environmental Impact Statement for		
environmental and marine impact related		
projects like communication towers,	DEP-Ed/CHED	
hospitals, airports, manufacturing factories,		
etc. (1 original, 1 photocopy)		
Representative:		
Duly filled-out and notarized Unified		
Application Form for Building Permit:		
- Unified Application Form	CEO/OBO	
- Details of the Form	Person Represented (Applicant)	
Authorization letter (1 original)	Person Represented (Applicant)	
Special Power of Attorney (1 original)	Person represented (Applicant)	
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
Representative (1 original)	LTO	
Any government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,	
represented (Applicant) (1 original)	LTO	



Proof of right over the lot/property where	
the structure will be constructed	
a. Land Title (if owned)	Registry of Deeds
(4 certified true copies)	Locar
b. Lease of Contract (if not owned)(4 certified true copies)	Lessor
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of
Document from the Country of	origin
origin (if foreigner) (1 photocopy	ongin
and present original)	
Real Property Tax Receipt (1 original,	
3 photocopies)	СТО
Real Property Tax Declaration	
(4 photocopies)	CAssrO
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original,	Timod Eldonodd Coddodd Enginedi
3 photocopies)	Hired Licensed Geodetic Engineer
. ,	
Tax Clearance for Building Permit	СТО
(1 original, 3 photocopies)	
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans	
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic - Mechanical	Electrical Engineer
- Mechanical - Sanitary/Plumbing	Mechanical Engineer Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional License of all involved	Geodetic Engineer
Professionals (1 photocopy containing 2	PRC
specimen signatures)	
Professional Tax Receipt of all involved	
Professionals (1 photocopy containing 2	City Treasurer's Office where the licensed
specimen signatures)	professional practice profession
specimen signatures)	Any Licensed Professional (Architect Civil
Dill of motorials/seat satismate and	Any Licensed Professional (Architect, Civil
Bill of materials/cost estimate and	Engineer, Electrical Engineer, Mechanical
material specifications (5 original)	Engineer, Sanitary Engineer and Geodetic
	Engineer)
Structural Design Analysis and	
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	



				METRO
Boring/Soil Test for two-storey with deck and above (5 original)		Any Licensed	Civil/Structural E	ngineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)		Any Insurance Company		
Construction Safety Health Program with Official Receipt (1 original)		DOLE		
Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy)		ATO, DOT		
Tourism Clearance for projects (1 original, 1		PTA		
Compliance Clearance/Certificate for education buildings (1 original, 1 photocopy)		DEP-Ed/CHED		
Construction Clearance (1 original, 1 photocopy)		ERC		
Discharge Permit (1 original, 1 photocopy)		Laguna Lake Development Authority		
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 original, 1 photocopy)		DEP-Ed/CHE	D	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished and notarized Unified	Acknowledge receipt of application form together with the	None	30 Minutes	ALVIN R. SERNA Administrative Aide I (OSSCPAS,

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly	1. Acknowledge	None	30 Minutes	ALVIN R. SERNA
accomplished	receipt of			Administrative
and notarized	application form			Aide I
Unified	together with the			(OSSCPAS,
Application Form	complete			CEO/OBO)
for Building	requirements.			
Permit together				
with complete	1.1 Encode the			
requirements at	application in			
Window 1, Room	the system.			
311 or				
OSSCPAS,	1.2 Issue claim			
CEO/OBO.	stub for			
	client's			



			VRO M
application reference.			
1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	5 Days (waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY CPDO and Local BFP (OSSCPA)
1.4 Evaluate plans and documents using the Compliance Evaluation Sheet.	None	1 Day	ENGR. RENATO A. SANCHEZ City Government Department Head I (City Engineer I) (OSSCPAS, CEO/OBO)
1.5 Assess fees to be paid if plan is compliant, otherwise,			ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO)
return for correction. 1.6 Conduct field inspection to verify entries in the	None	2 Days	ENGR. CRISANTO M. MARTINEZ Engineer II (OSSCPAS, CEO/OBO)
submitted documents. 1.7 Process application.	None	25 Minutes	ENGR. NEBUCHADNEZ ZAR G. AROMIN Engineer II (OSSCPAS, CEO/OBO)
	054		ENGR. DANILO

OTH OF PASAL
Co. Co.
METRO MANILA

				RON
				G. LUCAÑAS Engineer IV
				(OSSCPAS,
				CEO/OBO)
				CLO/OBO)
				ENGR. VIRGILIO
				F. RAZOTE
				Engineer II
				(OSSCPAS,
				CEO/OBO)
				ENGR. JOHARI
				G. RANGIRIS
				Engineer IV
				(OSSCPAS,
				CEO/OBO)
				LUCIO H. TOPE
				Plumbing and
				Tinning
				Inspector II
				(OSSCPAS,
				CEO/OBO)
	1.8 Notify the	None	5 Minutes	ALVIN R. SERNA
	client within			Administrative
	seven days to			Aide I,
	secure Order			(OSSCPAS,
	of Payment.			CEO/OBO)
2. Upon receipt of	2. Issue Order of	None	5 Minutes	ROBERTO D.
notification,	Payment to the			BERDIN
return to Window	client.			Administrative
2, Room 311,				Assistant I
OSSCPAS,				(OSSCPAS, CEO/OBO)
CEO/OBO to				020,000)
secure Order of				
Payment for the				
processing of				
building permit				
application.			=	0.00=
3. Proceed to	3. Issue Official	Please see	5 Minutes	CASHIER



Window 3, Room	Receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		
CEO/OBO, and		of fees.		
pay the fees due.				
4. Proceed to	4. Verify OR, and	None	5 Minutes	MA. LUZ T.
Window 4, Room	release the			NAZARREA
311, OSSCPAS,	building permit.			Administrative
CEO/OBO to				Aide I
present OR, and				(OSSCPAS,
claim the building				CEO/OBO)
permit.				
	TOTAL:	*BF + EF +	8 Days, 1 Hour	
		EcF + PS/F	and 15	
		+ MF + LG	Minutes	
		+ PF + CF =		
		TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: $BF = A \times Rate$

A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate	
Industrial Buildings		
Up to 5000 square meters	PHP 23/square meter	
Above 5000 to 6000 square meters	PHP 22/square meter	
Above 6000 to 7000 square meters	PHP 20.50/square meter	
Above 7000 to 8000 square meters	PHP 19.50/square meter	
Above 8000 to 9000 square meters	PHP 18/square meter	
Above 9000 to 10000 square meters	PHP 17/square meter	
Above 10000 to 15000 square meters	PHP 16/square meter	
Above 15000 to 20000 square meters	PHP 15/square meter	
Above 20000 to 30000 square meters	PHP 14/square meter	



2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2



Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit



Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine	(forklift, loader,
mixers, compressors trucks	per kw)
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kg	v PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP 2.00/sq. m.$

D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

12. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 1 to 7 Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of R.A No. 7160 and Budget Operations Manual Version 2016)

Office or Division:	City Budget Office (CBO)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen	
Who may avail:	City Government Departments/Offices/Employees, Consultants,	
	Contract of Service and Job Order Employees	
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE
PAYROLL:		
Regular/casual		
Initial Payroll/Renewal of	f Casual	Human Resource Management and Development



	MAIN MAIN
(2 original, 2 photocopies)	Office (HRMDO)
Signed Obligation Request (ObR)	Concerned Department/Office
(2 original, 2 photocopies)	·
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
DTR (1 original)	Concerned Department/Office
Appointment/Plantilla (1 photocopy)	HRMDO
Assumption of duties (1 original)	HRMDO
Duly Notarized SALN (1 photocopy)	
- SALN Form (1 original)	HRMDO or CSC or Ombudsman Websites
 Details/info to be indicated in the 	Concerned employees of the Department/Office
form	
 Notarization 	Notary Public
PDS (1 original)	Concerned employees of the Department/Office
DTR (1 original)	Concerned Department/Office
Succeeding Payroll (2 original, 2	
photocopies)	Concerned Department/Office
- Signed ObR (2 original, 2	Concerned Department/Office
photocopies)	
 Signed Payroll (2 original, 2 	
photocopies)	
Contract of Service/Job Order	
Initial Payroll (2 original, 2 photocopies)	Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
DTR (1 original)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Project Proposal (1 original)	Concerned Department/Office
PPMP (1 photocopy)	Concerned Department/Office
APP (1 photocopy)	Concerned Department/Office
PDS (1 photocopy)	Concerned employees of the Department/Office
Notarized Contract (1 original)	
- Contract	Concerned Department/Office
- Notarization	Notary Public
Clearances	
 Police Clearance (1 original) 	Philippine National Police (PNP)
- Medical Clearance (1 original)	DOH Accredited Hospitals/Clinics
 Drug Test (1 original) 	Department of Health Accredited Drug Testing
	Center
- Barangay Clearance (1 original)	Barangay Hall
Succeeding Payroll	
- Signed ObR (2 original, 2	Concerned Department/Office
photocopies)	
- Signed Payroll (2 original, 2	Concerned Department/Office
photocopies)	



	RO MAN
- Accomplishment Report (1 original)	Concerned Department/Office
- PPMP (1 photocopy)	Concerned Department/Office
- APP (1 photocopy)	Concerned Department/Office
Consultant	
Initial Payroll (2 original, 2 photocopies)	HRMDO, Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Bids and Awards Committee (BAC)	BAC Secretariat
Resolution (1 original)	
Notarized Contract (1 original)	
- Contract	Concerned Department/Office
 Notarization 	Notary Public
Succeeding Payroll	
- Signed ObR (2 original, 2	Concerned Department/Office
photocopies)	
 Signed Payroll (2 original, 2 	Concerned Department/Office
photocopies)	
 Accomplishment Report 	Concerned Department/Office
(1 original)	
- PPMP (2 photocopies)	Concerned Department/Office
- APP (2 photocopies)	Concerned Department/Office
GOODS AND SERVICES	
Training/Seminar	
- By NGA, government association	
and accredited government	
agencies:	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to	Concerned Department/Office
the Program (1 original, 1 photocopy)	
Authority to charge actual and	
necessary expense (if cash advance)	
(1 original)	City Mayor's Office
Official Receipt (if reimbursement)	
(1 original)	LSP, Providers of Goods and Services
- To be conducted by City	
Offices/Department:	
Signed ObR (2 original)	Concerned Department/Office



Disbursement Voucher (1 original)	Concerned Department/Office
Purchase Request (PR) approved by	•
City Treasurer as to cash availability	
(1 original)	
• PR	Concerned Department/Office
 Approval 	City Treasurer's Office (CTO)
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Goods and Property Plant & Equipment	•
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original, 1	Concerned Department/Office
photocopy)	
Notice of Award (NOA) (1 original, 1	Concerned Department/Office
photocopy)	
Notice to Proceed (NTP) (1 original, 1	Concerned Department/Office
photocopy)	
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office
Supplemental Annual Investment Plan (AIP)	
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	0'1 0 1 1 1 1 0 1 1 1
Budget) (1 photocopy)	City Secretariat Office
Services (for janitorial, security, garbage,	
internet, preventive maintenance,	
gasoline etc.)	Concerned Department/Office
Signed ObR (2 original)	Concerned Department/Office CBO
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
PR (2 original)	Concerned Department/Office
, , ,	·
Purchase Order (for Goods and	Concerned Department/Office



	TO MAIN
Services)/Contract (for Infra Services)	
(1 original, 1 photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office
Supplemental Annual Investment Plan (AIP)	
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	City Secretariat Office
Purchase Request (PR) approved by City	
Treasurer as to cash availability (1 original,	
1 photocopy)	Concerned Department/Office
- PR	СТО
- Letter of Approval	
Billing (for gasoline)	General Services Office
(1 original, 1 photocopy)	
Computation of GSO (for janitorial services)	General Services Office
(1 original)	
Utilities (Water, Electricity, Telephone,	
Mobile, Internet)	0 15 1 1/0"
Signed ObR (2 original)	Concerned Department/Office
Billing (1 original)	General Services Office
Infrastructure (one time obligation)	
1. Progress Payment:	ODO
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	0
Signed ObR (2 original)	Concerned Department/Office
Purchase Order/Contract	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office



Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office
Supplemental Annual Investment Plan (AIP)	
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	City Secretariat Office
Agency Cost Estimate (1 original)	BAC
Statement of Work Accomplishment (SWA)	City Engineer's Office
(1 original, 1 photocopy)	
Certificate of Completion (1 original, 1	City Engineer's Office
photocopy)	
Request for Inspection (1 original, 1	City Engineer's Office
photocopy)	
Inspection Report (1 original, 1 photocopy)	City Engineer's Office
Certificate from CPDO as to inclusion in	
Land Development Investment Plan (LDIP)	
and AIP (1 original)	City Planning and Development Office
Certification from City Treasurer's Office	
(CTO) as to cash availability (1 original)	СТО
Scope of Work (1 original)	BAC
2. Mobilization:	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
Purchase Order/Contract (1 original, 1	Concerned Department/Office
photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office
Supplemental Annual Investment Plan (AIP)	
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	



Budget) (1 photocopy)		City Secretariat Office		
Request for Mobilization Billing Statement		City Engineer's Office		
approved by City Engineer (1 original, 1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit	Receive and check	BE PAID None	TIME 5 minutes	RESPONSIBLE NORBERTO C.
documents with attached requirements	completeness of documents and signatories	T TONO	o minutos	DEGORIO Administrative Aide I (CBO)
to the CBO.				JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
2. Wait for the CBO to process the submitted	Process the submitted documents.			
documents.	2.1 Assign Receiving Control Number	None	5 minutes	JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	2.2 Check availability of appropriation and post in RAAO (Registry	None	10 minutes	RESTITUTA RAQUEL E. TAN Administrative Aide IV (CBO)
	of Allotment Appropriation and Obligation).			BERNABELA C. GILBUENA Administrative Aide IV (CBO)
				VILLY T. DE LEON Administrative Aide IV (CBO)
				MARY ROSE M. BERNARDINO Administrative Aide IV (CBO)
				DIANNA P. CUTARA Administrative Aide II



1			(000)
			(CBO)
			RODOLFO C. ROMERO JR. Administrative Aide IV (CBO)
			JOE MARIE P. MILAN Administrative Aide II (CBO)
			FERDINAND C. BUCU Administrative Assistant II (CBO)
			LILIBETH D. TIOSEN Administrative Assistant I (CBO)
			MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
			MARICRIS C. CONTRERAS Administrative Assistant II (CBO)
	N	45	ALEXANDER D. PAPA Administrative Aide II (CBO)
2.3 Check and review correctness of account codes, supporting	None	15 minutes	FERDINAND M. NAVEA Administrative Officer V (CBO)
documents and charging.	None	15 Minutes	
2.4 Assign ObR	110110		For Personnel Services (PS):
Control Number.			VILLY T. DE LEON

	OF PA	SAN
*	1	1
14	STRO MANII	A

				RO MANIL
				Administrative Aide IV (CBO)
				For Maintenance and Other Operating Expenses (MOOE): DIANNA P. CUTARA Administrative Aide II (CBO)
				For Special Education Fund (SEF): CHERRY LYN B. OCAMPO Administrative Aide IV (CBO)
	2.5 Final review as to correctness and completeness.	None	2 Minutes	MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
	2.6 Record in consolidation RAAO.	None	5 Minutes	RHODALYN RICA O. REYES Administrative Aide IV (CBO)
	2.7 Sign the ObR.	None	5 Minutes	MA. CONCHITA B. CAYANAN City Government Department Head II (CBO)
	2.8 Retain copy of documents for file reference.	None	2 Minutes	AMADO B. TUBOC Administrative Aide I (CBO)
Claim the approved documents.	3. Release the approved documents.	None	2 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO)
				JOYCE ANN MARIE F. MAYOR Administrative Aide IV



			(CBO)
TOTAL:	None	1 Hour and	
		16 Minutes	

^{*}Based on existing Accounting, Auditing, and Budgeting Rules

13. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 8 or More Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of RA No. 7160 and Budget Operations Manual Version 2016)

Office or Division:	City Budget Office (CBO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	City Government Departments/Offices/Employees, Consultants,			
		and Job Order Employees		
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE		
PAYROLL:				
Regular/casual				
Initial Payroll/Renewal of		Human Resource Management and Development		
(2 original, 2 photocopie		Office (HRMDO)		
Signed Obligation Requi	` ,	Concerned Department/Office		
(2 original, 2 photocopie	,			
Signed Payroll (2 original	al, 2 photocopies)	Concerned Department/Office		
DTR (1 original)		Concerned Department/Office		
Appointment/Plantilla (1		HRMDO		
Assumption of duties (1		HRMDO		
Duly Notarized SALN (1				
- SALN Form (1		HRMDO or CSC or Ombudsman Websites		
	be indicated in the	Concerned employees of the Department/Office		
form		Natan Dublic		
- Notarization		Notary Public		
PDS (1 original)		Concerned employees of the Department/Office		
DTR (1 original)		Concerned Department/Office		
Succeeding Payroll (2 original, 2		Canadanad Danartmant/Office		
photocopies)		Concerned Department/Office		
- Signed ObR (2 original, 2		Concerned Department/Office		
photocopies) - Signed Payroll (2 original, 2				
photocopies)				
Contract of Service/Jo	h Order			
Initial Payroll (2 original, 2 photocopies)		Concerned Department/Office		



Concerned Department/Office
Concerned Department/Office
Concerned employees of the Department/Office
Concerned Department/Office
Notary Public
·
Philippine National Police (PNP)
DOH Accredited Hospitals/Clinics
Department of Health Accredited Drug Testing
Center
Barangay Hall
<u> </u>
Concerned Department/Office
·
Concerned Department/Office
'
Concerned Department/Office
Concerned Department/Office
Concerned Department/Office
·
HRMDO, Concerned Department/Office
Concerned Department/Office
Concerned Department/Office
Concerned Department/Office
BAC Secretariat
Concerned Department/Office
Notary Public
Concerned Department/Office
Concerned Department/Office



	-
GOODS AND SERVICES	
Training/Seminar	
- By NGA, government association	
and accredited government	
agencies:	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to	Concerned Department/Office
the Program (1 original, 1 photocopy)	'
Authority to charge actual and	
necessary expense (if cash advance)	
(1 original)	City Mayor's Office
Official Receipt (if reimbursement)	
(1 original)	LSP, Providers of Goods and Services
- To be conducted by City	
Offices/Department:	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Purchase Request (PR) approved by	
City Treasurer as to cash availability	
(1 original)	
• PR	Concerned Department/Office
 Approval 	City Treasurer's Office (CTO)
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Goods and Property Plant & Equipment	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original, 1	Concerned Department/Office
photocopy)	0
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office



Disbursement Voucher (1 original)	Concerned Department/Office	
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office	
PPMP (2 photocopies)	Concerned Department/Office	
APP (2 photocopies)	Concerned Department/Office	
Distribution list (for common office supplies		
and equipment) (1 original)	Concerned Department/Office	
Supplemental Budget Appropriation		
ordinance (if funded through Supplemental		
Budget) (1 original)	City Secretariat Office	
Supplemental Annual Investment Plan (AIP)		
with Sangguniang Panlungsod (SP)		
Resolution (if funded through Supplemental		
Budget) (1 photocopy)	City Secretariat Office	
Services (for janitorial, security, garbage,		
internet, preventive maintenance,		
gasoline etc.)		
Signed ObR (2 original)	Concerned Department/Office	
Certificate of Availability of Appropriation	CBO	
(CAA) (2 original, 2 photocopies)		
PR (2 original)	Concerned Department/Office	
Purchase Order (for Goods and	Concerned Department/Office	
Services)/Contract (for Infra Services)		
(1 original, 1 photocopy)		
NOA (1 original, 1 photocopy)	Concerned Department/Office	
NTP (1 original, 1 photocopy)	Concerned Department/Office	
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office	
Disbursement Voucher (1 original)	Concerned Department/Office	
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office	
PPMP (2 photocopies)	Concerned Department/Office	
APP (2 photocopies)	Concerned Department/Office	
Distribution list (for common office supplies		
and equipment) (1 original)	Concerned Department/Office	
Supplemental Budget Appropriation		
ordinance (if funded through Supplemental		
Budget) (1 original)	City Secretariat Office	
Supplemental Annual Investment Plan (AIP)		
with Sangguniang Panlungsod (SP)		
Resolution (if funded through Supplemental		
Budget) (1 photocopy)	City Secretariat Office	
Purchase Request (PR) approved by City		
Treasurer as to cash availability (1 original)		
- PR	Concerned Department/Office	
- Approval	СТО	
Billing (for gasoline) (1 original, 1 photocopy)	General Services Office	



TO MAKE
General Services Office
Concerned Department/Office
General Services Office
Concerned Department/Office
CBO
Concerned Department/Office
•
Concerned Department/Office
Concerned Department/Office
City Secretariat Office
•
City Secretariat Office
BAC
City Engineer's Office
City Engineer's Office
City Engineer's Office
City Engineer's Office
•
City Planning and Development Office
СТО
BAC



Certificate of Availability of Appropriation	СВО
(CAA) (2 original, 2 photocopies)	
Purchase Order/Contract (1 original, 1	Concerned Department/Office
photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office
Supplemental Annual Investment Plan (AIP)	
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	City Secretariat Office
Request for Mobilization Billing Statement	City Engineer's Office
approved by City Engineer (1 original,	
1 photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents with attached requirements to the CBO.	Receive and check completeness of documents and signatories	None	30 minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO) JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
2. Wait for the CBO to process the submitted documents.	Process the submitted documents. 2.1 Assign Receiving Control Number	None	30 minutes	JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	2.2 Check availability	None	30 minutes	RESTITUTA RAQUEL



Г		F =
	of appropriation and post in	E. TAN Administrative Aide IV
	RAAO (Registry	(CBO)
	of Allotment	BERNABELA C.
	Appropriation	GILBUENA
	and Obligation).	Administrative Aide IV (CBO)
		VILLY T. DE LEON Administrative Aide IV (CBO)
		MARY ROSE M. BERNARDINO Administrative Aide IV (CBO)
		, ,
		DIANNA P. CUTARA Administrative Aide II (CBO)
		RODOLFO C. ROMERO JR.
		Administrative Aide IV (CBO)
		JOE MARIE P. MILAN Administrative Aide II (CBO)
		FERDINAND C. BUCU Administrative Assistant II (CBO)
		LILIBETH D. TIOSEN Administrative Assistant I (CBO)
		MYRIAM A. BALTAZAR Supervising Administrative Officer
		(CBO)
		MARICRIS C. CONTRERAS
	L. C.	



			AO MANIL
			Administrative Assistant II (CBO)
			ALEXANDER D. PAPA Administrative Aide II (CBO)
2.3 Check and review correctness of account codes, supporting documents and charging.	None	30 minutes	FERDINAND M. NAVEA Administrative Officer V (CBO)
2.4 Assign ObR Control Number.	None	1 Hour	For PS: VILLY T. DE LEON Administrative Aide IV (CBO)
			For MOOE: DIANNA P. CUTARA Administrative Aide II (CBO)
			For SEF: CHERRY LYN B. OCAMPO Administrative Aide IV (CBO)
2.5 Final review as to correctness and completeness.	None	1 Hour	MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
2.6 Record in consolidation RAAO.	None	1 Hour	RHODALYN RICA O. REYES Administrative Aide IV (CBO)
2.7 Sign the ObR.	None	1 Day	MA. CONCHITA B. CAYANAN City Government Department Head II



				(CBO)
	2.8 Retain copy of documents for file reference.	None	30 Minutes	AMADO B. TUBOC Administrative Aide I (CBO)
3. Claim the approved documents.	Release the approved documents.	None	30 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO)
				JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	TOTAL:	None	1 Day and 6 Hours	

^{*}Based on existing Accounting, Auditing, and Budgeting Rules

14. Certifications (Pag-IBIG)

Securing certifications on Pag-IBIG premium contributions, loan payment, etc. from the City Accounting Office.

For 2017-present records:

Office or Division:	City Accounting Office – Administrative Services Section			
Classification:	Simple	Simple		
Type of Transaction:	G2G – Govern	ment to Government		
Who may avail:	All Pasay City	Government Employees		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		City Accounting Office Requester		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)		Pag-IBIG		
Print-out of Membership		Pag-IBIG		
Profile/Information (1 photocopy)				
Representative				
Duly accomplished requisition form - Requisition form		City Accounting Office		



 Data/information to be indicated 	Person Represented
in the form	(Requester/Document Owner)
Authorization letter (1 original)	Person Represented
Authorization letter (1 original)	(Requester/Document Owner)
Valid ID card of the person	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS,
represented	COMELEC, LTO
(Requester/Document Owner)	
(1 original)	
Valid ID card of representative	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS,
(1 original)	COMELEC, LTO
Print-out of Employee's Statement of	Pag-IBIG
Accumulated Value	
(1 photocopy)	
Print-out of Membership	Pag-IBIG
Profile/Information (1 photocopy)	

	A OFNOV	FFFO TO	DD 0 0 E 0 0 IV 1 C	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Process the	None	2 Days,	LARRY RAY I. ORTEGA
duly	Pag-IBIG		7 hours and	Administrative Aide IV
accomplished	Certification:		53 Minutes	(CAcctgO)
requisition form and present other	1.1 Prepare the certification.			
requirements to the City Accounting Office- Receiving Section.	1.2 Check the certification.		2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Geotion.	1.3 Sign the certification			FULGENCIO M. DARUNDAY, CPA OIC- Management and Audit Analyst V (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)



Section.				
	TOTAL:	None	3 Days	

For 2013-2016 records:

For 2013-2016 reco		0.00			
Office or Division:		g Office – Adı	ministrative Service	es Section	
Classification:		Complex			
Type of Transactio		G2G – Government to Government			
Who may avail:	All Pasay City	All Pasay City Government Employees			
	REQUIREMENTS		WHERE TO SECURE		
Principal					
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		City Accou	City Accounting Office Requester		
Print-out of Employed Accumulated Value (1 photocopy)	ee's Statement of	Pag-IBIG			
Print-out of Members	ship	Pag-IBIG			
Profile/Information (1 photocopy)				
Representative					
Duly Accomplished	-				
 Requisition F 		City Accounting Office			
	tion to be indicated	Person Represented (Requester/Document Owner)			
in the form			Person Represented (Requester/Document Owner)		
Authorization letter (
Valid ID card of the	•	-	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(Requester/Docume	nt Owner)	GSIS, CON	GSIS, COMELEC, LTO		
(1 original)	rocontativo	Dogov I CI	I HDMDO DID Do	est Office DSA SSS	
Valid ID card of repr (1 original)	Cocilialive	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Print-out of Employe	e's Statement of	Pag-IBIG			
Accumulated Value	o o otatomont of	l ag ibio			
(1 photocopy)					
Print-out of Members	ship	Pag-IBIG			
Profile/Information (•	1 2.9			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly	1.Process the	None	6 Days,	LARRY RAY I. ORTEGA	
accomplished	Pag-IBIG		7 Hours and	Administrative Aide IV	
requisition form	Certification:		53 Minutes	(CAcctgO)	
and present					
other	1.1 Prepare the				



requirements to the City Accounting Office- Receiving Section.	certification. 1.2 Check the certification. 1.3 Sign the certification.		2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC- Management and Audit Analyst V (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
	TOTAL:	None	7 Days	

For 2012 and below records:

FOI 2012 and below records.					
Office or Division:	City Accounting Office – Administrative Services Section				
Classification:	Highly Complex				
Type of Transaction:	G2G – Governme	ent to Government			
Who may avail:	All Pasay City Go	overnment Employees			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Principal					
Duly accomplished requi	sition form				
Requisition formData/information to be indicated in the form		City Accounting Office Requester			
Print-out of Employee's \$	Statement of	Pag-IBIG			
Accumulated Value					
(1 photocopy)					
Print-out of Membership		Pag-IBIG			
Profile/Information (1 pho	otocopy)				
Representative					
Duly accomplished requi - Requisition form - Data/information t the form		City Accounting Office Person Represented (Requester/Document Owner)			



				AG MAIN	
Authorization letter (1 original)		Person Represented (Requester/Document Owner)			
Valid ID card of the person represented		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,			
(Requester/Document Owner)		GSIS, COMELEC, LTO			
(1 original)					
Valid ID card of repre	Valid ID card of representative		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,		
(1 original)		GSIS, COMELEC, LTO			
Print-out of Employee	e's Statement of	Pag-IBIG			
Accumulated Value					
(1 photocopy)					
Print-out of Members		Pag-IBIG			
Profile/Information (1		_	1		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the duly	1.Process the	None	19 Days,	LARRY RAY I. ORTEGA	
accomplished	Pag-IBIG		7 Hours and	Administrative Aide IV (CAcctgO)	
requisition form	Certification:		53 Minutes	(CAccigo)	
and present	4.4.5				
other	1.1 Prepare the certification.				
requirements to	ceruncation.				
the City	1.2 Check the			MARICEL B. ROBLES	
Accounting	certification.		2 Minutes	Senior Administrative	
Office-	Certification.		2 Milliules	Assistant IV	
Receiving				(CAcctgO)	
Section.	1.3 Sign the			FULGENCIO M.	
	certification.			DARUNDAY, CPA <i>OIC-</i>	
	oci illoation.			Management and Audit	
				Analyst V	
				(CAcctgO)	
2. Claim the	2. Release the	None	5 Minutes	LARRY RAY I. ORTEGA	
requested	certification to			Administrative Aide IV	
document from	the client.			(CAcctgO)	
the City					
Accounting					
Office-					
Releasing					
Section.					
	TOTAL:	None	20 Days		

15. Certification/s (Philhealth)

Securing certification/s on Philhealth premium contribution, etc. from the City Accounting Office.



Classification:	Simple			OMA
Type of Transaction		nent to Governr	ment	
Who may avail:	All Pasay City G			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Principal				
Duly accomplished r	equisition form			
 Requisition for 		City Accounti	na Office	
	ion to be indicated	Requester	ng Onice	
in the form		'	151450 515 5	200 200
Any government ID	card	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,		
(1 original)		GSIS, COMELEC, LTO		
Representative				
Duly accomplished r	equisition form			
 Requisition for 		City Accounti	na Office	
	ion to be indicated	Oity / tooodiitii	ng omoo	
in the form		Person Represented (Requester/Document Owner)		
Authorization letter (1original)	Person Represented (Requester/Document Owner)		
Valid ID card of the person represented		Pasay I GII k	HRMDO, BIR, Post	Office DSA SSS
(Requester/Docume	nt Owner)	GSIS, COME		Office, PSA, SSS,
(1 original)				
Valid ID card of the	epresentative	•	RMDO, BIR, Post	Office, PSA, SSS,
(1 original)	AOFNOV	GSIS, COME	*	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Process the	None	13 Minutes	JEANNETTE A.
duly	Philhealth			CASTILLANO
accomplished	Certification:			Administrative Assistant IV
requisition				(CAcctgO)
form and	1.1 Prepare the			(Criticity C)
present other	Certification.			
requirements	1.2 Check the		2 Minutes	MARICEL B. ROBLES
to the City	certification.		2 Williates	Senior Administrative
Accounting	Cortilloation.			Assistant IV
Office-				(CAcctgO)
Receiving	1.3 Sign the			FULGENCIO M.
Section.	certification.			DARUNDAY, CPA <i>OIC-</i>
				Management and Audit
				Analyst V
2. Claim the	2. Release the	None	2 Minutes	(CAcctgO) JEANNETTE A.
	certification to	None	Z WITTULES	CASTILLANO
requested document	the client.			Administrative Assistant
document	uio onone.			IV



from the City				(CAcctgO)
Accounting				
Office-				
Releasing				
Section.				
	TOTAL:	None	17 Minutes	

16. Clearance from Money and Property Accountabilites

Clearance process is a requirement imposed by the City Government on all officials and employees. The official or employee must secure clearance from money, property and work related accountabilities using a prescribed CSC form on instances like leave of absence of thirty (30) calendar days or more regardless of nature e.g. vacation, sick, maternity, study, resignation, retirement, travel. Under the Administrative Services, the Cooperative Office has been included since, the Office handles the City Government Employees Cooperative, Prime Movers MPC, and as such, officials or employees securing clearance may happen to be a member of the employees cooperative and may possibly have obligation and accountability as cooperative member.

Office or Division:	OFFICE OF THE CIT					
	(a.k.a. Pasay Cooper	(a.k.a. Pasay Cooperative Development Office – Pasay CDO)				
Classification:	Simple	Simple				
Type of Transaction	G2G – Government to	Governme	nt			
Who may avail:	Officials and employed accountabilities	es securing	clearance from m	oney and property		
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE		
Fully Accomplished C			-			
(1 Original and 3 carb						
- CSC Form No.	,	HRMDO				
 Information/det 	ails to be indicated in	Official/E	mplovee			
the request slip)					
CLIENT STEPS	AGENCY ACTIONS	ACENOV ACTIONS FEES TO PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to	1. Check if the form is	None	2 Minutes	ROWENA T.		
PCDO and	properly filled up			BUENAVENTURA,		
submit the	and duly signed by			City Cooperative Officer		
clearance form	the person's			(DCDC)		
	immediate			(PCDO)		
	supervisor and			JOSELYN L. CARASIG		
	department head.			Cooperative		
	aoparanon noda.			Development Specialist		
	1.1 Check the purpose			. 11		
	of the clearance.			(PCDO)		
2. Wait at the	2. Check if the person	None	5 Minutes	ROWENA T.		



the clearance is being assessed 2.1 Listen and note the information, which will be relayed by the attending personnel from the PCDO. Provide answers on the questions, which will be addressed during this client step.	obligation. 2.1 If the purpose is transfer, retirement or resignation, notify the client at hand to settle any accountabilities, prior to exit from the service. 2.2 Settle the arrangement on how to withdraw the share capital contribution. 2.3 Stamped the name of the head of office and have it signed			(PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)
3. Claim the signed clearance form at the receiving area of the PCDO.	3. Release signed clearance to the client.	None	3 Minutes 10 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)

17. E-mail Creation (@pasay.gov.ph)

The Information and Communications Technology Office manages and creates official e-mail addresses (@pasay.gov.ph) for the City Government Departments/Offices, which is strictly for official businesses use only.



				RO MAI
Office or Division:	Information & Comm	nunications Te	echnology Office (ICTO)
Classification:	Simple			
Type of Transaction:				
Who may avail:	All Departments/Offi	ces of Pasay		
	REQUIREMENTS		WHERE TO SEC	CURE
Request Letter		Requesting	department/office	
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee			department/office	
Internet connection		ICTO	DDOCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)
2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating the email address (@pasay.gov.ph) for the requesting department/office.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
3. Fill out and sign the monitoring form from the ICTO re: said request.	3. Install and set-up the created email address on the end user's computer.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
	TOTAL:	None	5 Minutes	



18. Event Documentation (video/photo/news coverage) of the Different Activities in the City particularly those Involving the City Chief Executive

City Government Departments/Offices may request for documentation of their events from the Public Information Office.

Office or Division:	Public Information O	Public Information Office (PIO)			
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	City Government Departments/Offices				
CHECKLIST OF RE			WHERE TO SE		
Letter request (1 original	,		Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a letter requesting for event documentation to the PIO. 1.1. Specify therein the kind of documentation: whether if it's video, or photo, or news coverage.	1. Check if the scheduled activity will not conflict with the other scheduled activities of the City Mayor. 1.1. Verify the availability of PIO personnel who will attend the documentation and equipment that will be used for the said	None	5 Minutes 5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO) ARIEL T. GATCHALIAN Assistant Information Officer (PIO)	
	activity. 1.2. Order the coverage to PIO personnel for the preparation of activity report and documentation after the	None	5 Minutes	ATTY. PETER M. MANZANO City Administrator (CAdminO)	



activity.		
TOTA	AL: None	

19. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaste (PCDRRMO)	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)				
Classification:		Simple				
Type of Transaction:		t to Citizen				
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	G2G – Governmen		nt			
Who may avail:	Event Organizers					
	REQUIREMENTS		WHERE TO SE	CURE		
Request Letter for Cod (1 original)		Event Organi	zer			
Final Safety and Secu	rity Plan (1 original)	Event Organi	zer			
·	ordination Meeting with	Event Organi				
Attached Pictures of th	ne Meeting (1 original)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
OLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit request letter to the assigned personnel of the PCDRRMO.	 Receive and check the complete details of submitted request letter: Name of the letter signatory with contact number, title of the event, place/venue, date and time of the coordination meeting. 	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)		
	1.1 Schedule the coordination					



	meeting.			
	1.1.1 Advice the event organizer to attend the scheduled date, time and place of the coordination meeting.			
2. Return to the PCDRRMO for the submission of coordination meeting report. 2.1 Present the safety and security plan together with attendance sheet with attached pictures of the meeting to the assigned personnel of PCDRRMO.	 Review the presented plan and prepare the minutes of the meeting. 2.1 Ensure that the plan is aligned with the protocols and policies of the City Government and events venue; If not, recommend for revision. 2.2 Ensure that the plans reflect the outputs, arrangements and agreements of the coordination meeting. 2.3 If no noted revision, document may be acknowledged and be stamped 	None	1 Day	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer I/Chief (Operations and Warning Division, PCDRRMO) MA. CRISTINA A. LUMDANG Nursing Attendant II/Events Risk Management Coordinator (Operations and Warning Division, PCDRRMO)



T-	,			
	as "RECEIVED".			
3. Submit the finalized Safety and Security Plan and other necessary documents to the assigned personnel of PCDRRMO.	3. Receive and check the veracity and completeness of submitted documents, to wit: a. Final Safety and Security Plan; and b. Minutes of the Coordination Meeting with attached attendance sheet and pictures. 3.1 Acknowledge receipt of documents by stamping "RECEIVED" thereof.	None	8 Minutes	MARY GRACE B. BERIN Administrative Officer II/Administrative Services, In-Charge (Administrative and Training Division, PCDRRMO)
	TOTAL:	None	1 Day and 16 Minutes	
Note: Direction of the	O		[[] [

Note: Duration of the Coordination Meeting varies on the type of the event

20. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
	G2G – Government to Government
Who may avail:	Event Organizer



CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Request Letter for Eve	ent Deployment	Event Organizer		
(1 original)				
Final Safety and Secu	rity Plan (1 original)	Event Organi		DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the assigned personnel of the PCDRRMO. 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the completeness of submitted request letter. 1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)
	1.2 Forward the submitted documents to the personnel of Operations and Warning Division of the PCDRRMO.			
2. Wait for the approval of request and preparation of deployment of PCDRRMO.	2. Process the request and prepare necessary requirements. 2.1 Ensure availability of resources (manpower and vehicles). 2.2 Prepare the deployment forms with the approval of	None	4 Hours	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer I/Chief (Operations and Warning Division, PCDRRMO) MA. CRISTINA A. LUMDANG Nursing Attendant II/ Events Risk Management Coordinator (Operations and Warning Division,

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		T	T	TO MAI
	Department Head.			PCDRRMO)
	2.3 Inform the team/s on their			
	scheduled			
	deployment.			
3. Acknowledge the	3. Perform the	None	Event Duration	Team Leader
presence of the deployed team	following procedures:		(varies depend on the type of	(Operations and Warning Division
from the			event)	PCDŘRMO)
PCDRRMO.	3.1 Ensure completeness of			
	deployment			Responders/
	forms prior dispatch.			Deployed Personnel
	·			(Operations and Warning Division
	3.2 Check-in resources to the			PCDRRMO)
	Event			
	Organizers.			
	3.3 Ensure availability of			
	emergency medical supplies			
	and equipment,			
	when needed.			
	3.4 Anticipate to respond to any			
	untoward			
	incident which			
	might require the services of			
	the Office.			
4. Coordinate with	4. Demobilize	None	8 Minutes	Team Leader
the Team Leader of the deployed	emergency			(Operations and Warning Division,
team/s for the	response team/s.			PCDRRMO)
demobilization of the emergency	4.1 Accomplish the			
and officingority	After Activity			



Note: Duration of the event varies on the type of the event

21. Filing of Barangay Ordinance and Resolution for Review and Approval

The Office of the Secretary to the Sangguniang Panlungsod receives Barangay Ordinance and Resolution for review and approval of the Sangguniang Panlungsod.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials			
	REQUIREMENTS WHERE TO SECURE			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
CHECKLIST OF I		Barangay I		CURE



1. Submit Barangay Ordinance and Resolution to the Office of the Secretary to the SP.	Receive the submitted Barangay Ordinance and Resolution	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Wait for the schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP.	 Include the submitted Barangay Ordinance and Resolution to the Agenda of the Regular Session. Schedule the committee hearing to the Concerned Committee. 2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod. 	None	5 Working Days	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP) ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the Secretary to the SP)
3. Wait for inclusion in the Agenda of SP's Regular Session for approval.	3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution.	None	5 Working Days	DR. VOLTAIRE F. PORTUGUEZ City Government Department Head II (Office of the Secretary to the SP) Members of the Sangguniang Panlungsod
	TOTAL:	None	10 Working Days, and 5 Minutes	

NOTE:

^{*}Regular Session conducted once a week.



22. Filing of Leave Applications (For 11 or More Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

Office or Division		Human Resource	e Manageme	nt and Developme	ent Office (HRMDO)
Classification:		Simple			
		ent to Government			
Who may avail:			ne City Gover	nment, Liaison Of	
CHECKLIST OF				WHERE TO S	
	Pre-Accomplished leave application		Concerned I	Department or Off	fice
form/s (2 original for					
Leave Application/s			Concerned I	Department or Off	fice
Endorsement (1 or	iginal)		_		_
CLIENT STEPS	AGE	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement together with the leave application/s to the Frontline Service Section of the HRMDO.	re e	Receive and ecord the ndorsed leave pplication/s.	None	7 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Wait for the leave application/s to be processed by the HRMDO Attendance and Leave Monitoring Section.	le	rocess the eave pplication/s.	None	1 Hour	ISAH GRACE B. CABRERA Administrative Officer II (HRMDO) KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)



T			I
2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications exceeding 15 days and foreign travel, prepare endorsement and routing slip and forward to City Administrator's Office.	None	25 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) MICHAEL M. SANTIAGO Administrative Aide I (HRMDO) ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO) RODELYN O. CALAPATI Administrative Officer V (HRMDO) FLEUR MAE B. FLORIDA Administrative Officer II (HRMDO)
2.2 Recommend action on the leave application/s and sign thereto.	None	1 Day and 4 Hours	Concerned Department Head/Head of Office/Officer-in-Charge (Concerned Departments/Offices)



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	2.3 Act on and sign the leave application/s.	None	25 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)
				or
				ATTY. PETER M. MANZANO City Administrator/ Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office)
				or
				HON. IMELDA CALIXTO RUBIANO City Mayor Approving Authority for Foreign Travel Leave Applications
3. Claim the acted leave application/s from the	3. Issue the acted and signed leave application/s to	None	7 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO)
Frontline Service Section of the HRMDO.	the client.			SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
				FE M. PANTOJA, Administrative Aide I (HRMDO)
				LANI R. IMPERIAL Administrative Aide I



			(HRMDO)
TOTAL:	None	1 Day, 6 Hours	
		and 4 Minutes	

23. Filing of Leave Application/s (For 1-10 Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

Office or Division:	Human Resou	Human Resource Management and Development Office (HRMDO)				
Classification:	Simple	<u>-</u>	•			
Type of Transaction	n: G2G- Governn	ent to Govern	ment			
Who may avail:	Employee/s of	the City Gover	the City Government, Liaison Officer/s			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE		
Single Application	:					
Duly accomplished request slip: - Request Slip - Information to be indicated in the Request Slip		HRMDO Applicant (E application/s	Applicant (Employee who intends to file leave			
Applications deliver Officer:	ered by Liaison					
Pre-Accomplished I form/s (2 original for	r each applicant)	Concerned	Department or Off	fice		
Leave Application/s Endorsement (1 original)	Transmittal Form or ginal)	Concerned	Concerned Department or Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure and accomplish the request slip at the transaction window of the HRMDO or Submit the endorsement together with	Receive and record the leave request or the endorsed leave application/s.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO)		



				ON MAIN
the leave application/s to the Frontline Service				LANI R. IMPERIAL Administrative Aide I (HRMDO)
Section of the HRMDO.				
2. Wait for the leave application/s to be processed by the HRMDO Attendance and Leave Monitoring Section.	2. Process the leave application/s.	None	20 Minutes	ISAH GRACE B. CABRERA Administrative Officer II (HRMDO) KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) BENIGNO M. SANTIAGO JR.
				Administrative Assistant I (HRMDO)
				SUSAN D.C. SAN MIGUEL Administrative Aide IV (HRMDO)
				FE M. PANTOJA Administrative Aide I (HRMDO)
				MICHAEL M. SANTIAGO <i>Administrative Aide I</i> (HRMDO)
	2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications exceeding 15 days and foreign travel,	None	15 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)



			AO MAN
prepare endorsement and routing			RODELYN O. CALAPATI Administrative Officer V (HRMDO)
slip and forward to City Administrator's Office.			FLEUR MAE B. FLORIDA Administrative Officer II (HRMDO)
2.2 Recommend action on the leave application/s and sign thereto.	None	7 hours	Concerned Department Head/Head of Office/Officer-in-Charge (Concerned Departments/Offices)
2.3 Act on and sign the leave application/s.	None	15 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)
			or
			ATTY. PETER M. MANZANO City Administrator/ Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office)
			or
			HON. IMELDA CALIXTO RUBIANO City Mayor Approving Authority for Foreign Travel Leave Applications



3. Claim the acted leave application/s from the Frontline Service Section of the HRMDO.	3. Issue the acted and signed leave application/s to the client.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I
	TOTAL:	None	1 Day	(HRMDO)

24. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

Office or Division:	Liga ng mga Barang	Liga ng mga Barangay (LIGA) Office					
Classification:	Simple	Simple					
Type of Transaction	: G2G – Government	G2G – Government to Government					
Who may avail:		Public Information Officers of City Mayor's Office, DILG Pasay City Field Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of Pasay					
CHECKLIST OF	REQUIREMENTS		WHERE TO SECURE				
Barangay-related me	City Mayor's Office, DILG, PCBB, Barangay						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit barangay- related memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	Acknowledge the submission of barangay-related memorandum and return receiving copy to client	None	5 Minutes	IVANNE FRANCIS R. BARCELON Administrative Aide I (LIGA Office)			



2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1 Day	IVANNE FRANCIS R. BARCELON Administrative Aide I (LIGA Office)
	TOTAL:	None	1 Day, 5 Minutes	

25. Inspection of Deliveries

General Services Office takes charge in the inspection of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services	General Services Office				
Classification:	Simple	Simple				
Type of Transaction:	G2G - Governme	G2G - Government to Government				
Who may avail:	All Departments/0	All Departments/Offices of the City Government and National				
	Government Agei	Government Agencies assigned in the City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Request for Inspection (1 original)			Requesting Department/Office			
Obligation Request (1 original)			Requesting Department/Office			
Waste Materials Report (If project is Repair) (1original)			Requesting Department/Office			
Certificate of Satisfactory Performance (for Services) (2 original)			Requesting Department/Office			
Property Acknowledgement Receipt (PAR) (for equipment) (1 photocopy)			Requesting Department/Office			
Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) (1 original)			Requesting Department/Office			
Post-Activity Report/Attendance/Pictures (1 original)			Requesting Department/Office			
CLIENT STEPS AGENCY ACTIONS		S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete requirements to GSO.	Conduct inspection throug physical counting		None	2 Days	ALLAIN EDBERT A. VELASCO Administrative	



and/or testing of the delivered items and verification of the relative documents. 1.1 Prepare the Report of Inspection. 1.2 Approve the Report of Inspection.		15 Minutes 5 Minutes	Officer IV (GSO) JEANNE A. MASOLA Administrative Officer III /Property Inspector (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)
TOTAL:	None	2 Days and 20 Minutes	(630)

26. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

Office or Division	City Legal Office (City Legal Office (CLO)				
Classification:	Simple	Simple				
Type of Transaction:	G2G – Governmei	nt to Governme	nt			
Who may avail:	Employees of the	City Governmer	nt who are applyin	ng for bank loans,		
	separation benefit	s and other rela	ted purposes.			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE		
Duly accomplished red	quest form					
(1 original)						
 Request Form 		City Legal Office				
- Details to be in	dicated in the form	Requesting Party				
Duly accomplished Cl	earance Form					
(1 photocopy)						
- Clearance Form	n	City Legal Offi	ce			
- Details to be in	dicated in the form	Requesting Pa	arty			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the duly	 Receive and 	None	2 Minutes	MARVIE B.		
accomplished	check the	check the CHENG				
request form to	completeness			Administrative		
the Receiving/	of request form	' Aide I				



				AO MAN
Releasing Staff of the CLO.	and the submitted requirements.			(CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA
				Administrative Aide I (CLO)
2. Wait for the order of payment to be issued at the CLO.	2. Verify if the requesting party is included in the lists of employees with pending administrative case, then issue order of payment.	None	5 Minutes	RAUL DOMINIC B. SALAO Administrative Officer III (CLO) GEOVANI S. DE LA TORRE Administrative Aide IV (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	Teller (CTO)
4. Submit the OR to Frontline Service Section of CLO.	4. Check the OR and prepare the requested Certification.	None	8 Minutes	MITZIE T. ALVARADO Administrative Aide VI (CLO)
				GEOVANI S. DE LA TORRE



	4.1 Review, check and sign the prepared certification.			Administrative Aide IV (CLO) ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
5. Claim the requested certification at the CLO.	5. Release the certification to the requesting party then keep the receiving copy for future file/reference.	None	5 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)
	TOTAL:	PHP 100	25 Minutes	

27. Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment /Tax Withheld For Compensation Payment With or Without Tax Withheld)

Securing Certified True Copy of BIR Form 2316 from the City Accounting Office.

Office or Division:	City Accounting Office – Administrative Services Section				
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governr	ment to Government			
Who may avail:	All Pasay City (Government Employees (including JO personnel)			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Principal					
Duly accomplished requ	isition form				
 Requisition form Data/information to be indicated in the form 		City Accounting Office Requester			
Tax Identification Number (TIN)		Bureau of Internal Revenue			
Community Tax Certificate		City Treasurer's Office			
(1 photocopy)					
Representative	_				



Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form	City Accounting Office Person Represented (Requester/Document Owner)
Authorization letter or letter request (1 original)	Person Represented (Requester/Document Owner)
Any government ID card of the person represented (Requester/Document Owner) (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any government ID card of the Representative (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Tax Identification Number (TIN) of the person represented (Requester/Document Owner)	Bureau of Internal Revenue
Community Tax Certificate of the person represented (Requester/Document Owner) (1 photocopy)	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished requisition form and present other	1. Process the Certified True Copy (CTC) of BIR form 2316.	None	6 Minutes	JEANNETTE A. CASTILLANO Administrative Assistant IV (CAcctgO)
requirements to the City Accounting Office- Receiving Section.	1.1 Retrieve, Photocopy and Stamp CTC on the previously issued BIR Form 2316.			
	1.2 Sign the CTC stamped portion.		2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Claim the requested document from the City	2. Release the CTC of BIR Form 2316 to the client.	None	2 Minutes	JEANNETTE A. CASTILLANO Administrative Assistant IV (CAcctgO)



Accounting Office- Releasing Section.				
	TOTAL:	None	10 Minutes	

28. Issuance of Progress Monitoring Report Based on Actions Taken on IASO Audit Findings/Recommendations

Offices/Departments with audit findings/recommendations received from IASO shall be given a progress monitoring report upon submission of actions taken thereof.

Office or Division:		Internal Audit Servi	rnal Audit Services Office (IASO)				
Classification:		Simple	Simple				
Type of Transaction	:	G2G – Governmen	 Government to Government 				
Who may avail:		Concerned Depart	tment Heads				
CHECKLIST OF	REC	QUIREMENTS		WHERE TO S	ECURE		
Report of Actions Tak	en o	n IASO Audit	Concerned	I Department/Office	ce		
Findings and Recomn							
Attachments/Annexes photocopy)	s (1 c	original/		I Department/Offic	ce		
CLIENT STEPS	AC	GENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit a report of actions taken on IASO audit findings and recommendation s within 10 working days upon receipt of memorandum.	1	Receive the report from the office/department. Prepare Progress Monitoring Report re: compliance to IASO audit findings and recommendation/s.	None	5 Minutes 1 Hour	AILYN P. FERRER Management and Audit Analyst II (IASO) MEGGIE S. FLORES Management and Audit Analyst II (IASO) AILYN P. FERRER Management and Audit Analyst II (IASO) MEGGIE S. FLORES Management and Audit Analyst II (IASO)		
	1.2	Review and sign	None	35 Minutes	City Government		



	the report.			Assistant Department Head II (IASO)
2. Receive the copy of the Progress Monitoring report to be issued by IASO.	2. Endorse/issue the report together with its attachments to the auditee (concerned Department/Office), copy furnished the LCE, then file the receiving copy thereof.	None	30 Minutes	AILYN P. FERRER Management and Audit Analyst II (IASO) MEGGIE S. FLORES Management and Audit Analyst II (IASO)
	TOTAL	None	2 Hours and 10 Minutes	

29. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Simple			
Type of Transaction:	G2C-Governm	ent to Citizen		
Who may avail:		ormer Employees of the City Government		
CHECKLIST OF REQUI	IREMENTS	WHERE TO SECURE		
Principal				
Request Slip		HRMDO		
Representative				
Authorization Letter (1 photo	сору)	Person Represented (Principal/Document Owner)		
Any Government Issued Identification Card of the person represented (1 photocopy)		PCG-HRMDO (for active employees), BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government Issued Identification Card of the Representative (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Request Slip		HRMDO		



	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure and accomplish the request slip, and once finished, submit it to the HRMDO Frontline Service Section.	Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	TELLER, (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	For SR/CE/CEC/ Preparation: MATHEW T. DEL ROSARIO Senior Administrative Assistant II (HRMDO) ROSCHELLE O. JAVIER Administrative Assistant II (HRMDO) For Personnel Records Certification Preparation:

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				AO MAN
				ILUMINADA R. ANY Senior Administrative Assistant VI (HRMDO)
				MARLON H. MANALO Administrative Assistant V (HRMDO)
				ROEL C. CASTRO Administrative Assistant IV (HRMDO)
				ROMANO R. EUSEBIO Administrative Assistant I (HRMDO)
	3.1 Sign the requested document.		5 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Claim the requested document from the HRMDO Frontline	4. Issue the requested document to the client.	None	2 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO)
Services Section				SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
				FE M. PANTOJA Administrative Aide I (HRMDO)
				LANI R. IMPERIAL



			Administrative Aide I (HRMDO)
TOTAL:	PHP 40	30 Minutes	

30. Issuance of Special Events Permit

Organizers of special events such as concerts, live shows, display of fireworks, motorcades, processions, parades, rallies, fun run, conventions, bazaars and exhibits shall secure a Special Events Permit from the City Administrator's Office.

Office or Division:	City Administrator's Office (ADMIN) Operations Division - Permits and					
	Clearance Section	Clearance Section				
Classification:	Simple					
Type of Transaction:	G2C - Governmer	nt to Citizen, G2B – Government to Business,				
	G2G – Governmer	G2G – Government to Government				
Who may avail:	Event's Organizers					
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Principal						
Letter request from the C	rganizer prior to					
the event (1 original)		Organizer				
Valid government issued	ID card	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,				
(1 photocopy)	-	COMELEC				
Certification of Lessor of						
event (Event Certificate)	1 1 1	Venue				
Company Profile/List of C						
of SEC Registration of O		Organizer				
General Information She	et of Organizer					
(1 photocopy)) ti	Dhilliania a National Dalias (DND)				
PNP Security Plan with C		Philippine National Police (PNP)				
Mass Casualty Plan (1 of	· ·	Purpose of Fire Protection (PFD)				
Fire Clearance (1 photoc	ору)	Bureau of Fire Protection (BFP)				
Certification from Structu	ral Engineer for					
the safety of stage set up	o (1 original)	Structural Engineer				
Permit (For Parades, Mo	•					
Runs, and the like) (1 ph	otocopy)					
PRA permit (MOA area),		Philippine Reclamation Authority (PRA)				
CCP permit (CCP area),		Cultural Center of the Philippines (CCP)				
NANADA manusit (Dansa Da	ulayand az d	Matra Manila Davalanmant Authority (MANADA)				
MMDA permit (Roxas Bo	uievara and	Metro Manila Development Authority (MMDA)				
National Highways)						



SM Mall of Asia permi	t	SM Mall of Asi	a (SM MOA)		
List of booth, exhibitor concessionaires (1 ori		Organizer			
Food concessionaires (1 photocopy)	' business permit	Business Pern	nit and Licensing (Office (BPLO)	
Representative					
SPA or Secretary's Ce	ertificate (1 original	Person Repres	sented (Organizer	·)	
copy) Valid government issu organizer (1 photocop		Post Office, DFA, PSA, SSS, Pag-Ibig, LTO, COMELEC			
Valid government issu representative (1 phot		Post Office, DF	FA, PSA, SSS, Pa	ag-Ibig, LTO,	
Certification of Lessor event (Event Certificat	of Venue for the	Venue			
Company Profile/List of SEC Registration of General Information S photocopy)	of Officers/ Certificate f Organizer/Latest	Organizer			
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)		PNP			
Fire Clearance (1 pho	tocopy)	BFP			
Certification from Struthe safety of stage set	t up (1 original)	Structural Engineer			
Permit (For Parades, I Runs, and the like) (1					
PRA permit (MOA are	a),	Philippine Reclamation Authority (PRA)			
CCP permit (CCP area	a),	Cultural Cente	Cultural Center of the Philippines (CCP)		
MMDA permit (Roxas National Highways)	Boulevard and	Metro Manila Development Authority (MMDA)			
SM Mall of Asia permi	t	SM Mall of Asi	a (SM MOA)		
List of booth, exhibitor concessionaires (1 ori	s, and	Organizer Organizer			
	Food concessionaires' business permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter request for Special Event's permit, addressed to the	Receive and record the letter and set a schedule for	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)	



	City Mayor, together with all the necessary requirements to the Permits and Clearances Section of the ADMIN.	coordination meeting.			
2.	Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS (ADMIN) BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives
3.	Submit complete documentary requirements to the ADMIN.	Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4.	Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	MP +GF + AT + RF + EF = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)
5.	Present the OR as proof of payment, and secure the Special Events Permit from the ADMIN.	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
6.	Claim the Mayor's Clearance from the Receiving	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)



Section of the ADMIN.				
	TOTAL:	*MP +GF +	47 Minutes	
		AT + RF +		
		EF = N		

*Legend:

MP (Mayor's Permit) + **GF** (Garbage Fee) + **AT** (Amusement Tax) + **RF** (Rally/Parade Fee) + **EF** (Exhibitor's Fee) = **N** (Total Fees)

Schedule of Regulatory Fees

- Special Permit PHP 3,000/Day
- Garbage Fee PHP 1,500/Day (indoor)
 - PHP 3,000/Day (outdoor)
- Amusement Tax for Concert/Live Shows: Local and Foreign -5% of the Gross Sales based on the ticket sales
- Fun Run/Motorcade/ Parade/Rally and the like PHP 6,000/day
- Exhibitor's Fee PHP 300/booth

31. Issuance of Travel Authority for Seminars and Trainings

The Office of the City Vice Mayor issues Travel Authority for Official Purpose for employees of the City Government departments/offices under the Legislative Department.

Office or Division:	Office of the Vice I	Office of the Vice Mayor			
Classification:	Simple				
Type of Transaction:	G2G – Governmer	G2G – Government to Government			
Who may avail:	Employees of the	Legislative Dep	artment		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	JRE	
For Travel Authority	for Seminars and				
Trainings:	Trainings:				
 Letter Request stating duration and destination (1 original) Invitation to attend 		Concerned Employee			
Seminar/Trainir	<u> </u>	Learning Service Provider			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	ACTIONS	BEPAID	I IIVIL	ILO OIODEL	



	Section of the OCVM for evaluation.	Travel Authority. 1.1 Forward the Travel Authority to the Vice Mayor for his signature.	None		MA. CELESTE D. ARGUELLES Administrative Officer V (OCVM)
2	Claim the approved Travel Authority from the OCVM.	2. Release the approved Travel Authority to the requesting party.	None	5 Minutes	ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
		TOTAL	None	1 Day	

32. Maintenance of ICT Equipment (Hardware and Software)

The Information and Communications Technology Office serves as the service bureau in the maintenance of the I.T. Software and Hardware Equipment, such as virus removal, application software installation and maintenance of all automated systems, structured network cabling, hardware troubleshooting and preventive maintenance.

Office or Division:	Information & Com	Information & Communications Technology Office (ICTO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governmen	G2G – Government to Government			
Who may avail:	All Departments/Of	fices of Pasay	City Government		
CHECKLIST OF F	REQUIREMENTS	EMENTS WHERE TO SECURE			
Request Letter or		Requesting d	epartment/office		
Duly Accomplished re - Request Form - Information of t signature of the	(1 original) he request and	ICTO Requesting department/office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)
Wait for the processing of the said request by the ICTO.	2. Assign personnel from the Technical Support Section to perform troubleshooting.	None	1 Minute	TERESITA T. ESPIRITU Information Technology Officer I/ Administrative Support Section (ICTO)
3. Follow-up the completion of processing of request.	3. Perform troubleshooting for hard/software problems by checking the condition of the IT equipment (like CPU, printer), addressing the network and internet problem, and automated systems error.	None	27 Minutes	FELIX M. AQUINO JR. Administrative Assistant I /Technical Support Section (ICTO) or Other ICTO Technical Personnel/ Technical Support Section (ICTO)
4. Fill out and sign the monitoring form from the ICTO re: said request.	4. Sign the monitoring form upon completion of task assignment pertaining to	None	1 Minute	FELIX M. AQUINO JR. Administrative Assistant I /Technical Support Section

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client's request.			(ICTO)
			or
			Other ICTO
			Technical
			Personnel/
			Technical Support
			Section
			(ICTO)
TOTAL:	None	30 Minutes	

33. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct special events, disaster or calamities.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governme	G2G - Government to Government and G2C - Government to Citize		Government to Citizen
Who may avail:	All Pasay City Gov	vernment Offi	ces/Departments	
CHECKLIST OF F	REQUIREMENTS		WHERE TO S	SECURE
Approved written requ			e City Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved written request to POSU receiving section.	Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU) SAMARITA B. MARIANO Security Guard I (POSU)
2. Discuss with the assigned POSU personnel the details of request such as manpower assistance needed in the conduct special events, disaster	2. Note the details of request and confirm the extension of manpower assistance. 2.1 Meet the POSU Security Team for their	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II (POSU Operations Team/Task Force) NOEL M. SAURA Security Officer II/ Officer-in-Charge

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or calamities.	deployment after providing instructions on their task			(POSU)
	assignment/s.			
	TOTAL:	None	1 Hour	

34. Network Access for Pasay Domain (With or Without Internet)

The Information and Communications Technology Office provides network access for Pasay Domain (with or without internet) for City Government departments/offices.

Office or Division:	Information & Cor	Information & Communications Technology Office (ICTO)		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governme	G2G – Government to Government		
Who may avail:	All Departments/0	Offices of Pasa		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
Request Letter or		Requesting d	epartment/office	
Duly Accomplished req (1 original) - Request Form - Information of the signature of the Local Area Network UTP cable (length dependent of the PC from the pate)	e request and requestee ends on the location h panel)	ICTO Requesting d	epartment/office	
RJ45 connector (2 piec	AGENCY	FEES TO	epartment/office PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)
Wait for the processing of the	2. Process the request by	None	3 Minutes	JULIUS V. GARACHICO



said request by the ICTO.	creating network user account for Pasay Domain (with/without internet) for the requesting department/ office.			Computer Programmer III/ Network Administrator (ICTO)
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of the action taken with regard to the said request.	None	1 Minute	JULIUS V. GARACHICO Computer Programmer III/ Network Administrator (ICTO)
	TOTAL:	None	3 Minutes	

35. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)		
Classification:	Simple	Simple		
Type of Transaction	G2C – Governmer	G2C – Government to Citizen; G2G – Government to Government;		
	G2B – Governmer	nt to Busines	S	
Who may avail:	18 Years Old & ab	ove		
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE
Duly Accomplished C	ommunity Tax			
Certificate Form:				
- Community Ce	rtificate Tax Form	rtificate Tax Form CTO		
 Details of the F 	 Details of the Form 		s 18 years old an	d above
Government issued Identification Card		BIR, Post C	Office, DFA, PSA,	SSS, GSIS, Pag-IBIG,
(1 original)		LTO		_
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit duly	 Collect payment 	Please	5 Minutes	Business Tax Tellers
accomplished	and issue	refer to		5 – 12



CTC form to the assigned teller at the CTO payment counter, and pay the fees due.	Community Tax Certificate (CTC).	the comput- ation below		(CTO)
	TOTAL:		5 Minutes	

CEDULA (CTC) UNEMPLOYED
PHP 20.00
PHP 20.00
PHP 21.20
PHP 21.60
PHP 22.00
PHP 22.40
PHP 22.80
PHP 23.20
PHP 23.60
PHP 24.00
PHP 24.40
PHP 24.80

COMMUNITY TAX CERTIFICATE (EMPLOYED) – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

COMMUNITY TAX CERTIFICATE (CORPORATION) – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.



36. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer's Office the necessary dues arising therefrom.

Office or Division:	City Treasurer's C	ffice (CTO)		
Classification:	Simple	· /		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government,		
	G2B – Governmer			
Who may avail:	All Licensed Profe	ssionals		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
New:				
Professional License	1 Original)		al Regulation Com Bar of the Philippi	
Renewal:				
Previously issued office (1 Original)	ial receipt	Licensed P	rofessional	
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			ulation Commission (PRC)/ the Philippines (IBP)	
TAXPAYER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present	1. Issue	Please	5 Minutes	Business Tax Tellers
Present Professional	Occupational/	refer to	5 Minutes	5-12
	Occupational/ Professional Tax	refer to the table	5 Minutes	
Professional	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and	Occupational/ Professional Tax	refer to the table	5 Minutes	5-12
Professional License and previously issued	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for the prior year to	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for the prior year to the assigned	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter,	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12
Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees	Occupational/ Professional Tax Receipt to the	refer to the table of fees	5 Minutes	5-12

DATE OF ISSUANCE	OCCUPATIONAL TAX (PTR)
JANUARY	PHP 300.00
FEBRUARY	PHP 390.00



MARCH	PHP 397.50
APRIL	PHP 405.00
MAY	PHP 412.50
JUNE	PHP 420.00
JULY	PHP 427.50
AUGUST	PHP 435.00
SEPTEMBER	PHP 442.50
OCTOBER	PHP 450.00
NOVEMBER	PHP 457.50
DECEMBER	PHP 465.00

37. Payroll Transactions

City Accounting Office process/checks supporting documents for payroll transactions.

Office or Division:	City Accounting Office -	City Accounting Office – Pre-Audit Section		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Government to C	Sovernment		
Who may avail:	All Pasay City Governm		nents/Offices & re	lated National
	Government Agencies (
CHECKLIST OF REQ	UIREMENTS	WHERE TO	O SECURE	
Payroll Sheets (1 origi	,	HRMDO		
Obligation Request (1	original)	City Budge	t Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILINI OTLI O	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the required documents to the City Accounting Office-Receiving Section.	1. Check the completeness of submitted requirements; stamp "received" thereof; and record it on the logbook.	None	2 Minutes	MARIA REMEDIOS L. GARDINER Administrative Aide II/ Pre-Audit Staff (CAcctgO)
Wait for the submitted documents to be completely	2. Process/check supporting documents of payroll transactions:2.1 Check the	None	25 Minutes/per payroll	GLADYS A. PONTILLAS Administrative Assistant II/Pre-Audit Staff



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processed by the City Accounting Office.	accuracy of the amount claimed;	*(please take note of your queuing number for estimated time of documents processing)	(CAcctgO) or STEPHEN M. SAMSON Administrative Aide IV/ Pre-Audit Staff (CAcctgO)
	2.2Review the payroll sheet/documents;		RONALD T. DE CASTRO Administrative Officer V/Pre-Audit Officer (CAcctgO)
	2.3 Sign the payroll sheet/documents; and		FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO)
3. Follow up status of your submitted documents at the City Accounting Office.	3. Forward the payroll sheets/ documents to: a. For Offices under Legislative Department – Office of the Vice Mayor b. For Offices under Executive Department – City Administrator's Office. 3.1 Advice the client that the submitted documents have been processed/checked and forwarded to the office the concerned		MARIA REMEDIOS L. GARDINER Administrative Aide II/ Pre-Audit Staff (CAcctgO)



authority.			
TOTAL:	None	27 Minutes	

Note: All Disbursement Vouchers (DV's) which lack the necessary supporting documents will be returned immediately to the bearer or to the concerned office by the Pre-Audit Section of the CAcctgO.

38. Philippines Veterans Bank Loan Applications

The Human Resource Management and Development Office evaluates and processes the documentary requirements submitted by Permanent Employees for Veterans Bank Loan Applications.

Office or Division:	Human Resource Management and Development Office (HRMDO)		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Permanent Employees of the City Government who would like to apply for		
	Veterans Bank Loan		
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE	
Duly Accomplished Sala			
Forms and Account Ope	ening Forms (1		
original)			
_		LUDANDO	
Forms		HRMDO	
Details to be indicated	. ,	Borrower (Employee)	
Promissory Note (3 phot	ocopies of	HRMDO	
Disclosure Statement)	N	LIDMDO	
Duly Accomplished and Notarized Deed of		HRMDO	
Assignment of Wages and Benefits (1			
original)	lo (1 original)	HRMDO	
Customer Information Fi	· • · · · · · · · · · · · · · · · · · ·		
PhP1,000.00 maintaining	•	Borrower (Employee)	
opening of savings acco		Borrower (Employee)	
		Bollowel (Elliployee)	
hold his/her savings account no. with the amount of PhP 1,000.00 only.			
Latest Payslips for the last 3 months signed		HRMDO	
by HR Personnel (1 original, 2 photocopies)		THAMBO	
Latest Income Tax Return of BIR Form 2316		City Accounting Office	
(1 original)			
Cedula (1 photocopy)		City Treasurer's Office	
Any valid/Government Issued Identification		PCG-HRMDO, BIR, Post Office, PSA, SSS, GSIS,	



				MOMA
Card (2 original, 2 ph	•	COMELEC, LTO		
specimen signatures)		_		
Certificate of Employr		HRMDO		
Compensation (1 orig				
Slip re: Existing Leave		HRMDO		
Service Record (1 ori	<u> </u>	HRMDO		
Fiscal Clearance (1 o	<u> </u>	City Prosecutor's	Office	
Legal Clearance (1 or		City Legal Office		
1x1 picture (4 pieces)		Borrower (Employ		_
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documentary requirements to the HRMDO Frontline Service Section.	Evaluate the completeness of the submitted documents.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
Wait for the processing of the documents regarding your loan application.	Process the documents regarding the loan application. 2.1 Sign the	None None	10 Minutes	KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO)
	loan application form.			S. SEVILLA, City Government Department Head II, (HRMDO)
Claim your processed documents	Briefly orient the borrower on the procedures that	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative



from the HRMDO.	will be undertaken in the processing			Assistant I (HRMDO)
	of his/her loan application by the Philippine Veteran's Bank (PVB).			SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
	3.1 Release the processed documents to the borrower and advise him/her to submit the same to the PVB-Pasay Branch for the			FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
	completion of action with regard to his/her			
	loan application.	Niero	00 Minutes	
	TOTAL:	None	30 Minutes	

39. Processing and Checking of Disbursement Vouchers & Liquidation Reports

Processing and checking of supporting documents attached to the disbursement vouchers (DVs) and liquidations reports (LRs) of various City Government transactions.

Office or Division:	City Accounting Office – Pre-Audit Section	
Classification:	Simple	
Type of Transaction:	G2G – Governmer	nt to Government
Who may avail:	All Pasay City Gov	rernment Offices & related National Government
willo illay avail.	Agencies (NGAs)	
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE
FOR INFRASTRUCTUR	RE ASSETS	
Mobilization / 1 st Part	n / 1 st Partial Payment	
Obligation Request (1 original)		City Budget Office (CBO)
Billing Statement/Request for Payment		Supplier/contractor
(1 original)		Supplier/contractor
Guarantee Bond for mobilization amount		Supplier/Contractor
(1 original)		Supplie//Contractor
Pictures – before the construction		Implementing Department/Office



(A suisinal)	
(1 original)	
Promissory Note (for projects under bank loan) (1 original)	City Administrator's Office/City Mayor's Office
Computation of loan amount released (for projects under bank loan) (1 original)	Bank
Index of Payments (1 copy)	City Accounting Office
Notice to Proceed (1 original)	Bids and Awards Committee (BAC)
Construction Agreement (signed by witnesses) (1 original)	BAC
Performance Bond and OR (Cash – 5% / Bank Guarantee – 10% / Surety Bond – 30% of CP) (1 original)	Supplier/Contractor
Bidder's bond of competing contractor and OR (1 original)	Supplier/Contractor
Notice of Award by the CM (1 original)	BAC
BAC Resolution recommending the award to a certain bidder (1 original)	BAC
Abstract of Bids (1 original)	BAC
BID proposal and detailed cost estimate (1 original)	Supplier/Contractor
Financial Evaluation/Post-Qualification Report – (1 certified true copy) (1 original)	BAC
Bidders Bond and OR/BID – securing declaration – winning bidder (1 original)	Supplier/Contractor
Eligibility documents (1 original)	Competing Bidders
Program of Work and Detailed Estimates - Cash Flow (1 original) - Detailed ABC / agency cost estimate (1 original)	General Services Office (GSO) Supplier/Contractor City Engineering Office (CEO)
Construction Schedule and S-curve (1 original)	CEO
Copy of the approved PERT/CPM Network (1 original)	CEO
Diagram and detailed computations of contract time (1 original)	CEO
Approved Plan and Drawing (1 blueprint copy)	CEO
Invitation to Bid and PhilGEPS Posting – (1 certified true copy)	BAC
Approved Budget for the Contract (ABC) (1 original)	Implementing Department/Office
Agency Cost Estimate (1 original)	CEO
Certification that the project is included in	City Planning and Development Office (CPDO)



the AIP (CPDO) (1 original)	
Certification of fund availability (CTO)	City Treasurer's Office (CTO)
(1 original)	
Certification from the City Engineering	CEO
Office that the project has not yet started	
(1 original)	
Tarpaulin Signboard (1 printed photo)	Implementing Department/Office
Annual Procurement Plan (APP) or	Implementing Denortment/Office
Supplemental APP (1 certified copy)	Implementing Department/Office
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	BAC
by COA (1 photocopy)	
Progress Billing (Additional	
Documentary Requirements)	
Statement of Work Accomplishment	Contractor/Cupplier
(1 original)	Contractor/Supplier
Inspection Report by the Agency's	CEO
Authorized Engineer (1 original)	CEO
Request for Inspection (1 original)	Supplier/Contractor
Monthly Certificate of Payment	CEO
(1 original)	CEO
Statement of Time Elapsed and Work	CEO
Accomplished (1 original)	CEO
Pictures during the construction	Contractor
(1 original)	Contractor
Promissory Note (for projects under bank	City Mayor's Office/City Administrator's Office
loan) – (1 photocopy)	City Mayor's Office/City Administrator's Office
Copy of previous paid billings	Supplier/Contractor
(1 photocopy)	Supplier/Contractor
Contractors Affidavit on payment of	Supplier/Contractor
laborers and materials (1 original)	
Certificate of Percentage of completion	CEO
(1 original)	CEO
Certificate of Completion (Final payment)	CEO
(1 original)	OLO
Certificate of Acceptance by the Agency	Implementing Department/Office
(Final Payment) (1 original)	Implementing Department/Office
EVENTS/PROGRAMS/MEETINGS	
Cash Advance	
Obligation Request (1 original)	CBO
Program Proposal with Budget	Implementing Department/Office
(Approved by CM) (1 original)	Implementing Department/Office
Authority of accountable officer issued by	City Mayor's Office (CMO)
the Head of the Agency or his duly	City Mayor's Office (CMO)



authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	
Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original)	City Accounting Office
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Invitation/Notice of meeting (1 original)	Implementing Department/Office
Liquidation Report/Reimbursement	
Liquidation report (1 original)	Implementing Department/Office
OR in case of refund of excess CA (1 original)	СТО
Summary of Expenses (1 original)	Implementing Department/Office
Certificate of Acceptance (1 original)	Implementing Department/Office
Original Billing Invoices/Official Receipts with Details (1 original)	Suppliers/Contractors
Canvass from at least 3 suppliers (1 copy each)	Suppliers/Contractors
Justification for Emergency Purchase (1 original)	Implementing Department/Office
Contract of Agreement – Notarized (1 original)	Implementing Department/Office
Affidavit of Undertaking/Certification on the Veracity of Expenses Made (1 original)	Implementing Department/Office
Certified Report on Actual Participants (1 original)	Implementing Department/Office
Post-Activity Report for training/conference/meeting (1 original)	Implementing Department/Office
Disbursement Voucher (1 original)	Implementing Department/Office
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office
Authority to Cash Advance (1 photocopy)	Implementing Department/Office
Program Proposal (1 photocopy)	Implementing Department/Office
Other necessary documents to support	Implementing Department/Office or as maybe
claim of payment (1 original)	determined by the City Accounting Office
COMMON CASH ADVANCES	
Cash Advance	
Obligation Request (1 original)	CBO
Authority of accountable officer issued by	City Mayor's Office



the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	City Accounting Office
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Project Proposal (1 original)	Implementing Department/Office
Liquidation Report/Reimbursement	
Liquidation report (1 original)	Implementing Department/Office
Obligation Request (1 original)	CBO
Authority of accountable officer issued by the Head of the Agency (1 original)	City Mayor's Office
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor
Summary of expenses (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Other necessary documents to support	Implementing Department/Office or as maybe
claim of payment (1 original)	determined by the City Accounting Office
CASH ADVANCE (HONORARIA)	
Obligation Request (1 original)	CBO
Signed payroll sheet (1 original)	Implementing Department/Office
Minutes of meeting (1 original)	Implementing Department/Office
Attendance (meeting/training) (1 original)	Implementing Department/Office
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s
Program activity (1 original)	Implementing Department/Office
Invitation/Notice of meeting/memorandum of training (1 original/CTC)	Implementing Department/Office
Course syllabus/Program of lectures (training) (1 photocopy)	Learning Service Provider or Resource Person/s



Office Order for their designation with authority to collect honorarium (training) (1 original/CTC/photocopy)	Department/Office (for government employee) Learning Service Provider or Resource Person/s (for private individual, if applicable)
Copy of the Letter/Invitation to Guest Resource Speaker/ Persons (as accepted/ conformed) (1 photocopy)	Implementing Department/Office
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s
Agreement (for private individual/group), honoraria maybe paid at such rates as may be determined by the agency authorities concerned and by using the formula in DBM BC No.2007-001 as guides (1 original/CTC)	Implementing Department/Office
Certificate of Employment and Compensation (1 email printout/photocopy)	Learning Service Provider or Resource Person/s (for private individual)
SUPPLIES/MATERIALS/EQUIPMENT (thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office approved by GSO
Request for Pre-Repair Inspection (1 original)	Implementing Department/Office approved by GSO
Report of Inspection (1 original)	General Services Office (GSO)
Acceptance and Inspection Report (1 original)	GSO
Certificate of Acceptance (1 original)	Implementing Department/Office
Sales Invoice (1 original)	Supplier/Contractor
Delivery Receipts (1 original)	Supplier/Contractor
Inventory Custodian Slip (ICS) – (1 certified true copy)	GSO
Property Acknowledgement Receipt (1 certified true copy)	GSO
Sales Warranty Certificate (1 original)	Supplier/Contractor
Requisition and Issue Slip (1 original)	GSO
Certificate of Exclusive Distributorship (if applicable) (1 certified true copy)	Supplier/Contractor
Purchase Order (1 original)	Implementing Department/Office
Notice of Award/Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
BAC Resolution declaring winning bidder (1 original)	BAC
Abstract of Bids/Abstract of Quotations (1 original)	BAC



3 Quotations (1 copy)	Supplier/Contractor
Bidders Bond/Bid Securing declaration	Supplier/Contractor
(1 original)	Supplier/Contractor
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated photocopy of approved APP (1 copy)	Implementing Department/Office
Invitation to Bid (1 original)	BAC
Request for Quotation (Shopping and	
Small Value Procurement) (1 original)	BAC
Proposal Sheet (1 original)	Supplier/Contractor
Approved Budget for the Contract	
(1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
PhilGEPS Sheet (ITB/RFQ above 50k)	, ,
(1 original)	BAC
PhilGEPS Sheet (ITB/RFQ above 50k)	DAG
(1 original)	BAC
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	BAC
by COA (1 photocopy)	
SERVICES /REPAIRS /REPLACEMENT	
(thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office
Report of Inspection (1 original)	GSO
Acceptance and Inspection Report	000
(1 original)	GSO
Certification – Service Rendered	GSO
(1 original)	650
Sales Invoice/Billing/Delivery Receipts	Supplier/Contractor
(1 original)	
Purchase Order (1 original)	Implementing Department/Office
Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated Photocopy of Approved	Implementing Department/Office
APP (1 original)	Implementing Department/Office
Waste Materials Report	CSO
(for replacement) (1 original)	GSO
Bid Proposal (1 original)	Supplier/Contractor
Abstract of Bids/RFQ (1 original)	BAC
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Bid Bond/Bid Securing Declaration (1 original)	Supplier
Post Qualification Report (1 original)	BAC
Invitation to Bid (1 original)	BAC
3 Quotations (for shopping) (1 copy)	Supplier/Contractor
Request for Pre-repair Inspection (1 original)	Implementing Department/Office
Request for Inspection (1 original)	Implementing Department/Office
Justification (for emergency) (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Attendance (if applicable) (1 original)	Implementing Department/Office
Post-Activity Report (1 original)	Implementing Department/Office
Official Receipt (OR) and Certificate of Registration (CR) – Motor vehicle (1 original)	Supplier/Contractor
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
Award Notice Abstract (1 original)	BAC
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	BAC
by COA (1 photocopy)	
GARBAGE COLLECTION –	
CONTRACTS	
Initial Billing	
Obligation Request (1 original)	CBO
Service Invoice / Billing (1 original)	Supplier/Contractor
Photo of Plate Nos./Body Nos. of trucks used in the collections of garbage (Registered Plate Number)	Land Transportation Office
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services rendered/validated trip tickets (1 original)	Implementing Department/Office
Authenticated photocopy of Approved APP (1 original)	Implementing Department/Office
Approved notarized Contract (1 original)	Supplier/Contractor approved by Head of the Procuring Entity
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond with OR (1 original)	Supplier/Contractor
Minutes of Pre-procurement and Pre-bid	, ,
Conference (1 original)	BAC
Attendance to opening of bids (1 original)	BAC
Evidence of invitation to 3 observers	BAC



(1 copy)	
Bidders' Bond with OR (1 original)	Supplier/Contractor
Notice of Award (1 original)	BAC
Notice to Proceed (1 original)	BAC
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	DAG.
by COA (1 photocopy)	BAC
Succeeding Billings	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in	
the collections of garbage (Registered	PCENRO
Plate Number)	
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services	
rendered/validated trip tickets (1 original)	PCENRO
JOB ORDER PERSONNEL	
Initial Payroll	
Obligation Request (1 original)	CBO
Approved Payrolls (1 original)	Implementing Department/Office
Summary sheet of employment	
requirements signed by the Human	Human Resource Management and Development
Resource Management and	Office (HRMDO)
Development Office (1 original)	,
Fully accomplished Personal Data Sheet	
(PDS) (1 original)	
- PDS	CSC website, HRMDO
 Information to be indicated in the 	Job Order Personnel
PDS	
Duly acknowledged job order contract	Implementing Department/Office
(1 original)	Implementing Department/Office
Verified accomplishment reports	Implementing Department/Office
(1 original)	Implementing Department/Office
Signed Daily Time Records (1 original)	Implementing Department/Office
Program Proposals signed by the	Implementing Department/Office
Committee on Hiring JOPs (1 original)	Implementing Department/Office
Certification by the LCE/Personnel	
Officer that the activities/services cannot	City Mayor's Office/HRMDO
be provided by regular or permanent	Oity Mayor 3 Office/Firtivibo
personnel of the agency (1 original)	
Affidavit of undertaking (1 original)	Implementing Department/Office
Succeeding Payroll	
Obligation Request (1 original)	CBO



Approved payrolls (1 original)	Implementing Department/Office
Verified accomplishment reports	Implementing Department/Office
(1 original)	, ,
Signed Daily Time Records (1 original)	Implementing Department/Office
Affidavit of undertaking (1 original)	Implementing Department/Office
TERMINAL LEAVE BENEFITS	
Obligation Request (1 original)	Implementing Department/Office
Clearance from money, property, and legal accountability (1 original)	Treasury, Accounting, Assessor, RTC/MTC
Clearance from GSIS (1 original)	GSIS
Employees' leave card as at last date of service (1 original)	HRMDO
Approved leave application (1 original)	HRMDO
Complete service record (1 original)	HRMDO
Ombudsman Clearance (1 original)	Office of the Ombudsman
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)	Claimant
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if salary under the last appointment is not the highest (1 original)	HRMDO
Computation of terminal leave benefits duly signed/certified by the HRMDO Head (1 original)	HRMDO
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1 original)	Claimant
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency (1 photocopy)	HRMDO
Additional Requirements in case of death claimant:	
Death certificate authenticated by NSO (1 original)	PSA
Death certificate authenticated by NSO (1 original)	PSA
Birth certificates of all surviving legal heirs authenticated by NSO (1 original)	PSA
Certificate of No Marriage (CENOMAR) if single (1 original)	PSA
Designation of next-of-kin (1 original)	Claimant



Waivers of rights of children 18 years old and above (1 original)	Claimant
Affidavit of guardianship (if claimant is not the biological parent and children are still minor) (1 original)	DSWD
Barangay certification (if claimant is common law wife (1 original)	Barangay Hall
FINANCIAL ASSISTANCE – STUDENTS	
Cash Advance (New)	
Obligation Request (1 original)	CBO
List of student-grantees certified by the	
Pasay City Barangay Bureau (PCBB)-	
OIC (certifying that the applicants met all	PCBB
the criteria for selection and are qualified	
beneficiaries of the grant) (1 original)	
Necessary supporting documents:	
- Letter request (1 original)	Parents
- Duly Accomplished Green form	T dronto
(1 original)	
√ Green Form	PCBB
✓ Information to be indicated in	Applicant
the form	
 Barangay certificate 	Barangay Hall
(bonafide resident) (1 original)	
- Certificate of Indigency/Eligibility	PSWDD
(1 original)	COMELEO
- Voter's ID Card of student if 18 and	COMELEC
above and/or one parent/guardian (1 photocopy)	
- Grades Certification (certified by	DEP-Ed or CHED Accredited
school – ave. of 80% above or 2.5	Schools/Universities/Colleges
college) (1 original)	Controller, Chiny or onlines, Controller
- Proof of enrolment (Certificate of	DEP-Ed or CHED Accredited
Registration, Official Receipt,	Schools/Universities/Colleges
Certificate of Matriculation)	
(1 original)	
 Course of Curriculum (if already 	DEP-Ed or CHED Accredited
available from the school) (1 copy)	Schools/Universities/Colleges
Renewal	
Obligation Request (1 original)	PCBB
List of student-grantees certified by the	PCBB
PCBB-OIC (certifying that the applicants	-



	OTO MAIL
met all the criteria for selection and are	
qualified beneficiaries of the grant)	
(1 original)	
Necessary supporting documents:	
 No incomplete, dropped or failing 	DEP-Ed or CHED Accredited
grades (1 copy)	Schools/Universities/Colleges
 Proof of enrolment (Certificate of 	DEP-Ed or CHED Accredited
Registration, Official Receipt,	Schools/Universities/Colleges
Certificate of Matriculation)	_
(1 original)	
 Grades (certified by school – ave. of 	DEP-Ed or CHED Accredited
80% above or 2.5 college)	Schools/Universities/Colleges
(1 photocopy)	
 Course of Curriculum (if already 	DEP-Ed or CHED Accredited
available from the school)	Schools/Universities/Colleges
(1 photocopy)	
FINANCIAL ASSISTANCE	
Cash Advance	
Obligation Request (1 original)	CBO
List of payees/beneficiaries (1 copy)	Concerned Department/Office
Necessary supporting documents	
depending on the nature of transactions:	
 Certificate of Eligibility 	PSWDD/City Health Office
(PSWDD/CHO) (1 original)	
 Barangay Certification (1 original) 	Barangay Hall
 Death Certificate (1 original) 	Philippine Statistics Authority
- Bills/Statement of Account	DOH Accredited Hospital
(1 copy)	
- ID of claimant/waiver/SPA	Claimant
(1 photocopy)	Landa and Car David Anna (1000)
- Cash Voucher/RER (1 original)	Implementing Department/Office
 Proof of relationship (1 photocopy) 	Claimant
- Letter of Authority (1 copy)	City Mayors' Office
Reimbursement/Liquidation of Cash	
Advance/Replenishment	
Obligation Request (1 original)	Implementing Department/Office
Copy of Cash Advance Voucher	Implementing Department/Office
(1 photocopy)	
Certification that the expenses are	Implementing Department/Office
actually incurred (1 original)	
Authority of the accountable officer	City Mayor's Office
issued by the Head of the Agency	City Mayor's Office
(1 original)	Lead a series a Dancette a st 10ff a
Summary list of expenses/goods	Implementing Department/Office



List of payees/beneficiaries (1 copy) List of payees/beneficiaries (1 copy) Sales Invoice/Official Receipts (1 original) Daily menu, if applicable (1 copy) Supplier/Contractor Certificate of Acceptance (1 original) OTHER FORMS OF COMPENSATION (Monetization) Obligation Request (1 original) Approved leave application (ten days) with leave credit balance certified by the Human Resource Management and Development Office (1 original) Request for leave covering more than ten days duly approved by the Head of the Agency (1 original) For monetization of 50% or more: - Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (1 original) - Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original) UTILITY EXPENSES Obligation Request (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Supplier/Contractor Barangay Hall Barangay Hall Barangay Hall CBO Statement of Account/bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor CBO Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Litterary of Travel (1 original) Learning Service Provider	1 1/4	
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CBO	Certificate of Acceptance (1 original)	Implementing Department/Office
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with leave credit balance certified by the Human Resource Management and Development Office (1 original) Request for leave covering more than ten days duly approved by the Head of the Agency (1 original) For monetization of 50% or more: - Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (1 original) - Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original) UTILITY EXPENSES Obligation Request (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) HRMDO		CBO
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- Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (1 original) - Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original) UTILITY EXPENSES Obligation Request (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) DOH Accredited Hospital Barangay Hall Barangay Hall CBO Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor CBO Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original)	ten days duly approved by the Head of the Agency (1 original)	HRMDO
- Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original) UTILITY EXPENSES Obligation Request (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original) CBO Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor CBO Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) City Mayor's Office	- Clinical abstract/medical procedures to be undertaken in case of health,	DOH Accredited Hospital
Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) GSO (GF), DepEd (SEF) TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) CBO City Mayor's Office	 Barangay Certification in case of need for financial assistance brought about by calamities, 	Barangay Hall
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original) GSO (GF), DepEd (SEF) TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) City Mayor's Office	UTILITY EXPENSES	
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) GSO (GF), DepEd (SEF) TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Certificator Supplier/Contractor Supplier/Contractor Certificator Supplier/Contractor Certificator Supplier/Contractor Certificator City Mayor's Office City Mayor's Office		CBO
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) GSO (GF), DepEd (SEF) TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Supplier/Contractor Supplier/Contractor Supplier/Contractor Supplier/Contractor Certificator Supplier/Contractor Supplier/Contractor Certificator Supplier/Contractor Certificator Supplier/Contractor Certificator City Mayor's Office City Mayor's Office	Statement of Account/Bill (for pre-audit	Supplier/Contractor
validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) GSO (GF), DepEd (SEF) TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) City Mayor's Office	purposes) (1 original)	Supplie//Contractor
TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) CBO Learning Service Provider City Mayor's Office	validated statement account/bill (for post	Supplier/Contractor
TRAVELING EXPENSES Obligation Request (1 original) Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) CBO Learning Service Provider City Mayor's Office	. , ,	GSO (GF), DepEd (SEF)
Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Learning Service Provider City Mayor's Office	TRAVELING EXPENSES	
Certificate of Appearance/Attendance (1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Learning Service Provider City Mayor's Office	Obligation Request (1 original)	СВО
(1 Copy) Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) Learning Service Provider City Mayor's Office		
Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original) City Mayor's Office	1	Learning Service Provider
	Certification by the Head of the Agency as to the absolute necessity of the	City Mayor's Office
		Learning Service Provider



FIDELITY BOND		1				
FIDELITY BOND	(1 original)	Implementi	na Donartmant/Off	ioo		
Obligation Request		impiementi	ng Department/Off	ice		
	ending administrative	City Mayor's Office				
	y Head of the Agency					
or office (1 original)						
	g and/or cancellation					
of bond of accounta		Implementi	ng Department/Off	ice		
employees of the Ro	•	•	Implomortang Doparamont Office			
Philippines (1 origin						
Copy of previous ap		Duragu of T	-			
	lity bond (if renewal)	Bureau of T	reasury			
(1 photocopy)	Liphilitian and Not					
Worth (SALN) (1 ori	s, Liabilities, and Net	Civil Servic	e Commission or I	HRMDO		
MATERNIY LEAVE	giriai)					
Obligation Request	(1 original)	СВО				
Certified true copy of	, ,					
application for leave	• •	HRMDO				
Certified true copy of						
clearance (1 origina		HRMDO				
Medical certificate for						
(1 original)	,	Patient's Doctor				
Additional Require	ments for Unused					
Maternity Leave						
Medical certificate the	nat the employee is	Patient's Doctor/Employee Clinic				
physically fit to work	(1 original)	, ,				
Certificate of assum		Implementing Department/Office				
Approved DTR (1 or	riginal)	HRMDO				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Check the	None	41 Minutes	JOCELYN L. BURGOS		
required	completeness			Administrative		
documents to the	and veracity of			Aide II/Pre-Audit Staff		
City Accounting	submitted			(CAcctgO)		
Office Receiving requirements;				or		
Stamp received				01		
Section. thereof; and				GLADYS A. PONTILLAS		
record it on the				Administrative Assistant		
	logbook.			II/		
				Pre-Audit Staff		
				(CAcctgO)		
				Or.		
				or		



				MAN MAN
				STEPHEN M. SAMSON Administrative Aide IV/ Pre-Audit Staff (CAcctgO)
2. Wait for the submitted documents to be completely processed by the City Accounting	2. Perform the necessary pre - auditing procedures:2.1 Assign the DV/LR	None	10 Minutes	MILAGROS L. LUGANIO Administrative Officer IV/ Senior Pre-Audit Staff
Office.	number, compute related taxes, and check numerical accuracy of figures indicated thereof.			(CAcctgO)
	2.2 Review and certify the completeness and propriety of supporting documents.	None	10 Minutes	RONALD T. DE CASTRO Administrative Officer V/ Pre-Audit Officer (CAcctgO)
	2.3 Check the budget and account charging.	None	5 Minutes	MARILOU R. TORRES Accountant III/ Accounting Budget Officer – GF
				RYAN JAY F. OLERMO Accountant II – TF
				CONCEPCION L. DELFIN Administrative Officer IV- SEF
	2.4 Approve the DV/LR.	None	10 Minutes	FULGENCIO M. DARUNDAY, CPA OIC–Management and Audit Analyst V



				(CAcctgO)
3. Make a follow-up on the status of your submitted DV/LR at the City Accounting Office.	3. Photocopy the DV/LR and its supporting documents	None	5 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
	3.1 Advice the client that the DV/LR has been checked/preaudited and will be forwarded to the CTO.	None	5 Minutes	JOCELYN L. BURGOS Administrative Aide II/Pre-Audit Staff (CAcctgO)
	3.2 Forward the DV/LR to the CTO.		10 Minutes	
	TOTAL:	None	1 Hour and	
			36 Minutes	

Note: All Disbursement Vouchers (DV) that lack the necessary supporting documents will be returned immediately to the bearer or to the concerned office by any of the CAO's personnel whom the documents will pass thru. Please take note of your queuing no.

40. Processing Employee Complaints

The Human Resource Management and Development Office processes employee complaints within the City Government of Pasay.

Office or Division:		Human Resource Management and Development Office (HRMDO)			
Classification:		Highly Technical			
Type of Transaction	า:	G2G- Government to Government			
Who may avail:		Employees of the	City Governmer	nt of Pasay	
CHECKLIST OF	REQ	UIREMENTS	V	VHERE TO SECU	JRE
Notarized sworn-lette (1 original)	er of o	complaint	Complainant		
			FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGI	ENCY ACTIONS	PAID	TIME	RESPONSIBLE

OTH OF PASAL
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METRO MANUA

				RO M
Services Section of the HRMDO.	complaint for perusal of the Head of HRMDO.			SUSAN D. SAN MIGUEL Administrative Aide VI, (HRMDO) FE M. PANTOJA Administrative Aide I, (HRMDO) LANI R. IMPERIAL, Administrative Aide I
2. Wait to be notified by the HRMDO on the status of the complaint.	2. Prepare a summary of the complaint, and issue a memorandum directing the respondent (employee being complained) to submit a notarized response, copy furnish the complainant within fortyeight (48) hours upon receipt thereof.	None	Response time for the respondent: 2 Days	(HRMDO) JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, HRMDO
3. Receive the copy of the notarized response provided by the HRMDO.	3. Upon receipt of the notarized response, summarize it and issue a memorandum directing the complainant to comment	None	1 Day Response time for the complainant: 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)

OTH OF PASAL
*
METRO MANUA

				O.O.M.
	thereof, within forty-eight (48) hours.			ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Submit a comment on the received sworn-letter response within forty-eight (48) hours, upon receipt thereof to the HRMDO.	4. Decide on the referred complaint based on existing records thereof. Prepare decision on the complaint: a.) Prepare an agreement/ amicable settlement on the resolved complaint, or b.) In the absence of agreement/ amicable settlement, or if the complaint is not eligible for that, forward/ refer the complaint and other records thereof to the City Legal Office.	None	1 Day	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
	TOTAL:	None	7 Days and 5 Minutes	
			J WIII IULGS	



41. Processing Landbank Loan Applications

The Human Resource Management and Development Office processes the Landbank loan application of Permanent, Elected and Co-terminous employees of the City Government.

Office or Division:	Human Resource Management and Development Office (HRMDO)				
Classification:	Simple				
Type of Transaction:	G2G- Government	to Government			
Who may avail:	Permanent, Elected and Co-terminous Employees of the City				
	Government who would like to apply for Landbank Loan Application				
	(Borrowers)				
CHECKLIST OF RE		WHERE TO SECURE			
Permanent Employees					
Another employee who		City Government of Pasay (must be a			
Maker whose basic pay		Permanent employee)			
Borrower or higher from	what the latter is				
receiving					
Fiscal Clearance (1 origi		City Prosecutor's Office			
Fiscal Clearance of Co-I		City Prosecutor's Office			
Legal Clearance (1 original		City Legal Office			
Legal Clearance of Co-N		City Legal Office			
Latest Payslip (1 photoc		HRMDO			
Latest Payslip of Co-Ma	, , , , , , , , , , , , , , , , , , , ,	HRMDO			
E-mail Address (1 active		Email Registration			
E-mail Address of Co-M	aker (1 active	Email Registration			
email account)					
Mobile Number (1 with n		SIM Card/Network Service Provider of the			
connected to a Wifi Netv		Borrower			
Mobile Number of the Co		SIM Card/Network Service Provider of the Co-			
(1 with mobile data or co	nnected to a will	Maker			
Network)	arriad)	Any decument/s or source/s that will prove the			
Spouse's birth date (If m	arried)	Any document/s or source/s that will prove the			
		birth date of the spouse such as ID Card, Personal Data Sheet, HRMDO-PMIS			
Elected Employees:		reisonal Data Sheet, Histindo-Fivils			
	agreed to be a Co-	City Government of Pasay (must be an Elected			
Another employee who agreed to be a Co- Maker whose basic pay is same as the		or a Permanent Employee)			
Borrower or higher from what the latter is		of a remainent Employee)			
receiving	What the fatter is				
Fiscal Clearance (1 origi	nal)	City Prosecutor's Office			
Fiscal Clearance of Co-I		City Prosecutor's Office			
Legal Clearance (1 original	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	City Legal Office			
Legal Clearance of Co-N	,	City Legal Office			
Latest Payslip (1 photoc	, , ,	HRMDO			



Latest Payslip of Co-N	Maker (1 photocopy)	HRMDO		
E-mail Address (1 active email account)		Email Registr	ation	
E-mail Address of Co-	-Maker (1 active	Email Registration		
email account)	·			
Mobile Number (1 with	h mobile data or	SIM Card/Net	work Service Pro	vider of the
connected to a Wifi N		Borrower		
Mobile Number of the	Co-Maker	SIM Card/Net	work Service Pro	vider of the Co-
(1 with mobile data or	connected to a Wifi	Maker		
Network)				
Spouse's birth date (If	f married)	Any documen	t/s or source/s that	at will prove the
,	•	birth date of the	he spouse such a	s ID Card,
		Personal Data	a Sheet, HRMDO-	-PMIS
Co-terminous Emplo				
Another employee wh				be a Permanent
Maker whose basic pa	= -	or Co-termino	ous or Elected Em	ployee)
Borrower or higher from	m what the latter is			
receiving				
Fiscal Clearance (1 or		City Prosecut		
Fiscal Clearance of C	, , ,	City Prosecutor's Office		
Legal Clearance (1 or		City Legal Office		
Legal Clearance of Co	, ,	City Legal Office		
Latest Payslip (1 phot		HRMDO		
Latest Payslip of Co-N		HRMDO		
E-mail Address (1 act		Email Registr		
E-mail Address of Co-	-Maker (1 active	Email Registra	ation	
email account)				
Mobile Number (1 with			work Service Pro	vider of the
connected to a Wifi N	,	Borrower		
Mobile Number of the			work Service Pro	vider of the Co-
(1 with mobile data or	connected to a Wifi	Maker		
Network)				(NI ()
Spouse's birth date (If	r married)	Any document/s or source/s that will prove the		
			he spouse such a	
			Sheet, HRMDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the	Evaluate the	None	20 Minutes	ALICE B.
required	completeness	140110	20 Milliates	PEDROSA
documents to the	of the submitted			Senior
HRMDO.				Administrative
THAMBO.	documents.			Assistant II,
	1.1 Briefly orient			(HRMDO)
	the Borrower on			
	the procedures			
	ine procedures			



				то м
	that will be undertaken in the processing of his/her loan application.			
2. Wait for the HRMDO to process your loan application.	2. Encode the personal information of the applicant on the Borrower/Co-Maker list and have it printed.	None	40 Minutes	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)
	2.1 Sign the printed Borrower/Co- Maker list.		20 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
3. Reply once the Landbank has sent a confirmation message that you are eligible for the e-salary loan program.	3. Send loan details to the borrower.	None	1 Day	Landbank Personnel (Landbank of the Philippines)
3.1 Enter your loan reference number in the Landbank E-Salary Mobile Banking Account, and your date of birth including your Co-Maker's.				
Note: Same process will be undertaken for the Co-Maker.				



4. Receive your loan details and wait for another text message indicating that the loan application is pre-approved by the Landbank of the Philippines.	4. Deliver the signed printout of Borrower's/ Co-Maker's list as well as the USB containing the e-copy thereof to the Land Bank of the Philippines.	None	1 Hour	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)
	4.1 Approved the loan application and credit the amount of loan granted to the Landbank Account of the Borrower.		Maximum Approval Period: 5 Days	Landbank Personnel (Landbank of the Philippines)
	TOTAL:	None	1 Day, 2 Hours and 20 Minutes (excluding the approval period of Landbank of the Philippines)	

42. Processing Multi-Purpose Cooperative Loan Applications

The Human Resource Management and Development Office processes the Multi-Cooperative Loan application of City Government employees.

Office or Division:	Human Resource Management and Development Office (HRMDO)				
Classification:	Simple	Simple			
Type of Transaction:	G2G-Government to Government				
Who may avail:	Employees of the City Government				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Latest Payslip (1 photocopy)		HRMDO			
Loan Application Form (City Cooperative Office				
Sketch of Borrower's Residential Location		Borrower			
(1 original)					



	CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1.	Secure and fill- out the loan application form, then submit the same to the City Cooperative Office.	1. Check the completion of entries in the form, and advise the client to submit the filled-out loan application form to the HRMDO.	None	5 Minutes	JOSELYN L. CARASIG Cooperative Development Specialist II (City Cooperative Office)
2.	Submit the filled- out loan application form to the assigned personnel of the HRMDO.	2. Process the loan application.	None	25 Minutes	ALICE B. PEDROSA Senior Administrative Assistant II (HRMDO)
		2.1 Sign the loan application.		5 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
3.	Follow up the status of loan application to the assigned personnel of the HRMDO.	.3. Inform the client on the status of his/her loan application.	None	15 Minutes	
		a. Forward the loan application to the City Cooperative Office.			ALICE B. PEDROSA Senior Administrative Assistant II (HRMDO)
		b. Facilitate the completion of signature process on	None	2 Days	JOSELYN L. CARASIG Cooperative



	the loan application by forwarding it to other concerned department's signatories (City Accounting Office, and City Cooperative Office)			Development Specialist II (City Cooperative Office)
4. Proceed to the City Cooperative Office and claim the check thereat; after which, proceed to the United Coconut Planters Bank for the encashment of the amount borrowed.	4. Issue the check to the borrower.	None	5 Minutes	JOSELYN L. CARASIG Cooperative Development Specialist II (City Cooperative Office)
	TOTAL:	None	2 Days and 55 Minutes	

43. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of documents for the payment of basic utility services (i.e. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

Office or Division:	General Services Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government and G2B – Government to		
	Business		
Who may avail:	All Departments/Offices of the City Government and National		
	Government Agencies assigned in the City (End-user) and Service		
	Provider		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Provider:	
Statement of Account (1 original and 3 photocopies)	 Meralco PLDT Maynilad Globe Telecom, Inc. Innove Communications, Inc. Federal Brent Retail, Inc.
Gasoline Slip and Sales Invoice (1 original), if applicable	Federal Brent Retail, Inc.
End-user:	
Signed Obligation Request (2 original and 2 duplicate)	Department/Office/NGA

2 duplicate)	Department emoc/146/1				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
Submit complete requirements at the receiving counter of GSO.	1. Receive requirements and check as to completeness and authenticity of submitted documents.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO)	
	1.1 Prepare Summary of SOA.	None	30 Minutes	EVELYN G. ALEGRE Administrative Officer III (GSO)	
	1.2 Endorse copy of SOA to the end-user for preparation of Obligation Request.	None	15 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO)	
2. Submit the approved Obligation Request to the GSO.	2. Receive and verify the submitted Obligation Request against the SOA.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO)	



	2.1 Finalize the Summary of SOA, prepare the Disbursement Voucher and endorse the same to the Office of the City Accountant for appropriate action.	None	5 Minutes	EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	TOTAL:	None	1 Hour and 5 Minutes	

44. Processing of Original Appointments of Co-Terminous, Contractual, and Casual Employees (For Departments/Offices with 1-15 Recommended Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Co-terminous, Contractual, and Casual employees, whose nature of appointment is "Original".

Office or Division: Human Resource Management and Development Office (HRMDO)



Classification:	Highly Toobnigol				
	Highly Technical	G- Government to Government			
Type of Transaction:					
Who may avail: CHECKLIST OF RE	Departments/Office	es of the City Government WHERE TO SECURE			
Personal Data Sheet (2 o		Recommended Appointee			
NBI Clearance (1 origina		National Bureau of Investigation			
PSA Birth Certificate (1 p		Philippine Statistics Authority			
Drug Test Result (1 phot	1 7 /	Department of Health Accredited Drug Testing Center			
Filled-out Medical Certific the Civil Service Commis		City Health Office/Any government			
	SION	hospitals/centers			
(1 photocopy) Certified True Copy of Di	ploma of Highost	DEP-Ed or CHED Accredited Schools/Universities			
Educational Attainment (DEF-Ed of CHED Accredited Schools/Offiversities			
Certified True Copy of Tr	anscript of	CHED Accredited Schools/Universities			
Records (for vocational le	evel, vocational				
graduate, college level, d	college graduate,				
with units in master's deg	gree, master's				
degree, with units in doci	torate degree,				
doctorate's graduate)					
(2 photocopies)					
Certified True Copy of Pl	•	Professional Regulation Commission			
licensed professional) (2					
Certificate of Board Ratir		Professional Regulation Commission			
(for licensed professiona	<i>(</i>)				
(2 photocopies)					
PSA Marriage Certificate	(if married)	Philippine Statistics Authority			
(1 photocopy)					
Result of Neuropsychiatr		Neuropsychiatric Testing Center			
positions, which involve s	saving of life and				
property) (1 photocopy)	/:6 :11 !				
Professional Driver's Lice		Land Transportation Office			
appointed to driver position	ons)				
(2 photocopies)		DIT : N. C. ID II. O Off. (
Security Guard License (Philippine National Police- Supervisory Office for			
to security guard positions)		Security and Investigation Agencies			
(2 photocopies)	ID TIM OF /A	B (Introd Brown			
BIR Form 1902/TIN ID/B		Bureau of Internal Revenue			
BIR Forms, marked/stam	•				
"RECEIVED" by BIR (1 p		Difference in the life in the control of the contro			
Attested PMRF (1 photod	1 7 /	Philippine Health Insurance Corporation			
Attested Pag-IBIG MDF	online registration	Pag-IBIG Fund			
form (1 photocopy)					



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the list of recommended personnel together with the appropriate requirements to Human Resource Management Division (HRMD) of HRMDO.	Receive and check the endorsed list of recommended personnel with attached documents for appointment.	None	30 Minutes	KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
1. Wait for the appointment papers to be processed by the HRMD, HRMDO.	2. Evaluate submitted requirements and prepare the appointment papers.	None	2 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA, Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD A. ADORA Administrative Aide I (HRMD, HRMDO)
3. Advise the recommended appointees to personally appear before	3. Complete the appointment papers' signature process at the HRMDO level.	None	30 Minutes	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)



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the HRMDO Head; after which, sign their appointment papers.	3.1 Shortly brief the appointees about their recommended appointments, and assist them to sign their appointment papers.	KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD D. ADORA
		Administrative Aide I (HRMD, HRMDO)
	3.2 Certify that all requirements and other supporting documents of the issued appointment/s have been complied with, reviewed, and are found to be in order; then sign the appointment papers.	ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
	3.3 Forward the appointment papers to departments/ offices of other signatories	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
	thereof.	KESCIA ANN A.



					AO MAN
					LAURETA Administrative Officer IV, (HRMD, HRMDO)
					MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
					ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
					ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)
4.	Wait for the appointment papers to be signed by concerned signatories of the City Government of Pasay.	4. Sign the appointment papers.	None	5 Days	HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
	orraday.				or HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
					FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)



5. Follow-up on	5. Sort the Civil Service	None	30 minutes	Concerned Department Head/ Head of Office (except for Casual Appointments) ELISA S.
the status of appointment papers at the HRMD, HRMDO.	Commission (CSC) and HRMDO copies of signed appointment papers. 5.1 Prepare endorsement for the signed appointment papers.			EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO)
	 5.2 Record the signed appointment papers. 5.3 Advise the concerned department/office that their appointment papers are ready for delivery to CSC. 			MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)
	TOTAL:	None	7 Days,	
			1 Hour, and 30 Minutes	

45. Processing of Original Appointments of Co-Terminous, Contractual, and Casual Employees (For Departments/Offices with 16 or More Recommended Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Co-terminous, Contractual, and Casual employees, whose nature of appointment is "Original".

Office or Division:	Human Resource Management and Development Office (HRMDO)
Classification:	Highly Technical
Type of	G2G- Government to Government
Transaction:	



Who may avail: Departments/Offices of the City Government				
CHECKLIST C	IST OF REQUIREMENTS WHERE TO SECURE			CURE
Personal Data She	et (2 original)	Recommend	ded Appointee	
NBI Clearance (1 original)		National Bureau of Investigation		
PSA Birth Certificate (1 photocopy)		Philippine Statistics Authority		
Drug Test Result (of Health Accredi	ted Drug Testing
2.0.9	. р.:счосору)	Center		10
Filled-out Medical	Certificate prescribed by		Office/Any govern	ment
the Civil Service C		hospitals/ce		
(1 photocopy)				
	y of Diploma of Highest	DEP-Ed or 0	CHED Accredited	Schools/Universities
	ment (2 photocopies)			
Certified True Copy		CHED Accre	edited Schools/Un	iversities
	ional level, vocational			
	evel, college graduate,			
, ,	r's degree, master's			
	in doctorate degree,			
doctorate's gradua				
(2 photocopies)	,			
	y of PRC I.D. Card (for	Professional	Regulation Com	mission
	nal) (2 photocopies)		· ·	
Certificate of Board		Professional Regulation Commission		
	ssional) (2 photocopies)		· ·	
PSA Marriage Cert		Philippine S	tatistics Authority	
(1 photocopy)	,		•	
Result of Neuropsy	chiatric examination (for	Neuropsych	iatric Testing Cen	ter
positions, which in	volve saving of life and			
property) (1 photod	copy)			
	r's License (if will be	Land Transp	ortation Office	
appointed to driver	positions)			
(2 photocopies)				
Security Guard Lic	ense (if will be	Philippine N	ational Police-Sup	pervisory Office for
appointed to secur	ity guard positions)	Security and	I Investigation Age	encies
(2 photocopies)				
	N ID/BIR TIN Slip/Any	Bureau of In	ternal Revenue	
BIR Forms, market	•			
"RECEIVED" by BI	, , , , , , , , , , , , , , , , , , , ,			
Attested PMRF (1		Philippine H	ealth Insurance C	corporation
_	MDF online registration	Pag-IBIG Fu	ınd	
form (1 photocopy)			T	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse	1. Receive and check	None	1 Hour	KESCIA ANN A.
the list of	the endorsed list of			LAURETA
L	L	İ	<u>i</u>	i l



				NO MAI
recommended personnel together with the appropriate requirements to Human Resource Management Division (HRMD) of HRMDO.	recommended personnel with attached documents for appointment.			Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
2. Wait for the appointment papers to be processed by the HRMD, HRMDO.	2. Evaluate submitted requirements and prepare the appointment papers.	None	4 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)
3. Advise the recommende d appointees to personally appear before the HRMDO Head; after which, sign	3. Complete the appointment papers' signature process at the HRMDO level. 3.1 Shortly brief the appointees about their	None	1 Hour	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative



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their appointment	recommended appointments,	Officer IV, (HRMD, HRMDO)
papers.	and assist them to sign their appointment	MARY GRACE A. MENDOZA <i>Administrative</i>
	papers.	Officer IV, (HRMD, HRMDO)
		ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
		ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)
	3.2 Certify that all requirements and other supporting documents of the issued appointment/s have been complied with, reviewed, and	ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
	are found to be in order; then sign the appointment papers.	
	3.3 Forward the appointment papers to departments/ offices of other signatories	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
	thereof.	KESCIA ANN A. LAURETA <i>Administrative</i> <i>Officer IV</i> , (HRMD, HRMDO)



				AO MAN
				MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
				ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
4. Wait for the	4. Sign the	None	5 Days	ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO) ATTY. MAVERICK S.
appointment papers to be signed by concerned	appointment papers.		, in the second	SEVILLA City Government Department Head II, (HRMDO)
signatories of the City Government of Pasay.				HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority
				for Offices under Executive Department (Office of the City Mayor)
				or
				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
				FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)



5. Follow-up on the status of appointment papers at the HRMD,	5. Sort the Civil Service Commission (CSC) and HRMDO copies of signed appointment papers.	None	1 Hour	Concerned Department Head/ Head of Office (except for Casual Appointments) ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
HRMDO.	 5.1 Prepare endorsement for the signed appointment papers. 5.2 Record the signed appointment papers. 5.3 Advise the 			KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
	concerned department/ office that their appointment papers are ready for delivery to CSC.			ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)
	TOTAL:	None	9 Days and 3 Hours	

46. Processing of Permanent "Promotional" Appointments (1-15 Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Permanent employees, whose nature of appointment is "Promotion".

Office or Division:	Human Resource Management and Development Office (HRMDO)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Permanent Employees of the City Government with Approved		
	Promotional Appointments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal Data Sheet (2 ori	ginal)	Recommended Appointee	



NBI Clearance (1 origin	nal)	National Burea	u of Investigation		
PSA Birth Certificate (,	National Bureau of Investigation Philippine Statistics Authority			
Drug Test Result (1 ph		Department of Health Accredited Drug Testing Center			
Filled-out Medical Cert		City Health Office/Any government hospitals/centers			
the Civil Service Comn		City Health On	Only Fleath Office/Fifty government hospitals/centers		
	111551011				
(1 photocopy)	Diploma of High oot	DED Ed or CU	CD Approdited Co	ah a ala/I laiv (a raiti a a	
Certified True Copy of		DEP-Ed of CH	ED Accredited So	chools/Universities	
Educational Attainmen		OUED Assessi	ta al Oala a al a/Llusiu		
Certified True Copy of	•	CHED Accredi	ted Schools/Unive	ersities	
Records (for vocationa					
graduate, college level					
with units in master's o	<u> </u>				
degree, with units in do	octorate degree,				
doctorate's graduate)					
(2 photocopies)	DD01D 0 1 //	5 () 15			
Certified True Copy of	•	Professional R	egulation Commis	ssion	
licensed professional)					
Certificate of Board Ra	•	Professional R	egulation Commis	ssion	
(for licensed profession		_			
PSA Marriage Certifica	ate (if married)	Philippine Statistics Authority			
(1 photocopy)					
Result of Neuropsychia		Neuropsychiatric Testing Center			
positions, which involve	•				
property) (1 photocopy					
Professional Driver's L	•	Land Transpor	tation Office		
appointed to driver pos	sitions)				
(2 photocopies)					
Security Guard License	•		onal Police- Supe	•	
appointed to security g	uard positions)	Security and Ir	nvestigation Agen	cies	
(2 photocopies)					
Individual Performance	e Commitment	Department/Of	ffice wherein the a	appointee was	
Review Form for the la	st rating period	assigned or pla	ace of assignmen	t during the stated	
(1 photocopy)		period			
BIR Form 1902/TIN ID	/BIR TIN Slip/Any	Bureau of Inter	rnal Revenue		
BIR Forms, marked/sta					
"RECEIVED" by BIR (1	l photocopy)				
Attested PMRF (1 pho	tocopy)	Philippine Health Insurance Corporation			
Attested Pag-IBIG MD	F online registration	Pag-IBIG Fund	<u></u> k		
form7 (1 photocopy)					
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING		PERSON	
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Upon receipt of	1. Evaluate the	None	2 Days	ELISA S.	
approved	submitted			EVANGELISTA	
application,	requirements			Administrative	
	1 2 4 2 2			Officer V,	



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submit requirements to the Human Resource Management Division (HRMD), HRMDO.	and prepare appointment papers.			(HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
2. Upon receipt of advice from the HRMDO, personally appear before the HRMDO Head; after which, sign the appointment papers.	 2. Complete the appointment papers' signature process at the HRMDO level. 2.1 Shortly brief the appointees about their recommen ded appointme nts, and assist them to sign their appointme nt papers. 2.2 Certify that all requiremen ts and other 	None	30 Minutes	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)



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3. Wait for the	supporting documents of the issued appointme nt/s have been complied with, reviewed, and are found to be in order; then sign the appointme nt papers. 2.3 Forward the appointment papers to departments / offices of other signatories thereof.	None	5 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) HON. IMELDA
appointment papers to be signed by concerned signatories of the City Government	appointment papers.	110110	o Buyo	CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)



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of Pasay.				or
				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)
				Concerned Department Head/ Head of Office
4. Wait for the issuance of Notice of Appointments by the HRMDO.	4. Prepare and issue Notice of Appointments.	None	1 Hour	KESCIA ANN A. LAURETA, Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
5. Follow-up on the status of appointment papers at the HRMD, HRMDO.	5. Sort the Civil Service Commission (CSC) and HRMDO copies of signed	None	30 minutes	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
	appointment papers.			KESCIA ANN A. LAURETA Administrative Officer IV,
	5.1 Prepare	000		(HRMD, HRMDO)



endorsement for the signed appointment papers. 5.2 Record the signed appointment papers. Advise the concerned appointee/s that appointment papers are ready for delivery to CSC.	None	7 Davis and	MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
TOTAL:	None	7 Days and 2 Hours	

47. Processing of Permanent "Promotional" Appointments (16 or More Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Permanent employees, whose nature of appointment is "Promotion".

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of	G2G- Government to	Government		
Transaction:				
Who may avail:	Permanent Employee	es of the City Government with Approved Promotional		
	Appointments			
CHECKLIST OF F	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Personal Data Sheet (2 original)		Recommended Appointee		
NBI Clearance (1 orig	inal)	National Bureau of Investigation		
PSA Birth Certificate (1 photocopy)		Philippine Statistics Authority		
Drug Test Result (1 photocopy)		Department of Health Accredited Drug Testing Center		
Filled-out Medical Cer	tificate prescribed by	City Health Office/Any government hospitals/centers		
the Civil Service Commission (1				
photocopy)				
Certified True Copy of		DEP-Ed or CHED Accredited Schools/Universities		
Educational Attainmen	nt (2 photocopies)			



Certified True Copy Records (for vocatio graduate, college lev with units in master's degree, with units in doctorate's graduate (2 photocopies)	nal level, vocational /el, college graduate, s degree, master's doctorate degree,	CHED Accred	ited Schools/Unive	ersities	
	of PRC I.D. Card (for	Professional R	Regulation Commis	sion	
Certificate of Board		Professional F	Regulation Commis	sion	
PSA Marriage Certifi (1 photocopy)		Philippine Star	tistics Authority		
Result of Neuropsyc	involve saving of life	Neuropsychia	tric Testing Center		
Professional Driver's appointed to driver p (2 photocopies)	License (if will be	Land Transpo	rtation Office		
_	Security Guard License (if will be appointed to security guard positions) (2		Philippine National Police- Supervisory Office for Security and Investigation Agencies		
	Individual Performance Commitment Review Form for the last rating period		Department/Office wherein the appointee was assigned or place of assignment during the stated period		
BIR Form 1902/TIN BIR Forms, marked/ "RECEIVED" by BIR	stamped as	Bureau of Internal Revenue			
Attested PMRF (1 ph		Philippine Hea	alth Insurance Corr	oration	
	IDF online registration	Philippine Health Insurance Corporation Pag-IBIG Fund			
form (1 photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Upon receipt of approved application, submit requirements to the Human Resource Management Division (HRMD), HRMDO.	1. Evaluate the submitted requirements and prepare appointment papers.	None	4 Days	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A.	



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				MENDOZA
				Administrative
				Officer IV,
				(HRMD, HRMDO)
				(* , * ,
				ALICE B. PEDROSA
				Senior Administrative
				Assistant II,
				(HRMD, HRMDO)
2. Upon receipt	2. Complete the	None	1 Hour	ELISA S.
•	<u>'</u>	INOTIC	i i ioui	EVANGELISTA
of advice	appointment			Administrative
from the	papers'			Officer V,
HRMDO,	signature			I
personally	process at the			(HRMD, HRMDO)
appear	HRMDO level.			ICECCIA ANNIA
before the				KESCIA ANN A.
HRMDO	2.1 Shortly brief			LAURETA
Head; after	the			Administrative
1	· -			Officer IV,
which, sign	appointees			(HRMD, HRMDO)
the	about their			
appointment	recommende			MARY GRACE A.
papers.	d			MENDOZA
	appointments			Administrative
	, and assist			Officer IV,
	them to sign			(HRMD, HRMDO)
	their			
				ALICE B. PEDROSA
	appointment			Senior Administrative
	papers.			Assistant II,
				(HRMD, HRMDO)
	2.2 Certify that all			
	requirements			ATTY. MAVERICK S.
	and other			SEVILLA
	supporting			City Government
	documents of			Department Head II,
	the issued			(HRMDO)
				(TINITIDO)
	appointment/			
	s have been			
	complied			
	with,			
	reviewed,			
	and are			
	found to be in			
	order; then			
	sign the			
	appointment			



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	papers.			
	2.3 Forward the appointment papers to departments/ offices of other			ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
	signatories thereof.			KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO)
				MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
				ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
3. Wait for the appointment papers to be signed by concerned signatories of the City Government	3. Sign the appointment papers.	None	5 Days	HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
of Pasay.				or
				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
				FULGENCIO M. DARUNDAY, CPA Officer-In-Charge

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O	The same	Y
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				E PO MANIL
				(City Accounting Office)
				Concerned Department Head/ Head of Office
4. Wait for the	4. Prepare and issue	None	1 Hour and	KESCIA ANN A.
issuance of Notice of Appointment s by the HRMDO.	Notice of Appointments.		30 Minutes	LAURETA, Administrative Officer IV, (HRMDO)
TIKWIDO.				MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO)
				ATTY. MAVERICK S. SEVILLA City Government Department Head II,
5. Follow-up on the status of appointment papers at the HRMD, HRMDO.	5. Sort the Civil Service Commission (CSC) and HRMDO copies of signed appointment papers. 4.1 Prepare endorsement for the signed appointment papers. 4.2 Record the signed appointment papers.	None	1 Hour	(HRMDO) ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)
	5.3 Advise the			(HRMD, HRMDO)



concerned appointee/s that appointment papers are ready for delivery to CSC.			
TOTAL:	None	9 Days,	
		3 Hours, and	
		30 Minutes	

48. Processing of Reappointment and Reemployment Appointments of Co-Terminous, Contractual, and Casual Employees (For Departments/Offices with 1-15 Recommended Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Co-terminous, Contractual, and Casual employees, whose nature of appointment is "Reappointment" and "Reemployment".

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Complex			
Type of Transaction:	G2G- Government	to Government		
Who may avail:	Departments and	Offices of the City Government		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Reappointment:				
Personal Data Sheet (2	original)	Recommended Appointee		
Drug Test Result (1 pho	tocopy)	Department of Health Accredited Drug Testing Center		
Filled-out Medical Certificate prescribed by the Civil Service Commission (1 photocopy)		City Health Office/Any government hospitals/centers		
Result of Neuropsychiatric examination (for positions, which involve saving of life and property) (1 photocopy)		Neuropsychiatric Testing Center		
BIR Form 1902/TIN ID/BIR TIN Slip/Any BIR Forms, marked/stamped as "RECEIVED" by BIR (1 photocopy)		Bureau of Internal Revenue		
Attested PMRF (1 photo	сору)	Philippine Health Insurance Corporation		
Attested Pag-IBIG MDF online registration (1 photocopy)		Pag-IBIG Fund		
Individual Performance	Commitment	Department/Office wherein the appointee was		
Review Form for the las	t rating period	assigned or place of assignment during the stated		
(1 photocopy)		period		
Reemployment:				
Personal Data Sheet (2	original)	Recommended Appointee		



NBI Clearance (1 original) National Bureau of Investigation				
Drug Test Result (Department of Health Accredited Drug Testing Center		
Filled-out Medical Certificate prescribed		,	ffice/Any governm	ent
by the Civil Service Commission		hospitals/centers		
(1 photocopy)	v of DDC LD. Cord (for	Drofossional [Pagulation Commi	ionion
	y of PRC I.D. Card <i>(for nal)</i> (2 photocopies)	Professional F	Regulation Commi	ISSION
Certificate of Board		Professional F	Regulation Commi	ission
	ssional) (2 photocopies)			
PSA Marriage Cer		Philippine Sta	tistics Authority	
(1 photocopy)				
-	ychiatric examination	Neuropsychia	tric Testing Cente	r
	ch involve saving of life			
and property) (1 pl	r's License (if will be	Land Transpo	rtation Office	
appointed to drive		Land Hanspo	riation Office	
(2 photocopies)	poortiono			
Security Guard Lic	ense (if will be	Philippine National Police-Supervisory Office for		
appointed to secur	ity guard positions)	Security and I	nvestigation Ager	ncies
(2 photocopies)				
	N ID/BIR TIN Slip/Any	Bureau of Internal Revenue		
BIR Forms, marke	•			
"RECEIVED" by B Attested PMRF (1		Philippine Her	alth Insurance Co	rnoration
	MDF online registration	Pag-IBIG Fun		poration
form (1 photocopy		' ag 1510 ' an	G	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse	1. Receive and check	None	30 Minutes	KESCIA ANN A.
the list of	the endorsed list of			LAURETA
recommende	recommended			Administrative Officer IV,
d personnel	personnel with			(HRMD, HRMDO)
together with	attached			(1 ii (ivib 3)
the appropriate	documents for			MARY GRACE A.
requirements	appointment.			MENDOZA Administrative
to Human				Officer IV,
Resource				(HRMD, HRMDO)
Management				,
Division				
(HRMD) of HRMDO.				
2. Wait for the	2. Evaluate	None	2 Days	ELISA S.
2. Walt for the	Z. Evaluato	140/10	2 Days	EVANGELISTA



					AO MAN
	appointment papers to be processed by the HRMD, HRMDO	submitted requirements and prepare the appointment papers.			Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD D. ADORA Administrative Aide I
3.	Advise the recommende d appointees to personally appear before the HRMDO Head; after which, sign their appointment papers.	3. Complete the appointment papers' signature process at the HRMDO level. 3.1 Shortly brief the appointees about their recommended appointments, and assist them to sign their appointment papers.	None	30 Minutes	(HRMD, HRMDO) ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO) KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)



			ARNOLD D. ADORA
			Administrative Aide I
			(HRMD, HRMDO)
3.	2 Certify that all		ATTY. MAVERICK S.
	requirements		SEVILLA
	and other		City Government Department Head II,
	supporting		(HRMDO)
	documents of the issued		,
	appointment/s		
	have been		
	complied with,		
	reviewed, and are found to		
	be in order;		
	then sign the		
	appointment		
	papers.		ELTCA C
3.	3 Forward the		ELISA S. EVANGELISTA
	appointment		Administrative
	papers to		Officer V,
	departments/ offices of other		(HRMD, HRMDO)
	signatories		KESCIA ANN A.
	thereof.		LAURETA
			Administrative
			<i>Officer IV</i> , (HRMD, HRMDO)
			MARY GRACE A.
			MENDOZA <i>Administrative</i>
			Officer IV,
			(HRMD, HRMDO)
			ALICE B. PEDROSA
			Senior Administrative
			Assistant II,
			(HRMD, HRMDO)
			ARNOLD D. ADORA
			Administrative Aide I
		072	(HRMD, HRMDO)



	1 -			AG MAI
4. Wait for the appointment papers to be signed by concerned	4. Sign the appointment papers.	None	5 Days	ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
signatories of the City Government of Pasay.				HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive
				Department (Office of the City Mayor)
				or
				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) FULGENCIO M.
				DARUNDAY, CPA Officer-In-Charge (City Accounting Office)
				Concerned Department Head/ Head of Office (except for Casual Appointments)
5. Follow-up on the status of appointment papers at the HRMD,	5. Sort the Civil Service Commission (CSC) and HRMDO copies of signed	None	30 Minutes	ELISA S. EVANGELISTA Administrative Officer V, (HRMD, HRMDO)
HRMDO.	appointment papers.			KESCIA ANN A. LAURETA



5.1 Prepare endorsement for the signed appointment papers. 5.2 Record the signed appointment papers. 5.3 Advise the concerned department/office that their appointment papers are ready for delivery to			Administrative Officer IV, (HRMD, HRMDO) MARY GRACE A. MENDOZA Administrative Officer IV, (HRMD, HRMDO) ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD A. ADORA Administrative Aide I (HRMD, HRMDO)
CSC.	None	7 Days,	
TOTAL	140110	1 Hour, and 30 Minutes	

49. Processing of Reappointment and Reemployment Appointments of Co-Terminous, Contractual, and Casual Employees (For Departments/Offices with 16 or More Recommended Appointees)

The Human Resource Management and Development Office processes and prepares appointment papers of Co-terminous, Contractual, and Casual employees, whose nature of appointment is "Reappointment" and "Reemployment".

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to	o Government		
Who may avail:		s of the City Government		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE		
Personal Data Sheet (2	original)	Recommended Appointee		
NBI Clearance (1 origina	al)	National Bureau of Investigation		
PSA Birth Certificate (1)	ohotocopy)	Philippine Statistics Authority		
Drug Test Result (1 photocopy)		Department of Health Accredited Drug Testing		
		Center		
Filled-out Medical Certificate prescribed by		City Health Office/Any government		
the Civil Service Commis	ssion	hospitals/centers		



(1 photocopy)				MAN
(1 photocopy)	of Diploma of High act		DUED Assessited	Cala a ala /l liniu a naiti a a
Certified True Copy of Diploma of Highest Educational Attainment (2 photocopies)		DEP-Ed or CHED Accredited Schools/Universities		
Certified True Copy	of Transcript of Records	CHED Accre	edited Schools/Un	iversities
(for vocational level,	vocational graduate,			
college level, college	e graduate, with units in			
master's degree, ma	ster's degree, with units			
	doctorate's graduate)			
(2 photocopies)	(55015.0.1%	_ , .		
	of PRC I.D. Card (for	Professional	Regulation Com	mission
licensed professiona		D ()	1 D 1 (' O	
Certificate of Board I		Professional	Regulation Com	mission
	ional) (2 photocopies)	D		
PSA Marriage Certifi	cate (if married)	Philippine S	tatistics Authority	
(1 photocopy)	hiotria avamination /fa	Nouronausk	iotrio Tootina Car	tor
	hiatric examination (for	Neuropsych	iatric Testing Cen	ter
1 *	olve saving of life and			
<i>property)</i> (1 photoco Professional Driver's		Land Transr	oortation Office	
appointed to driver p	•	Lanu mansp	ortation Office	
(2 photocopies)	ositions)			
_ `	nse (if will be appointed	Philippine National Police-Supervisory Office for		
_	sitions) (2 photocopies)	Security and Investigation Agencies		
	ID/BIR TIN Slip/Any BIR	•	ternal Revenue	5110100
	ped as "RECEIVED" by	Barbaa or iii	nornal revenue	
BIR (1 photocopy)	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
Attested PMRF (1 ph	notocopy)	Philippine Health Insurance Corporation		
` .	IDF online registration	Pag-IBIG Fund		
form (1 photocopy)	3	3		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Endorse	Receive and check	None	1 Hour	KESCIA ANN A.
the list of	the endorsed list of			LAURETA
recommended	recommended			Administrative
personnel	personnel with			Officer IV,
•	together with attached			(HRMD, HRMDO)
the appropriate	documents for			MARY GRACE A.
requirements to	appointment.			MENDOZA
Human				Administrative
Resource				Officer IV,
Management				(HRMD, HRMDO)
Division				
(HRMD) of				
HRMDO.				



2. Wait for the	2. Evaluate	None	4 Days	ELISA S.
appointment	submitted	None	4 Days	EVANGELISTA
papers to be	requirements and			Administrative
processed by	prepare the			Officer V,
the HRMD,	appointment			(HRMD, HRMDO)
HRMDO.	papers.			KESCIA ANN A.
				LAURETA
				Administrative
				Officer IV, (HRMD, HRMDO)
				MARY GRACE A.
				MENDOZA Administrative
				Officer IV,
				(HRMD, HRMDO)
				ALICE D. DEDDOCA
				ALICE B. PEDROSA Senior Administrative
				Assistant II,
				(HRMD, HRMDO)
				ARNOLD D. ADORA
				Administrative Aide I
				(HRMD, HRMDO)
3. Advise the	3. Complete the	None	1 Hour	ELISA S.
recommended	appointment			EVANGELISTA
appointees to	papers' signature			Administrative Officer V,
personally	process at the			(HRMD, HRMDO)
appear before the HRMDO	HRMDO level.			(1114 15, 1114 150)
Head; after	3.1 Shortly brief			KESCIA ANN A.
which, sign	the appointees			LAURETA
their	about their			Administrative
appointment	recommended			Officer IV,
papers.	appointments,			(HRMD, HRMDO)
	and assist			MARY GRACE A.
	them to sign			MENDOZA
	their appointment			Administrative
	papers.			Officer IV,
	ραροίδ.			(HRMD, HRMDO)
				ALICE B. PEDROSA
				Senior Administrative
				Assistant II,
				(HRMD, HRMDO)



3.2	Certify that all requirements and other supporting documents of the issued appointment/s have been complied with, reviewed, and are found to be in order; then sign the
	papers.

3.3 Forward the appointment papers to departments/ offices of other signatories thereof.

ARNOLD D. ADORA Administrative Aide I (HRMD, HRMDO)

ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)

ELISA S.
EVANGELISTA
Administrative
Officer V,
(HRMD, HRMDO)

KESCIA ANN A.
LAURETA
Administrative
Officer IV,
(HRMD, HRMDO)

MARY GRACE A.
MENDOZA
Administrative
Officer IV,
(HRMD, HRMDO)

ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO)

ARNOLD D. ADORA *Administrative Aide I*



	1			(LIDMD LIDMDO)
				(HRMD, HRMDO)
4. Wait for the appointment papers to be signed by concerned	4. Sign the appointment papers.	None	5 Days	ATTY. MAVERICK S. SEVILLA City Government Department Head II, (HRMDO)
signatories of the City Government of Pasay.				HON. IMELDA CALIXTO-RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
				or
				HON. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) FULGENCIO M. DARUNDAY, CPA Officer-In-Charge (City Accounting Office)
				Concerned Department Head/ Head of Office (except for Casual Appointments)
5. Follow-up on the status of appointment papers at the	5. Sort the Civil Service Commission (CSC) and HRMDO copies of signed	None	1 Hour	ELISA S. EVANGELISTA Administrative Officer V,
				(HRMD, HRMDO)



HRMD,	appointment papers.			
HRMDO.				KESCIA ANN A.
	5.1 Prepare			LAURETA,
	endorsement for			Administrative Officer IV,
	the signed			(HRMD, HRMDO)
	appointment			
	papers.			MARY GRACE A.
				MENDOZA
	5.2 Record the signed			Administrative
	appointment			Officer IV,
	papers.			(HRMD, HRMDO)
	5.3 Advise the concerned department/ office that their appointment papers are ready for delivery to CSC.			ALICE B. PEDROSA Senior Administrative Assistant II, (HRMD, HRMDO) ARNOLD A. ADORA Administrative Aide I (HRMD, HRMDO)
	TOTAL:	None	9 Days and	
			3 Hours	

50. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government t	o Government and G2C-Govenrment to Citizen		
Who may avail:	Current and Forme	r Employees of the City Government		
CHECKLIST OF REQI	JIREMENTS	WHERE TO SECURE		
Principal				
Request letter (1 original)		TLB Claimant		
Government issued Identification	tion Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
(1 original)		IBIG, LTO		
GSO Clearance (1 original)		General Services Office		
Legal Clearance (1 original)		City Legal Office		
Fiscal's Clearance (1 original)		City Prosecutor's Office, Hall of Justice		
Assessor's Clearance (1 original)		City Assessor's Office		
Hospital's Clearance (if a former Pasay City		Pasay City General Hospital		
General Hospital employee) (1 original)				
GSIS Clearance (1 original)		GSIS		



Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	Claimant of TLB
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies) Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	Philippine Statistics Authority (PSA)
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	Trimppine Statistics Additiontly (1 SA)
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	Trimppine Statistics / tationty (1 5/1)
Representative	
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
person represented (1 original)	IBIG, LTO
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
representative (1 original)	IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
(1 original)	IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	Upon receipt of complete documentary requirements, issue a transaction stub to the client. 1.1 Advise the	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI
	client to make a follow-up on the status of TLB application after two (2) weeks.			(HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Keep the transaction stub and wait for the application to be processed by the HRMDO-Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).	None	20 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
	2.1 Sign the printed request for ARO.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO) KATHERINE D.
	2.2 Forward the			COSTALES Senior Administrative



			MO MAI
signed request for ARO to the	None	10 Minutes	Assistant II (HRMDO)
office of the concerned Appointing Authority for approval thereof; after which, to the City Budget			ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
Office (CBO) for the preparation of ARO. 2.3 Approve the forwarded	N	A I	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under
request for TLB Application and prepare the ARO thereof.	None	Approval period of request – 7 days	Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the



			AO MANIL
			City Vice Mayor)
2.4 Prepare and sign the ARO for the TLB application and forward it to the Office of the concerned Appointing Authority for his/her signature.	None	30 Minutes (Within the day)	CBO Personnel (CBO)
2.5 Sign the ARO.	None	3 Days	ATTY. PETER M. MANZANO City Administrator /Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/



				AO MAIN
				Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
	2.6 Return the signed ARO to the HRMDO.	None	5 Minutes	CBO Personnel (CBO)
	2.7 Prepare the voucher and ALOBS to be attached to the other TLB documents.	None	50 Minutes	ARMAN JAY O. ADORA Administrative Officer II (HRMDO) KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
3. Make a follow-up with regard to the approval of request for TLB application.	3. Advise the client on the request status and process the TLB application.	None	5 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)
	3.1 Sign the voucher attached to the TLB application.		10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO)
			Waiting period prior to return of the client to the HRMDO – 7 Days	



						AO MAN
ti ti c fi	Present the ransaction stub to he HRMDO and claim the printed ALOBs and voucher rom the HRMDO-Compensation and Benefits Division.	4.	Release the printed ALOBs and voucher to be signed by concerned Department Heads.	None	5 Minutes	KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
s c t	Secure the completeness of signatures from the concerned Department Heads of he City Government of Pasay.	5.	Act and sign on the printed TLB application.	None	3 Days	Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government) ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office) or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor) or HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices

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* *
METRO MANILA

				under Legislative Department (Office of the City Vice Mayor)
6. Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	Clerk, (Cash Division, CTO)
	TOTAL:	None	20 Days,	
			2 Hours and 35 Minutes	

51. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

Office or Division:		City Planning a	nd Development	Office	
Classification:		Simple			
Type of Transaction	:	G2G - Governr	ment to Government; G2C Government to Citizen		
Who may avail:		Other City Gov	ernment Departm	ents, National Ag	encies, Local
		Barangay Units	s, Private Researd	chers, and Studen	its
CHECKLIST OF	REQU	IREMENTS	V	WHERE TO SECU	JRE
Duly signed request l	etter (1	l original)	Requesting Part	у	
CLIENT STEPS	AGE!	NCY ACTIONS	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGE	NCT ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit the	1. Re	ceive the copy			MARIA A. LUNA
request letter	of	the request			Planning Officer III
indicating the	let	ter and			(CPDO)
document/s	СО	nduct initial			
containing the	ev	aluation of the			NICK LLORENCE
data or	inf	formation or			R. SANGALANG
	da	ıta being			Project
information		quested.			Development Officer II
needed to the		4			
receiving section	1.1 A	Act on/approve			(CPDO)
of CPDO.	r	equest letter.		5 minutes	RONALD ALLAN P.
	1.2 F	Process the		3	DELA CRUZ



request and provide the needed document.	None		Planning Officer II (CPDO)
 Send the e-file of the requested document/s to the end-user via email. 		15 Minutes (includes waiting time for the request to be processed)	
 Prepare, print and release the hardcopy of the requested document/s to the client. 		20 Minutes (includes waiting time for the request to be processed)	
TOTAL:	None	If document will be sent via email = 20 Minutes	
		If hard copy will be released to the client at the CPDO = 25 minutes	

52. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division:	Office of the City Prosecutor of Pasay City			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			



Request Form or documents with case		Office of the City Prosecutor – City of Pasay			
information (1 original copy) Valid government-issued identification card with photo (1 original copy)		Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment.	Check the documentary requirements for completeness.	None	2 Minutes	Receiving Staff (Docket Section)	
* Make sure to secure the Order of	1.1 Verify the status of the case.		5 Minutes		
Payment that will be issued.	1.2 Assess and issue Order of Payment, if no		2 Minutes	Records Officer	
	pending case.			(Docket Section)	
	1.3 Processing of the request		5 Minutes		
2. Pay the required fees at the Cashier by showing the Order of Payment.	2. Accept the payment based on the Order of Payment:	• For Firearm License PHP 1,000	2 Minutes	Cashier (Docket Section)	
* Make sure to secure Official Receipt (O.R) that will be issued upon		• For Permit to Carry PHP 500			
payment.		• For Foreign Travel PHP 200			
		• For Retirement/ Resignation PHP 100			
		For Foreign			



				AO MAI
		Employment PHP 100		
	2.1 Issue the Official Receipt.	• For Local Employment PHP 50		
	rveceipt.		2 Minutes	
3. Present the O.R. to the Docket Section.	3. Check the Official Receipt and process the request.	None	2 Minutes	Records Officer/ Records Section
4 Receive the clearance and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	Records Officer/ Records Section
	TOTAL:	• For Firearm License PHP 1,000	22 Minutes	
		For Permit to Carry PHP 500		
		• For Foreign Travel PHP 200		
		For Retirement/ Resignation PHP 100		
		• For Foreign Employment PHP 100		
		For Local		



	Employment PHP 50		
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^{*}Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

53. Receiving Official Communications

Requests, complaints, and other official communications from various departments/ offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator, shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.

Office or Division:	_	City Administrator's Office (ADMIN) Operations Division -				
		Communication and Records Management Section				
Classification:	Simple					
Type of Transaction		G2C – Government to Citizen, G2G – Government to Government				
Who may avail:	External Clients (Pri		•			
	,	Units) and Internal Clients (PCG Executive and Legislative				
	Departments and Of	fices)				
	REQUIREMENTS		WHERE TO SEC			
Duly signed request, of			ridual/NGAs, PCG	i		
official communication	n/s (1 original or	Department/	Office			
1 photocopy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
OLILIAI OILI O	ACENCT ACTIONS	BE PAID	TIME	RESPONSIBLE		
 Submit request, 	1. Receive and	None	2 Minutes	NERELIE N.		
complaint and/or	record the			BAUTISTA		
other official	document.			Administrative		
communication				Aide IV		
to the Receiving				(ADMIN)		
Section of the				Atty. AIREEN		
ADMIN.	1.1 Review and	None	2 Minutes	SISON-		
	forward the			MADRONA		
	document to			CGADH I		
	the City			(ADMIN)		
	Administrator			,		
	for information					
	and instruction.					
	1.2 Endorse	None	2 Minutes	WILBERT		
	received			MICHAEL C. MARTINEZ		
	document to			Administrative		
	the office			Administrative Aide III,		
	concerned for			(ADMIN)		
	appropriate			(, (5.141114)		



action. 1.3 Follow up actions taken by the office/s concerned and inform the client about it.	None	5 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
TOTAL:	None	11 Minutes	

54. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Offic	e (GSO)		
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All Offices/Department	s of the City	Government and	National
	Government Agencies assigned in the City			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Approved Inventory Cust (2 original, 2 duplicate)	todian Slip (ICS)	Requesting	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Inventory Custodian Slip (ICS).	Check and verify completeness of required signatures in the form.	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
2. Receive the requested items/supplies included in the ICS.	2. Release the items available in the Stock Room as included in the ICS of the requesting office/ department. 2.1 Retain a copy of the ICS for GSO file.	None	1 Hour	MARK LAWRENCE I. ORTEGA Admin. Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO) ARMAND D. RIVERA



2.2 Prepare Report of Semi- Expendable Property Issued (RSPI) and its transmittal.	None	30 Minutes	Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO) MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)
TOTAL:	None	1 Hour and 35 Minutes	

55. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.



				AO MANIE
Office or Division:	General Services Offic	e (GSO)		
Classification:	Simple			
Type of Transaction:	G2G – Government to			
Who may avail:	All Offices/Department			National
	Government Agencies	assigned in		
CHECKLIST OF R			WHERE TO SE	CURE
Approved Requisition & (2 original, 2 duplicate)	ssue Slip (RIS)	Requesting	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approve Requisition and Issu Slip (RIS).	d 1. Check and	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
2. Receive the requested items/supplies include in the RIS.	2. Release the	None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
	2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.	None	30 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO)
	2.3 Check the SSMI and sign the transmittal for submission to Office of the City Accountant.	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)



TOTAL:	None	1 Hour and 35	
		Minutes	

56. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All Offices/Department	s of the City	Government and	National
	Government Agencies	assigned in		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Approved Property Ackn (PAR) (1 original, 2 dupli	•	Requesting	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Property Acknowledgement Receipt (PAR).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	JOHANNE MARIE B. AQUINO Administrative Assistant II (GSO)
Receive the requeste property/ies included in the PAR.		None	45 Minutes 3 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO



				Administrative Officer IV (GSO)
TOTAL:		None	50 Minutes	

57. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/ offices/agencies.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmen	t	
Who may avail:	All Departments/Office	•		National
	Government Agencies	assigned in		
CHECKLIST OF R			WHERE TO SE	CURE
Motor Vehicle Inspection		Land Trans	sportation Office	
Official Receipt (1 origina			•	
Smoke Emission Test (1	<u> </u>	Any Accred	dited Emission Te	sting Center
Latest photos of the Moto			10	
submission date (side, to	o, front, and rear	Photo Sho	p/Center	
views) (1 original)	/01 ' 11	D	D 1 1/0"	/ A
Stencil of Engine Number	/Chassis Number	Requesting	g Department/Offic	ce/Agency
	A OFNOY FEED TO DECOME DEPOSI			DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements at the receiving counter of General Services Office.	1. Receive complete requirements and verify authenticity of submitted documents.	None	8 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
Wait for the processing of the renewal.	2. Submit the documentary requirements to the Land Transportation Office (LTO), and pay for the	None	6 Hours 2 Days waiting time	MARVIN D. GARCIA Administrative Officer II (GSO) ALLAIN EDBERT



	required fees.			A. VELASCO Administrative Officer IV (GSO)
3. Receive copy of the updated LTO OR/CR and sign in the receiving copy/logbook.	3. Call the concerned Department/ Office/Agency, release to them a copy of the updated LTO Official Receipt (OR), and have them sign the receiving logbook and photocopy of the OR.	None	2 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	TOTAL:	None	2 Days, 6 Hours and 10 Minutes	

58. Request for Legal Opinion

Written opinion is rendered in any question of law, as endorsed and requested by the City Government Officials and other offices including City Council.

Office or Division:	City Legal Office (City Legal Office (CLO)			
Classification:	Highly Technical	·			
Type of Transaction:	G2G – Governmer	G2G – Government to Government			
Who may avail:	City Government (City Government Officials / Departments/City Council			
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	JRE	
 Formal Letter requestraction attached written query/ies (1 photocenter) 	ery/ies ents relative to opy)	seeking Legal	Pasay City Government Department/Office eeking Legal Opinion		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the letter request/ endorsement with complete attachments for reference to the	Receive, check and record the completeness of the submitted documents.	None	5 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C.	



				RO MANIE
Receiving/ Releasing Staff of the CLO.	1.1 Endorse to the City Legal Officer for disposition			MILLAR Administrative Aide I (CLO)
				AIZA C. OTIDA Administrative Aide I (CLO)
	1.2 Refer and assign the request to a Lawyer for	None	5 Days	ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
	proper legal action and/or recommend- ation.			(GLO)
	1.3 Evaluate and write legal opinion.	None	10 Days	ATTY. VINALYN M. POTOT- BALURAN Attorney IV (CLO)
				ATTY. SHEALTIEL GAY T. ROXAS Attomey III (CLO)
				ATTY. GLENN C. VILLARIÑA Attorney III (CLO)
	1.4 Review, approve and sign the legal opinion.			ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
2. Acknowledge	2. Release the	None	3 Minutes	MARVIE B. CHENG



receipt of documentation.	approved Legal Opinion to the requesting office/			Administrative Aide I (CLO)
	department.			MARICEL C. MILLAR Administrative Aide I (CLO)
				AIZA C. OTIDA Administrative Aide I (CLO)
	TOTAL:	None	15 Days & 8 Minutes	

59. Request for Pre-Repair Inspection

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.

Office or Division:	General Services Offic	General Services Office (GSO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Government to	G2G – Government to Government			
Who may avail:	All Departments/Office	s of the City	Government and	National Government	
		Agencies assigned in the City			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE	
Approved Request for	Pre-Repair Inspection				
Form (1 original, 1 dup	licate)				
- Pre-repair Inspe	ction Form	General Se	ervices Office		
- Details of the for	·m	Office/Department/NGA			
OLIENT OTERO	ACENOV ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	 Receive the form and verify correctness of information indicated therein. Validate the request in the 	None	2 Minutes 8 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III	
	existing Repair			(GSO)	



				AO MAN
	Card or Summary of Pre-repair. 1.2 Conduct actual inspection of the equipment for	None	30 Minutes (within the City Hall Building)	ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	repair.		3 Hours (outside the City Hall Building)	
	1.3 Approve the Request for Pre- Repair Inspection	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)
2. Claim the Approved Request for Pre- Repair Inspection and sign in the monitoring logbook.	2. Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	TOTAL:	None	45 Minutes (within the City Hall Building) 3 Hours and 15 Minutes (outside the City Hall Building)	/



60. Request for Trainings and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

Office or Division:	Pasay City Disaster (PCDRRMO)	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
Classification:	Simple				
Type of Transaction:	G2C – Government	to Citizen			
	G2G – Government	to Government			
Who may avail:	Public and Private S	ublic and Private Sectors in Pasay			
	REQUIREMENTS		WHERE TO SEC	URE	
PRINCIPAL					
Request Letter (1 origin	nal)	Requesting Pa	rty		
REPRESENTATIVE					
Authorization Letter (1	original)	Requesting Pa			
Request Letter (1 origin	nal)	Requesting Pa			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the submitted request letter: a. Name and contact number of the requesting party; b. Type/Kind of request 1.1 Forward the correspondence to the Training Division of the PCDRRMO.	None	3 Minutes	MARY GRACE B. BERIN, RN Administrative Officer Il/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)	
Make yourself available for the evaluation of request to the	Evaluate the request letter and coordinate with the requesting	None	1 Hour	MICHAEL T. FLORES Local Disaster Risk Reduction Management	



				MAI
assigned personnel of PCDRRMO.	party on their preferences: a. Type and scope of training/drill;			Officer I/Chief (Administrative and Training Division, PCDRRMO)
2.1 Wait for the approval of request.	b. Date, time and venue; c. Estimated number of participants,			
	and d. Existing resources of the requesting party, if any.			
	2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as needed.			
3. Attend/Participate on the training/drill being conducted by the Instructors/ Evaluators of PCDRRMO.	3. Conduct lectures, trainings, seminars and/or drills as requested. 3.1 Instructors shall observe the designed programme of activities. 3.2 Evaluators shall observe the actual drill	None	Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)



	process			
	process.			
4. Participate in the evaluation process. 4.1 Evaluate the lecture/s, seminar/s and training/s conducted by PCDRRMO; OR	4. Conduct of evaluation process. 4.1 Have the participants accomplish the module evaluation forms and training course evaluation forms.	None	1 Hour	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)
4.2 Evaluate the drill conducted by the requesting party	4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.			
 5. Coordinate with the demobilization of instructors/ evaluators and/or Emergency Response Team of the PCDRRMO. 5.1 Secure and sign the Deployment Form/s and After Activity Report from the assigned personnel of PCDRRMO. 5.2 Return to the PCDRRMO, as advised, to claim certification/s of the activity. 	 5. Demobilize the deployed team/s. 5.1 Ensure that deployment forms are signed by the requesting party. 5.2 Accomplish Post Activity Report and provide a copy for the requesting party. 5.3 Advise the requesting 	None	25 Minutes	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)



party to report to the PCDRRMO for the issuance of certifications			
TOTAL:	None	2 Hours and 28 Minutes (excluding training and drill duration)	

Note: Duration of the event varies on the type of the event

61. Request for Verification of No Pending Administrative Case for GSIS Loan/s

Securing verification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for GSIS Loan.

Office or Division:	City Legal Office (CLO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governmer	G2G – Government to Government			
Who may avail:	City Government (Officials and Em	ployees		
CHECKLIST OF REQUI	REMENTS	WHERE TO S	ECURE		
Duly accomplished request form (1 original) - GSIS Loan Profile Application Form - Details to be indicated in the form		Development (Requesting Pa			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the duly accomplished application form to the Receiving/ Releasing Staff of the CLO.	1. Receive and check the completeness of details indicated in the accomplished application form.	None	2 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)	

OTH OF PASAL
Co. Marine
METRO MANILA

			AIZA C. OTIDA Administrative Aide I (CLO)
1.1 Verify if the requesting party is	None	2 Minutes	RAUL DOMINIC B. SALAO Administrative Officer III (CLO)
included in the lists of employees with pending administrative case, then recommend issuance; otherwise, deny the application if the requesting party has pending administrative			GEOVANI S. DE LA TORRE Administrative Aide IV (CLO)
case.			ATTY. SEVERO
1.2 Review and sign the GSIS Loan Application	None	3 Minutes	C. MADRONA JR. City Legal Officer II (CLO)
Form.			MARVIE B. CHENG
1.3 Forward the verified and signed GSIS Loan	None	3 Minutes	Administrative Aide I (CLO)
Application Form to the HRMDO.			MARICEL C. MILLAR Administrative Aide I (CLO)
			AIZA C. OTIDA



			Administrative Aide I (CLO)
TOTAL:	None	10 Minutes	

62. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

Office or Division:	General Services Off	ice (GSO)			
Classification:	Simple	Simple			
Type of Transaction	: G2G – Government t	G2G – Government to Government			
Who may avail:	Separated employee	Separated employees of Pasay City Government, Officials of National			
	Government Agencie	es with propert	y accountability to	the City Government	
	and those employees	s who wish to	travel abroad and	avail more than thirty	
		(30) days leave of absence shall secure clearance from property			
	accountability at the	General Servi			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE	
Duly Accomplished C					
(1 original, 3 duplicat	e)				
 Clearance For 	m			f currently employed,	
		and HRMDO, if separated			
 Details of the f 	orm	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
 Submit duly 	1. Acknowledge	None	2 Minutes	MARVIN D. GARCIA	
accomplished	receipt of			Administrative Officer II	
Clearance Form	Clearance Form.			(GSO)	
at the receiving		None		MARICAR C. FRIAS	
counter of GSO,	1.1 Check and verify			Administrative Officer III	
and wait for	accountability from			(GSO)	
further	the database of			()	
instructions.	Property			JANELYNN F. MARTIR	
	Acknowledgement	, tanimiotrativo omoti m			
	Receipt (PAR) and			(GSO)	
	Report on the				
	Physical Count of			ALLAIN EDBERT A. VELASCO	
	Property, Plant &			Administrative Officer IV	
	Equipment			(GSO)	
	(RPCPPE)/Report				
	on Physical Count				



				RO MANIL
	of Inventories (RPCI)			
	a. Without accountability		10 Minutes	
	b. With accountability: prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible ranking personnel to		3 Hours	
	sign.			
2. Receive the signed Clearance Form at the GSO releasing counter.	 Approve the Clearance Form. Release the duly approved Clearance Form and the cancelled original PAR, if any, to the requesting party, and retain a photocopy thereof. 	None	15 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)
	TOTAL:	None	Without	,
			Accountability: 27 Minutes	
			With Accountability:	
			3 Hours and 17 Minutes	
		1006	17 Milliares	



63. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

Office or Division:	General Services Office (GSO)					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All Departments/Offices of the City Government and National Government					
	Agencies assigned in the City					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Duly Accomplished Property Return Slip/Waste Material Report Form (1 original, 1 duplicate): - Property Return Slip/Waste Material Report Form - Details of the form		General Services Office (GSO) Department/Office/NGA				
Dotalis of the lotti						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit duly accomplished Property Return Slip/Waste Material Report Form at the receiving counter of GSO.	1. Receive and verify correctness of the details in the form.	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)		



_				
	1.1 Determine the status of the equipment if for disposal, transfer, unserviceable and/or for repair.			JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	1.2 For minimal items, store the unserviceable property/waste material in the Stock Room.		1 Hour (within the City Hall Building) 3 Hours	
	1.3 For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis.		(outside the City Hall Building)	
	1.4 Approve the PRS/WMR upon receipt of the actual items returned.			
2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.	2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled	None None	5 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)



	1		1	T
2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.	PAR. 2.1 Prepare Inventory and Inspection Report of Unserviceable Property		3 Hours	JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	(IIRUP) with in- house appraisal for signature by the end-user office/ department.			ARBIE B. SABULAO Officer-in-Charge (GSO)
	2.3 Submit copy of IIRUP and its attachments to COA for appropriate action.			
	2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for proper disposal proceedings.			
	TOTAL:	None	4 Hours and 7 Minutes (within the City Hall Building)	
			6 Hours and 7 Minutes (outside the City Hall Building)	



64. Securing Certifications (GSIS)

Securing Certifications of Government Service Insurance System (GSIS) premium contributions, loan payments, etc., from the City Accounting Office.

For 2017-present records:

For 2017-present records:				
Office or Division:	City Accounting Office – Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:		Government employees		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Duly accomplished GSIS	Member's			
Request Form:				
- GSIS Member's R	-	GSIS		
- Data/information to	be indicated	Requester		
in the form				
Records of Reconciliation	=	City Accounting Office		
Compulsory Premiums of	the requesting			
employee				
(1 photocopy)				
Representative				
Authorization letter or lett	er request	Person Represented (Requester/Document Owner)		
(1 original)		(1.6 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6		
Any government ID card	of the person	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,		
represented (Requester/I	Document	GSIS, COMELEC, LTO		
Owner)				
(1 original)				
Any government ID card		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,		
representative (1 original)		GSIS, COMELEC, LTO		
Duly accomplished GSIS	Member's			
Request Form:				
- GSIS Member's R	•	GSIS (Date of the control of the con		
- Data/information to be indicated		Person Represented (Requester/Document Owner)		
in the form	of.			
Records of Reconciliation of				
Compulsory Premiums of the person represented (Requester/Document				
Owner)	Jocument	City Accounting Office		
(1 photocopy)		Oity / totouriting Office		
(1 photocopy)				
		I		



1		1	_
AGENCY	FEES TO	PROCESSING	PERSON
ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Process the	None	2 Days,	MARICEL B. ROBLES
GSIS		7 Hours and	Senior Administrative
Certification:		53 Minutes	Assistant IV
			(CAcctgO)
1.1 Prepare the			
certification.			
certification.			
_			
J			FULGENCIO M.
certification.		2 Minutes	DARUNDAY, CPA
			OIC-City Accountant (CAcctgO)
			` ' '
	None	5 Minutes	MARICEL B. ROBLES
			Senior Administrative Assistant IV
the client.			(CAcctgO)
			(CACCIGO)
TOTAL:	None	3 Days	
	 Process the GSIS Certification: 1.1 Prepare the certification. Check the certification. Sign the certification. Release the certification to the client. 	ACTIONS 1. Process the GSIS Certification: 1.1 Prepare the certification. 1.2 Check the certification. 1.3 Sign the certification. 2. Release the certification to the client.	ACTIONS 1. Process the GSIS Certification: 1.1 Prepare the certification. 1.2 Check the certification. 1.3 Sign the certification. 2 Minutes 2 Minutes 2 Minutes

For 2013 – 2016 records:

10.20.0 20.0.000.0	•	
Office or Division:	City Accounti	ing Office – Administrative Services Section
Classification:	Complex	
Type of Transaction:	G2G - Gove	rnment to Government
Who may avail:	All Pasay Cit	y Government employees
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE
Principal		
Duly accomplished GSIS Member's Request Form: - GSIS Member's Request Form - Data/information to be indicated in the form		GSIS Requester
Records of Reconciliatio	-	City Accounting Office
Compulsory Premiums of the		
requesting employee		
Representative		
Authorization letter or let	ter request	Person Represented (Requester/Document Owner)



				METRO MANUL
Any government ID	card of the			t Office, PSA, SSS,
person represented		GSIS, COME	LEC, LTO	
(Requester/Docum	ent Owner)			
(1 original)				
Any government ID				t Office, PSA, SSS,
Representative (1 o		GSIS, COME	LEC, LTO	
Duly accomplished	GSIS Member's			
Request Form:	. D E	0010		
	er's Request Form	GSIS		
- Data/informa		(Requester/D	ocument Owner)	
indicated in Records of Records				
Compulsory Premiure represented (Requirements)	-	City Accounti	na Offico	
Owner)	ester/Document	City Accounting	ng Onice	
(1 photocopy)				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the duly	1. Process the	None	6 Days, 7	MARICEL B. ROBLES
accomplished	GSIS		Hours and	Senior Administrative
requisition	Certification:		53 Minutes	Assistant IV
form and				(CAcctgO)
present other	1.1 Prepare the			
requirements	certification.			
to the City				
Accounting	1.2 Check			
Office-	the			
Receiving	certification.			
Section.	4.0 0: 46.0		O Missutas	FULGENCIO M.
	1.3 Sign the		2 Minutes	DARUNDAY, CPA OIC-City Accountant
	certification.			(CAcctgO)
				(3/133193)
2. Claim the	2. Release the	None	5 Minutes	MARICEL B. ROBLES
requested	certification to			Senior Administrative
document from	the employee.			Assistant IV
the City				(CAcctgO)
Accounting				
Office-				
Releasing				
Section.				
Occiloi1.				

None

7 Days

TOTAL:



For 2012 and below records:

Office or Division		og Office Ad	miniatrativa Carvi	ana Contina
Office or Division:		_	ministrative Service	ces Section
Classification:	Highly Complex			
Type of Transaction				
Who may avail:	All Pasay City	Government		
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE
Principal				
Duly accomplished (SSIS Member's			
Request Form:				
	r's Request Form	GSIS		
	ion to be indicated	Requester		
in the form				
Records of Reconcili		City Accoun	ting Office	
Compulsory Premiur				
requesting employee)			
Representative				
Authorization letter of	•			ster/Document Owner)
Any government ID of	card of the person			ost Office, PSA, SSS,
represented (Reques	ster/Document	GSIS, COM	ELEC, LTO	
Owner)				
(1 original)				
Any government ID of	card of the	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,		
representative (1 original		GSIS, COMELEC, LTO		
Duly accomplished C	SSIS Member's			
Request Form:				
	r's Request Form	GSIS		
	ion to be indicated	(Requester/Document Owner)		
in the form				
Records of Reconcili				
Compulsory Premiur	ns of the person	_		
represented		City Accounting Office		
(Requester/Docume	nt Owner)			
(1 photocopy)	4.451.4			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
	1. Process the	None	19 Days,	MARICEL B. ROBLES Senior Administrative
duly	GSIS		7 Hours and	Assistant IV
accomplished	Certification:		53 Minutes	(CAcctgO)
requisition	4.4 Duamana (1.)			(5/100195)
form and	form and 1.1 Prepare the			
present other	certification.			
requirements	4.00h a al : 4l			
to the City	1.2 Check the			
	certification.			
Accounting	331 111104113111			



Office- Receiving Section.	1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC-City Accountant (CAcctgO)
2. Claim the requested document from the City Accounting Office.	2. Release the certification to the client.	None	2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
	TOTAL:	None	20 Days	

65. Security Assistance to City Government Departments/Offices

The Public Order and Safety Unit provide security assistance to city government departments/offices, as may be required from time to time.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	ent to Goveri	nment		
Who may avail:	All Pasay City Go	vernment D			
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE	
Approved written requ	est or memo from				
concerned departmen					
- Written Reque	est (1 photocopy)	Concerned	department/office	9	
- Approval thereof (1 p	hotocopy)		e City Mayor		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLILINI STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit approved written request to POSU Office Receiving Section.	Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU) SAMARITA B. MARIANO Security Guard I(POSU)	
2. Discuss with the assigned POSU personnel the details of request such as security assistance	2. Note the details of request and confirm the extension of security assistance.	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II (POSU Operations Team/Task Force) or	



needed in specific areas where task/ assignment/ program will be executed or implemented.	2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.			POSU OPERATIONS TEAM/TASK FORCE NOEL M. SAURA Security Officer II/ Officer-in-Charge (POSU)
	TOTAL:	None	1 Hour	

66. Signing of Checks for Payment of Various Obligations

Office or Division:

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

Office of the City Vice Mayor (OCVM)

Classification:	Simple			
Type of Transaction:	G2G – Governme	nt to Government; G2C-Government to Citizen		
Who may avail:	Employees, forme legislative departn	r employees, and other offices under the nent		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
 For Payment of Salary: Approved payroll (1 original) Disbursement Voucher for Cash Advance (1 original) 		Human Resource Management and Development Office (HRMDO), City Budget Office (CBO), City Accounting Office (CAcctgO), City Treasurer's Office (CTO) CTO, CAcctgO		
For Payment of Termina Benefits: - Approved Vouche - Approved Obligati (1 original) - Approved Leave A (1 original) - Computation of Te	r (1 original) on Request	HRMDO, CBO, CAcctgO, CTO HRMDO, CBO HRMDO HRMDO		



				AO M	
 For Payment of Seminar/Training Fees: Approved Voucher (1 original) Approved Obligation Request (1 original) Approved Travel Order (1 original) 		CAcctgO and CTO Concerned Department/Office, CBO OCVM			
For Payment of Serv	vioca/Popoiro:				
_	cher (1 original)		ces Office, CAccto epartment/Office,		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit check and supporting documents to the Administrative Section of the Office of the Vice Mayor for review of documents.	Evaluate the documents. 1.1 Check will then be forwarded to the Vice Mayor for his approval	None	7 Hours 25 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM) ROLANDO M. OSIT Administrative Assistant II (OCVM)	
	1.2Transmit the signed checks to the Office of the City Accountant for proper action	None	30 Minutes	ANGELITO S. DELA CRUZ Administrative Assistant II (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)	
2. Follow-up the status of check at the OCVM.	2. Advise the client that the check has been	None	5 Minutes	ARNEL A. UBALDE Administrative Officer IV	

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OX	- per care	TA .
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signed, and was already transmitted to City Accountant's Office.			(OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM)
TOTAL	None	1 Day	

67. Signing of Pasay City Government's (PCG) Clearance Form

The Office of the City Vice Mayor signs the PCG Clearance Form of City Government employees under the Legislative Department.

Office or Division:	Office of the Vice	Mayor		
Classification:	Simple			
Type of Transaction	G2G – Governme	ent to Governme	nt	
Who may avail:	Employees of the	Legislative Dep		
CHECKLIST OF R			WHERE TO SEC	URE
Duly accomplished PCG Clearance Form (1 original): - PCG Clearance Form - Information/details to be indicated in the form		OCVM Requesting Pa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished form to the Administrative Section of the OCVM for evaluation.	1. Evaluate the entries on the PCG Clearance Form to check and verify data.	None	5 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM)
	1.2 Forward the PCG Clearance Form to the Vice Mayor for signature.	None	1 Day	ROLANDO M. OSIT Administrative Assistant II (OCVM)
2 Claim the	2. Release the	None	5 Minutes	ROMMEL M. TORRES



approved PCG Clearance Form from the OCVM.	approved PCG Clearance Form to the requesting party.			Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
	TOTAL:	None	1 Day and 10 Minutes	

68. System Access for Automated Systems

The Information and Communications Technology Office provides User's Access to City Government departments/offices.

Office or Division:	Information & Cor	Information & Communications Technology Office (ICTO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	ent to Governm	ent		
Who may avail:	All Departments/0	Offices of Pasa	y City Governmer	ıt	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Request Letter or		Requesting d	epartment/office		
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		ICTO Requesting d	epartment/office		
Local Area Network		ICTO			
UTP cable (length dep	ends on the	Requesting department/office			
location of the PC fron			-		
RJ45 connector (2 pie	<u> </u>	Requesting department/office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)	



			action.			
prod said	it for the cessing of the d request by ICTO.	2.	Process the request by creating Systems User's Access for the requesting department/ office.	None	3 Minutes	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
Syst Adm the activ	ceed to the tem ninistrator of ICTO for the vation of r's access.	3.	Provide account name for the user of the requesting department/ office, and ask him/her to key in password thereat.	None	1 Minute	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
			TOTAL:	None	5 Minutes	

69. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)				
Classification:	Simple	Simple			
Type of Transaction:	G2G - Government to	Government			
Who may avail:	All Offices/Department	s of the City Government and National Government			
	Agencies (NGAs) finan	cially assisted by the City Government			
CHECKLIST OF F	F REQUIREMENTS WHERE TO SECURE				
Signed BAC Resolution	(2 original)	BAC Secretariat			
Signed Notice of Award (2 original, 1 duplicate)		BAC Secretariat			
Bid Evaluation Report (1 original) BAC Secretariat					
Post-Qualification Report (1 original)		BAC Secretariat			
Eligibility Requirements	Requirements (1 original, 1 duplicate) BAC Secretariat				
Purchase Request (2 or	ginal, 2 duplicate)	Requesting Department/Office/NGA			



				AETRO MANUE
Obligation Request (2	Requesting	Department/Offic	ce/NGA	
Certificate of Availability of Appropriation (CAA) (2 original)		Requesting	g Department/Offic	ce/NGA
, , , , ,	Plan (APP) (1 photocopy)	Requesting	Department/Offic	ce/NGA
Project Procurement N (PPMP) (1 photocopy)	•		g Department/Offic	
Project Brief/Project P 1 certified true copy)	roposal (1 original,	Requesting	g Department/Offic	ce/NGA
Specifications/Terms of Works (1 original, 1 ce	of Reference/Scope of ertified true copy)	Requesting	g Department/Offic	ce/NGA
Certificate of Canvass (1 original, 1 certified to		Requesting	g Department/Offic	ce/NGA
If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly signed BAC Resolution and Notice of Award and other relative bidding documents.	1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat Member (GSO)
	1.1 Prepare the PO and NTP and transmit to the Office of the Mayor for approval and signature.	None	15 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)

2. Endorse PO and NTP duly signed and approved by the City Mayor to GSO.

2.1 Receive the

signed PO.

2. Receive the duly signed and approved PO and NTP and inform the supplier/contractor for signature.

2.1 Prepare transmittal of copy of signed PO/Contract for submission to the

Commission on

3 Minutes FE ESPERANZA S.
SEIJO
Supervising
Administrative Officer
/BAC Secretariat

5 Minutes

ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)

MARICAR C. FRIAS

Member

(GSO)

1020

None

None



the end-use office/depar	tment.	None	2 Minutes	(GSO) ARBIE B. SABULAO Officer-in-Charge
submit the transmittal a attachments	and its			(GSO)
	TOTAL:	None	30 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

70. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)				
Classification:	Simple	Simple			
Type of Transaction:	G2G – Government to	Government			
Who may avail:	All Offices/Departmen	ts of the City Government and National Government			
	Agencies (NGAs) fina	ncially assisted by the City Government			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Purchase Request (2 ori	ginal, 2 duplicate)	Requesting Department/Office/NGA			
Obligation Request (2 or	riginal, 2 duplicate)	Requesting Department/Office/NGA			
Certificate of Availability	of Appropriation	Requesting Department/Office/NGA			
(CAA) (2 original) Annual Procurement Pla	n (ADD)				
(1 photocopy)	III (APP)	Requesting Department/Office/NGA			
Project Procurement Ma	nagement Plan	Requesting Department/Office/NGA			
(PPMP) (1 photocopy)	nood (1 original				
Project Brief/Project Pro 1 certified true copy)	posai (Tonginai,	Requesting Department/Office/NGA			
Specifications/Terms of Works (1 original, 1 certi	•	Requesting Department/Office/NGA			
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)		Requesting Department/Office/NGA			
If for repair of equipment Request for Pre-Repair (1 original, 1 certified tru	Inspection	GSO			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO.	1. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	None	5 Minutes	BAC Secretariat Members: FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
	TOTAL:	None	5 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

71. Technical Support to the Activities of Different Offices

The Information and Communications Technology Office serves as the Technical Support in all the Department/Offices of Pasay City Government

Office or Division:	Information & Com	munications Te	echnology Office ((ICTO)	
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governmen	G2G – Government to Government			
Who may avail:	All Departments/Of	All Departments/Offices of Pasay City Government			
CHECKLIST OF F	REQUIREMENTS	,	WHERE TO SEC	URE	
Request Letter or		Requesting d	epartment/office		
(1 original) - Request Form - Information of the	- Request Form		epartment/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Endorse the	Accept and	None	1 Minute	CLAIRE S.	
request letter or	acknowledge			SANTOS	
submit the duly	the request			Data Controller II/	
accomplished	·			Front Desk Officer	



request form to the ICTO. letter/form. letter/form. letter/form. letter/form. letter/form. letter/form. letter/form. letter/form. (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO) 2. Wait for the processing of the said request by assigning Technical Personnel who will perform such activity. lofticer I/ Administrative Support Section (ICTO) 3. Follow-up status of your request at the ICTO. 3. Follow-up status of your request at the ICTO. Information Technology Officer I/ Administrative Support Section (ICTO) Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO) TOTAL: None Solve ICTO MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO) TOTAL: None Solve ICTO MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)					
processing of the said request by the ICTO. 3. Follow-up status of your request at the ICTO. 3. Follow-up status of your request at the ICTO. 3. Follow-up status of your request at the ICTO. 3. Follow-up status of your request at the ICTO. 4. Information Technology Officer I/ Administrative Support Section (ICTO) None 1 Minute CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller III/ Front Desk Officer (ICTO)		letter/form.			MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer
of your request at the ICTO. Contact person from the concerned office/ department of the action taken with regard to the said request. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)	processing of the said request	request by assigning Technical Personnel who will perform	None	3 Minutes	ESPIRITU Information Technology Officer I/ Administrative Support Section
TOTAL: None 5 Minutes	of your request	contact person from the concerned office/ department of the action taken with regard to the said	None	1 Minute	SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer
1 0 17 12 1 1 10 10 10 10 10 10 10 10 10 10 10 10		TOTAL:	None	5 Minutes	

72. Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents

The Information and Communications Technology Office manages the Pasay City Official Website (www.pasay.gov.ph), which is a web portal where Pasayenos can acquire updated information 24 hours a day, seven days a week (24/7), about the city's activities on revenue collection, planning and administration, public services management, legislation and regulation, including latest news and updates about the city.

Office or Division:	Information & Communications Technology Office (ICTO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:	All Departments/Of	fices of Pasay	City Government				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC				
Request Letter or		Requesting d	epartment/office				
Duly Accomplished re (1 original) - Request Form - Information of the	the request and	ICTO Requesting department/office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO Personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller I / Front Desk Officer (ICTO)			
2. Wait for the processing of the said request by the ICTO.	2. Process the request by performing website coding, updating and file uploading on the portal of the City Government	None	3 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)			
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/department of with regard to the said request.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO) MA. THERESA S. CAHINHINAN Data Controller II/ Front Desk Officer (ICTO)			
	TOTAL:	None	5 Minutes				



FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK ANI	O COMPLAINTS MECHANISM
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Pasay City Government-Public Assistance and Complaints Desk (PCG-PACD) at the Ground Floor of Pasay City Hall
	or
	You may send your feedback by sending your PM to the Official FB Account of the Public Information Office (PIO).
	Contact info: Human Resource Management and Development Office (HRMDO) at 8804-0708 and PIO at 8831- 6459.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned personnel at the PCG-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the HRMDO.
	Feedback forms are forwarded to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account. Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) 8804-0708 and PIO (8831-6459).

How to file a complaint	Answer the feedback/complaint form, and drop it in the suggestion box in front of the PCG-PACD at the Ground Floor of Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:
	Name of the person being complainedIncidentEvidence
	Or
	You may visit the official page of PIO and send your complaint thru PM.
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) 8804-0708 and PIO (8831-6459).
How complaints are processed	The personnel at the PCG-PACD opens the suggestion box every 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards the same at the Human Resource Management and Development Office (HRMDO).
	The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.
	Or
	On a daily basis, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account.

	•
	Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: HRMDO at 8804-0708 and PIO at 8831-6459.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565



DIRECTORY OF DEPARTMENTS/ OFFICES' FEEDBACK AND COMPLAINTS MECHANISMS

	DEPARTMENT/OFFICE		FEEDBACK AND	COMPL	AINTS		CONTA	CT INFO		
LOCATION			MECHANISMS	TOTAL PROCESSIN TIME		N	О.	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР		LINK	
	<u>, </u>		FIRS	1	F L O		,	<u>, </u>		
Room #102, Pasay City Hall	City Treasurer's Office	Tanggapan ng Ingat-Yaman ng Lungsod	Suggestion Box, Tel. No., Email Address	72 H	72 H	8551- 1938	-	cto.matiasr @gmail.com	-	FCSF, HCSMQ
Room #103, Pasay City Hall	Information & Communi- cations Technology Office	Tanggapan ng Teknolohiyang Pang- impormasyon at Komunikasyon	Suggestion Box, Tel. Nos., Email Address	2 D	2 D	8834- 8814 8834- 8817	-	icto@pasay. gov.ph	-	FCSF, HCSMQ
Room #104, Pasay City Hall	Local Civil Registry Office	Tanggapang Lokal ng Patalaang Sibil	Suggestion Box, Tel. Nos., Email Address FB Page	48 H	48 H	8832- 7915 8832- 9691	-	lcropasay@ gmail.com	@Icropa say	FCSF, HCSMQ
Room #105, Pasay City Hall	General Services Office	Tanggapan ng Pang- kalahatang Serbisyo	Suggestion Box, Tel. Nos., Email Address	48 H	48 H	8551- 2027 8891- 8796	-	gso@pasay. gov.ph	-	FCSF, HCSMQ
Room #106, Pasay City Hall	City Health Office	Tanggapan ng Kalusugan ng Lungsod	Suggestion Box, Tel. No., Email Address	2 D	2 WD	8851- 2026	-	pasaycityhe althoffice@y ahoo.com.p h	-	FCSF, HCSMQ



			FEEDBACK AND	COMPL	AINTS					
LOCATION	DEPARTM	IENT/OFFICE	MECHANISMS	TOT PROCE TIM	SSING	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Room #110, Pasay City Hall	City Assessor's Office	Tanggapan ng Tagatasa ng Lungsod	Suggestion box, Tel. No., Email Address	2 D	2 WD	8832-9446	-	assessorpas ay@gmail.c om.	-	FCSF, HCSMQ
Room #112, Pasay City Hall	Board of Tax Appeal	Lupong Lokal ng Pag-apela sa Pagtatasa	Suggestion Box, Tel. No., Email Addresses	24 H	24 H	8551-7578	-	boardoftaxa ppeals@gm ail.com bentulanluis a@gmail.co m	-	FCSF, HCSMQ
			SECO	N D	F	LOOR				
Room #201, Pasay City Hall	People's Law Enforce- ment Board	Lupon sa Pag- papatupad ng Batas ng Mamamayan	Suggestion Box, Tel. No., Email Address FB Page	48 H	3 WD	8833-1934	-	plebpasay@ yahoo.com	PLEB Pasay Facebook	FCSF, HCSMQ
Room #203, Pasay City Hall	City Mayor's Office	Tanggapan ng Alkalde ng Lungsod	Suggestion Box, Tel. Nos., Email Address	1 D	1 D	8833-3725 8551-1974	-	mayor@pas ay.gov.ph.	-	FCSF, HCSMQ



			FEEDBACK AN	D COMP	LAINTS		CONT	ACT INFO		
LOCATION	DEPARTM	DEPARTMENT/OFFICE		PROCE	TOTAL PROCESSING TIME		NO.		FB PAGE/	FORM/S
				F	С	TEL	СР		LINK/@	
Room #203, Pasay City Hall	Internal Audit Services Office	Tanggapan ng Serbisyong Awdit Internal	Suggestion Box, CP No., Email Address	48 H	48 H	-	(0961) 11431 67	iaso.pasayl gu@gmail. com	-	FCSF, HCSMQ
Room #204, Pasay City Hall	City Adminis- trator's Office	Tanggapan ng Taga- pangasiwa ng Lungsod	Suggestion Box, Tel. No.	24 H	24 H	8833- 2161	-		-	FCSF, HCSMQ
Room #205, Pasay City Hall	City Legal Office	Tanggapan ng Pinunong Pambatas ng Lungsod	Suggestion Box, Tel. Nos.	48 H	48 H	8833- 2948 8833- 3729	-	-	-	FCSF, HCSMQ
Room #206, Pasay City Hall	Human Resource Management & Development Office	Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao	Suggestion Box, Tel. No., FB Page	48 H	48 H	8804- 0708	-	-	@pasay hr	FCSF, HCSMQ
Room #207, Pasay City Hall	Business Permits and Licensing Office	Tanggapan ng Permiso at Paglilisensya sa Negosyo	Suggestion Box, Tel. Nos., Email Addresses, FB Page	24 H	24 H	8833- 3726 8551- 0514	-	pasay.bplo @gmail.co m bplo@pas ay.gov.ph	https://w ww.face book.co m/BPLO PasayCi ty	FCSF, HCSMQ



			FEEDBACK AND	COMP	LAINTS		CO	NTACT INFO		
LOCATION	DEPARTM	DEPARTMENT/OFFICE		PROC	TAL ESSING ME	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #208, Pasay City Hall	Pasay Social Welfare Development Department	Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay	Suggestion box, Tel. No., Email Addresses, FB Page	48 H	48 H	8831- 8871	-	pswdpasay city@yaho o.com.ph pswddpas aycity@gm ail.com	https://www. facebook.co m/pswdd.pa say	FCSF, HCSMQ
Room #209, Pasay City Hall	Urban Development and Housing Office	Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay	Suggestion box, Tel. and CP Nos., FB Page	48 H	48 H	8833- 1174 8551- 6124	(0906) 20915 25	-	Udho Pasay (official)	FCSF, HCSMQ
Room #210, Pasay City Hall	City Budget Office	Tanggapan ng Badyet ng Lungsod	Suggestion box, Tel. No., Email Address	48 H	48 H	8833- 3728	-	cbopasay. pacd@gm ail.com	-	FCSF, HCSMQ
Room #211, Pasay City Hall	City Planning & Develop- ment Office	Tanggapan ng Pagpaplano at Pagpapa- unlad ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8824- 0433	-	cpdopasay @gmail.co m.	-	FCSF, HCSMQ



			FEEDBACK AND	COMPL	AINTS		CON	TACT INFO		
LOCATION	DEPARTM	ENT/OFFICE	MECHANISMS	PROC	TOTAL PROCESSING TIME		NO.		FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #212, Pasay City Hall	Tricycle and Pedicab Franchising Regulatory Office	Tanggapan ng Nanganga- siwa ng Prangkisa ng Traysikel at Padyak	Suggestion box, Tel. No. Email Address	36 H	3 D	8831- 9344	-	tpfropasay gov@gmail .com	-	FCSF, HCSMQ
Room #214, Pasay City Hall	Public Information Office	Tanggapan ng Impormas- yong Pampubliko	Suggestion box, Tel. No., Email Address FB Page	1 D	1 D and 10 M	8831- 6459	-	pasaypio@ gmail.com	@pasaypi o	FCSF, HCSMQ
Room #216, Pasay City Hall	City Anti- Drugs Abuse Council	Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod	Suggestion box, CP Nos., FB Page	48 H	48 H	-	(0966) 795756 5 (0960) 589776 0	-	@pasaycit ycadac	FCSF, HCSMQ
			THIRI	D	F L O	O R				
Room #303, Pasay City Hall	Pasay City Barangay Bureau	Kawanihang Pambarangay ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	3 D	3 D	8831- 3322	-	pcbbpasay @gmail.co m	https://ww w.faceboo k.com/PC BB2017/	FCSF, HCSMQ



				D COMPL	AINTS		CONT	ACT INFO		
LOCATION	DEPARTMENT/OFFICE		MECHANISMS	TOT PROCE TIM	SSING	NO) .	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
		T		F	С	TEL	CP			
Room #304, Pasay City Hall	Pasay City Environment & Natural Resources Office	Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay	Suggestion box, Tel. No.	48 H	48 H	8551- 9798	-	-	-	FCSF, HCSMQ
Room #305, Pasay City Hall	City Accounting Office	Tanggapan ng Akawnting ng Lungsod	Suggestion box, Tel. No.	24 H	24 H	8833- 2180	-	-	-	FCSF, HCSMQ
Room #306, Pasay City Hall	Pasay City Public Library	Pampublikong Aklatan ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	8831- 6688	-	pcpl50@ya hoo.com	https://ww w.faceboo k.com/PS YCTYPUB LIB50	FCSF, HCSMQ
Room #307, Pasay City Hall	Public Order & Safety Unit	Yunit ng Pampublikong Kaayusan at Kaligtasan	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	8831- 8840	-	posu.pasay @gmail.co m	https://ww w.faceboo k.com/PO SUPasay	FCSF, HCSMQ



	N DEPARTMENT/OFFICE		FEEDBACK AN	D COMPL	AINTS					
LOCATION			MECHANISMS	MECHANISMS TIME		NO		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #308, Pasay City Hall	Pasay City Disaster Risk Reduction &	Tanggapan ng Pagbawas at	Suggestion box, Tel. Nos., Email	48 H	48 H	8551- 7777	-	drrmo@pasa y.gov.ph	https://ww w.faceboo k.com/pcdr	FCSF, HCSMQ
	Management Office	Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay	Addresses, FB Page			8833- 8512		pasaycdrrmo @gmail.com	rmorescue/	
Room #310, Pasay City Hall	Pasay City Employment Center	Sentrong Pang-empleo ng Lungsod Pasay	Suggestion box, Tel. No. Email Address, FB Page	24 H	24 H	8834- 0238	-	pesopasay @yahoo.co m	https://ww w.faceboo k.com/itsp esopasay	FCSF, HCSMQ
Room #311, Pasay City Hall	City Engineer's Office	Tanggapan ng Inhenyeriya ng Lungsod	Suggestion box, Tel. Nos., Email Address	48 H	48 H	8831- 5925 8831- 2446	-	CEOPasay1 300@gmail. com	-	FCSF, HCSMQ
			FOUR	T H	F L	0 0 R				
Room #404, Pasay City Hall	Office of Councilor KING MARLON A. MAGAT	Tanggapan ni Konsehal KING MARLON A. MAGAT	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	8833- 3736	-	councilorkhe nmagat@gm ail.com	https://ww w.faceboo k.com/khe nmagat	FCSF, HCSMQ



			FEEDBACK AN	D COMP	LAINTS		CONT	ACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS	PROC	TAL ESSING IME C	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
Room #405, Pasay City Hall	Office of Councilor DONNABEL M. VENDIVEL	Tanggapan ni Konsehala DONNABEL M. VENDIVEL	Suggestion box, Tel. No. Email Address FB Page	24 H	3 D	TEL 8551- 1943	<u>CP</u> -	donnabelv endivel@g mail.com	https://ww w.faceboo k.com/kon sehaldonn avendivel	FCSF, HCSMQ
Room #406, Pasay City Hall	Office of Councilor ABRAHAM ALBERT Q. ALVINA	Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA	Suggestion box, Tel. No., Email Address	48 H	48 H	8551- 1945	-	councilora brahamalb ert@gmail. com	-	FCSF, HCSMQ
Room #407, Pasay City Hall	Office of Councilor MARLON A. PESEBRE	Tanggapan ni Konsehal MARLON A. PESEBRE	Suggestion box, Tel. No., FB Page	48 H	48 H	8551- 0563	-	-	@Councilo r Marlon Pesebre	FCSF, HCSMQ
Room #408, Pasay City Hall	Office of Councilor ANGELO NICOL P. ARCEO	Tanggapan ni Konsehal ANGELO NICOL P. ARCEO	Suggestion box, Tel. No., Email Address	24 H	24 H	8833- 0296	-	ararceo09 07@yahoo .com	-	FCSF, HCSMQ
Room #409, Pasay City Hall	Office of Councilor JENNIFER D. PANALIGAN	Tanggapan ni Konsehala JENNIFER D. PANALIGAN	Suggestion box, Tel. No., Email Address	24 H	24 H	8551- 5194	-	officeofjojo p_prosper o@yahoo. com	-	FCSF, HCSMQ



			FEEDBACK ANI	о СОМР	LAINTS		CO	NTACT INFO		
LOCATION	DEPARTMENT/OFFICE		MECHANISMS	PROCE	TAL ESSING ME	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #410, Pasay City Hall	Office of Councilor MARK ANTHONY A. CALIXTO	Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	8833- 2193	-	kmc.rm410@g mail.com	https://ww w.faceboo k.com/Kon sehalMark Calixto	FCSF, HCSMQ
Room #411, Pasay City Hall	Office of Councilor RICARDO E. SANTOS	Tanggapan ni Konsehal RICARDO E. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	3 D	8659- 8673	-	konsehaldings antos8@yahoo .com	https://ww w.faceboo k.com/kaibi gandingsa ntos	FCSF, HCSMQ
Room #412, Pasay City Hall	Liga ng mga Barangay		Suggestion box, Tel. No., Email Address	1 WD	2 WD	8831- 8878	-	ligangmgabara ngay_pasay@ yahoo.com	-	FCSF, HCSMQ
Room #417, Pasay City Hall	Tourism and Cultural Develop- ment Office	Tanggapan ng Pagpapa- unlad ng Turismo at Pangkultura	Suggestion box, Tel. No.	24 H	24 H	8551- 1367	-	pasaytourism @yahoo.com	-	FCSF, HCSMQ



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			FEEDBACK AN	D COMPL	AINTS		СО	NTACT INFO		
LOCATION	DEPARTMENT/OFFICE		MECHANISMS		TAL ESSING ME	N	0.	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #418, Pasay City Hall	SK Federation Office	Tanggapan ng Pederasyon ng Sangguniang Kabataan	Suggestion box, Tel. No., Email Address	48 H	48 H	8374- 0832	-	skfederation pasay@gmai l.com	-	FCSF, HCSMQ
Room #420, Pasay City Hall	Office of Councilor MARIA ANTONIA C. CUNETA	Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	8551- 3689	-	councilortony a@gmail.co m	https://ww w.faceboo k.com/Kon sehalTony aCuneta	FCSF, HCSMQ
Room #421, Pasay City Hall	Office of Councilor MARY GRACE B. SANTOS	Tanggapan ni Konsehala MARY GRACE B. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	8551- 6122	-	councilor.gra ce.santos@g mail.com	https://ww w.faceboo k.com/Cou ncilorGrac eSantosOff icial	FCSF, HCSMQ
Room #422, Pasay City Hall	Office of Councilor EDITHA Y. MANGUERR A	Tanggapan ni Konsehala EDITHA Y. MANGUERRA	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	8551- 7648	-	hectorreynal dosperez@g mail.com	https://ww w.faceboo k.com/edit h.manguer ra.900	FCSF, HCSMQ



			FEEDBACK AN	D COMP	LAINTS		C	ONTACT INFO		
LOCATION	DEPARTMENT/OFFICE		MECHANISMS	PROCE	TAL ESSING ME	NC).	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #423, Pasay City Hall	Office of Councilor JOSE C. ISIDRO JR.	Tanggapan ni Konsehal JOSE C. ISIDRO JR.	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	8551- 1510	-	joeycalixtoisid ro@pasay.go v.ph	@Konsehal JoeyCalixtol sidro	FCSF, HCSMQ
Room #424, Pasay City Hall	Office of the City Secretariat	Tanggapan ng Kalihim ng Sangguniang Panlungsod	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	8833- 2875	-	pasaycitysecr etariat@gmail .com	@secpasay city	FCSF, HCSMQ
Room #426, Pasay City Hall	Pasay Cooperative Develop- ment Office	Tanggapan ng Pagpapa- unlad ng Kooperatiba ng Pasay	Suggestion box, Tel. No., Email Address	2 D	2 D	8804- 0976	-	pasaycoop1 @gmail.com	https://www. facebook.co m/pasaycity coopdevt	FCSF, HCSMQ
Room #427, Pasay City Hall	City Vice Mayor's Office	Tanggapan ng Bise Alkalde ng Lungsod	Suggestion box, Tel. No., Email Address	1 D	1 D	8831- 0163	-	vmyetbo64@ yahoo.com.	-	FCSF, HCSMQ



			FEEDBACK AN	D COMPI	LAINTS		CON	ITACT INFO		
LOCATION	DEPARTMENT/OFFICE		MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
		C	DUTSID			I C E	S			
Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City	City Prosecutor's Office	Tanggapan ng Taga-Usig ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8824- 0433	-	ocppasayr ecords@g mail.com	-	FCSF, HCSMQ
F.B. Harrison, Pasadeña St., Pasay City	City University of Pasay	Unibersidad ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	48 H	48 H	8551- 1342	-	administrat ion@cup.e du.ph	-	FCSF, HCSMQ
BAC 11, Barangay 190, Pasay City	City Veterinarian's Office	Tanggapan ng Beterinaryo ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8834- 1176	-	city_vet@ pasay.gov. ph	-	FCSF, HCSMQ
Derham St., corner Roxas Blvd., Pasay City	Cuneta Astrodo	ome	Suggestion box, Tel. Nos., Email Address	48 H	48 H	8831- 4652 8831- 4732	-	gar_thor@ yahoo.com	-	FCSF, HCSMQ



			FEEDBACK AND	COMP	LAINTS		CONT	ACT INFO		MAIN MAIN
LOCATION	DEPARTME	DEPARTMENT/OFFICE		TO PROC	TAL ESSING IME	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Derham corner F.B. Harrison Street, Barangay 76, Pasay City	Derham Park and Sports Complex	Parke ng Derham at Panlunang Pampa- lakasan	Suggestion box, Tel. Nos.	48 H	24 H	8831- 4792 8833- 2161	•	-	-	FCSF, HCSMQ
G/F OSCA Building, Derham St., Pasay City	Office of the Senior Citizen's Affairs	Tanggapan para sa Kapakanan ng mga Nakatatand a	Suggestion box, Tel. No. FB Page	2 D	48 H	8804- 0976	-	-	https://ww w.faceboo k.com/osc a.pasay	FCSF, HCSMQ
P. Burgos Street, Barangay 60, Pasay City	Pasay City General Hospital	Pangka- lahatang Pagamutan ng Lungsod Pasay	Suggestion box, Tel. and CP Nos., Email Address, FB Page	48 H	48 H	8833- 6022	S	pcghpacd @gmail.co m	@PasayCi tyGenHosp ital	FCSF, HCSMQ
400 Sarhento Mariano St., Pasay City	Pasay City Public Cemetery & Crematorium	Pam- publikong Sementeryo at Krematoryo ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	24 H	3 WD	7625- 9265	-	pasaycem eteryandcr ematorium @gmail.co m	-	FCSF, HCSMQ



			T							AO MAIT
			FEEDBACK AND				CONT	ACT INFO		
LOCATION	ON DEPARTMENT/OFFICE		MECHANISMS	PROC	TAL ESSING ME	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City	Pasay City Public Market	Pam- publikong Pamilihan ng Lungsod Pasay	Suggestion box, Tel. Nos., Email Address, FB Page	24 H	24 H	8556- 4497 8556- 6884	-	pasaycityp ublicmarke t@gmail.c om	https://ww w.faceboo k.com/pcp madminoffi ce	FCSF, HCSMQ
Derham Park and Sports Complex, F.B. Harrison St., Pasay City	Pasay Traffic & Parking Manage- ment Office	Tanggapan ng Pamama- hala ng Trapiko at Paradahan ng Pasay	Suggestion box, Tel. Nos., Email Address FB Page	24 H	1 H	8889- 0218 8252- 3846	-	tpmo@pas ay.gov.ph	https://ww w.faceboo k.com/PTP MO	FCSF, HCSMQ
Unit 12, Mayor's Coordinatin g Office, Cuneta Astrodome, Roxas Blvd., Pasay City	Persons with Disability Affairs Office	Tanggapan ukol sa Ugnayang Pangmay- kapansanan	Suggestion box, Tel. No., Email Address	3 D	3 D	8370- 5478	-	pdaopasay 2018@gm ail.com	-	FCSF, HCSMQ

Legend:

FCSF – Feedback/Complain/Suggestion Form; HCSMQ – Harmonized Client Satisfaction Measurement Questionnaire; F – Feedback; C – Complaint; WD – Working Days; D- Day/s; H – Hours; M – Minutes



LIST OF OFFICES

Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
		GROUND F	LOOR	
102	City	EMELITO B.	Pasay City Hall Bldg.	8833-2854
	Treasurer's	TECSON,CPA,	F.B. Harrison St.,	8551-1940
	Office	City Treasurer II	Pasay City,	8551-1939
			Philippines	8556-6315
112	City	ENGR.	Pasay City Hall Bldg.	8831-6218
	Assessor's	FERNANDO M.	F.B. Harrison St.,	8831-9446
	Office	FANDIÑO, City	Pasay City,	
		Assessor II	Philippines	
105	General	ARBIE B.	Pasay City Hall Bldg.	8891-8796
	Services Office	SABULAO, CPA,	F.B. Harrison St.,	8551-2027
		Supervising	Pasay City,	
		Administrative	Philippines	
		Officer, OIC		
103	Information	EDWIN V. DAVID,	Pasay City Hall Bldg.	8834-8817
	and	CSEE, City	F.B. Harrison St.,	8834-8814
	Communicatio	Government	Pasay City,	
	ns Technology	Department Head	Philippines	
	Office	II		
104	Local Civil	ROMULO C.	Pasay City Hall Bldg.	8832-7915
	Registrar's	TRESVALLES,	F.B. Harrison St.,	8832-9691
	Office	City Civil Registrar	Pasay City,	
		II	Philippines	
106	City Health	TIONG ENG	Pasay City Hall Bldg.	8551-2026
	Office	ROLAND D. TAN,	F.B. Harrison St.,	8551-1652
		M.D., City Health	Pasay City,	
		Officer III	Philippines	
110	Board of Tax	MARIA LUISA B.	Pasay City Hall Bldg.	8551-7578
	Appeal	BENTULAN,	F.B. Harrison St.,	
		Board Secretary I,	Pasay City,	
		OIC	Philippines	



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
		SECOND FI	LOOR	
201	People's Law Enforcement Board	ROBERTO L. MARQUEZ, Administrative Officer V, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-1934
216	City Anti- Drug's Abuse Council	DANIEL T. ALFANOSO III, Community Affairs Officer IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	09261486630
203	City Mayor's Office	IMELDA CALIXTO- RUBIANO, City Mayor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-3725 8551-1974 8551-3747
203	Internal Audit Services Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	
204	City Administrator's Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-2161 8833-3734
205	City Legal Office	ATTY. SEVERO C. MADRONA JR., City Legal Officer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-2948 8833-3729
207	Business Permit and Licensing Office	MICHELLE T. PARDO, City Government Assistant Department Head I, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-3726 8551-0514
209	Urban and Development Housing Office	MARGARITA G. IGNACIO, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8551-6124 8833-1174



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
208	Pasay Social Welfare and Development Department	MARY CRIS L. BALICTAR, RSW, City Social Welfare Officer III	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-8871
211	City Planning and Development Office	EnP. MARIA ODESA Z. PEREZ, CESE, City Planning and Development Coordinator II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8834-0433
210	City Budget Office	MA. CONCHITA B. CAYANAN, MBA, City Budget Officer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-3728
212	Tricycle/ Pedicab Franchising and Regulatory Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-9314
214	Public Information Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-6459
206	Human Resources Management and Development Office	ATTY. MAVERICK S. SEVILLA, City Government Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8834-0708
215	Office of the City Congressman	ANTONINO G. CALIXTO, City Congressman	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8556-2560 8566-2495



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
	·	THIRD FL	OOR	
304	Pasay City Public Library	GLEN D. BERDIN, Librarian IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-688
303	Pasay City Barangay Bureau	ENRIQUE S. PASCUAL III, Community Affairs Officer IV	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-3322 8831-8581
306	Pasay City Environmental and Natural Resources Office	RONALD RAE M. SALVADOR, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8551-9798
305	City Accounting Office	FULGENCIO M. DARUNDAY, CPA, Management and Audit Analyst V, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8833-2180 8556-3012
310	Pasay City Employment Center	FILIPINAS ROSARIO C. SAMPANG, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8834-0238
307	Public Order & Safety Unit	NOEL M. SAURA, Security Officer II, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-8840 8551-7595
301	City Engineer's Office	ENGR. EDWIN Y. JAVALUYAS, City Engineer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-5925 8831-2664 8833-3214



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
308	Pasay City	ATTY. PETER M.	Pasay City Hall Bldg.	8833-8512
	Disaster Risk	MANZANO,	F.B. Harrison St.,	8551-7777
	Reduction and	City Administrator	Pasay City,	8556-5516
	Management Office		Philippines	09054939111
405	City Secretariat	DR. VOLTAIRE F.	Pasay City Hall Bldg.	8551-1941
	Office	PORTUGUEZ,	F.B. Harrison St.,	8833-2875
		City Secretary II	Pasay City,	
			Philippines	
		FOURTH FI	OOR	
426	Pasay	ROWENA T.	Pasay City Hall Bldg.	8551-5233
	Cooperative	BUENAVENTURA,	F.B. Harrison St.,	8551-0919
	Development	City Government	Pasay City,	
	Office	Department Head I	Philippines	
419	Tourism and	GEORGE H.	Pasay City Hall Bldg.	8551-1367
	Cultural	TIOPES, City	F.B. Harrison St.,	
	Development	Government	Pasay City,	
	Office	Assistant	Philippines	
		Department Head		
		II		
416	City Vice	ATTY.	Pasay City Hall Bldg.	8831-0163
	Mayor's Office	WALDETRUDES	F.B. Harrison St.,	8831-4266
		S. DEL ROSARIO,	Pasay City,	8833-2392
		City Vice Mayor	Philippines	
412	Office of Coun.	MARK ANTHONY	Pasay City Hall Bldg.	8833-2193
	Mark Anthony	A. CALIXTO, City	F.B. Harrison St.,	
	A. Calixto	Councilor	Pasay City,	
			Philippines	
422	Office of Coun.	MARY GRACE B.	Pasay City Hall Bldg.	8551-6121
	Mary Grace B.	SANTOS, City	F.B. Harrison St.,	
	Santos	Councilor	Pasay City,	
			Philippines	
421	Office of Coun.	MARIA ANTONIA	Pasay City Hall Bldg.	8551-3689
	Maria Antonia	C. CUNETA, City	F.B. Harrison St.,	
	C. Cuneta	Councilor	Pasay City,	
			Philippines	



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
407	Office of Coun.	ABRAHAM	Pasay City Hall Bldg.	8551-1945
	Abraham	ALBERT Q.	F.B. Harrison St.,	
	Albert Q.	ALVINA, City	Pasay City,	
	Alvina	Councilor	Philippines	
411	Office of Coun.	RICARDO E.	Pasay City Hall Bldg.	8659-8673
	Ricardo E.	SANTOS, City	F.B. Harrison St.,	
	Santos	Councilor	Pasay City,	
			Philippines	
407	Office of Coun.	MARLON A.	Pasay City Hall Bldg.	8551-0563
	Marlon A.	PESEBRE, City	F.B. Harrison St.,	
	Pesebre	Councilor	Pasay City,	
			Philippines	
409	Office of Coun.	JENNIFER D.	Pasay City Hall Bldg.	8551-5194
	Jennifer D.	PANALIGAN, City	F.B. Harrison St.,	
	Panaligan	Councilor	Pasay City,	
			Philippines	
405	Office of Coun.	DONNABEL M.	Pasay City Hall Bldg.	8551-1943
	Donnabel M.	VENDIVEL, City	F.B. Harrison St.,	
	Vendivel	Councilor	Pasay City,	
			Philippines	
408	Office of Coun.	ANGELO NICOL	Pasay City Hall Bldg.	8833-0296
	Angelo Nicol	P. ARCEO, City	F.B. Harrison St.,	
	P. Arceo	Councilor	Pasay City,	
			Philippines	
424	Office of Coun.	JOSE C. ISIDRO	Pasay City Hall Bldg.	8551-1510
	Jose C. Isidro	JR., City Councilor	F.B. Harrison St.,	
	Jr.		Pasay City,	
			Philippines	
422	Office of Coun.	EDITHA Y.	Pasay City Hall Bldg.	8551-7648
	Editha Y.	MANGUERRA,	F.B. Harrison St.,	
	Manguerra	City Councilor	Pasay City,	
			Philippines	
404	Office of Coun.	KING MARLON A.	Pasay City Hall Bldg.	8833-3736
	King Marlon A.	MAGAT, City	F.B. Harrison St.,	
	Magat	Councilor	Pasay City,	
			Philippines	



Rm#	Office/ Department	Head of Office	Address of Agency	Contact #
412	Liga ng mga	ENRIQUE D.	Pasay City Hall Bldg.	8831-8878
712	Barangay	CALIXTO, Liga ng	F.B. Harrison St.,	0001 0070
	Barangay	mga Barangay	Pasay City,	
		President	Philippines	
418	SK Federation	BENEDICT M.	Pasay City Hall Bldg.	8374-0832
410	SK rederation	ANGELES, SK	F.B. Harrison St.,	0374-0032
		Federation	Pasay City,	
		President	Philippines	
Office	/ Donartmont	Head of Office	Address of Agency	Contact #
Office	e/ Department	OUTSIDE OF		Contact #
0:1 D	1 1 0.00			0004 0047
City Pro	secutor's Office	HON. ELMER	Hall of Justice, F.B.	8831-0317
		CRIS L. RILLO,	Harrison, Pasay City,	8823-9174
<u> </u>		City Prosecutor	Philippines	
City Univ	versity of Pasay	DR. ROSANIE F.	Pasadeña St., F.B.	8846-7554
		ESTUCHE, UC	Harrison, Pasay City	
		President III	at the Back of Pasay	
			City Hall	
City Veterinarian's		DR. RONALDO J.	Pasay City General	8834-1176
Office		BERNASOR, City	Hospital Bldg., P.	
		Veterinarian II	Burgos St., Pasay City	
			Philippines	
Cuneta A	Astrodome	AURELIO P.	Derham Park, F.B.	8831-4652
		VENDIVEL JR.	Harrison St., Pasay	8804-0773
		City Government	City	
		Assistant		
		Department Head		
		II		
Office fo	r Senior	MARILYN M.	F.B. Harrison St.,	8846-7703
Citizen's	s Affairs	PENAZO,	Pasay City	
		Community Affairs		
		Officer II, OIC		
Pasay C	ity General	JOHN VICTOR I.	Pasay City General	8833-0622
Hospital	=	DE GRACIA, M.D.,	Hospital Bldg., P.	
•		Medical Specialist	Burgos St., Pasay City	
		II, OIC	Philippines	



Office	e/ Department	Head of	Office	Address of Agency	Contact #
Pasay C	City Public	MARIVIC	DG.	Sarhento Mariano St.,	7347-3258
Cemete	Cemetery & NILLO,			Pasay City	
Cremato	Crematorium		ative		
/		Assistant	II, OIC		
Pasay C	City Public	TEODOR	N.	Arnaiz Avenue, Pasay	8556-6884
Market		VELASCO),	City, Philippines	
		Informatio	n		
		Technolog	y Officer		
		II, OIC			
Derham	Park and	ATTY. PE	TER M.	Derham Park, F.B.	8831-4792
Sports 0	Complex	MANZANO	Ο,	Harrison St., Pasay	
		City Admir	nistrator	City	
Pasay T	raffic & Parking	ARTURO	F.	Derham Park, F.B.	8530-9609
Manage	ment Office	FORTALE	ZΑ,	Harrison St., Pasay	
		Traffic Aid	e III, OIC	City	
	with Disability	HILDA P.		Unit 12, Mayor's	883705478
Affairs C	Office	CRISTOB	•	Coordinating Office	
		Disability /		Cuneta Astrodome,	
		Officer II,	OIC	Roxas Blvd., Pasay	
				City	
		0	THER OF	FICES	
Rm#	Office/ Department	Head of	Office	Address of Agency	Contact #
	Reporters Orgai	nization of	Pasay C	ity Hall Bldg. F.B.	
111	Pasay City	iizalion oi	Harrison St., Pasay City,		8804-0512
	l asay City		Philippin	es	
	Integrated Bar o	of the	Pasay C	ity Hall Bldg. F.B.	
213	Philippines	n tile	Harrison	St., Pasay City,	8831-1477
	Philippines		Philippin	es	
	302 Commission on Audit		Pasay City Hall Bldg. F.B.		8831-7132/
302			Harrison	St., Pasay City,	8831-8581
		Philippin		8833-6009	
		CITY PRO	OSECUTO	R'S OFFICE	
			Room 10	2, Ground Floor, Hall of	8823-8041
102	City Prosecutor		Justice, I	F.B. Harrison St., Pasay	(interior)
			City, Met	ro Manila	8823-8367



Rm#	Office/ Department	Head of	Office	Address of Agency	Contact #
101	Record Section		Room 10	1, Ground Floor, Hall of	8831-0317
			Justice, F	F.B. Harrison St., Pasay	
			City, Met	ro Manila	
		PASAY CI	TY HEAL	TH CENTERS	
	Health Center		Ad	dress of Agency	Contact #
Cuyegke	eng Health Center			ng St., Cor. Layug St., ity, Metro Manila	8526-5283
Leveriza	Health Center			St., Cor. Gil Puyat say City, Metro Manila	8526-5517
San Isid	ro Health Center		Dominga Manila	St., Pasay City, Metro	8831-5275
Lagrosa	Health Center		-	ty Sports Complex F.B. , Pasay City, Metro	8551-1652
M. Dela	Cruz Health Cent	er		ay Boulevard, Pasay ro Manila	8843-6003
San Roo	que Health Center		Gamban Manila	St., Pasay City, Metro	8843-8278
Doña Ma	arta Health Cente		Don Carl City Metr	os Revilla St., Pasay o Manila	0966-5511058
Doña Ne	ena Health Center			inic Compound, Aurora say City, Metro Manila	8853-2704
Malibay	Health Center		Malibay I Metro Ma	Plaza, Pasay City, anila	8854-2684
San Pab	olo Health Center			St., Maricaban, Pasay ro Manila	8854-2684
Villamor	Health Center		Clinic Co	rily Located at Chest Impound, Aurora Blvd., Ity, Metro Manila	8851-5029
Mia Hea	Ith Center		Baranga	rily Located at y Hall, Brgy. 194, Pasay ro Manila	8851-9707
Kalayaa	n Health Center		Kalayaar Metro Ma	n Village, Pasay City, anila	8822-3694
Lying-in	Clinic		Don Carl City Metr	os Revilla St., Pasay o Manila	8852-0567



Office/ Department	Address of Agency	Contact #
	PUBLIC SCHOOLS	
I. Elementary Schools		
A. Pasay City North District		
P. Burgos Elem. School	P. Burgos St., Pasay City, Metro Manila	8831-9095
Bernabe Elem. School	Bernabe St., Pasay City, Metro Manila	8522-1693
R. Palma Elem. School	Dominga St., Pasay City, Metro Manila	8523-5010
Epifanio Delos Santos Elem. School	Tramo St., Pasay City, Metro Manila	8831-6769
B. Pasay City East District		
T. Paez Elem. School	Apelo Cruz St., Malibay, Pasay City, Metro Manila	8851-0121
P. Zamora Elem. School	P. Zamora St., Pasay City, Metro Manila	8831-8984
M. Marcelo Elem. School	Apelo Cruz Extension, Malibay Pasay City, Metro Manila	8851-0532
C. Pasay City East District		
J. Sumulong Elem. School	M. Dela Cruz St., Manila, Metro Manila	8844-2591/ 8844-3649
D. Pasay City West District		
J. Rizal Elem. School	Park Avenue, Cor., Galvez St., Pasay City, Metro Manila	8831-8260
A. Bonifacio Elem. School	Leveriza St., Pasay City, Metro Manila	8831-8526
Gotamco Elem. School	Sinciego St., Pasay City, Metro Manila	8525-3991
P. Villanueva Elem. School	P. Villanueva St., Pasay City, Metro Manila	8831-6769
Pasay City Sped Center	P. Villanueva St., Pasay City, Metro Manila	8834-7175



Office/ Department	Address of Agency	Contact #
E. Pasay City South District		
Villamar Air Daga Flora Cabaal	Piccio Garden, Villamor Air	8852-1423/
Villamor Air Base Elem. School	Base, Pasay City, Metro Manila	8852-2938
Amala Cruz Flama Cabaal	E. Rodriguez St., Malibay,	8851-5914
Apelo Cruz Elem. School	Pasay City	
Mariaghan Flom Cabaal	Saint Francis St., Maricaban,	8851-6890
Maricaban Elem. School	Pasay City, Metro Manila	
Cunata Flam Sahaal	Piccio Garden, Villamor Air Base, Pasay City, Metro Manila E. Rodriguez St., Malibay, Pasay City Saint Francis St., Maricaban,	8831-2592
Cuneta Elem. School	Manila	
Divers Village Flow Coheel	Marigold St., Rivera Village,	8854-6817
Rivera Village Elem. School	Pasay City, Metro Manila	
	Constellation St., Don Carlos	8834-0262
Don Carlos Village Elem. School	Village. Pasay City, Metro	
	Manila	
Kalayaan Elem. School	Teacher Bliss Compound,	8824-5618
Raiayaan Elem. School	Pasay City	
II. Secondary Schools		
Pasay City North High School – M.	M. Dela Cruz St. Pasay City,	
Dela Cruz	Metro Manila Campus	ADMIN –
		8510-1396
Pasay City North High School –	Tramo St., Pasay City, Metro	0510-1550
TRAMO Campus	Manila	
EDSES – Main		Principal –
LDGEG Walli	Manila	8889-6882
CUNETA ANNEX	Manila	8853-9528
BASA ANNEX	Base Air Base, Florida Blanca,	
DAGA ANNEA	Pampanga	
MACTAN ANNEX	Mactan Air Base, Cebu	
Pasay City East High School	E. Rodriguez St., Malibay,	8851-0153/
r dody Orty Edot r light Ochool	Pasay City, Metro Manila	8854-2981
Pasay City West High School	Pasadeña St., F.B. Harrison,	8831-9916/
1 asay Oily West High School	Pasay City, Metro Manila	8831-7176
Pasay City South High School	Piccio Garden Villamor Air	8533-0886
1 asay Oity Count High Control	Base, Pasay City, Metro Manila	



Office/ Department	Address of Agency	Contact #
Bossy City Spience High School	P. Vergel St., Pasay City, Metro	8832-2910
Pasay City Science High School	Manila	
Kalayaan National High School	Teacher Bliss Compound,	8824-1920
Naiayaan National High School	Pasay City, Metro Manila	
III. Special Schools		
	Galvez Avenue, Corner	8831-8664/
Philippine Schools For the Blind	Figueroa St., Pasay City, Metro	8831-2534
	Manila	
Philipping Schools For the Doof	2620 F.B. Harrison St., Pasay	8831-6732/
	City, Metro Manila	8510-0252



ANNEXES



ANNEX "A"

Pasay City Government Departments/Offices'

PUBLIC ASSISTANCE AND COMPLAINTS DESKS





City Treasurer's Office (CTO)

Tanggapan ng Ingat-Yaman ng Lungsod

Room #102, Pasay City Hall



Information & Communications Technology Office (ICTO)

Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon

Room #103, Pasay City Hall

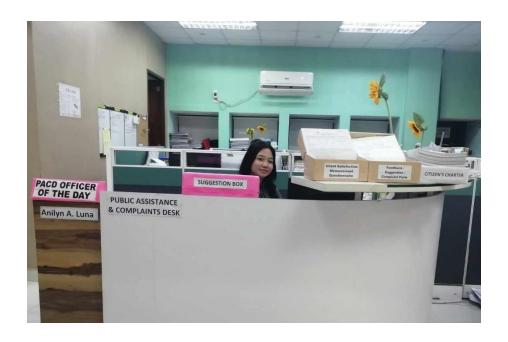




Local Civil Registry Office (LCRO)

Tanggapang Lokal ng Patalaang Sibil

Room #104, Pasay City Hall



General Services Office (GSO)
Tanggapan ng Pangkalahatang Serbisyo

Room #105, Pasay City Hall





City Health Office (CHO)

Tanggapan ng Kalusugan ng Lungsod
Room #106, Pasay City Hall

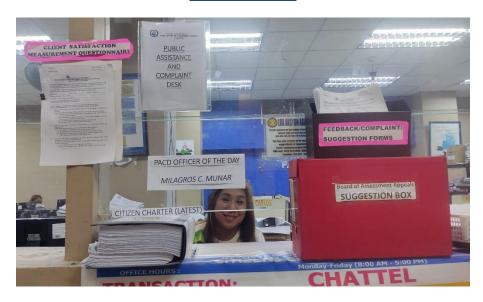


City Assessor's Office (CAssrO)

Tanggapan ng Tagatasa ng Lungsod

Room #110, Pasay City Hall

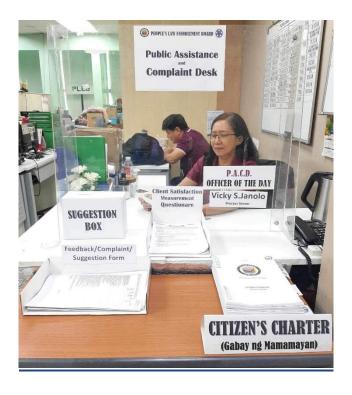




Board of Tax Appeals (BTA)

Lupong Lokal ng Pag-apela sa Pagtatasa Room #112, Pasay City Hall





People's Law Enforcement Board (PLEB)

Lupon sa Pagpapatupad ng Batas ng Mamamayan Room #201, Pasay City Hall





City Mayor's Office (CMO)

Tanggapan ng Alkalde ng Lungsod Room #203, Pasay City Hall





City Administrator's Office (Admin)

Tanggapan ng Tagapangasiwa ng Lungsod
Room #204, Pasay City Hall



City Legal Office (CLO)

Tanggapan ng Pinunong Pambatas ng Lungsod Room #205, Pasay City Hall





Human Resource Management & Development Office (HRMDO)

Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao
Room #206, Pasay City Hall



Business Permits and Licensing Office (BPLO)
Tanggapan ng Permiso at Paglilisensya sa Negosyo



Room #207, Pasay City Hall SECOND FLOOR



Pasay Social Welfare Development Department (PSWDD)

Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay Room #208, Pasay City Hall



Urban Development and Housing Office (UDHO)

Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay Room #209, Pasay City Hall





City Budget Office (CBO)

Tanggapan ng Badyet ng Lungsod Room #210, Pasay City Hall



City Planning & Development Office (CPDO)

Tanggapan ng Pagpaplano at Pagpapaunlad ng Lungsod Room #211, Pasay City Hall





Tricycle and Pedicab Franchising Regulatory Office
Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak
Room #212, Pasay City Hall



Public Information Office (PIO)
Tanggapan ng Impormasyong Pampubliko
Room #214, Pasay City Hall





City Anti-Drugs Abuse Council (CADAC)
Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod
Room #216, Pasay City Hall





Pasay City Barangay Bureau (PCBB)

Kawanihang Pambarangay ng Lungsod Pasay Room #303, Pasay City Hall



Pasay City Environment & Natural Resources Office (PCENRO)

Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay Room #304, Pasay City Hall





City Accounting Office (CAcctgO)

Tanggapan ng Akawnting ng Lungsod Room #305, Pasay City Hall



Pasay City Public Library (PCPL)

Pampublikong Aklatan ng Lungsod Pasay Room #306, Pasay City Hall





Public Order & Safety Unit (POSU)

Tanggapan ng Pambublikong Kaayusan at Kaligtasan
Room #307, Pasay City Hall



Pasay City Disaster Risk Reduction & Management Office (PCDRRMO)

Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna

Room #308, Pasay City Hall





Pasay City Employment Center (PCEC)
Sentrong Pang-empleo ng Lungsod Pasay
Room #310, Pasay City Hall



City Engineer's Office (CEO)

Tanggapan ng Inhenyeriya ng Lungsod
Room #311, Pasay City Hall





Office of Councilor KING MARLON A. MAGAT Tanggapan ni Konsehal KING MARLON A. MAGAT Room #404, Pasay City Hall



Office of Councilor DONNABEL M. VENDIVEL
Tanggapan ni Konsehala DONNABEL M. VENDIVEL
Room #405, Pasay City Hall





Office of Councilor ABRAHAM ALBERT Q. ALVINA Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA Room #406, Pasay City Hall



Office of Councilor MARLON A. PESEBRE
Tanggapan ni Konsehal MARLON A. PESEBRE
Room #407, Pasay City Hall





Office of Councilor ANGELO NICOL P. ARCEO
Tanggapan ni Konsehal ANGELO NICOL P. ARCEO
Room #408, Pasay City Hall



Office of Councilor JENNIFER D. PANALIGAN
Tanggapan ni Konsehala JENNIFER D. PANALIGAN
Room #409, Pasay City Hall





Office of Councilor MARK ANTHONY A. CALIXTO

Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO

Room #410, Pasay City Hall



Office of Councilor RICARDO E. SANTOS
Tanggapan ni Konsehal RICARDO E. SANTOS
Room #411, Pasay City Hall





Liga ng mga Barangay Room #412, Pasay City Hall



Tourism and Cultural Development Office (TCDO)

Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura

Room #417, Pasay City Hall





SK Federation OfficeTanggapan ng Pederasyon ng Sangguniang Kabataan
Room #418, Pasay City Hall



Office of Councilor MARIA ANTONIA C. CUNETA
Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA
Room #420, Pasay City Hall





Office of Councilor MARY GRACE B. SANTOS

Tanggapan ni Konsehala MARY GRACE B. SANTOS

Room #421, Pasay City Hall



Office of Councilor EDITHA Y. MANGUERRA
Tanggapan ni Konsehala EDITHA Y. MANGUERRA
Room #422, Pasay City Hall







Office of Councilor JOSE C. ISIDRO JR. Tanggapan ni Konsehal JOSE C. ISIDRO JR. Room #423, Pasay City Hall





Office of the City Secretariat (OCS)

Tanggapan ng Kalihim ng Sangguniang Panlungsod
Room #424, Pasay City Hall





Pasay Cooperative Development Office (PCDO)

Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay

Room #426, Pasay City Hall



Office of the City Vice Mayor (OVM)

Tanggapan ng Bise Alkalde ng Lungsod

Room #427, Pasay City Hall





City Prosecutor's Office (CPO)

Tanggapan ng Taga-Usig ng Lungsod Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City



City University of Pasay (CUP)

Unibersidad ng Lungsod Pasay F.B. Harrison, Pasadeña St., Pasay City





City Veterinarian's Office (CVO)

Tanggapan ng Beterinaryo ng Lungsod
BAC 11, Barangay 190, Pasay City



Cuneta AstrodomeDerham St., corner Roxas Blvd., Pasay City





Derham Park and Sports Complex (DPSC)

Parke ng Derham at Panlunang Pampalakasan Derham corner F.B. Harrison Street, Barangay 76, Pasay City



Office of the Senior Citizen's Affairs (OSCA)

Tanggapan sa Kapakanan ng mga Nakatatanda G/F OSCA Building, Derham St., Pasay City





Pasay City General Hospital (PCGH)

Pangkalahatang Pagamutan ng Lungsod Pasay P. Burgos Street, Barangay 60, Pasay City



Pasay City Public Cemetery & Crematorium (PCPCC)
Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay
400 Sarhento Mariano St., Pasay City





Pasay City Public Market (PCPM)

Pampublikong Pamilihan ng Lungsod Pasay Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City



Pasay Traffic & Parking Management Office (PTPMO)

Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay Deham Park and Sports Complex, F.B. Harrison St., Pasay City





Persons with Disability Affairs Office (PDAO)

Tanggapan ukol sa Ugnayang Pangmaykapansanan Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City



ANNEX "B"

Pasay City Government Departments/Offices'

FEEDBACK AND COMPLAINTS MECHANISM



FIRST FLOOR

City Treasurer's Office (Room #102)

Tanggapan ng Ingat-Yaman ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback form and
The wife do the reduced with	drop it at the designated drop box in front
	of the City Treasurer's Office-Public
	Assistance and Complaints Desk (CTO-
	PACD) at Room 102, Pasay City Hall
	OR
	Send your feedback via email.
	Contact information:
	Tel. No.: 8551-19-38
	E-mail: pasaycto.admin@gmail.com
How feedbacks are processed	Everyday at 4:00 P.M., the Officer of the
	Day opens the drop box, compiles and
	records all feedback submitted and
	forwards the same to the Administrative
	Officer, for evaluation and discussion
	with concerned Division Head.
	Feedback requiring answers are
	forwarded to the concerned
	Section/Division for proper action. The
	latter is given seventy-two (72) hours
	upon receipt of the feedback to provide answer.
	The answer is then relayed to the citizen. Or
	The Administrative Officer shall check the
	emailed feedback; then evaluate and
	discuss it with concerned Division Head.
	Feedback requiring answers are
	forwarded to the concerned division/s
	and they are given seventy-two (72)
	hours upon receipt of the feedback to act
	thereof.
	The answer is then relayed to the citizen.
	For inquiries and follow-ups, clients may
	contact:
	Tel. No.: 8551-19-38
	E-mail: cto.matiasr@gmail.com

How to file a complaint	Answer the client complaint form and drop it at the designated box in front of the CTO-PACD at Room 102, Pasay City Hall.
	Complaints can also be filed via telephone by providing the following information: - Name of person being complained - Incident - Evidence - Name of Complainant - Contact Number of the Complainant
	Or
	Send it with the required information to the email address of Administrative Officer.
	Contact information: Tel. No.: 8551-19-38 E-mail: pasaycto.admin@gmail.com
How complaints are processed	The Officer of the Day opens the drop box, compiles and records all complaints submitted and forwards the same to the Administrative Officer, for evaluation and discussion with concerned Division Head. After evaluation, the Administrative Officer shall forward the complaint to the concerned Section/Division for proper action. Answer to the complaint is expected to be submitted within seventy-two (72) hours upon receipt thereof.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or

	The Administrative Officer shall check the emailed complaints; then evaluate and discuss it with concerned Division Head. After evaluation, the Administrative Officer shall forward the complaint to the concerned Section/Division for proper action. Answer to the complaint is expected to be submitted within seventy-two (72) hours upon receipt thereof.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, clients may contact: Tel. No.: 8551-19-38
	E-mail: pasaycto.admin@gmail.com
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565
	000-00D. 0300-00 10000

Information & Communications Technology Office (Room #103)

Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon

FEEDBACK AND COMPLAINTS MECHA	ANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Information and Communications Technology Office-Public Assistance and Complaints Desk (ICTO-PACD), Room 103, Pasay City Hall
	OR
	Send your feedback via email.
	Contact info: Information and Communications Technology Office (ICTO) at 8834-8814/8834-8817 or email us at icto@pasay.gov.ph

How feedbacks are processed	ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the ICTO Head, for information and appropriate action.
	Or
	The ICTO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel, for information and appropriate action, copy furnished the ICTO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 8834-8814/8834-8817 or email us at icto@pasay.gov.ph .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the ICTO-PACD, Room 103, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:
	Name of the person being complainedIncident

	 Evidence Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: Information and Communications Technology Office (ICTO) at 8834-8814/8834-8817 or email us at icto@pasay.gov.ph .
How complaints are processed	ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel, for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.
	Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to the ICTO Head, for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the ICTO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the ICTO Head.
	Concerned personnel is given two (2) days to provide answer and reply thereto. He shall submit his answer to

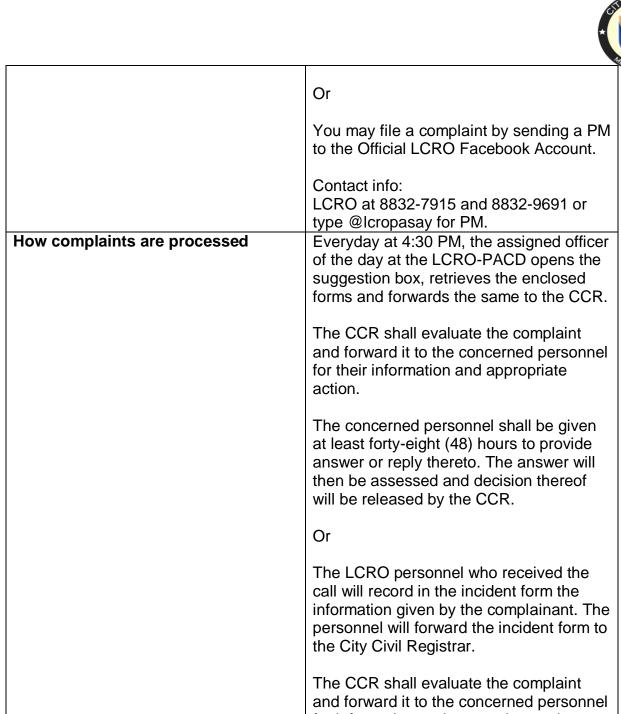
	the ICTO Head, for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow ups, the citizen may call 8834-8814/8834-8817 or email us at icto@pasay.gov.ph .
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Local Civil Registry Office (Room #104)

Tanggapang Lokal ng Patalaang Sibil

FEEDBACK AND COM	MPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop the accomplished feedback form in the suggestion box available at the Local Civil Registry Office - Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.
	Or
	Send your feedback by sending your PM to the Official FB Account of the LCRO
	Contact info: LCRO at 8832-7915 and 8832-9691 or type @Icropasay for PM.
How feedbacks are processed	Everyday at 4:30 P.M., the assigned officer of the day at the LCRO-PACD opens the suggestion box, retrieves the enclosed forms, records it, and forwards the same to the City Civil Registrar (CCR). Also, a copy thereof is filed by the PACD Officer of the Day for monitoring purposes.
	Feedback forms are forwarded to concerned LCRO personnel for their information, comment or appropriate

	action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel of LCRO will check the messenger inbox of the LCRO Facebook Account. Screenshots of the message will be printed. Copy thereof is also filed by the assigned personnel for monitoring purpose. Printouts of the message screenshots are forwarded to concerned LCRO personnel for information, comment or appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;
	Feedbacks will be discussed during weekly and/or monthly meetings and during coaching sessions
	After which, citizen is informed of the
	answer with regard to his/her feedback.
	For inquiries and follow-ups, contact LCRO at 8832-7915 and 8832-9691 or type @Icropasay for PM.
How to file a complaint	Answer the complaint form, and drop the accomplished complaint form in the suggestion box available at the Local Civil Registry Office-Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.
	Complaints can also be filed via a telephone call. Kindly provide the following information/details, to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complaint



The CCR shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The concerned personnel/s shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.

Or

Everyday, the assigned personnel will monitor the messenger inbox of the

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	LCRO Facebook Account. He will screenshot the message, print it out, and forward the same to the CCR.
	The CCR will evaluate the complaint and forward it to the concerned personnel/s for their information and appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.
	The citizen will be informed of the action of the office with regard to their complaint.
	If citizen is not satisfied with the action taken by the CCR, then the CCR will endorse the complainant to the HRMDO for their appropriate action.
	For inquiries and follow-ups, contact LCRO at 8832-7915 and 8832-9691 or type @Icropasay for PM.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-881-6565 (SMS)



General Services Office (Room #105)

Tanggapan ng Pangkalahatang Serbisyo

FEEDBACKANDCOMP	LAINTSMECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box in front of the General Services Office-Public Assistance and Complaints Desk (GSO- PACD) at Room105, Ground Floor, Pasay City Hall.
	Or
	You may forward your feedback via email.
	Contact information: Telephone No.: 8551-2027 or 8891- 8796 E-mail add: gso@pasay.gov.ph
How feedbacks are processed	Everyday, at 4:00 P.M., the Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards the same to the GSO Head, for information and proper action;
	Or
	Everyday, the Officer of the Day checks the inbox of the official email account. Print out of which will be forwarded to GSO Head, for information and proper action.
	Upon instruction of GSO Head, feedback forms will be forwarded to the concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact: Telephone No: 8551-2027 or 8891-8796 E-mail address: gso@pasay.gov.ph

How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the GSO-PACD at Room105, Ground Floor, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:
	Name of the person being complained Incident Evidence Name and contact info of the complainant
	Or
	You may send your complaint via email.
	Contact information: Telephone No: 8551-2027 or 8891-8796 E-mail address: gso@pasay.gov.ph
How complaints are processed	On a daily basis, the Officer of the Day opens the suggestion box every 4:00P.M., retrieves the enclosed forms, and forwards the same to the GSO Head, for information and proper action;
	Or
	Everyday, the Officer of the Day checks the inbox of the official email account of GSO. Print out of which will be forwarded to GSO Head, for information and proper action.
	The GSO Head will call the concerned employee, inform him/her about the complaint and require the submission of written answer within forty-eight (48) hours upon receipt of instruction.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the

	answer with regard to the submitted complaint.
	For inquiries and follow-ups, citizen may contact: Telephone No: 8551-2027 or 8891-8796 E-mail address: gso@pasay.gov.ph
Contact Information of ARTA, PCC,CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

City Health Office (Room #106)

Tanggapan ng Kalusugan ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
	DMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall.
	OR
	You may send your feedback via email.
	Contact info: City Health Office (CHO) at 88512026 or email us at pasaycityhealthoffice@yahoo.com.ph
How feedbacks are processed	Everyday at 4:00 P.M., the CHO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the Administrative Officer or Health Operations Head.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative Officer or Health Operations Head, for information and appropriate action.
	Or

The CHO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel; copy furnished the Administrative Officer or Health Operations Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative Officer or Health Operations Head, for information and appropriate action. After which, citizen is informed of the answer with regard to their feedback. For inquiries and follow-ups, the citizen may call 88512026 or email us at pasaycityhealthoffice@yahoo.com.ph How to file a complaint Answer the complaint form and drop it in the suggestion box of the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Name and contact information of the complainant Or It may be sent thru email, ensuring that required information are provided, as stated.

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	Contact info: City Health Office (CHO) at
	88512026 or email us at
	pasaycityhealthoffice@yahoo.com.ph
How complaints are processed	CHO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.
	Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO, copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the CHO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.
	Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO; copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

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	For inquiries and follow-ups, the citizen
	may call 88512026 or email us at
	pasaycityhealthoffice@yahoo.com.ph
Contact Information of ARTA,PCC, CSC-	ARTA: complaints@arta.gov.ph
CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Assessor's Office (Room #110)

Tanggapan ng Tagatasa ng Lungsod

	FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Assessor's Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall	
	OR	
	Send your feedback via email.	
	Contact info: City Assessor's Office (CAssrO) at 88329446 or email us at assessorpasay@gmail.com.	
How feedbacks are processed	The CAssrO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Assessor.	
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.	
	Or	
	The CAssrO-PACD Officer of the Day will check the email of the office daily. Feedbacks	

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	will be printed and forwarded to concerned personnel, copy furnished City Assessor.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the citizen may call 88329446 or email us at assessorpasay@gmail.com .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the City Assessor Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Name and contact information of the complainant
	Or It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: City Assessor's Office (CAssrO) at 88329446 or email us at assessorpasay@gmail.com.
How complaints are processed	CAssrO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned personnel, copy furnished the City Assessor.

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	Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Assessor for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	The CAssrO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the City Assessor.
	Concerned employee shall be given two (2) days to provide answer and reply thereto. He shall submit his answer to City Assessor for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow-ups, the citizen may
	call 88329446 or email us at
Contact Information of ARTA,PCC,	assessorpasay@gmail.com. ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888 CSC-CCB: 0908-8816565
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Board of Tax Appeal (Room #112)

Lupong Lokal ng Pag-apela sa Pagtatasa

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer and fill out the Client feedback form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall



Or

You may forward your feedback by sending message to the email address of the LBAA or the Board Secretary.

Contact info: Local Board of Assessment Appeals (LBAA) at 8551-7578 or type boardoftaxappeals@gmail.com or bentulanluisa@gmail.com for email.

How feedbacks are processed

Everyday at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect the form, record it on logbook, and forward the same to the Board Secretary.

Feedback form is forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;

Or

Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation.

After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;

Thereafter, client is informed of the answer with regard to his/her feedback.

For inquiries and follow-ups, client may contact #s: (LBAA) 8551-7578 or type boardoftaxappeals@gmail.comor bentulanluisa@gmail.comfor email.

How to file a complaint	Answer and fill out the Client complaint form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall. Complaints can also be referred via
	telephone call. Kindly provide the following details to wit: • Name of the person being complained of • Incident • Evidence • Full name and contact info of the complainant Or
	You may forward your complaint by sending message to the email address of the LBAA or the Board Secretary.
	Contact info: Local Board of Assessment Appeals (LBAA) at 8551-7578 or type boardoftaxappeals@gmail.com or bentulanluisa@gmail.com for email.
How complaints are processed	Daily at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect the form, record it on logbook, and forward the same to the Board Secretary.
	The Board Secretary shall evaluate the complaint to determine whether the complaint has substance or is made in a frivolous manner. Thereon, the Board Secretary shall require the concerned staff being indicted with complaint to file a comment or answer within twenty-four (24) hours. The answer will then be assessed and a decision thereof will be released.

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	Thereafter, client is informed of the answer with regard to his/her complaint.
	Or
	Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation.
	After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;
	Thereafter, client is informed of the answer with regard to his/her complaint.
	For inquiries and follow-ups, client may
	contact #s: (LBAA) 8551-7578 or type
	bentulanluisa@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)

SECOND FLOOR

People's Law Enforcement Board (Room # 201)

Lupon sa Pagpapatupad ng Batas ng Mamamayan

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Every client who transacts business (any
	nature of transactions) has to accomplish
	the feedback form and once
	accomplished, the client(s) shall place the
	feedback form in the Suggestion Drop Box
	in front of People's Law Enforcement
	Board - Public Assistance and Complaints

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	Desk (PLEB-PACD) at Room 201, Pasay City Hall.
	In addition, feedback can also be made possible by sending PM via PLEB Pasay social media account, PLEB-Pasay Facebook page or sending an email to us.
	Contact Information:
	Telephone No.: 8833-1934
	FB Page: PLEB Pasay Facebook
	Email Address: plebpasay@yahoo.com
How a feedback is being processed?	Processing of feedback(s) is done after collating the feedback forms on a daily basis from the suggestion box, and sent/emailed messages. The assigned Officer of the Day will record the same and will maintain a computer folder for such purpose.
	Feedback against PLEB staff regarding the services rendered to the clients has to be answered within forty-eight (48) hours upon endorsement by the Administrative Officer and the reply can be relayed or transmitted electronically to the client who demands it.
	The Officer of the Day must see to it that prompt action is delivered and provided for.
	For inquiries and follow-ups, citizen may contact: 8833-1934, message PLEB Pasay Facebook page or send email to plebpasay@yahoo.com.
How to file and submit complaint(s)?	PLEB's clients, who may wish to file a complaint against any PLEB staff, shall accomplish the PLEB Complaint Form. A

client may file and submit the complaint using an additional sheet if warranted, and once accomplished, the written complaint shall be placed inside the Suggestion Box in front of PLEB-PACD at Room 201, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: Complainant's full name and contact information Name of the person being complained Incident Evidence Or Clients may send their complaints via the PLEB social media accounts PLEB Pasay Facebook account, or via email, indicating therein the above information. Contact Information: Telephone No.: 8833-1934 FB Page: PLEB Pasay Facebook Email Address: plebpasay@yahoo.com How to process complaint(s)? The Officer of the Day shall collate and immediately record the complaint if any and shall refer the same to the Administrative Officer for evaluation and also monitor the PLEB social media accounts on a daily basis to check whether a complaint is lodged. The Administrative Officer shall evaluate and verify the veracity of the complaint and endorse the same to the concerned

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	PLEB staff who will be given three (3)
	working days to submit an answer.
	The Administrative Officer shall make an Investigation Report and Analysis/Findings and Recommendation with the concurrence of the PLEB Chairperson and the same shall be forwarded to both parties.
	For inquiries and follow-ups, citizen may contact: 8833-1934, message PLEB-Pasay Facebook page or email us at plebpasay@yahoo.com.
Contact information of ARTA	complaints@arta.gov.ph/8478-5093
Presidential Complaints Center (PCC)	8888
Civil Service Commission (CSC)	CSC-CCB: 0908-881-6565 (SMS)

City Mayor's Office (Room #203)

Tanggapan ng Alkalde ng Lungsod

FEEDBACK AND COMPLAINTS I	MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Mayor's Office-Public Assistance and Complaints Desk (CMO-PACD), Room 203, Pasay City Hall.
	Or
	You may send your feedback via email.
	Contact info: City Mayor's Office (CMO) at 88333725/85511974 or email us at mayor@pasay.gov.ph.
How feedbacks are processed	CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards the same to the concerned personnel/office/department for

	information and appropriate action, copy furnished the City Mayor. Feedbacks are forwarded to the concerned personnel/office/department, who is required to answer within one (1) day of receipt thereof.
	Or
	The CMO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel/office/department for information and appropriate action, copy furnished the City Mayor. The concerned personnel/office/department shall be given at least one (1) day to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 88333725/85511974or email us at mayor@pasay.gov.ph.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the CMO-PACD, Room 203, Pasay City Hall. Complaints can also be referred via telephone call and thru social media accounts, to wit: • Mayor Emi Calixto-Rubiano (Facebook page) • Pasay City Public Information Office (Facebook page)
	Kindly provide the following information/details, to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant



Or

It may be sent thru email, ensuring that required information are provided, as stated.

Contact info: City Mayor's Office (CMO) at 88333725/85511974, email us at mayor@pasay.gov.ph, or type @pasaycitymayor and @pasaypio, for PM, respectively.

How complaints are processed

CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel/office/department, for information and appropriate action. Copy thereof will also be provided to the City Mayor.

Concerned employee/office/department shall be given at least one (1) day to provide answer or reply thereto, copy furnished the Pasay City Mayor. The answer will be assessed and a decision thereof will be released.

Or

The Page Admin of the Mayor Emi Calixto-Rubiano and PCG-Pasay City Public Information Office Official FB Pages will check daily the messenger inbox of the said FB accounts, respectively. Printouts of message screenshots will be forwarded to concerned personnel/office/department, for proper action.

After which, citizen is informed of the answer with regard to their complaint.

For inquiries and follow-ups, the citizen may call the City Mayor's Office at 88333725/85511974 or type

	@pasaycitymayor and @pasaypio for PM,
	respectively.
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Internal Audit Services Office (Room #203)

Tanggapan ng Serbisyong Awdit Internal

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You may send your feedback thru email to the Official email address of Internal Audit Services Office (IASO) @ iaso.pasaylgu@gmail.com .
How feedbacks are processed	Everyday, the assigned personnel from the Internal Audit Services will check the inbox of the IASO Gmail account for proper action. After which, citizen is informed of the answer with regard to their feedback within forty-eight (48) hours upon receipt of the feedback. For inquiries and follow-ups, citizen may
	contact #09611143167.
How to file a complaint	Complaints will be filed via email. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence For inquires and follow-ups, client/s may contact telephone number 09611143167.
How complaints are processed	The IASO shall evaluate the complaint or client concern for appropriate action. At least forty-eight (48) hours will be given to concerned personnel to provide answer or reply thereto. The answer will then be

	assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #09611143167.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888 CCB: 0908-8816565

City Administrator's Office (Room #204)

Tanggapan ng Tagapangasiwa ng Lungsod

	FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located in front of City Administrator's Office-Public Assistance and Complaints Desk (CAdminO-PACD) at the Room 204, Pasay City Hall.	
	Contact Information Tel. No.: 8833-2161	
How feedbacks are processed	Everyday before 5:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.	
	The concerned staff shall immediately be notified the following day and shall be required to comment/answer within twenty-four (24) hours upon his/her receipt of notice. Likewise, the complainant shall be notified, via text message, on the action taken by the CAdO.	
	For inquiries and follow-up, citizen may contact: Tel. No.: 8833-2161	
How to file a complaint	Answer the complaint form, and drop it in the suggestion box located in front of	

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	CAdO-PACD at the Room 205, Pasay City Hall.
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit; - Full name of the complainant - Address and contact number - Date and time of the incident being complained - Name of the person/staff subject of the complaint
	Contact Information
How complaints are processed	Tel. No.: 8833-2161 Everyday before 5:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next working day.
	The City Administrator shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.
	The complainant shall likewise be informed within 24 hours of the initial action of City Administrator.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.

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	Within 24 hours, the City Administrator
	must come up with a resolution on the
	issue subject of the complaint and furnish
	the complainant accordingly.
	For inquiries and follow-up, citizen may
	contact:
	Tel. No.: 8833-2161
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478 5093
	PCC: 8888
	CSC-CCB: 0908-881-6565

City Legal Office (Room #205)

Tanggapan ng Pinunong Pambatas ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Legal Office-Public Assistance and Complaints Desk (CLO-PACD) at Room 205, Pasay City Hall. Contact information Tel. Nos.: 8833-2948 or 833-3729.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CLO Head. Feedback forms will then be forwarded to concerned employee for information and appropriate action. Concerned employee is given at least forty-eight (48) hours to provide answer or reply thereto; After which, citizen is informed of the answer with regard to their feedback. For inquiries and follow-ups, citizen may contact: 8833-2948 or 833-3729.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the CLO-PACD at Room 205, Pasay City Hall.

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	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant For inquiries and follow-ups, citizen may contact: 8833-2948 or 833-3729.
How complaints are processed	On a daily basis at 4:00 P.M., the Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CLO Head.
	The CLO Head shall evaluate the complaint or client concern and assign to CLO employee in-charge of the complaint for preparation of Notice to Answer addressed to the concerned employee. The employee being complained of shall be given forty-eight (48) hours upon receipt of the notice to provide written answer.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to the submitted complaint.
	For inquiries and follow-ups, citizen may contact: 8833-2948 or 833-3729.
Contact Information of ARTA, PCC,CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



Human Resource Management & Development Office (Room #206)

Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao

Tanggapan ng Pamamahala at Pagpapau	
FEEDBACK AND C	OMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Human Resource Management and Development Office-Public Assistance and Complaints Desk (HRMDO-PACD) at Room 206, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Account of the HRMDO.
	Contact info: Human Resource Management and Development Office (HRMDO) at 8804-0708 or type @pasayhr for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the HRMDO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.
	Feedback forms are forwarded to concerned employee/division/ department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;

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	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) 8804-0708 or type @pasayhr for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the HRMDO-PACD at Room 206, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of HRMDO and send your complaint thru PM.
	Contact info: Human Resource Management and Development Office (HRMDO) at 8804-0708 or type @pasayhr for PM.
How complaints are processed	On a daily basis, the Officer of the Day at the HRMDO-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.
	The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned employee/division/department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto.

	Or
	Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto.
	The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: HRMDO at 8804-0708 or type @pasayhr for PM.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888

Business Permits and Licensing Office (Room #207)

Tanggapan ng Permiso at Paglilisensya sa Negosyo

EEEDBACK	AND COMPLAINTS MECHANISMS
FEEDBACK	AND COMPLAIN 13 MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Business Permits & Licensing Office-Public Assistance and Complaints Desk (BPLO-PACD), Room 207, Pasay City Hall.
	Or
	You may send your feedback by sending your PM to the Official FB Account of the Business Permits and Licensing Office. Contact information Tel. No.: 8833-3726 / 8551-0514 E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph

CSC-CCB: 0908-8816565

	No.
	FB Link: https://www.facebook.com/BPLOPasayCity
How feedbacks are processed	Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.
	Feedback forms are forwarded to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel will check the messenger inbox of the BPLO Facebook Account. Screenshots of messages will be forwarded to concerned section/personnel for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact us at: Tel. No.: 8833-3726 / 8551-0514 E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph FB Link:
How to file a complaint	https://www.facebook.com/BPLOPasayCity Answer the complaint form, and drop it in the suggestion box in front of the PLO-PACD at Room 207, Pasay City Hall.
	Complaints can also be filed via telephone call/email. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Contact No Name of Complainant
	Or
	You may visit the official FB page of BPLO and send your complaint thru PM.
	Contact information

	Tel. No.: 8833-3726 / 8551-0514
	E-mail: pasay.bplo@gmail.com /
	bplo@pasay.gov.ph
	FB Link:
	https://www.facebook.com/BPLOPasayCity
How complaints are processed	Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.
	The BPLO officer of the day shall evaluate the complaint or client concern and forward it to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their feedback.
	Or
	On a daily basis, the assigned personnel from the BPLO will check the messenger inbox of the BPLO Facebook Account. Screenshots of messages will be forwarded to concerned section/personnel for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact us at: Tel. No.: 8833-3726 / 8551-0514 E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph FB Link: https://www.facebook.com/BPLOPasayCity
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565

Pasay Social Welfare Development Department (Room #208)

Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay

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How to s	end f	eedb	ack		An	swe	r the	feedb	ack fo	rm a	nd dr	op it ii	n the	
					su	gges	stion b	oox lo	cated	in fro	ont of	Pasa	y Soc	ial

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Welfare and Development Department-Public Assistance and Complaints Desk (PSWDD-PACD) at Room 208, Pasay City Hall. Or

You may email or PM us.

Contact Information:

Telephone No.: 8831-8871

FB Link: https://www.facebook.com/pswdd.pasay

E-mail: pswdpasaycity@yahoo.com.ph or

pswddpasaycity@gmail.com

How feedbacks are processed

The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the assigned personnel at the Crisis Intervention Unit (CIU);

Or

Everyday, the administrator of the PSWDD FB Page and email accounts will check the messenger and email inbox. Printout of the feedback will be forwarded to the assigned personnel at the CIU.

The CIU Officer shall record the feedbacks and forward the same to the concerned Unit In Charge or Social Workers for their information and appropriate action. They are given at least forty-eight hours (48) to provide answer or reply thereto. The concerned Unit In Charge or Social Worker shall likewise provide the Officer of the Day of the Actions taken to be noted on the feedbacks logbook for proper monitoring;

After which, citizen is informed of the answer with regard to their feedback.

For inquiries and follow-ups, citizen may contact:

Telephone No.: 8831-8871

FB Link:

https://www.facebook.com/pswdd.pasay.9 E-mail: pswdpasaycity@yahoo.com.ph or

pswddpasaycity@gmail.com

How to file a complaint	Answer the complaint form and drop it in the suggestion box located in front of PSWDD-PACD at Room 208, Pasay City Hall.
	Complaints can also be filed thru telephone call at telephone number 8831-88-71. Kindly provide the following information/details, to wit: - Name of the person being complained - Incident - Evidence - contact number of the complainant
	Or
	You may visit the Official FB Account of PSWDD send your complaint thru private message or send email to the PSWDD official email addresses. Kindly state the above required information/detail in your complaint.
	Contact Information: Telephone No.: 8831-8871 FB Link:
	https://www.facebook.com/pswdd.pasay.9 E-mail: pswdpasaycity@yahoo.com.ph or pswddpasaycity@gmail.com
How complaints are processed	The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the CIU;
	Or
	Everyday, the administrator of the PSWDD FB Page and email accounts will check the messenger and email inbox. Printout of the complaint will be forwarded to the assigned personnel at the CIU.
	The CIU Officer shall record the complaints and forwards the same to the Social Welfare Officer III who shall evaluate and investigate the client's complaint and forward it to the staff being complained. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed by the Social

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	Welfare Officers III and V, and decision thereof will be released. After which, citizen will be informed with regards to their complaint.
	Citizen will be notified within twenty-four (24) hours upon receipt of comment/explanation.
	For inquiries and follow-ups, citizen may contact: Telephone No.: 8831-8871 FB Link:
	https://www.facebook.com/pswdd.pasay.9 E-mail: pswdpasaycity@yahoo.com.ph or pswddpasaycity@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888 CSC-CCB: 0908-8816565

Urban Development and Housing Office (Room #209)

Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay

FEEDBACK AND COMPLAINTS MECHANISMS				
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Urban Development & Housing Office-Public Assistance and Complaints Desk (UDHO-PACD) at Room 209, 2 nd Floor, Pasay City Hall.			
	OR			
	You may forward your feedback by sending your PM to the Official FB Account of UDHO Pasay.			
	Contact Info: Urban Development & Housing Office (UDHO) at (0906) 2091525, 88331174, 85516124 or type udhopasay for PM.			
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the day at the UDHO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.			

	Feedback forms are forwarded to concerned employee/division/office, for information and appropriate action. They are given at least fortyeight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for feedback messages, and will refer the printout/s thereof to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	The printout/s will be forwarded to, and received by concerned employee/division/office, for proper action. They are given at least fortyeight (48) hours to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact Urban Development & Housing Office (UDHO) at (0906) 2091525, 88331174, 85516124 or type udhopasay for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the UDHO-PACD at Room 209, 2 nd Floor, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information / details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or

	No.
	You may visit the official page of UDHO and send your complaint thru PM.
	Contact Info: Urban Development & Housing Office (UDHO) at (0906) 2091525, 88331174, 85516124 or type udhopasay for PM.
How complaints are processed	On a daily basis, the Officer of the Day of
	UDHO=PACD opens the suggestion box every 4:00 P.M. retrieves the enclosed forms, and
	forwards the same to Housing & Homesite
	Regulation Officer VI, for evaluation and
	appropriate action.
	Concerned employee/division/office will be given at least forty-eight (48) hours to provide answer or reply hereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for complaint messages, and will refer the printout/s thereof to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	The printout/s will be forwarded to, and received by concerned employee/division/office, for proper action. They will be given at least forty-eight (48) hours to provide or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact
	Urban Development & Housing Office (UDHO) at (0906) 2091525, 883311174, 85516124 or type udhopasay for PM.

	More
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Budget Office (Room #210)

Tanggapan ng Badyet ng Lungsod

ranggapan ng Badyet ng Lungsod	D COMPLAINTO MECHANIOMO
	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Budget Office at Room 210, Pasay City Hall.
	OR
	Send your feedback thru email.
	Contact info: City Budget Office at 8833-3728, cbopasay.pacd@gmail.com
How feedbacks are processed	Everyday at 4:00 P.M., the CBO-Public Assistance and Complaints Desk (PACD) Officer shall: (1) open the suggestion box, retrieve the enclosed forms; (2) check the email of the office and print all feedbacks of the day; (3) record all feedbacks in a logbook; and (4) forward the feedbacks to concerned personnel and to the CBO-Administrative Officer (CBO-AO), copy furnished the City Budget Office Head. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. Reply shall be given to the CBO-AO copy furnished the CBO Head. After which, citizen is informed of the answer with regard to their feedback. For inquiries and follow-ups, citizen may
How to file a complaint	contact #: City Budget Office 8833-3728. Answer the complaint form, and drop it in the suggestion box in front of the City Budget Office at Room 210, Pasay City Hall.

	Age
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the
	complainant
	Clients may likewise email their complaints, with required information stated above.
	Contact info: City Budget Office at 8833-3728, cbopasay.pacd@gmail.com
How complaints are processed	On a daily basis at 4:00 PM the CBO-Public Assistance and Complaints Desk (PACD) Officer shall: (1) open the suggestion box, retrieve the
	enclosed forms; (2) check the email of the office and print all complaints of the day;
	(3) record all complaints in a logbook; and (4) forward the complaints to concerned personnel and to the CBO-
	Administrative Officer (CBO-AO) copy furnished the City Budget Office Head.
	The concerned personnel shall be given at least forty-eight (48) hours to provide an answer or reply thereto. Reply shall be given to the CBO-AO copy furnished the CBO Head for appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: City Budget Office at 8833-3728.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



City Planning & Development Office (Room #211)

Tanggapan ng Pagpaplano at Pagpapaunlad ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Planning and Development Office-Public Assistance and Complaints Desk (CPDO-PACD), Room 211, Pasay City Hall. or Send your feedback thru email. Contact info: City Planning and Development	
	Office (CPDO) at 8824-0433 or email us at cpdopasay@gmail.com.	
How feedbacks are processed	Every day at 4:00 P.M., the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel; copy furnished the City Planning and Development Office Head. The concerned personnel shall be given at	
	least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action. Or	
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	The CPDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.	
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.	
	After which, citizen is informed of the answer with regard to their feedback.	

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	For inquiries and follow-up, the client may call (02) 8834-0433 or email us at cpdopasay@gmail.com .
How to file a complaint	Answer the complaint form and drop it at the designated suggestion box of the CPDO-PACD, Room 211, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit: a. Name of person being complained b. Incident c. Evidence d. Name and contact information of the complainant
	Or
	It can also be filed by sending an email, ensuring that required information are provided, as stated.
	Contact info: City Planning and Development Office (CPDO) at 8824-0433 or email us at cpdopasay@gmail.com.
How complaints are processed	CPDO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the City Planning and Development Office Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	Or
	The CPDO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.

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	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-up, the client may call (02) 8834-0433 or email us at cpdopasay@gmail.com.
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888 CSC-CCB: 0908-8816565

Tricycle and Pedicab Franchising Regulatory Office (Room #212)

Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak

FEEDBACK /	AND COMPLAINTS MECHANISMS
How to send feedback	Fill out the client feedback form and drop it at the suggestion box at the Tricycle Pedicab Franchising Regulatory Office-Public Assistance and Complaints Desk (TPFRO-PACD) at Room 212, Pasay City Hall. Contact info: TPFRO at 8831-9344
How feedbacks are processed	Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the feedback forms collected for that day.
	Feedback forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation.
	In cases where TPFRO personnel are involved, feedback forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof.
	Or

	No.
	Feedback can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) hours upon receipt of the call.
	After which, the TPFRO OIC will inform the client with regard to the action taken thereof.
	For inquiries and follow-ups, client may contact the TPFRO at 8831-9344
How to file a complaint	Fill out the client complaint form and drop it at the designated suggestion box at the TPFRO- PACD, Room 212, Pasay City Hall.
	Or
	It may also be referred via phone call. Please have the following information provided: • Name of the person being complained • Details of the Incident • Evidence/s • Name and contact information of the
	Complainant
	Contact info: TPFRO at 8831-9344
How complaints are processed	Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the complaint forms collected for that day.
	Complaint Forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation.
	In cases where TPFRO personnel are involved, complaint forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof.
	Or

	Complaint can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) upon receipt of the call.
	After which, the TPFRO OIC will inform the client with regard to the action taken thereof.
	For inquiries and follow-ups, client may contact the TPFRO at 8831-9344
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Public Information Office (Room #214)

Tanggapan ng Impormasyong Pampubliko

FEEDBACK A	ND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box of the Pasay City Public Information Office-Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall. Or You may forward your feedback by sending your personal message (PM) to the Official FB Account of Pasay City Public Information Office. Contact info: Public Information Office (PIO) at
How feedbacks are processed	8831-6459 or type @pasaypio for PM. Pasay PIO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel/office/department, copy furnished the Pasay City PIO Head. Feedbacks are forwarded to the concerned personnel/office/department. They are required to answer within one (1) day of receipt thereof. Or

	The Page Admin of the PCG-Pasay City Public Information Office Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be forwarded to concerned employee/department/office, for proper action. After which, citizen is informed of the answer with regard to their feedback. For inquiries and follow-ups, citizen may call Pasay PIO at 8831-6459 or type @pasaypio for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box of the Pasay City Public Information Office -Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall. Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or You may visit the official page of Pasay PIO and send your complaint thru PM. Contact info: Public Information Office at 8831-6459 or type @pasaypio for PM.
How complaints are processed	Pasay PIO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned employee/office/department for information and appropriate action. Copy thereof will also be provided to the Pasay City PIO Head. Concerned employee/office/department shall be given at least one (1) day and ten (10) minutes to

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	provide answer or reply thereto, copy furnished the Pasay City PIO Head. The answer will be assessed and a decision thereof will be released.
	Or
	The Page Admin of the PCG-PIO Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the citizen may call the Public Information Office at 8831-6459 or type @pasaypio for PM.
Contact Information of ARTA, PCC, CSC-CCB,	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565

City Anti-Drugs Abuse Council (Room #216)

Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod

FEEDBACK A	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Account of the CADAC.
	Contact info: City Anti-Drug Abuse Council (CADAC) at0966-7957565, 0960-5897760or type @pasaycitycadac for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CADAC opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Officer-in-charge for evaluation.

	Feedback forms are forwarded to concerned employee/office for information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the CADAC Official FB Page will check the messenger inbox of the CADAC Facebook Account, and will refer the printout of message to the Officer-in-Charge for evaluation.
	The printout message will be forwarded to, and received by concerned employee/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: City Anti-Drug Abuse Council (CADAC) 0966-7957565, 0960-5897760 or type @pasaycitycadac for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of CADAC and send your complaint thru PM.

	Contact info: City Anti-Drug Abuse Council
	(CADAC) at 0966-7957565, 0960-5897760 or
	type @pasaycitycadac for PM.
How complaints are processed	On a daily basis, the Officer of the Day at the
	CADAC opens the suggestion box every 4:00
	P.M., retrieves the enclosed forms, and forwards
	the same to the Officer-in-Charge for evaluation.
	The Officer of the day shall evaluate the
	complaint or client concern and forward it to
	concerned employee/office for information and
	appropriate action. The latter will be given at least
	forty-eight (48) hours to provide answer or reply
	thereto. The answer will then be assessed and
	decision thereof will be released.
	After which, citizen is informed of the answer with
	regard to their complaint.
	Or
	Oi
	Every day, the Page Admin of the CADAC Official
	FB Page will check the messenger inbox of the
	CADAC Facebook Account, and will refer the
	printout of message to the Officer-in-Charge for
	evaluation.
	The printout message will be forwarded to, and
	received by concerned employee/office for proper
	action. They will be given at least forty-eight (48)
	hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with
	regard to their feedback.
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	For inquiries and follow-ups, citizen may contact
	#s: City Anti-Drug Abuse Council (CADAC) 0966-
	7957565, 0960-5897760 or type
	@pasaycitycadac for PM.
Contact Information of ARTA, PCC	ARTA: complaints@arta.gov.ph
and CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565



THIRD FLOOR

Pasay City Barangay Bureau (Room #303)

Kawanihang Pambarangay ng Lungsod Pasay

Kawaninang Pambarangay ng Lungsod Pasay		
FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303, Pasay City Hall.	
	Or	
	You may send your feedback thru PCBB email address.	
	Contact info: PCBB at 8831-33-22 or email us at pcbbpasay@gmail.com	
How feedbacks are processed	Every day, all received feedback forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.	
	Copy of feedback forms will be forwarded to concerned personnel or barangay. They are required to take action within three (3) days of the receipt thereof. The answer of concerned personnel or barangay will be relayed to the citizen and forwarded to relevant offices.	
	For inquiries and follow-ups client may contact PCBB at 8831-33-22.	
How to file a complaint	Answer complaint form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303 Pasay City Hall.	
	Complaint can also be filed via telephone call or email. Make sure to provide the following information: • Name of person being complained • Incident • Evidence	

	 Full name and contact info of the complainant.
	Contact info: PCBB at 8831-33-22 or email us at pcbbpasay@gmail.com
How complaints are processed	Every day, all received complaint forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.
	The concerned Admin Section shall review and evaluate the complaint form and forward it concerned personnel or barangay concern to submit appropriate action. They are required to take action within three (3) days of the receipt thereof.
	The answer of concerned personnel or barangay will be submitted to the PCCB Officer-in-Charge and relevant offices, for appropriate action. Copy will also be given to the citizen.
	For inquiries and follow ups, citizen may contact the following numbers: (PCBB) 8831-33-22, 8831-33-66 or send email at pcbbpasay@gmail.com .
Contact Information of ARTA, PCC and CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565

Pasay City Environment & Natural Resources Office (Room #304)

Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	You can secure a feedback form at Pasay City Environment and Natural Resources Office-Public Assistance and Complaint Desk (PCENRO- PACD), Room 304, Pasay City Hall, thru our designated Officer of the Day: Answer the feedback form, and drop it in the suggestion box, in front of the PCENRO-PACD.
	Contact info: PCENRO at 8551-9798.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned personnel at the PCENRO-PACD opens the suggestion box,

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	retrieves the forms and forwards the same to the Officer-in-Charge.
	The Officer-in-Charge evaluates the feedback and forwards it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact PCENRO at 8551-9798.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the PCENRO-PACD, Room 304, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following: - Name of the person being complained - Incident - Evidence - Name and contact information of the complainant
	Contact info: PCENRO at 8551-9798.
How complaints are processed	The personnel assigned at the PCENRO-PACD opens the suggestion box at 4:00 P.M. on a daily basis, retrieve the forms, and forwards the same to the Officer-in-Charge.
	The Officer-in-Charge shall evaluate the complaint or client concern and forward it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed with regard to their complaint.
	For inquiries and follow-ups, citizen may contact PCENRO at 8551-9798.
Contact information of ARTA, PCC, CCB-CCB	ARTA: complaints@arta.gov.ph, 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



City Accounting Office (Room #305)

Tanggapan ng Akawnting ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the City Accounting Office-Public Assistance Complaints Desk (CAO-PACD), Window 1, Room 305.
How feedbacks are processed	Contact Info: (City Accounting Office) 8833-2180 The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms.
	Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes.
	The Department Head evaluates the client feedback.
	Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact City Accounting Office at 8833-2180.
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the CAO-PACD, Window 1, Room 305.
	Contact Info: (City Accounting Office) 8833-2180
How complaints are processed	The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms. Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes.
	The Department Head evaluates the complaint/client concern.

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	Complaint forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employees are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.
	After which, citizen is informed of the answer with regard to his/her complaint.
	For inquiries and follow-ups, citizen may contact City Accounting Office at 8833-2180.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565

Pasay City Public Library (Room #306)

Pampublikong Aklatan ng Lungsod Pasay

Tampublikong Aklatan ng Lungsou	
FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the client feedback form and drop it at the suggestion box of the Pasay City Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall. Feedback can also be sent thru email.
	Contact information: (PCPL) at 8831-6688, or email at pcpl50@yahoo.com .
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the PCPL-PACD opens the suggestion box and compiles and records all feedback submitted, and forwards the same to the City Librarian.
	Feedback forms are forwarded to the concerned personnel, who is required to answer within three (3) days of receipt thereof. Or
	Everyday, the Librarian will check the email of the library. Emails concerning feedback will be printed and forwarded to concerned personnel for proper action.

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	The answer to the feedback given is relayed to the client.
	For inquiries and follow-ups, the client may call PCPL at 8831-6688 or email us at pasaylibrary@gmail.com.
How to file a complaint	Fill out the complaint form and drop it in the suggestion box of the Pasay City Public Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall.
	It can also be filed thru sending an email to us.
	Please do not forget to include the following information:
	a. Name of person being complained b. Incident
	c. Evidence d. Name and contact information of the complainant.
	Contact information: (PCPL) at 8831-6688 or email us at pasaylibrary@gmail.com.
How complaints are processed	The PCPL-PACD Officer of the Day opens the suggestion box on a daily basis at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the City Librarian.
	Upon evaluation, the City Librarian shall forward the complaint to the concerned personnel for information and appropriate action. Employees are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.
	After which, citizen is informed of the answer with regards to his/her complaint.
	Or
	Everyday, the Librarian will check the email of the library. Complaints will be printed and forwarded to concerned personnel for proper action. After which, the citizen is informed of the answer with regard to their complaint.

	For inquiries and follow-ups, client may call 8831-
	6688 or email us at pasaylibrary@gmail.com
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Public Order & Safety Unit (Room #307)

Tanggapan ng Pampublikong Kaayusan at Kaligtasan

ranggapan ng Pampublikong Kaayt	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box, located at the Public Order and Safety Unit Office-Public Assistance and Complaints Desk (POSU-PACD), Room 307, Pasay City Hall.
	or
	Send your feedback via email.
	Contact info: Public Order and Safety Unit (POSU) at 88318840 or email us at posu.pasay@gmail.com
How feedbacks are processed	Every day at 4:00 P.M., the POSU-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted and forwards the same to the concerned personnel/section, copy furnished the POSU Officer-in-Charge.
	Copy thereof will be forwarded to the concerned personnel for information and appropriate action. They will be required to answer within two (2) days upon receipt thereof.
	Or
	Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning feedback will be printed and forwarded to concerned personnel/section for proper action.
	After which, citizen is informed of the answer with regard to their feedback.

	For inquiries and follow-ups, the client may call
The forther words and	8831-8840 or email us at posu.pasay@gmail.com
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front of POSU-PACD, Room 307, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Or
How complaints are processed	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: Public Order and Safety Unit (POSU) at 88318840 or email us at
	posu.pasay@gmail.com POSU-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel for information and appropriate action. Copy thereof will also be provided to the POSU Officer-in-Charge.
	Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning complaints will be printed and forwarded to the concerned personnel, for information and appropriate action; copy furnished the POSU Officer-in-Charge.

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	Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow-ups, the client may call 8831-8840 or email us at posu.pasay@gmail.com
Contact Information of ARTA,PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay City Disaster Risk Reduction & Management Office (Room #308)

Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay

FFFDBACK AN	D COMPLAINTS MECHANISMS
How to send a feedback?	Answer the client feedback form and drop it in the designated drop box located at the Pasay City Disaster Risk Reduction and Management Office-Public Assistance and Complaint Desk (PCDRRMO-PACD) at Room 308, Pasay City Hall. OR Send your feedback via email. Contact information Tel. Nos.: 8551-7777 or 8833-8512 E-mail: drrmo@pasay.gov.ph or pasaycdrrmo@gmail.com FB Link: https://www.facebook.com/pcdrrmorescue/
How feedback are processed	Everyday at 4:30 P.M., the Officer of the Day opens the drop box and compiles, consolidates and records all feedback submitted; Feedback requiring answers are forwarded to the PCDRRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight(48) hours upon receipt of the feedback to provide answer; Or



Everyday, the administrator of the PCDRRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight (48) hours upon receipt of the feedback to provide answer.

The answer of the employee is then relayed to the client.

For inquiries and follow-ups, clients may contact:

Tel. Nos.: 8551-7777 or 8833-8512 E-mail: drrmo@pasay.gov.ph or pasaycdrrmo@gmail.com

FB Link:

https://www.facebook.com/pcdrrmorescue/

How to file a complaint

Answer the client complaint form and drop it in the designated drop box in front of the PCDRRMO-PACD at Room 308, Pasay City Hall;

Or

Complaints can also be filed via telephone. Make sure to provide the following information:

- Name of individual being complained
- Nature of incident
- Evidence
- Name and contact info of the complainant

Or

You may visit the official page of PCDRRMO and send your complaint thru PM, or message your complaint via email, provided that information required are indicated therein.

Contact information

Tel. Nos.: 8551-7777 or 8833-8512 E-mail: drrmo@pasay.gov.ph or

pasaycdrrmo@gmail.com

FB Link:

https://www.facebook.com/pcdrrmorescue/

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How complaints are processed	The Officer of the Day opens the drop box on a daily basis every 4:30 in the afternoon. He then retrieves the forms, and evaluates each complaint.
	Upon evaluation, the Officer of the Day shall start the investigation and forward the complaint to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted within forty-eight (48) hours upon receipt of the complaint.
	Or
	Every day, the administrator of the PCDRRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted within forty-eight (48) hours upon receipt of the complaint.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, clients may contact: Tel. Nos.: 8551-7777 or 8833-8512 E-mail: drrmo@pasay.gov.ph or pasaycdrrmo@gmail.com FB Link: https://www.facebook.com/pcdrrmorescue/
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565



Pasay City Employment Center (Room #310)

Sentrong Pang-empleo ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of the Public Employment Service Office-Public Assistance and Complaint Desk (PESO-PACD) at Room 310, Pasay City Hall.
	Contact Info: Telephone No.: 8834-0238 Email Address: pesopasay@yahoo.com
How feedbacks are processed	Everyday before 5:00 P.M., from Monday to Friday, the assigned Officer of the Day opens the suggestion box and retrieves the feedback forms and forwards the same to the PESO Head for her information and appropriate action.
	The concerned staff shall be immediately notified the following day and shall be required to comment/answer within twenty-four (24 hours) upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the PESO.
	After which, the PESO shall inform the citizen of the answer with regard to the issue being raised/complained of.
	For inquiries and follow-ups, citizen may contact: 8834-0238 or send email at pesopasay@yahoo.com
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front of PESO-PACD at Room 310, Pasay City Hall.
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;
	 Full Name of the complainant and contact information Address and contact number Date and time of the incident being complained Name of the person/staff subject of

	No.
	the complaint
	Contact Info: Telephone No.: 8834-0238 Email Address: pesopasay@yahoo.com
How complaints are processed	The PESO-PACD Officer of the Day opens the suggestion box before 5:00 P.M. on a daily basis, from Monday to Friday, and forwards the complaint/suggestion form to the PESO Head for her information and immediate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.
	The PESO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.
	The complainant shall likewise be informed within 24 hours of the initial action of PESO Head.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within 24 hours, PESO must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.
	For inquiries and follow-ups, citizen may contact PESO at telephone number 8834-0238 or send message to pesopasay@yahoo.com .
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



City Engineer's Office (Room #311)

Tanggapan ng Inhenyeriya ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of One-Stop-Shop of City Engineer's Office-Public Assistance and Complaints Desk (CEO-PACD) located at Room 311, Pasay City Hall;
	Or
	You may send your feedback via email.
How feedbacks are processed	Contact information Tel. Nos.: 8831-5925 or 88312446 E-mail: CEOPasay1300@gmail.com Everyday at 4:00 P.M., the assigned Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards to CEO Head for his information.
	Thereafter, Chief of Processing Enforcement Division will be furnished copy/s of the feedback forms which in turn forward the same to concerned Section/Division after evaluation.
	Feedback forms which require action should be acted upon within forty-eight (48) hours upon receipt thereof.
	After which, citizen is informed of the answer with regard to the submitted feedback.
	Or
	Everyday, the Officer of the Day monitors the inbox of official email address, print the submitted feedback and forwards the same to the CEO Head who will in turn forward to Chief of Processing Enforcement Division. The latter will furnish copy/s of feedback to concerned Section/Division for proper action.

	After which, citizen is informed of the answer with
	regard to the submitted feedback.
	For inquiries and follow-ups, citizen may contact: 8831-5925 and 88312446 or email at CEOPasay1300@gmail.com
How to file a complaint	Answer the feedback/complaint form and drop it in the suggestion box in front of One-Stop-Shop of CEO-PACD located at Room 311, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	OR
	You may send it via email, with the above information indicated therein.
	Contact information Tel. Nos.: 8831-5925 or 88312446 E-mail: CEOPasay1300@gmail.com
How complaints are processed	The Officer of the Day, at the CEO-PACD, opens the suggestion box at 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards to CEO Head for his information.
	CEO Head shall forward it to Chief of Processing Enforcement Division for his information and appropriate action. The Chief will then forward the same to the concerned Section/Division or employee which is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to the submitted complaint.
	OR

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	Everyday, the Officer of the Day monitors the inbox
	of official email address, print the submitted
	complaint and forwards the same to the CEO Head
	who will in turn forward to Chief of Processing
	Enforcement Division. The latter will furnish copy/s
	of complaint to concerned Section/Division for
	proper action.
	After which, citizen is informed of the answer with
	regard to the submitted complaint.
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	For inquiries and follow-ups, citizen may contact:
	8831-5925 and 88312446 or email at
Contact Information of ARTA	CEOPasay1300@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
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	CSC-CCB: 0908-8816565
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FOURTH FLOOR

Office of Councilor KING MARLON A. MAGAT (Room #404)

Tanggapan ni Konsehal KING MARLON A. MAGAT

	Tanggapan ni Konsenai KING MARLON A. MAGAT		
FEEDBACK AND COMPLAINTS MECHANISMS			
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of Councilor King Marlon A. Magat Office-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 404, Pasay City Hall.		
	Or		
	You may forward your feedback by sending your PM to the Official FB Page of King Marlon A. Magat.		
	Contact info: Office of Councilor Aileen Padua La Torre at 8833-3736 FB Link: https://www.facebook.com/khenmagat		
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.		
	Feedback forms are forwarded to concerned employee for his/her information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;		
	Or		
	Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.		
	The same will be forwarded to concerned employee for his/her information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;		

	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 8833-37-36 FB Link: https://www.facebook.com/khenmagat
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of Councilor King Marlon A. Magat-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 404, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of Coun. Magat and send your complaint thru PM.
	Contact info: Office of Councilor Councilor King Marlon A. Magat at 8833-3736 FB Link: https://www.facebook.com/khenmagat
How complaints are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.
	The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will

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	then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.
	The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 8833-37-36 FB Link: https://www.facebook.com/khenmagat .
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



Office of Councilor DONNABEL M. VENDIVEL (Room #405)

Tanggapan ni Konsehala DONNABEL M. VENDIVEL

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Donnabel M. Vendivel, 4 th Floor, Room 405, Pasay City Hall.	
	Contact Info: Office of Coun. Donnabel M. Vendivel at 8551-1943	
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.	
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officerfor evaluation of client's feedback.	
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.	
	After which, citizen is informed of the answer with regards to his/her feedback.	
	For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 8551-1943	
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Donnabel Vendivel, 4 th Floor, Room 405, Pasay City Hall.	
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant	

	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Coun. Donnabel M. Vendivel or 8551-1943
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Vendivel staff and the client).
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 8551-1943
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Councilor ABRAHAM ALBERT Q. ALVINA (Room #406)

Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA

FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Office of Honorable Abraham Albert 'Ambet' Q. Alvina -Public Assistance and Complaints Desk (CAA-PACD) at Room 406, Pasay City Hall. Or

	You may send your feedback via email
How feedbacks are processed	Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 8551-1945 or send email at councilorabrahamalbert@gmail.com Everyday at 4:00 P.M., the assigned Officer of the Day at the CAA-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor Ambet Alvina for appropriate actions.
	Feedback forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 8551-1945 or send email at councilorabrahamalbert@gmail.com
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the CAA-PACD at Room 416, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant

	No.
	Clients may also send their complaints via email with the above information indicated therein.
	Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 8551-1945 or send email at councilorabrahamalbert@gmail.com
How complaints are processed	On a daily basis, the Officer of the Day at the CAA-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and these will be forwarded directly to Councilor Ambet Alvina for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Councilor Ambet Alvina takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Alvina and the client).
	After which, citizen is informed of the answer with regard to their complaint. For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 8551-1945 or send email at councilorabrahamalbert@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



Office of Councilor MARLON A. PESEBRE (Room #407)

Tanggapan ni Konsehal MARLON A. PESEBRE

Tanggapan ni Konsehal MARLON A. PESEBRE		
FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Office of Councilor Pesebre-Public Assistance and Complaints Desk (PACD) at 4 th Floor, Room 407, Pasay City Hall.	
	Or	
	You may forward your feedback by sending your PM to the Official FB Account of Councilor Marlon Atienza Pesebre.	
	Contact info: Office of Councilor Marlon A. Pesebre at 8551-0563 or type @CouncilorMarlonPesebre for PM.	
How feedbacks are processed	Everyday at 4:30 P.M., the assigned Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.	
	Feedback forms are forwarded to concerned employee/s for their information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;	
	Or	
	Everyday, the assigned personnel of the Office of Councilor Marlon Atienza Pesebre FB Page will check the messenger inbox of the Facebook Account. Screenshots of messages will be forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto;	
	After which, citizen is informed of the answer with regard to their feedback.	
	For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 8551-0563 or type @CouncilorMarlonPesebre	

How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the Office of Councilor Pesebre at Room 407, Pasay City Hall. Complaints can also be referred via telephone
	call. Kindly provide the following information/details, to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Or
	You may visit the official FB page of Councilor Marlon Atienza Pesebre and send your complaint thru PM.
	Contact info: Office of Councilor Marlon A. Pesebre at 8551-0563 or type @CouncilorMarlonPesebre for PM.
How complaints are processed	On a daily basis, the Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box every 4:30 P.M., retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.
	Councilor Marlon A. Pesebre shall evaluate the complaint or client concern and forward to, and received by the concerned employee/s for information and appropriate action.
	He/she is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Everyday, the Page of Councilor Marlon Atienza Pesebre FB Page will check the messenger

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	inbox of the Facebook Account. Screenshots of messages will be forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 8551-0563 or type @CouncilorMarlonPesebre for PM.
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Office of Councilor ANGELO NICOL P. ARCEO (Room #408)

Tanggapan ni Konsehal ANGELO NICOL P. ARCEO

FEEDBACK AI	ND COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 408, Pasay City Hall.
	Or
	You may send your feedback via email.
	Contact Info: Office of Councilor Angelo Nicol P. Arceo at 8833-0296 or send email at ararceo0907@yahoo.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be

	given at least twenty-four (24) hours upon
	receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceo at 8833-0296 or send email at ararceo0907@yahoo.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 408, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Councilor Angelo Nicol P. Arceo 8833-0296 or send email at ararceo0907@yahoo.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.

Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation. Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto. Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaints. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto. Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Angelo Nicol P. Arceo staff and the client). After which, citizen is informed of the answer with regard to their complaint. For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceoat 8833-0296 or send email at ararceo0907@yahoo.com Contact Information of ARTA, PCC, ARTA: complaints@arta.gov.ph

8478-5093

CSC-CCB: 0908-8816565

PCC: 8888

CSC-CCB



Office of Councilor JENNIFER D. PANALIGAN Room #409)

Tanggapan ni Konsehala JENNIFER D. PANALIGAN

	Tanggapan ni Konsehala JENNIFER D. PANALIGAN	
FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 409, and Pasay City Hall.	
	Or	
	You may forward your feedback via email.	
	Contact Info: Office of Councilor Jennifer D. Panaligan at 8551-5194 or email at officeofjojop_prospero@yahoo.com	
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.	
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.	
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.	
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.	
	After which, citizen is informed of the answer with regards to his/her feedback.	
	For inquiries and follow-ups, citizen may contact Office of Councilor Jennifer D. Panaligan at 8551-5194 or send email at officeofjojop_prospero@yahoo.com	

How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 409, and Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Councilor Jennifer D. Panaligan at 8551-5194 or send email at officeofjojop_prospero@yahoo.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.

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	Upon receipt of answer, Local Legislative Staff
	Officer takes final action thereof by issuing
	investigation report, which will be forwarded to
	both parties (the Office of Councilor Jennifer D.
	Panaligan staff and the client).
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact
	Office of Councilor Jennifer D. Panaligan at
	8551-5194 or send email at
	officeofjojop_prospero@yahoo.com
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Office of Councilor MARK ANTHONY A. CALIXTO (Room #410)

Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO

FEEDBACK AN	D COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mark Anthony A. Calixto-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 410, Pasay City Hall.
	Or
	You may forward your feedback via email.
	Contact Info: Office of Coun. Mark Anthony A. Calixto at 8-833-2193 or send email at kmc.rm410@gmail.com

How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms or open the email inbox to print messages.
	Retrieved forms/emailed messages will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms/emails concerning feedback are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Coun. Mark Anthony A. Calixto at 8-833-2193 or send email at kmc.rm410@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Coun. Mark Anthony A. Calixto, 4 th Floor, Room 410, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office Coun. Mark Anthony A. Calixto, tel. number 8-833-2193 or send email at kmc.rm410@gmail.com

How complaints are processed	The Officer of the Day will open the Suggestion
	Box daily to retrieve the forms or open the email
	inbox to print messages.
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	Retrieved forms/emailed messages will be
	logged by the PACD Officer of the Day for
	monitoring purposes and forwarded to Local
	Legislative Staff Officer for evaluation.
	Complaint forms/emails concerning complaints are forwarded to, and received by the concerned
	employee/s for appropriate action. He/she will
	be given at least three (3) days upon receipt to
	provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun Calixto staff and the client).
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	After which, citizen is informed of the answer
	with regard to their feedback.
	For inquiries and follow-ups, citizen may contact
	OfficeCoun. Mark Anthony A. Calixto at 8-833-
	2193 or send email at kmc.rm410@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Office of Councilor RICARDO E. SANTOS (Room #411)

Tanggapan ni Konsehal RICARDO E. SANTOS

FEEDBACK AN	D COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor RICARDO E. SANTOS, 4 th Floor, Room 411, Pasay City Hall. Or You may send your feedback via email.

	Contact Info: Office of Coun. Ricardo E. Santos at 8659-8673, or email us at
	konsehaldingsantos8@yahoo.com
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How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD
	Officer of the Day for monitoring purposes and
	forwarded to Local Legislative Staff Officer for
	evaluation of client's feedback.
	Feedback forms are forwarded to and received
	by the concerned employee/s. He/she will be
	given at least twenty-four (24) hours upon
	receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email
	of the office and check for the ones which
	pertain to feedback. Emails thereof will be
	printed and forwarded to concerned employees,
	for information and appropriate action. He/she
	will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	receipt to provide answer of reply thereto.
	After which, citizen is informed of the answer
	with regards to their feedback.
	For inquiries and follow-ups, citizen may contact
	Office of Coun. Ricardo E. Santos at 8659-8673
	or email us at
	konsehaldingsantos8@yahoo.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor
	Ricardo E. Santos, 4 th Floor, Room 411, Pasay
	City Hall.
	Complaints can also be referred via telephone
	call. Kindly provide the following
	information/details to wit:
	Name of the person being complained
	IncidentEvidence
	LVIGOTIOG

	Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Coun. Ricardo E. Santos 8659-8673 or email us at konsehaldingsantos8@yahoo.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officerfor evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint/s. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given three (3) days upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Ricardo Santos staff and the client).
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact Office of Coun. Ricardo E. Santos at 8659-8673

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	or email us at	A CTTTO A
	konsehaldingsantos8@yahoo.com	
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph	
CSC-CCB	8478-5093	
	PCC: 8888	
	CSC-CCB: 0908-8816565	

Liga ng mga Barangay (Room #412)

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Answer the feedback form, and drop it in the suggestion box, located at the Liga ng mga Barangay-Public Assistance and Complaints Desk (LIGA-PACD), Room 412, Pasay City Hall.
	Or
	Send feedback via email.
	Contact info: Liga ng mga Barangay (LIGA) at 8831-8878 or email us at ligangmgabarangay pasay@yahoo.com
How feedback is processed?	Every day at 4:00 P.M., the LIGA–PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the Liga ng mga Barangay President. Copy thereof will be forwarded to the concerned personnel for information and appropriate action. He/she will be required to answer within one (1) working day upon receipt thereof.
	Or Everyday, the LIGA-PACD Officer of the Day will check the email of the office. Feedbacks will be printed and forwarded to concerned personnel, copy furnished Liga ng mga Barangay President, for proper action.

	No.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 8831-8878 or email us at ligangmgabarangay_pasay@yahoo.com.
How to file complaint?	Answer the complaint form and drop it in the suggestion box suggestion box at the LIGA-PACD, Room 412, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information, to wit: a. Name of the person being complained b. Narrative of the complaint c. Evidence d. Full name and contact information of the complainant
	Or Send your complaint thru email.
	Contact info: Liga ng mga Barangay (LIGA) at 8831-8878 or email us at ligangmgabarangay_pasay@yahoo.com.
How complaints are processed?	The Liga-PACD Officer of the Day opens the suggestion box on a daily basis at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the Liga ng mga Barangay President.
	The PACD Officer of the Day shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The latter shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.

After which, citizen is notified of the answer with regard to his/her complaint.
Or
The PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the Liga ng mga Barangay President.
Concerned shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.
The client shall be informed of the answer and decision relative to his/her complaint.
Contact info: Liga ng mga Barangay (LIGA) at 8831-8878 or email us at ligangmgabarangay pasay@yahoo.com.
ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Tourism and Cultural Development Office (Room #417)

Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form and drop it in the suggestion box located at the Tourism and Cultural Development Office-Public Assistance and Complaints Desk (TCDO-PACD) at Room 417, Pasay City Hall.
	Contact Info: Telephone No.: 8551-1367 Email Address: pasaytourism@yahoo.com
How feedbacks are processed	Everyday, before 5:00 P.M. From Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the forms, and forwards the same to the TCDO Head, for his information and appropriate action.

	The concerned staff shall immediately be notified the following day and required to comment/answer within twenty-four (24 hours upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the TCDO. After which, the TCDO shall inform the citizen of the answer with regard to his/her concern. For inquiries and follow-ups, citizen may contact: 8551-1367 or email us at
	pasaytourism@yahoo.com.
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front TCDO-PACD at Room 417, Pasay City Hall.
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;
	 Full name of the complainant, his/her address and contact number Date and time of the incident Name of the person/staff subject of the complaint Evidence
	Contact Info: Telephone No.: 8551-1367 Email Address: pasaytourism@yahoo.com
How complaints are processed	The Officer of the Day opens the suggestion box before 5:00 P.M. on a daily basis, from Monday to Friday, and forwards the said accomplished complaint/suggestion form to the TCDO Head, for his information and immediate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.

	Age.
	The TCDO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof. The complaint shall likewise be informed within 24 hours of the initial action of TCDO Head.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within 24 hours, the TCDO Head must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.
	For inquiries and follow-ups, citizen may contact: 8551-1367 or email us at
Contact Information of ARTA, PCC, CSC-CCB	pasaytourism@yahoo.com. ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

SK Federation Office (Room #418)

Tanggapan ng Pederasyon ng Sangguniang Kabataan

55 7 5 5	AND COMPLAINTS MESSUANIONS
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of SK Federation Office-Public Assistance and Complaints Desk (PACD), 4th Floor, Room 418, Pasay City Hall
	Or
	You may forward your feedback via email.
	Contact Info: SK Federation Office at 8-3740832 or send email at skfederationpasay@gmail.com
How feedbacks are processed	Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards the same to SK President Jose Miguel Mañez to properly address the concerned individuals and issues.

Feedback forms are forwarded to, and by the concerned employee for inform appropriate action. He/she is given at eight (48) hours to provide answer or thereto; Or Everyday, the Officer of the Day will of inbox of the email account of the officer of the printout of messages to SK Individual Jose Miguel Mañezfor evaluation. After which, the printout will be forward concerned employee for his/her inform appropriate action. Staff is given at leading to the printout of the officer of the Day will be forward concerned employee for his/her information.	nation and t least forty- reply check the ce and will President
Everyday, the Officer of the Day will of inbox of the email account of the officer of the printout of messages to SK For Jose Miguel Mañezfor evaluation. After which, the printout will be forward concerned employee for his/her information appropriate action. Staff is given at least	ce and will President rded to the
inbox of the email account of the office refer the printout of messages to SK F Jose Miguel Mañezfor evaluation. After which, the printout will be forward concerned employee for his/her information appropriate action. Staff is given at least	ce and will President rded to the
concerned employee for his/her informappropriate action. Staff is given at least	
answer thereto;	east forty-
After which, citizen is informed of the regard to their feedback.	answer with
For inquiries and follow-ups, citizen m #s: SK Federation Office at 8-374083 email at skfederationpasay@gmail.co	32 or send
How to file a complaint Answer the complaint form, and drop suggestion box, in front of SK Federa Public Assistance and Complaints De 4 th Floor, Room 418, Pasay City Hall	ation Office-
Complaints can also be referred via to call. Kindly provide the following information/details to wit:	
Name of the person being comIncident	nplained
- Evidence - Full name and contact info of the complainant	he
Clients may also send their complaint with the above information indicated t	
Contact Info: SK Federation Office at or send email at skfederationpasay@	

	Morrison
How complaints are processed	Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards it to SK President Jose Miguel Mañez to properly address the concerned individuals and issues.
	Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty- eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Officer of the Day will check the inbox of the email account of the office and will refer the printout of messages to the SK President Jose Miguel Mañez for evaluation.
	After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least fortyeight (48) hours upon receipt to file a comment or answer thereto;
	Upon receipt of answer, SK President Jose Miguel Mañez takes final action thereof by issuing investigation report, which will be forwarded to both parties (SK Federation Office staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: SK Federation Office at 8-3740832 or send email at skfederationpasay@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565



Office of Councilor MARIA ANTONIA C. CUNETA (Room #420)

Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA

Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA		
	AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-Public Assistance and Complaints Desk (PACD), 4th Floor, Room 420, Pasay City Hall.	
	Or	
	You may forward your feedback via email.	
	Contact info: Office of Councilor Ma. Antonia C. Cuneta at 8551-3689or send email at councilortonya@gmail.com	
How feedbacks are processed	Everyday at 4:00 p.m. the Officer of the Day will opens the Suggestion Box, retrieves the enclosed forms, and forwards the same to Honorable Councilor Ma. Antonia C. Cuneta, for information and evaluation of client's feedback.	
	Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.	
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.	
	After which, citizen is informed of the answer with regards to their feedback.	
	For inquiries and follow-ups, citizen may contact Office of Councilor Ma. Antonia C. Cuneta at 8551-3689or send email at councilortonya@gmail.com	

Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-PACD, 4 th Floor, Room 420, Pasay City Hall.
Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
 Name of the person being complained Incident Evidence Full name and contact info of the
complainant Or
You may forward your complaint by sending your message via email.
Contact info: Office of Councilor Ma. Antonia C. Cuneta at 8551-3689or send email at councilortonya@gmail.com
The Officer of the Day will open the Suggestion Box, retrieves the enclosed forms, and forwards the same to Honorable Councilor Ma. Antonia C. Cuneta, for information and evaluation of client's complaint.
Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she/they will be given at least within forty-eight (48) hours upon receipt to provide answer or reply thereto.
Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she/they will be given at least within forty-eight (48) hoursupon receipt to provide answer or reply thereto.

	Mr.
	Upon receipt of answer, Honorable Councilor Ma. Antonia C. Cuneta takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Cuneta staff and the client).
	After which, citizen is informed of the answer with regards to their complaints.
	For inquiries and follow-ups, citizen may contact Office of Councilor Ma. Antonia C. Cuneta at 8551-3689or send email at councilortonya@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Councilor MARY GRACE B. SANTOS (Room #421)

Tanggapan ni Konsehala MARY GRACE B. SANTOS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 421, Pasay City Hall.
	Or
	You may forward your feedback via email.
	Contact Info: Office of Councilor Mary Grace B. Santos at 8-551-6122 or send email at councilor.grace.santos@gmail.com

How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 8-551-6122 or send email at councilor.grace.santos@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos, 4 th Floor, Room 421, Pasay City Hall
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant

	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Councilor Mary Grace B. Santos at 8-551-6122 or send email at councilor.grace.santos@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded toLocal Legislative Staff Officerfor evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor M.G. Santos staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 8-551-6122 or send email atcouncilor.grace.santos@gmail.com



Contact Information of ARTA, PCC,

CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Office of Councilor EDITHA Y. MANGUERRA (Room #422)

Tanggapan ni Konsehala EDITHA Y. MANGUERRA

	Tanggapan ni Konsenala EDITHA T. MANGOEKKA	
FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Edith Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4 th Floor, Room 422, Pasay City Hall	
	Or	
	You may forward your feedback via email.	
	Contact Info: Office of Councilor Edith Y. Manguerra at 8-551-7648 or send email at hectorreynaldosperez@gmail.com	
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.	
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.	
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.	
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.	

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	After which, citizen is informed of the answer with
	regards to their feedback.
	For inquires and follow-ups, citizen may contact Office of Councilor Edith Y. Manguerra at 8-551-7648 or send email at hectorreynaldosperez@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Edith Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4 th Floor, Room 422, Pasay City Hall
	Complaints can also be referred via telephone call. Kindly provide the following information/details, to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Coun. Edith Y. Manguerra, tel. number 8-551-7648 or send email at hectorreynaldosperez@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for

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	information and appropriate action. He/she will be
	given at least twenty-four (24) hours upon receipt
	to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Manguerra staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact Office of Councilor Edith Y. Manguerra at 8-551-7648 or send email at hectorreynaldosperez@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888
	CCB: 0908-8816565

Office of Councilor JOSE C. ISIDRO JR. (Room #423)

Tanggapan ni Konsehal JOSE C. ISIDRO JR.

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FEEDBACK A	ND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro JrPublic Assistance and Complaints Desk (PACD), 4th Floor, Room 423, Pasay City Hall. Or You may forward your feedback by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro. Contact info: Office of Councilor Jose Calixto Isidro Jr. at 8551-1510 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the

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	suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.
	These forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be forwarded to the Chief of Staff and the concerned employee for proper action.
	After which, citizen is informed of the answer with regard to their feedback on the email or contact no. they have provided.
	For inquiries and follow-ups, citizen may contactOffice of Jose Calixto Isidro Jr. at (02)8551-1510 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.
How to file a complaint	Answer the complaint form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro JrPublic Assistance and Complaints Desk (PACD), 4th Floor, Room 423, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or

	You may forward your complaint by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro.
	Contact info: Office of Councilor Jose Calixto Isidro Jr. at 8551-1510 or type in the FB search box @KonsehalJoeyCalixtolsidro for your private message.
How complaints are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.
	These forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be forwarded to the Chief of Staff and the concerned employee for proper action.
	After which, citizen is informed of the answer with regard to their complaint on the email or contact no. they have provided.
	For inquiries and follow-ups, citizen may contactOffice of Jose Calixto Isidro Jr. at (02)8551-1510 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



Office of the City Secretariat (Room #424)

Tanggapan ng Kalihim ng Sangguniang Panlungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Room 424, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.
	Contact info: Office of the Secretary to the Sangguniang Panlungsod at 8833-28-75 or type @secpasaycityfor PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box and retrieves the enclosed forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation thereof.
	Feedback forms are forwarded to the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt thereof to provide answer or reply;
	Or
	Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod. will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation.
	After which, the printout will be forwarded to concerned employee/s; he/she/they will be given

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	at least twenty-four (24) hours upon receipt thereof to submit a reply.
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 8833-28-75 or type @secpasaycity for PM.
How to file a complaint	Fill out the complaint form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Rooms 424, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may forward your complaint by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.
	Contact info: Office of the Secretary to the Sangguniang Panlungsod at 8833-28-75or type @secpasaycity for PM.
How complaints are processed	Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation.
	Complaint forms are forwarded to the concerned employee/s for information and appropriate

action. Employee/s is/are given at least twenty- four (24) hours upon receipt to provide answer or reply thereto;
Or
Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod. will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation. After which, the printout will be forwarded to concerned employee/s; he/she/they will be given at least twenty-four (24) hours upon receipt thereof to submit a reply.
The citizen is then informed of the answer with regard to his/her complaints.
For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 8833-28-75 or type @secpasaycity for PM.
ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Pasay Cooperative Development Office (Room #426)

Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay

FEEDBACK AI	ND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Pasay Cooperative Development Office-Public Assistance and Complaints Desk (Pasay CDO – PACD), Room 426, Pasay City Hall. OR
	Send your feedback via email. Contact info: Pasay Cooperative Development Office (Pasay CDO) at 88040976 or email us at pasaycoop1@gmail.com

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How feedbacks are processed	Every day at 4:00 P.M., the Pasay CDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.
	Copy thereof will be forwarded to the concerned personnel for information and appropriate action, copy furnished the Pasay CDO Head. He/she shall be given at least one (1) day to provide answer or reply thereto.
	Or
	The Pasay CDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel for information and appropriate action; copy furnished the Pasay CDO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 88040976 or email us at pasaycoop1@gmail.com.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the Pasay CDO-PACD, Room 426, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.

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	Contact info: Pasay Cooperative Development
	Office (Pasay CDO) at 88040976 or email us at pasaycoop1@gmail.com
How complaints are processed	Pasay CDO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the Pasay CDO Head.
	Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the Pasay CDO-PACD Officer of the Day will check the email of the office. Complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the Pasay CDO Head.
	Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow ups, the citizen may call 88040976 or email us at pasaycoop1@gmail.com.
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



Office of the City Vice Mayor (Room #427) Tanggapan ng Bise Alkalde ng Lungsod

Tanggapan ng Bise Alkaide ng Lungsi	
	ND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Office of the Vice Mayor-Public Assistance and Complaints Desk (OVM-PACD), Room 427, Pasay City Hall.
	Or
	Send your feedback via email.
	Contact info: the Office of the Vice Mayor (OVM) at 88310163 or email us at vmyetbo64@yahoo.com .
How feedbacks are processed	OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.
	The concerned personnel shall be given at least one (1) day to provide answer or reply thereto. Copy thereof shall be given to the City Vice Mayor thru the Administrative Division Head for information and appropriate action.
	Or
	The OVM-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel for information and appropriate action, copy furnished the City Vice Mayor. The concerned personnel shall be given at least one (1) day to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.

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	For inquiries and follow ups, the citizen may call 88310163 or email us at
	vmyetbo64@yahoo.com.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the OVM -PACD, Room 427, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Name and contact information of the
	complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: the Office of the Vice Mayor (OVM) at 88310163 or email us at wmyetbo64@yahoo.com
How complaints are processed	OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.
	Concerned employee shall be given one (1) day to provide answer or reply thereto. He shall submit his answer to City Vice Mayor for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or

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	Everyday, the OVM-PACD Officer of the Day will check the email of the office. Emailed
	complaints will be printed and forwarded to the concerned personnel, for information and
	appropriate action, copy furnished the City Vice
	Mayor thru the Administrative Division Head.
	Concerned employee is given one (1) day to provide answer and reply thereto. He shall
	submit his answer to City Vice Mayor for his
	information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her
	complaint.
	For inquiries and follow ups, the citizen may
	call 88310163 or email us at
	vmyetbo64@yahoo.com.
Contact Information of ARTA,PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565



OUTSIDE OFFICES

City Prosecutor's Office

(Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City)

Tanggapan ng Taga-Usig ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Prosecutors Office –Public Assistance and Complaints Desk (CPO-PACD), Room 101, Hall of Justice Building, Pasay City
	OR
	Send your feedback via email.
	Contact info: City Prosecutors Office (CPO) at8824-0433 or email us at ocppasayrecords@gmail.com
How feedbacks are processed	Every day at 4:00 P.M., the Acting Chief of the Records Section of City Prosecutor Office or the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Prosecutor. The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
	The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.
	The concerned personnel shall be given at least three (3) days to provide answer

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	or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
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	After which, citizen is informed of the
	answer with regard to their feedback.
	For inquiries and follow-ups, the citizen may call at 8831-0317 or email us at ocppasay@doj.gov.ph
How to file a complaint	Answer the complaint form, and drop it in
·	the suggestion box located at the City
	Prosecutors Office—Public Assistance and
	Complaints Desk (CPO-PACD), Room 101,
	Pasay City Hall of Justice Building.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:
	a. Name of person being complained
	b. Incident
	c. Evidence
	d. Name and contact information of the complainant
	Or
	It can also be filed by sending an email, ensuring that required information are provided, as stated.
	Contact info: City Prosecutors Office (CPO)
	at 8824-0433 or email us at
	ocppasayrecords@gmail.com
How complaints are processed	Every day at 4:00 P.M., the Acting Chief
·	of the Records Section of City Prosecutor
	Office or CPDO-PACD Officer of the Day
	opens the suggestion box, retrieves the
	enclosed forms, records, all the
	complaints submitted, and forwards the same to the concerned personnel, copy
	furnished the City Prosecutor.
	The concerned personnel shall be given
	The concerned personnel shall be given at least three (3) days to provide answer
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	or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
	Or
	The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the citizen may call at 8831-0317 or email us at ocppasay@doj.gov.ph
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

City University of Pasay (F.B. Harrison Pasadeña St. Pasay City) Unibersidad ng Lungsod Pasay

FEEDBACK AN	D COMPLAINTS MECHANISM
How to send feedback	Answer the feedback form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison Pasadeña St. Pasay City. Or You may forward your feedback via email.

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	Contact info: City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at administration@cup.edu.ph
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CUP-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.
	Feedback forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printed messages to the VP for Administration for evaluation. for evaluation.
	Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at administration@cup.edu.ph
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison, Pasadeña St. Pasay City.

	Mr.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may forward your complaints via email.
	Contact info: City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at administration@cup.edu.ph
How complaints are processed	On a daily basis, the Officer of the Day at the CUP-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.
	The CUP-Office of the VP for Administration shall evaluate the complaint or client concern and forward it to concerned employee/s for their information and appropriate action. Concerned employee/sare given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printout of the messages to the Office of the VP Administration for evaluation.

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	Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at administration@cup.edu.ph
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565

City Veterinarian's Office (BAC 11, Barangay 190, Pasay City)

Tanggapan ng Beterinaryo

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback	Answer the client feedback form and drop it in the suggestion box of the City Veterinarian's Office-Public Assistance and Complaints Desk (CVO-PACD), BAC 11, Barangay 190, Pasay City. Feedbacks can also be sent thru email. Contact information: (CVO) at 8834-1176, or email us at city_vet@pasay.gov.ph
How feedbacks are processed	Every day at 4:00 P.M., the assigned Officer of the Day at the CVO-PACD opens the suggestion box, records all the retrieved forms, evaluates and forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.

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	Or
	Every day, the assigned personnel of the CVO will check the email of the office. Emails re: feedback/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian.
	Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the client may call CVO at 8834-1176 or email us at city_vet@pasay.gov.ph .
How to file a complaint	Fill out the complaint form and drop it in the suggestion box of the CVO-PACD, BAC 11, Barangay 190, Pasay City.
	Complaint/s can also be filed via email.
	Make sure to provide the following information: Name of person being complained Incident Evidence Name and contact information of the
	complainant Contact information: (CVO) at 8834-1176, or email us at city_vet@pasay.gov.ph
How complaints are processed	The CVO-PACD "Officer of the Day" opens the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian.
	Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City

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	Veterinarian. The answer will be assessed and a decision thereof will be released.
	Or
	Every day, the assigned personnel of the CVO will check the email of the office. Emails re: complaint/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian. The answer will be assessed and a decision thereof will be released.
	After which, the citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the client may call CVO at 8834-11-76 or email us at city_vet@pasay.gov.ph .
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478 5093
	PCC: 8888
	CSC-CCB: 0908-881-6565 (SMS)

Cuneta Astrodome (Derham St., Roxas Blvd., Pasay City)

FEEDBACK ANI	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City.
	Or
	You may send your feedback via email. Contact info: Cuneta Astrodome- Administration Office 8831-4652 and 8831- 4732, or email us at gar_thor@yahoo.com
How feedbacks are processed	Every day at 4:00 P.M., the assigned "Officer of the Day" at the Cuneta Astrodome-PACD

opens the suggestion box to retrieve the forms. Retrieved Forms will be logged by the PACD "Officer of the Day" for monitoring purposes and forwarded to the Officer-in-Charge for evaluation of client's feedback Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. He/She/They will be given at least forty-eight (48) hours to provide answer or reply thereto. After which, citizen is informed of the answer with regard to his/her feedback. For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office at 8831-4652 and 8831-4732 or email us at gar_thor@yahoo.com How to file a complaint Answer the complaint form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City. Complaints can also be referred via telephone call. Kindly provide the following details: Name of the person being complained Incident Evidence Full name and contact info of the complainant Contact info: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732.

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How complaints are processed	On a daily basis, the "Officer of the Day" at the Cuneta Astrodome-PACD opens the suggestion box to retrieve the forms.
	Retrieved Forms will be logged by the PACD "Officer of the Day" for monitoring purposes and forwarded to the Officer-in-Charge.
	The Officer-in-Charge shall evaluate the complaint and refer it to concerned employee/s for their information and appropriate action. He/She/They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Derham Park & Sports Complex (Derham corner F.B. Harrison Street, Barangay 76, Pasay City)

Parke ng Derham at Panlunang Pampalakasan

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Derham Park and Sports Complex-Public Assistance and Complaints Desk (DPSC-PACD), located at Derham corner F.B. Harrison Street, Barangay 76, Pasay City. Contact information Tel. Nos.:8831-4792 (DPSC) and 8833-2161 (CAdO)

	Age of the second secon
How feedbacks are processed	Everyday at 5:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action.
	Feedback forms will then be forwarded to concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact: 8831-4792 (DPSC) and 8833-2161 (CAdO)
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the DPSC-PACD, located at Derham Street corner Roxas Boulevard, Barangay 76, Pasay City.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Contact information Tel. Nos.: 8831-4792 (DPSC) and 8833- 2161 (CAdO)
How complaints are processed	On a daily basis at 5:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action.

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	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next working day.
	The City Administrator shall require the concerned staff subject of the complaint to answer/explain within forty-eight (48) hours upon notification thereof.
	The complainant shall likewise be informed within twenty-four (24) hours of the initial action of City Administrator.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within twenty-four (24) hours, the City Administrator must come up with a resolution on the issue subject of the complaint and furnish the complainant accordingly.
	For inquiries and follow-ups, citizen may contact: 8831-4792 (DPSC) and 8833-2161 (CAdminO)
Contact Information of ARTA, PCC,CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Senior Citizen's Affairs (G/F OSCA Building, Derham, Pasay City)

Tanggapan para sa Kapakanan ng mga Nakatatanda

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Office for Senior Citizens Affairs-Public Assistance and Complaints Desk (OSCA-PACD), G/F OSCA Building, Derham, Pasay City.	

	d _b
	Contact info: Office of the Senior Citizens
How feedbacks are processed	Affair (OSCA) at 88040976. Every day at 4:00 P.M., the OSCA-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.
	Concerned employee shall be given two (2) days to provide answer or reply thereto. Copy thereof shall be forwarded to the OSCA Officer-in-Charge, for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, clients may contact Office of the Senior Citizens Affair (OSCA) at 88040976.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the G/F OSCA Building, Derham, Pasay City.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Name and contact information of the complainant
	Contact info: Office of the Senior Citizens Affair (OSCA) at 88040976.
How complaints are processed	OSCA-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel for information and
	appropriate action. Copy thereof will also be provided to the OSCA Officer-in-Charge.
	Concerned employee is given forty-eight (48) hours to provide answer or reply thereto. He shall submit his answer to OSCA Officer-in-

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	Charge for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow-ups, clients may contact Office of the Senior Citizens Affair (OSCA) at 88040976.
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Pasay City General Hospital (P. Burgos Street. Barangay 60, Pasay City)

Pangkalahatang Pagamutan ng Lungsod Pasay

FEEDBACK AN	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of the Pasay City General Hospital-Public Assistance and Complaints Desk (PCGH-PACD) located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City;
	Or
	You may send your feedback via PM to the Official Facebook Account (@PasayCityGenHospital) or send text message to 0961-680-4954.
	Contact information Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link: https://www.facebook.com/PasayCityGenHospital/
How feedbacks are processed	Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief Nurse, Ethics and Grievance Committee.

	Feedback forms are forwarded to the concerned department/office for their information and appropriate action. They should provide their answer or reply within forty-eight (48) hours;
	Or
	Every day, the Admin of the PCGH Official FB Page and Official Mobile Number will check the inboxes, respectively. Screenshots of the messages will be forwarded to the concerned department for proper action. They should provide their answer or reply within forty-eight (48) hours;
	After which, the citizen is informed of the answer to their feedback.
	For inquiries and follow-ups, citizens may contact:
	Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link:
	https://www.facebook.com/PasayCityGenHospital/
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the PCGH-PACD located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City;
	Complaints can also be filed via telephone call. Kindly provide the following information:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Or
	You may visit the official page of PCGH and send your complaint thru PM or sent message to mobile number 0961-680-4954 or email us at pcghpacd@gmail.com .

	No.
	Contact information
	Telephone Nos.: 8833-6022
	Mobile No.: 0961-680-4954
	FB Link:
	https://www.facebook.com/PasayCityGenHos
	pital/
	E-mail: pcghpacd@gmail.com
How complaints are processed	Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards them to the Complaint and Investigation Committee (CIC);
	Or
	Every day, the Admin of the PCGH Official FB Page, Mobile Number and e-mail will check respective inboxes. Screenshots of the messages will be forwarded to the CIC.
	The CIC shall evaluate the complaint or client concern and forward it to the concerned department for their information and appropriate action.
	Concerned department should provide their answer or reply within forty-eight (48) hours. The answer will then be assessed and decision thereof will be released.
	After which, the citizen is informed of the answer to their complaint.
	For inquiries and follow-ups, citizen may contact:
	Telephone Nos.: 8833-6022
	Mobile No.: 0961-680-4954
	FB Link:
	https://www.facebook.com/PasayCityGenHos
	pital/
	E-mail: pcghpacd@gmail.com
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565



Pasay City Public Cemetery & Crematorium (400 Sarhento Mariano St., Pasay City)

Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback	Clients shall accomplish the feedback form and drop it at the designated drop box at Pasay City Public Cemetery-Public Assistance and Complaints Desk (PCPCC-PACD), PCPCC Office, 400 Sarhento Mariano St., Pasay City. Clients may also send their feedbacks via email. Contact info: PCPCC at 7-6259265.
	or email at
How feedbacks are processed	The PCPCC-PACD Officer of the Day will open the Suggestion Box daily at 4:00 PM to retrieve the forms or check for emailed messages.
	Retrieved forms/emailed messages will be logged by the PCPCC-PACD Officer of the Day for monitoring purposes.
	The Officer-in-Charge evaluates client feedback.
	Feedback forms/emails are forwarded to and received by the concerned employee/s. He/she will be given at least 24 hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to his/her feedback.
	For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at pasaycemeteryandcrematorium@gmail.com
How to file a complaint	Clients shall accomplish the complaint form and drop it at the designated drop box at

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	PCPCC-PACD, PCPCC Office, 400 Sarhento Mariano St., Pasay City.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact info: PCPCC at 7-6259265 or email at pasaycemeteryandcrematorium@gmail.com
How complaints are processed	The assigned Officer of the day is in charge to collect the complaint forms/ retrieve emailed messages on a daily basis. He/she compiles and records all submitted forms/retrieved emails.
	The Officer of the day shall evaluate and verify the veracity of the complaint and endorse the same to the concerned staff, copy furnished the Officer-in-Charge. The concerned staff is given three (3) working days to submit an answer.
	Upon receipt of answer, the Officer-in- Charge takes final action thereof by issuing investigation report, which will be forwarded to both parties (the PCPCC staff and the client).
	For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at
Contact Information of CCB, PCC, ARTA	pasaycemeteryandcrematorium@gmail.com ARTA: complaints@arta.gov.ph 8478-5093

PCC: 8888	AO MAN
CSC-CCB: 0908-8816565	

Pasay City Public Market (Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City)

Pampublikong Pamilihan ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form, and drop it in the suggestion box, located at the Pasay City Public Market - Pubic Assistance and Complaints Desk (PCPM-PACD), Administrative Office, Second Floor of PCPM, Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City. Contact info: Telephone Nos.: 8556-4497 and 8556-6884 Email Address:	
	pasaycitypublicmarket@gmail.com	
How feedbacks are processed	Everyday, before the end of the shift of the assigned Officer of the Day, he opens the suggestion box, retrieves the enclosed forms, and forwards the same to the OIC of PCPM for his information.	
	The OIC shall immediately notify or call the attention of the concerned personnel and give copy of the feedback forms for their information and are given at least twenty-four (24) hours to provide answer or reply thereto; feedbacks and actions taken are duly recorded in the logbook for proper monitoring.	
	The clients will be notified thru text or call regarding the answer or the action undertaken by the PCPM Administrative Office.	
	For inquiries and follow-ups, citizen may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884or send email at pasaycitypublicmarket@gmail.com	
How to file a complaint	Answer the complaint form, and submit the duly accomplished form together with documentary evidences to the PCPM-	

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	PACD Officer of the Day at PCPM-PACD), Administrative Office, Second Floor of PCPM, Libertad Street cor. Taft Avenue, Barangay 91-92, Pasay City.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: - Complainant's full name and contact information - Name of the person being complained - Incident - Evidence
	Contact info: Telephone Nos.: 8556-4497 and 8556-6884 Email Address: pasaycitypublicmarket@gmail.com
How complaints are processed	The Officer of the Day at the PCPM-PACD accepts and acknowledges receipt of complaint form and documentary evidences.
	He/she shall evaluate the complaint or client concern, and forward it to concerned supervisor for their information and appropriate action. The supervisor will then inform the complainant that the party being complaint of will be summoned, and there will be a clarificatory hearing to be conducted. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, complainant is informed of the actions taken by PCPM.
	For inquiries and follow-ups, complainant may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884 or send email at pasaycitypublicmarket@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093

PCC: 8888	AC MAI
CSC-CCB: 0908-8816565	

Pasay Traffic & Parking Management Office (Derham Park and Sports Complex, F.B. Harrison St., Pasay City)

Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay

FEEDBACK AND COMPLAINTS MECHANISMS					
How to send feedback	Secure and fill out feedback form and drop it in the suggestion box located at Pasay Traffic & Parking Management Office-Public Assistance and Complaints Desk (PTPMO-PACD), near the transaction window at PTPMO-Administrative Section, Derham Park and Sports Complex, F.B. Harrison St., Pasay City.				
	Or				
	You may send your feedback via email.				
	Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email tpmo@pasay.gov.ph				
How feedbacks are processed	An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section in Charge for evaluation and assessment of client's feedback. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.				
	Feedback forms are forwarded to and received by the concerned employee for information and appropriate action. Concerned employee is given at least twenty-four (24) hours, upon receipt thereof to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action thereto.				
	Or				

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	On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section in Charge for evaluation thereof.
	After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least 24 hours upon receipt to file a comment or answer thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at tpmo@pasay.gov.ph
How to file a complaint	Secure and fill out complaint form and drop it in the suggestion box located at PTPMO-PACD, near the transaction window at PTPMO-Administrative Section, Pasay City Sports Complex, F.B. Harrison St., Pasay City.
	Complaints can also be referred via call for provision of the following information, to wit: - Name of the person being complained - Incident - Evidence - Full name, address and contact info of the complainant
	Or
	You may forward your complaint by sending message via email.
	Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email at tpmo@pasay.gov.ph

How complaints are processed	An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section (Officer of the day) for evaluation and assessment of client's complaint. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.
	Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. Concerned employee is given at least one hour and 20 min (1hr and 20min) upon receipt to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action to be taken.
	Or
	On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section-Adjudication (Officer of the Day) for evaluation.
	After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least 1 hour and 20 minutes upon receipt to file a comment or answer thereto;
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at tpmo@pasay.gov.ph
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888
	CSC-CCB: 0908-881-6565 (SMS)

Person with Disability Affairs Office (Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Pasay City)



Tanggapan ukol sa Ugnayang Pangmaykapansanan

FEEDBACK AND COMPLAINTS MECHANISMS					
How to send feedback	Answer the feedback form, and drop it in thesuggestion box located at the Persons with Disability Affairs Office-Public Assistance and Complaints Desk (PDAO-PACD), Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City.				
	Or				
	Send your feedback via email.				
	Contact info: Persons with Disability Affairs Office (PDAO) 8370-5478 or email us atpdaopasay2018@gmail.com				
Feedbacks are processed	PDAO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the PDAO Head. The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.				
	Or				
	The PDAO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.				
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.				

	Ans.
	After which, citizen is informed of the answer with regard to their feedback.
How to file a complaint	For inquiries and follow-up, the citizen may call (02) 8370-5478 or email us at pdaopasay2018@gmail.com Answer the complaint form and drop it at the designated suggestion box of the PDAO-PACD, Unit 12, Mayor's Coordinating Office, Cuneta Astrodome.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit: a. Name of person being complained b. Incident c. Evidence d. Name and contact information of the complainant
	Or
	It can also be filed by sending an email, ensuring that required information are provided, as stated.
	Contact info: Persons with Disability Affairs Office (PDAO) at 8370-5478 or email us atpdaopasay2018@gmail.com
How complaints are processed	PDAO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the PDAO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.
	Or
	The PDAO-PACD Officer of the Day will check the email of the office daily.

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	Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO, Head for information and appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-up, the client may call (02) 8370-5478 or email us at pdaopasay2018@gmail.com
Contact Information of ARTA,PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



ANNEX "C"

FEEDBACK/ COMPLAINT/ SUGGESTION FORM





PAMAHALAANG LUNGSOD PASAY (PASAY CITY GOVERNMENT)

Pormularyo Ukol sa Puna/Reklamo/Suhestiyon (Feedback/Complaint/Suggestion Form)

PAMAHALANG LUNGSOD PASAY-(Pangalan ng Tangsapan/Kagtwaran) (PCG-NAME OF OFFICE) PANUTO: Sagutan ang lahat ng mga hinihinging impormasyon. Siguraduhing kumpleto at tama ang pagkakasaad ng mga ito upang maayos naming maproseso ang inyong punal/reklamo/suhestiyon. (IliSTRUCTION: Fill out all the required information. Make sure that all required information are completely and appropriately provided, for us to fully processed your feedback/complaint/suggestion.) Tsekan ang angkop sa mga sumusunod: (Check whichever is the appropriate) Puna (Feedback) Reklamo (Complaint) Suhestiyon (Suggestion) Pangalan (Name) Tinahan ng Padadalhan ng Liham (Mailing Address) Numero ng Telepono/Selpon (Telephone/CP Number) EMAIL ADRES (Email Address) Pangalan ng Tangsapan o Tangalan ng Tangsapan o Tangalan ng Tangsapan o Tangalan ng Tangsapan o Tang difullog (Name of Department/Office or Person of Concern) Petsa at Oras ng Insidente (Date and Time of Incident) Mga Detalye (Particulars) Gamitin ang hiwalay na papel o likurang bahagi ng pormularyong ito kung kinakailangan (Use a separate sheet or the back page, if necessary) Ang lumaqda o ang kanvang awtorisidong kinatawan ay nanunumpa, na ang pormularyong ito, ay nasagutan gaya ng nararapat upang pabunayan ang katotohanan ng naunang pahayag, (I hereby declare under oath that this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her authorized representative to attest the truthfulness of all the foregoing facts.)			
PANUTO: Sagutan ang lahat ng mga hinihinging impormasyon. Siguraduhing kumpleto at tama ang pagkakasaad ng mga ito upang mayos naming maproseso ang inyong puma/reklamo/suhesityon. (INSTRUCTION: Fill out all the required information. Make sure that all required information are completely and appropriately provided, for us to fully processed your feedback/complaint/suggestion.) Tsekan ang angkop sa mga sumusunod: (Check whichever is the appropriate) Puna (Feedback) Reklamo (Complaint) Suhestiyon (Suggestion) Pangalan (Name) : Tirahan ng Padadalhan ng Liham (Naling Address) : Numero ng Teleponol-Selpon (Telephone/CP Number) EINALL ADRES (Email Address) : Pangalan ng Tangagapan o Tanga Idinulog (Name of Department/Office or Person of Concern) Petsa at Osang Insidente (Oate and Time of Incident) Mga Detalye (Particulars) : Gamitin ang hiwalay na papel o likurang bahagi ng pomularyong ito kung kinakailangan (Use a separate sheet or the back page, if necessary) Ang lumaqda o ang kanyang awtorisidong kinatawan ay nanunumpa, na ang pormularyong ito, ay nasagutan gaya ng nararapat upang patunayan ang katotohanan ng naunang pahayag. (I hereby declare under oath that this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her authorized representative to attest the truthfulness of all the foregoing facts.)	Numero ng Silid (Room #):		
manyos naming maproseso ang inyong punalreklamo(suhestiyon. (INSTRUCTION: Fill out all the required information. Make sure that all required information are completely and appropriately provided, for us to fully processed your feedback/complaint/suggestion.) Tsekan ang angkop sa mga sumusunod: (Check whichever is the appropriate) Puna (Feedback) Reklamo (Complaint) Suhestiyon (Suggestion) Pangalan (Name) : Tirahan ng Padadalhan ng Liham (Mailing Address) : Numero ng Telepono/Selpon (Telephone/CP Number) : EMAIL ADRES (Email Address) : Pangalan ng Tanggapan o Taong Idinulog (Name of Department/Office or Person of Concern) Petsa at Oras ng Insidente : (Date and Time of Incident) Mga Detalye (Particulars) : Gamiltin ang hiwalay na papel o likurang bahagi ng pormularyong ito kung kinakailangan (Use a separate sheet or the back page, if necessary) Ang lumaqda o ang kanyang awtorisidong kinatawan ay nanunumpa, na ang pormularyong ito, ay nasagutan gaya ng nararapat upang patunayan ang katotohanan ng naunang pahayag. (I hereby declare under oath that this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her authorized representative to attest the truthfulness of all the foregoing facts.)		PAMAHALA	
(Check whichever is the appropriate) Puna (Feedback) Reklamo (Complaint) Suhestiyon (Suggestion) Pangalan (Name) : Tirahan ng Padadalhan ng Uham (Malling Address) : Numero ng Telepono(Selpon (Telephone/CP Number) : EMAIL ADRES (Email Address) : Pangalan ng Tangapapan o Taong Idinulog (Name of Department/Office or Person of Concern) Petsa at Oras ng Insidente (Date and Time of Incident) Mga Detalye (Particulars) : Gamitin ang hiwalay na papel o likurang bahagi ng pormularyong ito kung kinakailangan (Use a separate sheet or the back page, if necessary) Ang lumaqda o ang kanyang awtorisidong kinatawan ay nanunumpa, na ang pormularyong ito, ay nasagutan gaya ng nararapat upang patunayan ang katotohanan ng naunang pahayag. (I hereby declare under oath that this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her authorized representative to attest the truthfulness of all the foregoing facts.)	maayos naming maproseso ang i (INSTRUCTION: Fill out all the re	nyong puna/ equired inform	reklamo/suhestiyon. nation. Make sure that all required information are completely and appropriately provided, for
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	upang patunayan ang katotohana (I hereby declare unde	an ng naunar er oath that i	ng pahayag. this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her
Maaari ring idulog ang inyong puna/reklamo/suhestiyon sa mga sumusunod na mga tanggapan ng pamahalaan: (You may also refer your feedback/complaint/suggestion to the following government offices)			

ARTA: complaints@arta.gov.ph, 8478-5093; PCC: 8888; CSC-CCB: 0908-8816565

SALAMAT! (THANK YOU!)



ANNEX "D"

HARMONIZED CLIENT SATISFACTION MEASUREMENT QUESTIONNAIRE



Control No:	ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Approval No.: ARTA-2242-3
(Online Version)	

	Pamahalaang Lungsod Pasay TULUNGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN! (HELP US SERVE YOU BETTER!)
karana	naikling <i>Client Satisfaction Measurement (CSM)</i> sarbey na ito ay naglalayong subaybayan ang asan ng parokyano/kliyente ng mga tanggapan ng gobyerno. Ang iyong mga kasagutan ay katulong sa tanggapang ito na makapagbigay ng mas mahusay na serbisyo.
-	short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of nment offices. Your answers will enable this office to provide a better service).
Edad	(Age): Kasarian (Sex): Rehiyon (Region):
Binisit	ang Ahensiya (Agency visited):
Tinang	gkilik na Serbisyo <i>(Service availed):</i>
	kliyente (Mamamayan, Negosyo, o Gobyerno?): omer type [Citizen, Business, or Government?])
	TO: Tsekan (✓) ang iyong sagot sa mga tanong sa Gabay ng Mamamayan (CC). RUCTION: Checkmark [✓] your answer to the Citizen's Charter (CC) questions.)
CC1	 Alam mo ba ang tungkol sa Citizen's Charter (dokumento ng mga serbisyo at kahingian ng ahensya)? (Do you know about the Citizen's Charter [document of an agency's services and reqts.])? □ 1. Oo, alam ko bago pa nakipagtransaksyon sa tanggapang ito (Yes, aware before my transaction with this office) □ 2. Oo, pero nalaman ko lang nung nakita ko 'yung CC nitong tanggapan (Yes, but aware only when I saw the CC of this office) □ 3. Hindi, hindi alam ang CC (Laktawan ang mga tanong CC2 at CC3) (No, not aware of the CC [Skip questions CC2 and CC3])
CC2	 Kung "Oo" ang sagot sa nakaraang tanong, nakita mo ba ang Citizen's Charter ng tanggapang ito? (If Yes to the previous question, did you see this office's Citizen's Charter?) □ 1. Oo, madaling mahanap ang CC (Yes, the CC was easy to find) □ 2. Oo, ngunit ang CC ay mahirap hanapin (Yes, but the CC was hard to find) □ 3. Hindi, hindi ko nakita ang CC ng tanggapang ito (Laktawan ang tanong CC3) (No, I did not see this office's CC [Skip question CC3])
CC3	Kung "Oo" ang sagot sa nakaraang tanong, ginamit mo ba ang Citizen's Charter bilang gabay para sa mga serbisyong tinangkilik mo? (If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?) □ 1. Oo, nagamit ko ang CC (Yes, I was able to use the CC) □ 2. Hindi, hindi ko nagamit ang CC dahil (No, I was not able to use the CC because)



ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 1-8, hinihiling na **bilugan ang numero** na tumutugma sa iyong sagot: (INSTRUCTION): For SQD 1-8, please **encircle the number** that corresponds to your answer:

	Lubos na Hindi Sumasang- ayon (Strongly Disagree)	Hindi sumasang- ayon (Disagree)	Neutral (Neither Agree nor Disagree)	Sumang- ayon (Agree)	Lubos na Sumasang- ayon (Strongly Agree)
SQD1. Gumugol ako ng sapat na halaga ng oras sa pagkumpleto ng aking transaksyon. (<i>Bilis</i>) I spent an acceptable amount of time to complete my transaction. (<i>Responsiveness</i>)	1	2	3	4	5
SQD2. Matamang ipinabatid at sinunod ng tanggapan ang mga kahingian at mga hakbang ng transaksyon. (Mapagkakatiwalaan) The office accurately informed and followed the transaction's requirements and steps. (Reliability)	1	2	3	4	5
SQD3. Simple at maginhawa ang aking online na transaksyon (kabilang ang mga hakbang at pagbabayad) (Access at Mga Pasilidad) My online transaction (including steps and payment) was simple and convenient (Access and Facilities)	1	2	3	4	5
SQD4. Madali kong nahanap ang impormasyon tungkol sa aking transaksyon mula sa tanggapan o sa pahinarya nito. (Komunikasyon) I easily found information about my transaction from the office or its website. (Communication)	1	2	3	4	5
SQD5. Sapat na halaga ng mga bayarin ang ibinayad ko para sa aking transaksyon (Mga Gastos) I paid an acceptable amount of fees for my transaction(Costs)	1	2	3	4	5
SQD6. Natitiyak kong ligtas ang aking online na transaksyon. (Integridad) I am confident, my online transaction was secure. (Integrity)	1	2	3	4	5
SQD7. Nagagamit ang online support ng tanggapan, o (kung may mga katanungan) mabilis na tumugon ang online support. (Katiyakan) The office's online support was available, or (if questions were asked) the online support was quick to respond. (Assurance)	1	2	3	4	5
SQD8. Nakuha ko ang kailangan ko sa tanggapan ng gobyerno. (Resulta) I got what I needed from the government office. (Outcome)	1	2	3	4	5

Remarks (optional):	
Mga Puna (opsyonal):	

SALAMAT! (THANK YOU!)



Control No: _____ ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT
FORM
PSA Approval No.: ARTA-2242-3

Pamahalaang Lungsod Pasay TULUNGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN! HELP US SERVE YOU BETTER!

Sinusubaybayan ng Client Satisfaction Measurement (CSM) na ito ang karanasan ng kliyente/parokyano ng mga tanggapan ng gobyerno. Ang puna sa iyong <u>katatapos na transaksyon</u> ay makakatulong sa tanggapang ito na makapagbigay ng mas mahusay na serbisyo. Ang personal na impormasyong ibinahagi ay pananatiliing kumpidensyal at palagi kang may opsyon na hindi sumagot sa pormularyong ito.

(This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

Uri ng kliyente: (Client type:		□Mamamayan □ Citizen	□ Negosyo □ Business	☐ Pamahalaan (Kawani o ibang ahensiya) ☐ Government [Employee or another agency])			
Datas		Vasadani	Di alaka	□Debes			
		Kasarian: (Sex:	□Lalake □ Male	☐ Babae ☐ Female)	Edad:		
	on ng tirahan:_ on of residence	:			±		
Mama ng gol (INST)	mayan ay isan byerno kasama TRUCTION: Che	ig opisyal na dokume a ang mga kahingian, eckmark (/) your a	ento na sumasa bayad, at oras answer to the C	alamin sa mga ser ng pagproseso, bu litizen's Charter (Co	C) questions. The Citizen's Charter in		
		that reflects the ser s among others.)	vices of a gove	rnment agency/of	fice including its requirements, fees		
CC1	(Which of the ☐ 1. Alam	e following best descr ko kung ano ang CC w what a CC is and I ko kung ano ang CC w what a CC is but I nan ko lang ang CC n med of the CC only w ko alam ang CC at hi not know what a CC i	ribes your awan at nakita ko and saw this office: pero hindi ko na did NOT see thi ung makita ko a then I saw this o ndi rin nakakita is and I did not	eness of a CC?) g CC ng tanggapar (s CC.) akita ang CC ng ta is office's CC.) ang CC ng tanggap office's CC.) a sa tanggapang ito see one in this offi	nggapang ito. Dang ito. D. (Sagutan ng 'N/A' sa CC2 at CC3) Give. (Answer 'W/A' on CC2 and CC3)		
CC2	ay? (If aware of 0 1. Madali (Easy 0 2.Medyo (Some	CC [answered codes ing makita to see) madaling makita ewhat easy to see)	1-3 in CC1], wo	ould you say that the Hindi nakikita (Not visible at all)	no ba na ang CC ng tanggapang ito he CC of this office is?)		
CC3	transaksyon? (If aware of C □ 1. Nakati (Helpe		1-3 in CC1], ho	w much did the CC akatulong at help) naangkop	alaki ang naitulong ng CC sa iyong		



ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 0-8, hinihiling na **lagyan ng tsek(**) ang hanay na tumutugma sa iyong sagot. (INSTRUCTION: For SQD 0-8, please put a **check mark** () on the column that best corresponds to your

answer.)										
	(<u>2</u>)	\odot	··	\odot	①	NI/A				
	Lubos na	Hindi	Neutral	Sumang-	Lubos na	N/A				
	hindi	sumasang-	(Neither	ayon	Sumasang-	Hindi				
	sumasang-	ayon	Agree nor	(Agree)	ayon	Naaangkop				
	ayon	(Disagree)	Disagree)	(1.5.00)	(Strongly	(Not				
	(Strongly				Agree)	Applicable)				
	Disagree)									
SQD0. Nasiyahan ako sa serbisyong										
natanggap ko. (I am satisfied with the service that I availed.)										
SQD1. Gumugol ako ng rasonableng										
halaga ng oras para sa aking										
transaksyon. (I spent a reasonable										
amount of time for my transaction.)										
SQD2. Sinunod ng tanggapan ang										
mga kahingian at hakbang ng transaksyon batay sa impormasyong										
ibinigay. (The office followed the										
transaction's requirements and steps										
based on the information provided.)										
SQD3. Ang mga hakbang (kabilang										
ang pagbabayad) na kailangan kong										
gawin para sa aking transaksyon ay madali at simple (The steps										
[including payment] I needed to do										
for my transaction were easy and										
simple.)										
SQD4. Madali kong nahanap ang										
impormasyon tungkol sa aking										
transaksyon mula sa tanggapan o sa pahinarya nito. (I easily found										
information about my transaction										
from the office or its website.)										
SQD5. Rasonableng halaga ng mga										
bayarin ang ibinayad ko para sa										
aking transaksyon. (I paid a										
reasonable amount of fees for my transaction.)										
SQD6. Nung ako'y nakikipag-										
transaksyon, pakiramdam ko patas										
sa lahat ang tanggapan, o "walang										
palakasan". (I feel the office was fair										
to everyone, or "walang palakasan",										
during my transaction.) SQD7. Magalang akong trinato ng										
kawani, at (nang humingi ako ng										
tulong) matulungin ang kawani.										
(I was treated courteously by the										
staff, and (if asked for help) the staff										
was helpful.)										
SQD8. Nakamit ko ang aking kailangan o mula sa tanggapan ng										
gobyerno, o (kung tinanggihan)										
sapat na naipinaliwanag sa akin ang										
pagtanggi sa kahilingan. (I got what										
I needed from the government										
office, or (if denied) denial of										
request was sufficiently explained to me.)										
me.)										
Mga mungkahi kung paano mapapabu	ti pa ang amin	a serbisvo (ops	svonal):							
(Suggestions on how we can further in										
Email adres (opsyonal):										
(Email address [optional]:)										
		SALAMAT!								
(THANK YOU!)										



ACKNOWLEDGMENT

The completion of this guidebook will not be possible without the help and assistance from the following, to wit:

To the public clientele, for making the City Government administration and management feel how much you aim for correct, quality and fast service. We thank you for giving us sincere and honest feedback on how to serve you better;

To all the Pasay City Government leaders and employees, especially to those who gave their precious time in contributing ideas and information for the crafting and completion of this revised guidebook on citizen's charter; indeed, it created a big difference;

All our supporters and critics – you gave us the reason to keep on reengineering our systems to accommodate the ever- increasing demands and challenging trends that we must face, to be more efficient and effective in delivering our services to the general public;

To the leaders and focal persons from the Office of the President, Anti-Red Tape Authority, Civil Service Commission, and Department of Interior and Local Government, who helped us, understand the facts about the EODB-EGSD Law. You have patiently assisted and continuously guided us in this journey of reengineering and improving our work/service systems. This intensifies our passion to embrace the love for public service; it reoriented as to the principle, "public office is a public trust", and on how we should set and maintain good image to our public clientele;

To our families, friends, and love ones, for the unending love, understanding, care, patience and support. You motivated all of us to work hard and perform best for the sake of public service; and

To Our Almighty God, for continuously providing the officials and employees of the City Government with sound mind and healthy physique; and keeping us safe during these difficult times, just to achieve the mission, vision and developmental goals of this organization – these are all overwhelming.

Thank you all.