



# **CITY GOVERNMENT OF BAGO**

**CITIZEN'S CHARTER**  
2022 (4th Edition)





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## I. MANDATE

The City Government of Bago is a chartered city created and existing under the laws of the Republic of the Philippines. Its mandate is derived from Republic Act 7160 or the Local Government Code of 1991, which states:

*Every LGU shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers, necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare within their respective territorial jurisdictions. LGU shall ensure and support among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balance 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 the inhabitant.*

## II. VISION

A culture-rich and ecologically-balanced Bago City where wealth is shared by its empowered and self-reliant citizenry living in an agri-industrial economy under a responsive and accountable governance.



### III. MISSION STATEMENT

“To improve the quality of life of every Bagonhon through sustainable development and good governance.”

### IV. SERVICE PLEDGE

We, the employees of City Government of Bago, commit to:

**G**ive utmost importance to prompt, courteous, excellent and unbiased services, Mondays - Fridays, 8:00AM - 5:00 PM, without noon break and beyond, if necessary;

**O**ffer our clients the best possible experience while transacting business with our offices;

**B**e responsive and pro-active to the needs and complaints of the clients;

**A**dhere to the call “Gawing Lingkod Bayani ang Bawat Kawani”;

**G**o beyond the expectations without compromising quality and integrity

**O**bserve the unprecedented challenges that may come and act accordingly.



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# CITY MAYOR'S OFFICE

## **Mandate:**

*Your City Mayor's Office is the lead agency of the Local Government of Bago City. As the model office of the City Government, it is committed to respond to you, the public and the employees, who seek this Office's services in the fastest time possible, in the most courteous manner, and in the most adequate way.*

*Under the City Mayor's Office are different divisions and sections which are ready to serve you. Please read on and be guided as to the services you may avail of, the persons you may contact, and their telephone numbers.*

*You can come for the services you need from Monday to Friday at 8:00 AM to 5:00 PM in all offices.*



# CITY MAYOR'S OFFICE- Administrative Division

## **Mandate:**

*The Office of the City Mayor- Administrative Division is the office in-charge of general administrative services in the local government of Bago. The office provides inter-linkages to other offices within and outside of the local government unit. Aside from administrative works, the office is task to perform records management and other duties and functions as maybe assigned by the local chief executive.*



# **CITY MAYOR'S OFFICE- Administrative Division**

## **External Services**



## 1. Availment of Tax Credit through Property Donation

This service is given to the taxpayers donating land, property, or money, to the city for its priority projects. The donee will be entitled to Tax Credit which can be used to pay tax obligations to the City Government. The priority projects include the following: housing projects, resort projects, public markets, bus terminals, health projects, educational institutions, scholarships, government centres, and farm to market roads and sports facilities.

*(Ang ini nga serbisyo gina hatag sa mga taxpayers nga madonate duta, propyedad ukon kwarta sa syudad sang Bago. Ang madonate gina taga-an sang prebilihio sa Tax Credit kon sa diin magamit sa pagbayad sang mga tax obligations sa gobyerno. Ang mga housing kag resort nga mga proyekto, pampubliko nga tindahan, bus terminal, health projects, mga institution sang edukasyon, scholarships, government centers, uma kag market roads kag mga pasilidad sa sports ang isa sa mga prayoridad sang ini nga proyekto.)*

<b>Office or Division:</b>	Office of the City Mayor-Administrative Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent to Donate his/her property to the Local Government		Client		
<b>Document 2</b> Land Title		Client		
<b>Document 3</b> Deed of Donation		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements for verification.  <i>Palihog magpasa sang mga requirements para sa verification.</i>	1. Receive the required documents for verification.  <i>Batunon ang mga papeles kag pagausisaon.</i>	None	10 minutes	Yonnie D. Varrera, Records Officer IV
2. Indorse to Legal Office for validation.	2.1 Validation of document by the City Legal Officer.	None	1 day	City Legal Office



<p>Please allow a week of processing as we validate your documents.</p> <p><b><i>Palihog maghulat sang isa ka semana sa pagvalidate sang imo dokumento.</i></b></p>	<p>2. 2 Submission of the document for the approval and issuance of SP resolution.</p> <p>2.b City Legal Office will return the document to the Mayor's Office.</p> <p><b><i>2.a Paga-usisaon ang dokumento para sang opinion.</i></b></p> <p><b><i>2.b Ibalik ang mga dokumento sa Mayor's Office kag himuan indorsement sa SP Office para sa SP Resolution.</i></b></p>			
<p>3. Please wait for the SP Resolution of the Deed of Donation and Acceptance. Please wait for the request for authority to sign in the Deed of Donation and acceptance thru SP Resolution.</p> <p><b><i>Palihog maghulat nga mapirmahan ang Deed of Donation kag acceptance pa-agi sa SP Resolution.</i></b></p>	<p>3. Review the documents and approve the Deed of Donation and Acceptance through an SP Resolution.</p> <p><b><i>I-review sang office staff ang mga dokumento kag ang gin aprobahan nga Deed of Donation.</i></b></p>	None	7 days	<p><i>Lemuel G. Jalea, Administrative Assistant, Office of the Sangguniang Panlungsod</i></p> <p><i>Teresita P. Carmona Computer Operator I, Office of the Sangguniang Panlungsod</i></p>
<p>4. Release of approved Deed of Donation. Kindly get your Deed of Donation once approved.</p>	<p>4. Receive SP Resolution and attach to the Deed of Donation and Acceptance for the Signature of the City</p>	None	30 minutes	<p><i>Yonnie D. Varrera Records Officer IV</i></p>



<p><b><i>Palihog kuha sang imo aprobado nga Deed of Donation sa City Mayor's Office.</i></b></p>	<p>Mayor.</p> <p><b><i>I-check ang kopya sang SP Resultion kag e attach sa Deed of Donation and Acceptance kag pamirmahan sa Mayor.</i></b></p>			
<b>TOTAL:</b>		None	8 working days and 40 minutes	



## 2. Granting of Cash Advances – Special Programs for GF, SEF, TF

This service is given to the City and DepEd Officials and employees with fidelity bonds for special programs and projects duly approved by the City Mayor or the DepEd Head.

***(Ang ini nga serbisyo gina hatag sa mga City ukon DepEd Officials ukon mga empleyado sang syudad nga may fidelity bonds para sa mga programa ukon proyekto nga dapat paga-aprobahan sang City Mayor ukon DepEd Head.)***

<b>Office or Division:</b>	Office of the City Mayor-Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	City Officials, DepEd Officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter request addressed to: The City Mayor Bago City		Client		
<b>Document 2</b> Local School Board Resolutions		Schools Division of Bago, DepEd		
<b>Document 3</b> Appropriation Ordinance from ( <i>SP Session Needed</i> )		Sangguniang Panlungsod Office, Bago City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Kindly submit letter request to the City Mayor for approval and endorsement for Appropriation Ordinance from SP for General Fund and Trust Fund or for Special Education Fund, please wait for the Local School Board to convene for a Board Resolution.  <b><i>Palihog magpasa sang letter request sa City Mayor's Office para sa approval kag endorsement sang</i></b>	1. Receive the required documents and wait for the approval of the City Mayor.  <b><i>Ang gin pasa nga letter request paga aprobahan sang City Mayor kag i-endorso sa SP para sa naga ka igo nga Appropriation Ordinance.</i></b>	None	5 minutes	<b><i>Yonnie D. Varrera, Records Officer IV</i></b>





<p><b>Appropriation Ordinance halin sa SP ukon GF kag TF ukon SEF, kag palihog maghulat sang Board Resolution sang Local School Board.</b></p>				
<p>2. Please wait for the Release of Appropriation Ordinance or Board Resolution and proceed for the processing of your voucher.</p> <p><b>Palihog maghulat sa pagrelease sang mga kinahanglanon nga documents antis mag-process sang imo voucher.</b></p>		None	7 days	<p><i>Teresita P. Carmona Computer Operator I, Office of the Sangguniang Panlungsod</i></p>
<p><b>TOTAL:</b></p>		None	<p><b>5 minutes on Office procedure.</b></p> <p><i>Time frame may vary depending on the schedule of the SP Session or the LSB to convene.</i></p>	



### 3. Use of Government Facilities

This service is for individuals or groups who want to use or rent government-owned and manage facilities for functions, special occasions and other activities.

***(Ang ini nga serbisyo gina hatag sa grupo ukon organisyasyon nga gusto mag-usar o mag arkila sang facilities sang syudad para sa personal nga okasyon kag iban pa nga aktibidadis.)***

<b>Office or Division:</b>	Office of the City Mayor-Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter Request		Client		
<b>Document 2</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit our office for booking  Visit the City Mayor's Office- Admin Section to schedule the use of facilities and wait for your booking slip.  <b><i>Magkadto sa City Mayor's Office- Admin Section para magpa-schedule sang facility nga gusto usaron kag palihog maghulat para sa imo booking slip.</i></b>	1. Check for the availability of the facilities and issue a booking slip  <b><i>I-check ang availability sang pasilidad nga gusto gamiton kon available sa imo schedule kag maghulat sang booking slip.</i></b>	None	10 minutes	<i>Pauline Joy B. Cueto, Administrative Assistant</i>  <i>Ruth B. Catedral, Utility Worker I</i>
2. Payment for reservation fee and receive official receipt.	2. Receive payment and issue the official receipt number as down payment or full	MYTMC CC RATES	15 minutes	<i>Emee T. Alvarez, Revenue Collection Clerk II City Treasurer's</i>



<p>Pay at least fifty percent (50%) down payment or full payment of the confirmed booking at the City Treasurer's Office.</p> <p><b>Mag bayad sang 50% nga down payment sa City Treasurer's Office kag kuha-on ang official receipt.</b></p>	<p>payment of the booking.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p> <p><b>Maghatag sang numero sang official receipt bilang down payment ukon fullpayment sang booking.</b></p>	<p>COMMUNITY CENTER RATES</p> <p>SPORT CENTER RATES</p> <p>(Please refer to Local Revenue Code for approved rates.)</p>		<p>Office</p>
<p>3. Return to the City Mayor's Office for Validation. Present official receipt to the booking section staff for validation of the reserved facility after payment.</p> <p><b>Palihog magbalik sa City Mayor's office kag ipakita ang official receipt sa booking section staff para sa validation.</b></p>	<p>3. Record the Official receipt number for reference and log in booking.</p> <p><b>Kuhaon ang OR number kag ilista para sa reference.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Pauline Joy B. Cueto</i> <i>Administrative Assistant</i></p> <p><i>Ruth B. Catedral</i> <i>Utility Worker I</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>30 minutes</p>	



#### 4. Securing a Mayor's Certification / Clearance

This service is given to individuals for various purposes, the most common of which is for seeking employment in private and public enterprises. The Mayor's Certification / Clearance is also issued to students processing their application for Board Examinations.

***(Ang ini nga serbisyo gina hatag sa naga kinahanglan para sa naga pangita sang obra sa pampubliko o pribado nga mga enterprises. Ginahatag man sa studyante nga naga-apply para sa pagkuha sang Board Examination.)***

<b>Office or Division:</b>	Office of the City Mayor-Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of Police Clearance		Police Station		
<b>Document 2</b> 1 original copy of Barangay Clearance		Barangay of residence		
<b>Document 3</b> Official Receipt		City Treasurer's office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present official receipt and other documents at the Office of the City Mayor and wait for the issuance of Mayor's Certification/ Clearance.  <i>Ipakita ang imo official receipt kag iban pa nga mga requirements sa City Mayor's Office kag palihog maghulat sang imo Mayor's Certification/ Clearance.</i>	1. Check the documents and official receipt and issue the Mayor's Clearance/ Certification.  <i>Lantawon ang resibo kag iban pa nga requirements kag obrahan Mayor's Clearance/Certification</i>	PHP 30.00	10 minutes	<i>Allan F. Señeres Administrative Officer III</i>
<b>TOTAL:</b>		PHP 30.00	10 minutes	



# **CITY MAYOR'S OFFICE- Administrative Division**

## **Internal Services**



**1. Received and facilitate various requests like letters, invitation, MOA, project proposals and other documents that required the approval, attention and action of the City Mayor.**

Being the lead agency in the Local Government Unit, most of the transactions in the City Government are required to have an approval of the City Mayor. Various documents passed through the Office of the City Mayor for his signature.

*(Nagabaton kag naga pasilitar sang mga sulat kag mga hangyo parehas sang imbitasyon, MOA, project proposals', kag iban pa nga dokumento nga nagakinahanglan sang approval kag aksiyon sang City Mayor.)*

<b>Office or Division:</b>	Office of the City Mayor- Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department Heads, Employees, National Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		Department Heads and other offices		
Letter Request, Invitation, Project proposals				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter requests and other documents.  <i>Ihatag ang request o mga dokumento sa opisina sang Mayor.</i>	1. Receive and record the documents for reading and appropriate action of the City Mayor.  <i>Batunon kag i-record ang mga dokumento kag pagabasahon kag iga-evaluate sang City Mayor kag hatagan sang nagakaigo nga aksyon.</i>	None	5 minutes	Yonnie D. Varrera, Records Officer IV  Pauline Joy B. Cueto, Administrative Assistant  Jhobelle B. Alicante, Clerk I  Pearl B. Galunan, Utility Worker I



<p>2. Follow-up the request with corresponding respond of the City Mayor.</p> <p><b><i>Balikan ang sulat nga may naga ka igo nga response halin sa City Mayor.</i></b></p>	<p>2. Return to the requesting agency their documents with corresponding action of the City Mayor.</p> <p><b><i>Ibalik sa natungdan nga ahensya ang mga dokumento nga may nagakaigo nga aksyon sang City Mayor.</i></b></p>	None	10 minutes	Yonnie D. Varrera Records Officer IV
<b>TOTAL:</b>		None	15 minutes	





# CITY MAYOR'S OFFICE- City Population Office

## **Mandate:**

*The Commission on Population was created by virtue of R.A. 6365 enacted on August 15, 1971 an act establishing a national policy on population and amended by P.D. 79, section 3, on December 8, 1972 is hereby created under the Office of the President. It is the central policy making, planning and coordinating body for the population program. The City Population Office was established in March 1, 1977 under National Office and then absorbed by City as a division under the Office of the City Mayor last January 1, 1986.*

*We are mandated to formulate measures for consideration of the Sanggunian and provide technical assistance and support to the mayor in carrying out measures ensure delivery of basic services and adequate facilities relative to the integration of the population development principles and in providing access to said services and facilities. Develop, integrate and implement plans and strategies on population development. Implement the constitutional provision relative to population and development and promotion of responsible parenthood and Reproductive Health. Implement training programs responsive to the cultural heritage of the inhabitants and empower Bagonhon families through the conduct of: Responsible Parenthood and Family Planning/Family Development Sessions, Adolescent Health and Development Class, Parent-Teen Talk (Parent Education on Adolescent Health & Development), Capacity Building, U4U Teen Trail and Spiritual Enrichment and Values Formation. Establish and maintain data bank for program operations, development planning and educational programs.*



# **CITY MAYOR'S OFFICE-** **City Population Office**

## **External Services**



## 1. Peer Educators' Trainings

The City Population Office in partnership with the Commission on Population and Development VI conduct trainings to selected youth leaders. The main objective of this training is to enhance their potentials and capacitate peer educators to be utilized as facilitators, in the conduct of various activities of the office for the reduction of teen pregnancy, cases of sexually transmitted infections and HIV and AIDS and violence against young people.

***(Ang City Population Office kaupod ang Regional Population Office naga hikot sang paghanas sa mga pinili nga pamatan-on. Ang handom sini amu ang pagpasanyog sang ihibalo kag abilidad sang mga pamatan-on nga mangin facilitators sa mga aktibidades sang opisina pinaagi sa paghatag impormasyon agud makabulig panubo sa mga kaso sang Teenage Pregnancy, Sexually Transmitted Infection kag HIV/AIDS upod man ang pagpang abuso sa mga pamatan-on.)***

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Youth 10-24 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend scheduled 3 days live-in training and sign the Daily Attendance sheet.  <b><i>Mag attend sa 3 ka adlaw nga training nga naka schedule. Pirmahan ang attendance sheet kada adlaw.</i></b>	1. Conduct/Facilitate training and Prepare the Training certificates duly signed by the Regional Director VI and City Mayor for the participants.  <b><i>Patigayunon ang paghanas kag preparararon ang Training Certificate nga pirmado sang Regional Director kag sang City Mayor para sa mga partisipante.</i></b>	None	3 days	<i>Ma. Luisa M. Espartero Population Program Worker II</i>
<b>TOTAL:</b>		None	3 days	



## 2. Pre- Marriage Counselling Securing Pre-Marriage Counseling (PMC) Certificate (Face to Face)

This service is given to would-be couples who are applying for a marriage license, as mandated by the Presidential Decree 965, the 1987 Family Code, the Local Government Code, and the Responsible Parenthood and Reproductive Health Act (RA10354) requiring all the contracting parties or would- be couples applying for a marriage license to attend and participate in a Pre-Marriage Orientation and Counselling session before they are issued such license.

*(Ini nga serbisyo ginahatag sa tanan nga kalaslon antes magkuha sang lisensya sa pagpakasal base sa mando sang PD 965, 1987 Family Code, Local Government Code, Responsible Parenthood kag Reproductive Health Act (RA10354) nga kinahanglanon sa mga manog pakasal nga mag seminar sang Pre-Marriage Counselling kag Orientation para ma isyuhan sang lisensya.)*

### A. Traditional Transaction

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Couples applying for marriage license			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit referral slip from LCR Present referral slip to any City Population Office Staff, then accomplish a Marriage Inventory Form and Couples Profile Form and confirm attendance for a Pre-Marriage Counseling (PMC) session.  <i>Ipakita ang referral slip sa City Population Office</i>	1.Receive Referral Slip and give the Marriage Inventory Form and Couples Profile form to be filled by the applicants and give confirmation and schedule for seminar.  <i>Batunon ang referral slip kag hatagan sang Marriage Inventory Form kag Couples</i>	None	30 minutes	<i>Jessa Mae T. Gorantes, Population Program Worker II</i>



<p><b>Staff, kag magfill up sang Marriage Inventory Form kag Couple Profile Form kag mag-confirm sang attendance para sa Pre-Marriage Counseling (PMC) session.</b></p>	<p><b>Profile Form ang aplikante pagkatapos nila sabat, i-confirm kag hatagan sila schedule para sa seminar.</b></p>			
<p>2. Attend PMC Session (Attend <b>ONE</b> session on PMC orientation and wait for the issuance of PMC Certificate thereafter. PMC Sessions were scheduled every Tuesday and Friday 8:00am-12:00noon).</p> <p><b>Mag-attend sang isa ka PMC orientation. Maghulat sang PMC Certificate pagkatapos sang seminar. Ang PMC Session naka schedule kada Martes kag Biyernes *8:00am-12:00noon.</b></p>	<p>2. Conduct PMC Session and issue PMC Certificate.</p> <p><b>Magklase sa mga kalaslon kag hatagan sang PMC Certificate ang mga nagtambong sa seminar.</b></p>	None	4 hours	Jessa Mae T. Gorantes, Population Program Worker II
<b>TOTAL:</b>		None	4 hours & 30 minutes	



## B. Securing Pre-Marriage Counseling Certificate through Online Transaction

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit referral slip from LCR. Present referral slip to any City Population Office Staff, then accomplish a Marriage Inventory Form and Couples Profile form and request for the acceptance on the link for the online seminar.</p> <p><i><b>Ipakita ang referral slip sa City Population Office Staff, kag magfill up sang Marriage Inventory Form kag Couples Profile Form kag mag request sang pagbaton para makasulod sa link.</b></i></p>	<p>1. Receive Referral Slip and give the Marriage Inventory Form and Couples Profile form to be filled by the applicants and give the client the link for the online seminar.</p> <p><i><b>Batunon ang referral slip kag hatagan sang Marriage Inventory Form kag couples profile form ang aplikante pagkatapos nila sabat hatagan sila sang link para sa online seminar.</b></i></p>	None	30 minutes	<p><i>Ann Marie D. Torres Population Program Officer IV</i></p> <p>or</p> <p><i>Jessa Mae T. Gorantes, Population Program Worker II</i></p>
<p>2. Attend one PMC Session through online and send back evaluation form. Provide schedule on availability.</p> <p><i><b>Mag-attend online nga orientation kag sabton ang</b></i></p>	<p>2. Accept online evaluation of the applicants and send back Pre-Marriage Counseling Certificate.</p> <p>Conduct online Pre-Marriage Counseling.</p>	None	1 hour	<p><i>Ann Marie D. Torres Population Program Officer IV</i></p> <p>or</p> <p><i>Jessa Mae T. Gorantes,</i></p>



<p><i>evaluation form. Magpabalo kun san-o ang schedule nga pwede ka ka-attend.</i></p>	<p><i>Batunon ang online evaluation form kag i-hatag online ang Pre-Marriage Counseling Certificate.</i></p> <p><i>Magahimo sang online Pre-Marriage Counseling.</i></p>			<p><i>Population Program Worker II</i></p>
<b>TOTAL:</b>		None	1 hour and 30 minutes	



### C. Securing Pre-Marriage Counseling Certificate through Manual Transaction

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit referral slip from LCR Present referral slip to any City Population Office Staff, then accomplish a Marriage Inventory Form and confirm attendance for a Pre-Marriage Counseling (PMC).</p> <p><i><b>Ipakita ang referral slip sa City Population Office Staff, kag magfill up sang Marriage Inventory Form kag Couples Profile form kag mag-confirm sang attendance para sa Manual Pre-Marriage Counseling (PMC) session.</b></i></p>	<p>1.Receive Referral Slip and give the Marriage Inventory Form and Couples Profile form to be filled by the applicants and give the PMC Manual</p> <p><i><b>Batunon ang referral slip kag hatagan sang Marriage Inventory Form kag couples profile form ang aplikante pagkatapos nila sabat hatagan sila instruction para sa manual nga orientation.</b></i></p>	N	30 minutes	<p><i><b>Ann Marie Torres, Population Program Officer IV</b></i></p> <p><i><b>Jessa Mae T. Gorantes, Population Program Worker II</b></i></p>
<p>2. Read and study the module on Pre-Marriage Counseling orientation and answer the Evaluation Form</p> <p><i><b>Basahon kag tun-an ang module sang Pre-Marriage Counseling orientation kag sabton ang mga pamangkot sa Evaluation form.</b></i></p>	<p>2.Accept evaluation form of the applicants and prepare PMC Certificate for issuance</p> <p><i><b>Batunon ang manual evaluation form kag isyuhan sila sang PMC Certificate.</b></i></p>	None	1 hour	<p><i><b>Ann Marie Torres, Population Program Officer IV</b></i></p> <p><i><b>Jessa Mae T. Gorantes, Population Program Worker II</b></i></p>
<b>TOTAL:</b>		None	1 hour and 30 minutes	





### 3. Securing Data on Population

The City Population Office provides data on population (projected population), women on reproductive ages, household profile and other related population data

*(Ang opisina sang POPCOM-Bago nagahatag sang mga data parti sa populasyon (projected population), mga kababaehan nga yara sa edad nga makabusong, profile sang tagasa ka panimalay/barangay, kag iban pa nga data kaangay sini.)*

<b>Office or Division:</b>	City Population Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Bagonhons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request at City Population Office (POPCOM) the data related to population.	1.Accomodate and let the client sign at the Logbook then Provide the data requested.	None	20 minutes	Jessa Mae T. Gorantes Population Program Worker II
1.2 Sign in the Logbook.	<i>Maga akomodar kag papirmahon ang kliyente sa logbook kag ihatag ang ginapangayo nga data .</i>			
1.3 Receive data/information.				
<i>Mangayu sang nagakaigo nga data suno sa imo kinahanglanon parti sa populasyon.</i>				
<i>Magpirma sa logbook kag batunon ang data ukon impormasyon.</i>				
<b>TOTAL:</b>		None	20 minutes	



# **CITY MAYOR'S OFFICE-** **City Population Office**

## **Internal Services**



## 1. Securing Data on Population

The City Population Office provides data on population (projected population), women on reproductive ages, household profile and other related population data

*(Ang opisina sang POPCOM-Bago nagahatag sang mga data parti sa populasyon (projected population), mga kababaehan nga yara sa edad nga makabusong, profile sang tagasa ka panimalay/barangay, kag iban pa nga data kaangay sini.)*

<b>Office or Division:</b>		City Population Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Bagonhons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request at City Population Office (POPCOM) the data related to population.	1.Accomodate and let the client sign at the Logbook then Provide the data requested.	None	20 minutes	Jessa Mae T. Gorantes Population Program Worker II
1.2 Sign in the Logbook.	<b><i>Maga akomodar kag papirmahon ang kliyente sa logbook kag ihatag ang ginapangayo nga data .</i></b>			
1.3 Receive data/information.				
<b><i>Mangayu sang nagakaigo nga data suno sa imo kinahanglanon parti sa populasyon.</i></b>				
<b><i>Magpirma sa logbook kag batunon ang data ukon impormasyon.</i></b>				
<b>TOTAL:</b>		None	20 minutes	



# CITY MAYOR'S OFFICE-

## Tourism Affairs Office

### **Mandate:**

*The Tourism Office shall primarily be the planning and implementing arm for the programs, policies and projects relating to the tourism Industry in the City as identified and approved by the tourism council. It shall pursue the development of Bago City's tourism industry in adherence to the Tourism Code.*

### **Services Available:**

- *Reservations to the City Resorts and Museum – the Buenos Aires Mountain Resort, the Kipot Twin Falls, The Rafael Salas Park and Nature Center and the Balay Ni Tan Juan Community Museum*
- *Providing Information related to Resorts, Tourist Facilities, Tourist Attractions and other tourism products, services and offerings of the City*
- *Marketing and Promotions of the Tourist Attractions and Offerings*
- *Assistance to Tourists and Guests while in the City*
- *Accommodation of Tourists and Guests in the different resorts and Tourist Facilities of the City*
- *Provision of guided local tours around the City as arranged with the Office*
- *Facilitates affairs, local festivities, celebrations and other Tourism Events*
- *Establish local and international linkages*
- *Assistance for Accreditation with the Department of Tourism*



# **CITY MAYOR'S OFFICE-** **Tourism Affairs Office**

## **External Services**



## 1. Assistance for Accreditation of Tourism Enterprises and Tourism Frontliners (Progressive Accreditation System)

It is a Certification issued by the Department of Tourism (DOT) to a tourism enterprise that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.

*(Amu ini ang Certification nga gina hatag sang Department of Tourism (DOT) sa isa ka tourism enterprise nga opisyal nga ginakilala nga na kompleto ang minimum standards para sa pag-operate sang tourism facility kag serbisyo.)*

### I. Who May Apply for Accreditation?

**Primary Tourism Enterprises**- facilities and services that are directly related to tourism. These primary tourism enterprises shall be periodically required to obtain accreditation from the DOT so as to ensure the quality of its facilities and standard of services.

**Secondary Tourism Enterprises** – facilities and services that may be related to tourism. Accreditation shall be voluntary for these secondary tourism enterprise.

<b>Office or Division:</b>	Tourism Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Tourism Establishments and Tourism Related Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Accreditation Form		Tourism Office		
<b>Document 2</b> Mayor's Permit		Business One Stop Shop		
<b>Document 3</b> DTI Permit		Negosyo Center		
<b>Document 4</b> Property Insurance Policy		Insurance Provider of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and Fill-out Application Form. After form has been filled up, proceed to City Legal Office for Application Form to be notarized.  <b>Magkuha kag sulatan / ang Application Form sa Tourism Office. Pagkatapus ma</b>	1. Provides/give-out Application Form to Client. Instructs the client on how to fill up the form and to proceed to the City Legal Office for the notarization of the Application Form.	None	10 minutes	Ana Freida C.. Mayores, Senior Tourism Operations Officer



<p><b><i>kumpleto sulat ang Application Form, magkadto sa City Legal Office para magpa notaryo sang Application Form.</i></b></p>	<p><b><i>Hatagan Application Form ang aplikante. Tudlu-an ang aplikante sa pag sulat sa pormas kag magkadto sa City Legal Office kag magpa-notaryo.</i></b></p>			
<p>2. Go back to Tourism Office and submit the duly accomplished and notarized Application Form together with the documentary requirements for review of the Local Tourism Office (complete forms &amp; supporting documents will be sent by the applicant to DOT 6 through courier service.) Please wait for call from Tourism Office or the DOT informing you for the schedule of Ocular Inspection. Local Tourism representative accompanies DOT Inspection Team during the ocular inspection of the facility.</p> <p><b><i>Ipasa ang natapos nga pormas nga may notaryo upod sang mga documents nga gina-require para ma review sang Tourism Office. (Kompletohon ang pormas kag mga supporting nga document.) Mag hulat sang tawag halin sa DOT ukon sa Local</i></b></p>	<p>2. Checks and reviews duly accomplished and notarized Application Form and other documentary requirements.</p> <p>Calls the client to inform of the schedule of the ocular inspection. DOT Inspection Team will be accompanied by Local Tourism representative during the ocular inspection.</p> <p><b><i>I-review kag i-check and natapos fill-up nga Application Form kag ang upod nga mga required documents. Maga-tawag sa kliyente kon san-o ang schedule sang ocular inspection. Paga-updan sang representante sang Local Tourism Office ang DOT Inspection Team sa pag ocular inspection.</i></b></p>	None	15 minutes	<p><b><i>Mae Ann B. Furtos, Senior Tourism Operations Officer</i></b></p>





<i>Tourism Office para sa natalana nga schedule sang ocular inspection.</i>				
	<b>TOTAL:</b>	None	25 minutes	



## 2. Booking and Use of Resort Facilities

This service is for individuals or groups who want to use or rent government- owned and managed resort, facilities or museum for outings and other functions.

***(Ini nga serbisyo para sa mga indibidwal o grupo nga gusto mag-usar o mag-renta sang mga facilities sang resort nga gina panag-iyahan sang gobyerno local kag gina dumalahan nga mga resort kag iya facilities, museo para sa mga pag panglugayawan kag iban pa nga kinahanglanon.)***

<b>Office or Division:</b>	Tourism Affairs Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Local and Foreign Tourists, Tourism Establishments / Enterprises Tourism Related Establishments, Researchers and Other Special Interest Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Valid ID's (Government Issued)		BIR, SSS, GSIS, Post Office, PSA, Pag-ibig, DFA		
<b>Document 2</b> Student /Senior Citizen's ID for Discount		School Attended/Senior Citizen's Office		
<b>Document 3</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit or Call the Office for Booking.  Visit Tourism Affairs Section to schedule the use of resort facilities or museum and wait for the booking slip. Client receives booking slip.	1. Check the availability of the facility needed by the client. If facility is available, book the facility by writing the name of the client on the booking form, and issue booking slip to client.	None	10 minutes	Ana Freida C. Mayores-Senior Tourism Operations Officer  or  Booking In Charge of the Day, Tourism Office
<b><i>Magkadto o mag tawag sa Tourism Affairs Section para magpa-schedule sang pag gamit sang facilities sang resort o museo mag hulat</i></b>	<b><i>Lantawon kon bakante ang facility nga gina kinahanglan sang kliyente. Kon bakante, i-book ang facility paagi sa pagsulat sang</i></b>			



<p><b>nga mahatagan sang booking slip.</b></p>	<p><b>ngalan sang kliyente sa booking form. Mag-issue sang booking slip.</b></p>			
<p>2.1 Payment of Reservation Fee</p> <p>2.2 Pay at least fifty percent (50%) down payment of the confirmed booking at the City Treasurer's Office.</p> <p><b>Mag bayad sang 50% downpayment sang confirmed booking sa City Treasurer's Office.</b></p> <p>2.2 Wait for the issuance of Official Receipt. Keep the booking slip and Official Receipt to be presented at Buenos Aires Mountain Resort as proof of payment.</p> <p><b>Mag hulat nga mahatagan sang official receipt para e presenter sa Buenos Aires Mountain Resort bilang pamatuod nga nakabayad na.</b></p>	<p>2.1 Instruct the client to proceed to City Treasurer's Office, present booking slip and payment.</p> <p><b>Hatagan instruction ang kliyente nga mag kadto sa City Treasurer's Office, ipakita ang booking slip kag magbayad.</b></p> <p>2.2 Issue official receipt to be presented at Buenos Aires Mountain Resort as proof of payment.</p> <p><b>Ipakita ang Official Receipt sa Buenos Aires Mountain Resort para pamatuod sa pagbayad.</b></p>	<p>50% Downpayment</p> <p>(Please refer to Annex B)</p>	<p>40 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<b>TOTAL:</b>		None	50 minutes	



### 3. Use of Resort/Museum

This service is for individuals or groups who want to use or rent government- owned and managed resort, facilities or museum for outings and other functions.

***(Ini nga serbisyo para sa mga indibidual o grupo nga gusto mag usar o mag renta sang mga facilities sang resort nga gina panag-iyahan sang gobyerno local kag gina dumalahan nga mga resort kag iya facilities, museo para sa mga pag panglugayawan kag iban pa nga kinahanglanon.)***

<b>Office or Division:</b>	Tourism Affairs Section/Buenos Aires Mountain Resort / Balay Ni Tan Juan Community Museum			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Local and Foreign Tourists, Tourism Establishments / Enterprises Tourism Related Establishments, Researchers and Other Special Interest Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Valid ID's (Government Issued)		Pag-ibig, SSS, GSIS, Post Office, PSA, DFA		
<b>Document 2</b> Student /Senior Citizen's ID for Discount		School Attended/ Senior Citizens Office		
<b>Document 3</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. At the resort /Museum  Present the official receipt at the Front Desk of the Resort/Museum on the scheduled date of use and pay the balance.  <b><i>Ipakita ang official receipt sa front desk sang Resort/Museo sa adlaw sang inyo pagkadto o pagbisita kag bayaran ang nabilin nga balayran.</i></b>	1. Receives Official Receipt presented by the client and determine the balance to be paid by the client and issue Official Receipt.  <b><i>Batunon ang official receipt sang kliyente kag i-check ang nabilin nga balayran kag buhatan sang official receipt.</i></b>	50% Balance of Payment  (Please refer to Annex C)	10 minutes	<i>Front Desk In Charge on Duty, at the Resort or Museum</i>
<b>TOTAL:</b>		None	10 minutes	



# **ANNEX "A"**

## **CITY MAYOR'S OFFICE- Tourism Affairs Office**



**STREAMLINED DOCUMENTARY REQUIREMENTS FOR ACCREDITATION OF TOURISM ENTERPRISES AND FRONTLINERS**

	<b>DOCUMENTARY REQUIREMENTS</b>	
	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
<b>GENERAL REQUIREMENTS</b>	Valid Mayor's Permit and/ or Business License from the Local Government Unit	Valid Mayor's Permit and/ or Business License from the Local Government Unit
	If single Proprietorship, valid DTI Business Name Certification	Renewed DTI Business Name Certificate, if expired
	If Corporation/Partnership, SEC Registration Certificate and Articles of Incorporation and its By-Laws	Amendment to Articles of Incorporation, if applicable
	If Cooperative Articles of Cooperation and its By-Laws	Amendment to Articles of Cooperation, if applicable
Notarized List of Names of all Officials and employees (with office designation and Nationality)		
Other documents as deemed necessary by DOT (e.g. in case of employed foreign nationals, valid working permit from DOLE and valid visa from Bureau of Immigration and Deportation, etc.)	Other documents as deemed necessary by DOT (e.g. in case of employed foreign nationals, valid working permit from DOLE and valid visa from Bureau of Immigration and Deportation, etc.)	



**SPECIFIC REQUIREMENTS (BY TYPE OF APPLICATION)**

**ACCOMMODATION**

	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
<b>Hotel/Resort/Apartment Hotel/Pension House/Motel/Tourist Inn</b>	Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage – (₱ 500,000.00)	Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage – (₱ 500,000.00)
<b>Homestay</b>	Proof of attendance to a Homestay Training conducted by DOT or any DOT recognized or accredited training center	

**TRAVEL AND TOURS SERVICES**

	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
	Proof of working capital of ₱500,00.00 - For Corporation/ Partnership, ₱500,00.00 Paid-up/partners' capital; - For single proprietorship, original copy of bank certification with cheque writer.	Audited Financial Statements reflecting a minimum of ₱500,00.00 working capital.
<b>Travel and Tour Agency</b>	For General Manager, documents to prove a minimum of three (3)years managerial experience in travel and tour agency operations or proof of passing	



	the Travel and Tour Agency Management Course or its equivalent	
	Affidavit executed by the General Manager declaring/acknowledging the existence of their branch office/s	
<b>Tourist Land Transport Operator</b>	Valid LTFRB Tourist Transport Services Franchise of the vehicle	Valid LTFRB Tourist Transport Services Franchise or Approved extension of validity (if expired or for newly applied vehicles)
	LTO Certificate of Registration of Vehicles	LTO Certificate of Registration of Vehicles (required for newly applied vehicles only)
<b>Tourist Land Transport Operator</b>	LTFRB Confirmation of Units of the current year	LTFRB Confirmation of Units of the current year
	Valid NAIA Concession Agreement for Tourist Coupon/Metered Taxi Operator	Valid NAIA Concession Agreement, if expired or for newly applied vehicles
		Expired DOT stickers issued to tourist vehicles (to be surrendered prior to release of accreditation certificate)
	Proof of attendance to DOT conducted Seminar for Tourist Drivers	Proof of attendance to DOT conducted Seminar for Tourist Drivers (for newly applied drivers)





<b>Tourist Air Transport operator</b>	Valid Certificate of Airworthiness from Civil Aviation Authorization of the Philippines (CAAP)	Valid Certificate of Airworthiness from Civil Aviation Authorization of the Philippines CAAP (if expired or for newly applied aircraft)
	Valid Franchise to operate the aircraft issued by Civil Aeronautics Board	Valid Franchise by CAB (if expired or for newly applied aircraft)
<b>Tourist water Transport Operator</b>	Valid Certificate of Public Convenience issued by Maritime Industry Authority (MARINA)	Valid CPC and/or Provisional Authority from MARINA (if expired or for newly applied aircraft)
	Valid Certificate of Inspection by MARINA	Valid Certificate of Inspection by MARINA (if expired)
	Valid Certificate of Compliance with MC 65/65A of MARINA	Valid Certificate of Compliance with MC 65/65A of MARINA (if expired)
<b>MICE Facility/ Venue</b>	General Requirements only	General Requirements only
<b>PCO/MICE Organizer</b>	Proof of successfully organizing at least five (5) national or international conventions for the past two (2) years or written testimonials from the event organizer	
	Audited Financial Statements reflecting a minimum working capital of One Hundred Thousand Pesos (₱ 100,000.00)	Audited Financial Statements reflecting a minimum working capital of One Hundred Thousand Pesos (₱ 100,000.00)



<b>HEALTH AND WELLNESS SERVICES</b>		
	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
<b>Ambulatory clinic</b>	Valid License to Operate from the Health Facility Services Regulatory Bureau (HFSRB) of the Department of Health (DOH) or its equivalent	Valid License to Operate from the HFSRB of the DOH or its equivalent (if expired)
<b>Tertiary hospital</b>	Valid License to Operate from the Health Facility Services Regulatory Bureau (HFSRB) of the Department of Health (DOH) or its equivalent	Valid License to Operate from the HFSRB of the DOH or its equivalent (if expired)
<b>Spa</b>	Valid DOH License as duly registered massage therapist for massage supervisors	Valid DOH License as duly registered massage therapist for massage supervisors
<b>Medical Concierge</b>	Notarized List of Affiliated dentists, medical doctors, DOT accredited establishments such as tertiary hospitals, accommodation's, travel and tour agencies and tourism related establishments	



<b><u>TOURISM RELATED ENTERPRISES</u></b>		
	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
<b>Department Store Shopping Mall Restaurant Tourism Recreational Facility</b>	General requirements only	General requirements only
<b>Agri-Tourism Farm Specialty Shop</b>  <b>Rest Areas in Gas Station</b>	General requirements only	General requirements only
<b>Tourism Training Center</b>	List of Training Programs/Modules approved by DOT/TESDA/TIBFI	Any new or modified module approve by DOT/TESDA/TIBFI
	For ESL:  -Bureau of Immigration Certification on acceptance of foreign students	
<b>Dive shop</b>	Valid Certificate of Accreditation from the Philippine Commission on Sports Scuba Diving (PCSSD)	Valid Certificate of Accreditation from the Philippine Commission on Sports Scuba Diving (PCSSD)
<b>Shooting Range</b>	Valid License from the Bureau of Firearms and Explosive Division of the Philippines National Police (PNP)	Valid License from the Bureau of Firearms and Explosive Division of the PNP



<b><u>TOURISM FRONTLINERS</u></b>		
	<b>NEW APPLICATION</b>	<b>RENEWAL</b>
<b>Tour Guides</b>	Valid Occupational/working Permit	Valid Occupational/working except for (Senior Citizen)
	Certificate of training to the Tour GUIDING Seminar conducted by DOT or DOT accredited training center	Proof of attendance to a continuing education program or attendance to a tourism related seminar (at least 20 hours)
	Valid NBI Clearance, except for senior citizen	Valid NBI Clearance, except for senior citizen
<b>Tour Guides</b>	Valid Health Certificate	Valid Health Certificate
<b>Tourism Trainer</b>	Valid Occupational /Working Permit	Valid Occupational /Working Permit
	Training modules approved by DOT/TESDA/TIBFI	Any new or modified module approved by DOT/TESDA/TIBFI



**ACCREDITATION FEES**  
**PRIMARY TOURISM ENTERPRISES**

<b>Accommodations</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon Approval of Accreditation)</b>	
	4 star	4,800.00	1,000.00	3,800.00	
	3 star	4,00.00	1,000.00	3,000.00	
	2 star	2,800.00	1,000.00	1,800.00	
	1 star	2,800.00	1,000.00	1,800.00	
	Hotel/Resort	1,400.00	1,000.00	400.00	100.00 (Sticker fee)
	Apartment hotel	700.00	700.00	100.00 (Sticker fee)	
<b>Tourist Inn</b>		700.00	700.00	100.00 (Sticker fee)	
<b>Pension House</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Motel</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Home stay</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Travel and Tour Services</b>					
<b>Type of Tourism Enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	



<b>Tourist land Transport Operator</b>  Minimum of Three (3) units	bus	350/ unit	300.00	*Total number of accredited units times accreditation fee less initial payment	*Total number of accredited units times Sticker fee  *Total number of Drivers times ID Fee
	Coaster/ Mini Bus	200/ unit	300.00		
	Van	150/ unit	300.00		
	Car	100/ unit	300.00		
<b>Tourist water Transport operator</b>		1,400.00	1,000.00	400.00	100.00 (Sticker fee)
<b>Tourist air transport operator</b>		1,400.00	1,000.00	400.00	100.00 (Sticker fee)

### SECONDARY TOURISM ENTERPRISES

Health and Wellness Services					
Type of tourism enterprise	Classification	Accreditation fee	Initial payment (upon filing of Application)	Final payment (upon approval of Accreditation)	
<b>Ambulatory clinics</b>		1,000.00	1,000.00	100.00 (Sticker fee)	
<b>Medical clinics</b>		1,000.00	1,000.00	100.00 (Sticker fee)	
<b>Tertiary Hospitals</b>		2,000.00	1,000.00	1,000.00	100.00 (Sticker fee)
<b>Spa</b>		1,000.00	1,000.00	100.00 (Sticker fee)	



<b>Tourism Related Enterprises</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	
<b>Agri - tourism Farm / Site</b>		1000.00	500.00	500.00	100.00 (Sticker fee)
<b>Department Store / Shopping Mall / Specialty Store</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Tourism Entertainment Complex</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Restaurants</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Tourism Recreational Facility</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Tourism Training Center / Institute</b>		300.00	300.00	100.00 (Sticker fee)	
<b>Rest Areas / Restrooms</b>		300.00	300.00	100.00 (Sticker fee)	



<b>Tourism Front liner</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	
<b>Tourism Trainer</b>		300.00	150.00	150.00	30.00 (ID Fee)

<b>Travel and Tour Services</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	
<b>Travel and tour Agencies</b>  -Travel Agency -Travel and Tour Agency - Tour Operator -Online Travel and Tour Agency	Main Office	5,000.00	1,500.00	300.00 (Sticker fee)	
	Branch Office	3,000.00	1,500.00	300.00 (Sticker fee)	





<b>Meetings, Incentives, Conventions and Exhibitions (MICE)</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	
<b>PCO / MICE Organizer</b>		700.00	700.00	100.00 (Sticker fee)	
<b>MICE Facility / Venue</b>		700.00	700.00	100.00 (Sticker fee)	
<b>Ecotourism</b>					
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>	
<b>Ecolodge</b>		3,000.00	1,000.00	2,000.00	100.00 (Sticker fee)
<b>Ecotour operator</b>		3,000.00	1,000.00	2,000.00	100.00 (Sticker fee)
<b>Ecotour Facility</b>		3,000.00	1,000.00	2,000.00	100.00 (Sticker fee)
<b>Ecoguide</b>		1,500.00	1,000.00	500.00	50.00 (ID Fee)



<b>Tourism Frontliner</b>				
<b>Type of tourism enterprise</b>	<b>Classification</b>	<b>Accreditation fee</b>	<b>Initial payment (upon filing of Application)</b>	<b>Final payment (upon approval of Accreditation)</b>
<b>Tour Guide</b>		150.00	150.00	30.00 (ID Fee)



## **ANNEX “B”**

### **CITY MAYOR’S OFFICE- Tourism Affairs Office**



**FEE(S):**

▪ **BUENOS AIRES MOUNTAIN RESORT RATES**

OVERNIGHT FACILITIES		RATES PER DAY	CAPACITY	EXTRA PERSON	MAXIMUM CAPACITY
<b><i>FAMILY COTTAGES</i></b>					
FAMILY COTTAGE 101	non-aircon	P 1,500.00	4	2	6
FAMILY COTTAGE 102	aircon	3,500.00	7	8	15
FAMILY COTTAGE 103	aircon	3,500.00	7	8	15
FAMILY COTTAGE 104	aircon	3,500.00	7	8	15
<b><i>HILLSIDE COTTAGES</i></b>					
HILLSIDE COTTAGE 101	non-aircon	800.00	4	2	6
HILLSIDE COTTAGE 102	non-aircon	800.00	4	2	6
HILLSIDE COTTAGE 103	non-aircon	800.00	4	2	6
HILLSIDE COTTAGE 104	non-aircon	800.00	4	2	6
HILLSIDE COTTAGE 105	non-aircon	800.00	4	2	6
HILLSIDE COTTAGE 106	aircon	1,200.00	4	2	6
HILLSIDE COTTAGE 107	aircon	1,200.00	4	2	6
HILLSIDE COTTAGE 108	aircon	1,200.00	4	2	6
HILLSIDE COTTAGE 109	aircon	1,200.00	4	2	6
HILLSIDE COTTAGE 110	aircon	1,200.00	4	2	6
<b><i>HOSTEL ROOMS</i></b>					
HOSTEL 101	aircon	1,250.00	2	1	3
HOSTEL 102	aircon	1,250.00	2	1	3
HOSTEL 103	aircon	1,250.00	2	1	3
HOSTEL 104	aircon	1,250.00	2	1	3
HOSTEL 105	aircon	1,250.00	2	1	3
HOSTEL 106	aircon	1,250.00	2	1	3
HOSTEL 107	aircon	1,250.00	2	1	3
HOSTEL 108	aircon	1,250.00	2	1	3



OVERNIGHT FACILITIES		RATES PER DAY	CAPACITY	EXTRA PERSON	MAXIMUM CAPACITY
<b>DORMITORIES</b>					
DORM 101	non-aircon	200.00/pax	4	2	6
DORM 102	non-aircon	200.00/pax	7	8	15
DORM 102	non-aircon	200.00/pax	7	8	15
DORM 104	non-aircon	200.00/pax	7	8	15
DORM 104	non-aircon	200.00/pax	7	8	15
DORM 104	non-aircon	200.00/pax	7	8	15
<b>MYT SUITES</b>					
MYT SUITE A	aircon	2,000.00	4	4	8
MYT SUITE B	aircon	2,000.00	4	4	8
MYT SUITE C	aircon	2,000.00	4	4	8
MYT SUITE D	aircon	2,000.00	4	4	8
<b>DAYTIME FACILITIES</b>					
SHED HOUSE GARDEN 101		200.00	10		15
SHED HOUSE GARDEN 102		200.00	10		15
SHED HOUSE GARDEN 103		200.00	10		15
SHED HOUSE GARDEN 104		200.00	10		15
SHED HOUSE GARDEN 105		200.00	10		15
<b>SHED HOUSE (Back of Bathhouse)</b>					
SHED HOUSE GARDEN 106		400.00	20		25
SHED HOUSE GARDEN 107		400.00	20		25

DAYTIME FACILITIES		RATES PER DAY	CAPACITY	EXTRA PERSON	MAXIMUM CAPACITY
<b>OLYMPIC SHED HOUSE (Along the stage)</b>					
OLYMPIC SHED HOUSE 101		200.00	10		15
OLYMPIC SHED HOUSE 102		200.00	10		15
OLYMPIC SHED HOUSE 103		400.00	20		25



<b>OLYMPIC SHED HOUSE (kiddie pool area)</b>					
OLYMPIC SHED HOUSE 104		200.00	10		15
OLYMPIC SHED HOUSE 105		200.00	10		15
OLYMPIC SHED HOUSE 106		200.00	10		15
OLYMPIC SHED HOUSE 107		200.00	10		15
OLYMPIC SHED HOUSE 108		200.00	10		15
OLYMPIC SHED HOUSE 109		200.00	10		15
<b>OLYMPIC SHED HOUSE (Olympic pool area)</b>					
OLYMPIC SHED HOUSE 110		200.00	10		15
OLYMPIC SHED HOUSE 111		200.00	10		15
OLYMPIC SHED HOUSE 112		200.00	10		15
OLYMPIC SHED HOUSE 113		200.00	10		15
OLYMPIC SHED HOUSE 114		200.00	10		15
<b>PAVILIONS</b>					
PAVILION 101		400.00	20		20
PAVILION 102		600.00	25		25
PAVILION 103		1,000.00	30		30
PAVILION 104		1,800.00	60		60
<b>FUNCTION HALLS</b>					
DON JORGE ARANETA HALL		1,500.00	30		30
JANET E. TORRES (JET) HALL		1,500.00	50		50
GYM		3,000.00	500		500.00
		<b>RATES PER DAY</b>	<b>CAPACITY</b>	<b>EXTRA PERSON</b>	<b>MAXIMUM CAPACITY</b>
<b>ENTANCE FEES (including use of swimming pool)</b>					
ADULT		55.00			
CHILDREN (12 years old & below)		35.00			



<b>PARKING FEE</b>					
MOTORCYCLE/BICYCLE		20.00			
TRICYCLE		40.00			
LIGHT VEHICLES (10 passengers)		60.00			
HEAVY VEHICLES (more than 10 passengers)		80.00			
<b>EXTRA PERSON</b>					
EXTRA PERSON (overnight facilities)		150.00/pax			
EXTRA FOAM		100.00/pc.			
EXTRA PILLOW		50.00/pc.			
EXTRA BLANKET		100.00/pc.			
<b>EXCLUSIVE USE OF POOLS (whole day or per hour)</b>					
20 METER POOL & KIDDIE POOL		4,000.00			
50 METER POOL (Olympic ; picnic huts;& pavilion)		7,000.00			
KIDDIE POOL (Olympic & picnic huts)		3,500.00			
<b>KITCHEN RENTAL</b>					
GROUP OF 20 PERSONS & ABOVE		1,000.00			
GROUP OF BELOW 20 PERSONS		500.00	50		50

- RAFAEL SALAS PARK & NATURE CENTER – under renovation
- KIPOT SUMMER RESORT – under renovation



## **ANNEX “C”**

### **CITY MAYOR’S OFFICE- Tourism Affairs Office**





- BALAY NI TAN JUAN COMMUNITY MUSEUM RATES

	RATES PER DAY	CAPACITY	EXTRA PERSON	MAXIMUM CAPACITY	RATES PER DAY
GENERAL ADMISSION	25.00				
PRIVATE SCHOOL STUDENTS	20.00				
PUBLIC SCHOOL STUDENTS	10.00				



# CITY MAYOR'S OFFICE-

## Public Affairs and Information Section

### **Mandate:**

*The Public Affairs and Information Office is the frontline arm of the City Government of Bago in information dissemination. It is responsible for promoting awareness of the local government's development programs in order to encourage public support and active participation.*

*It aims to promote a positive image for the City of Bago and accordingly prepares and implements a variety of community and media relations program, specifically:*

- *Video and Photo Documentation*
- *Audio Visual Productions*
- *Publicity campaigns for all City events*
- *Press and Photo News Releases*
- *The Citybridge Magazine*
- *Ang Bagonhon Publication*
- *Production of advertisement (promotional) materials*
- *Design and production of informational (IEC) materials*
- *Social Media sites updates*
- *Maintenance of [www.bagocity.gov.ph](http://www.bagocity.gov.ph)*
- *Managing of Radyo Bago 101.7 FM*
- *Press briefs and conferences*
- *Photo Contests*
- *Live coverage of events*
- *Communications and media relations*



**CITY MAYOR'S OFFICE-**  
**Public Affairs and Information Section**

**External Services**



## 1. Request for a Copy of Citybridge Magazine, Ang Bagonhon Souvenir Program, Special Publications and Other IEC Materials

One of the responsibilities of the Public Affairs and Information Office is to come up with the semi- annual The Citybridge magazine, the annual Ang Bagonhon souvenir program, other special publications and IEC materials as communication tools to basically create awareness and provide information about the City or any activity of the city government.

*(Isa sa mga responsibilidad sang Public Affairs and Information Office amo ang pag-obra sang The Citybridge magazine nga gina pa gwa duwa sa isa ka tuig. Ang Bagonhon souvenir program ga guwa isa kada tuig, kag iban pa nga mga balasahon kag mga IEC materials bilang mga gamit pang komunikasyon para makapahibalo kag maka hatag sang nagaka-igo nga impormasyon parti sa syudad ukon sa mga aktibidades sang panguluhan lokal.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 Letter Request or fill- up Request Form		Client/ Public Affairs and Information Office		
<b>Document 2</b> 1 Valid Identification Card, any government issued ID		PSA, Post Office, SSS, GSIS, CTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and get the copy of requested publication or magazine.  <i>Ipasa ang mga kinahanglanon nga mga papeles kag kuhaon ang kopya sang publication ukon magazine.</i>	1. Validate and approve requirements and issued copy.  <i>I-validate kag aprobahan ang requirements. Gilayon mag-issue sang kopya sa kliyente.</i>	None	5 minutes	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	5 minutes	



## 2. Request for City Mascot Appearance

The Public Affairs and Information Office also manages the official mascot of the City. Boom, the mascot first appeared during the 50<sup>th</sup> Charter Anniversary of Bago and has been in-demand during various events of the city.

***(Ang Public Affairs and Information Office ang naga-dumala sa opisyal nga mascot sang syudad. Si Boom, ang ngalan sang mascot una nag-gwa sang 50<sup>th</sup> Charter Anniversary sang Bago kag pirmi man gina imbitar sang mga nanarisari nga mga palagwao sang siyudad.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, Post Office, SSS, GSIS, CTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements 2-3 days before the event or earlier. Secure an acknowledgment or form from the agency.  <b><i>1. Ipasa ang mga kinahanglanon nga mga papeles 2-3 ka adlaw antes ukon mas timprano. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowlegment form.</i></b>	1. Validate and approve requirements and schedule the event.  <b><i>1.I-validate kag aprobahan ang requirements. Gilayon magaschedule sang event.</i></b>	None	1 minute	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	1 minute	



### 3. Request for Copy of Video Footages/ Digital Photography/ AVPs

The Public Affairs and Information Office covers and documents events related to the functions of Bago City as a local government unit. It acts as a repository of data related in the delivery of basic services and all other programs conducted by the city government.

***(Ang Public Affairs and Information Office naga- tipon kag naga dokumento sang mga nagakahilitabo sa Syudad sang Bago. Ini naga serbi bilang talaguan sang mga impormasyon nga may koneksyon sa paghatag sang mga serbisyo kag iban pa nga mga programa sang lokal nga panguluhan.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, Post Office, SSS, GSIS, CTO, BIR, etc.		
Flash Drive or Data Storage Device		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements and issue a copy.	None	1 day (Depending on the size and quantity of the video footages/ photos to be downloaded or copied.)	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowlegment form.</b>	<b>1.I-validate kag aprobahan ang requirements. Gilayon maga-issue sang kopya sa kliyente</b>			
<b>TOTAL:</b>		None	1 day	



#### 4. Request for Interviews with City officials

In order to convey the plans and aspirations of the Local Chief Executive and his administration to the people, interview with City officials may be facilitated by the Public Affairs and Information Office

*(Para mapa-butyag ang mga plano kag handom sang Local Chief Executive kag sang iya administrasyon para sa mga tawo, ang Public Affairs and Information Office pwede makapatigayon sang sini nga hilikuton.)*

<b>Office or Division:</b>	Public Affairs and Information Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Client				
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)			Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)			PSA, Post Office, BIR, LTO, SSS, GSIS, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit requirements.  2. Secure an acknowledgment or form from the agency.  3. Return on the scheduled date of the interview  <b>1. Ipasa ang mga kinahanglanon nga mga papeles.</b>  <b>2. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>  <b>3. Magbalik sa gintalana nga adlaw</b>	1. Validate and approve requirements.  2. Schedule the interview with the concerned official  3. Inform the client personally or via call or email as to the final date and time of the interview.  <b>1. I-validate kag aprobahan ang requirements.</b>  <b>2. Gilayon magaschedule sang interview.</b>	None	15 minutes	Ace A. Balboa, <i>Information Officer I</i>  or  Relyn B. Magallanes, <i>Clerk I</i>	





<i>kag oras sang interview.</i>	<b>3.Pabal-on ang kliyente personal, tawgan, padal-an email kun san-o ang gintalana nga adlaw kag oras sang interview.</b>			
<b>TOTAL:</b>		None	15 minutes	

**NOTE:** Kindly check the availability of the City Official.



## 5. Request for Posting on Social Media/ Website

The official social media accounts and website of the City Government of Bago is being maintained by the Public Affairs and Information Office. This is to maximize the use and potential of these new media in order to advance the welfare and interests of Bagonhons and to bridge the communication gap between the government and the people.

*(Ang opisyal nga social media account kag website sang Syudad sang Bago gina sakdag sang Public Affairs and Information Office. Ini para mapasanyog ang gamit kag ikasarang sang sini nga mga new media para mapa-una ang kaayuhan kag interes sang mga Bagonhon kag ma-taytay ang lak-ang sang komunikasyon sa tunga sang gobyerno kag sang mga tawo.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
Document 3 (Materials/ Copy via email/ USB)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements and schedule posting.	None	10 minutes	<i>Ace A. Balboa, Information Officer I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowlegment form.</b>	<b>1. I-validate kag aprobahan ang requirements kag maga-schedule sang posting.</b>			<i>or</i> <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	10 minutes	



## 6. Request for Press or Photo Release

The Public Affairs and Information Office prepares press and photo releases relative to the affairs of the City Government. It is designed to inform members of the press what is currently happening in the community. Through these, the local government can earn media coverage and be able to reach its target audience far and wide.

***(Ang Public Affairs and Information Office naga preparar sang mga press kag photo releases angot sa mga aktibidades sang lokal nga panguluhan. Ini gin desinyo para mapahibalo ang mga miyembro sang media kun ano nagakatibo sa kumunidad. Paagi sini, ang lokal nga panguluhan may ara higayon nga makita sa lain-lain nga porma sang media kag maangot sini ang iya gusto madab-ot.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements. Secure an acknowledgment or form from the agency.  <b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	1. Validate and approve requirements. Issue press and photo release.  <b>1. I-validate kag aprobahan ang request, pagahatag dayon ang gina pangayo nga press and photo release.</b>	None However, flash drive, data storage device needed to be provided by the requestin g party.	15 minutes	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	15 minutes	



## 7. Request for Radio Guesting

The Public Affairs and Information Office manages the community radio station of the city government. The said community radio was established primarily for the radio-based instruction of the Schools Division of Bago City every weekdays. However on weekends, it produces programs for the wellbeing of the community.

***(Ang Public Affairs and Information Office naga- dumala sang lokal nga istasyon sang radyo sang gobyerno lokal. Ini gin-tukod una para sa radio-based instruction sang Schools Division of Bago City kada Lunes asta Biyernes. Kun Sabado kag Domingo, ini nagtukod sang mga programa para sa ikaayo sang komunidad.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit requirements. Secure an acknowledgment or form from the agency. Get schedule for guesting.	1. Validate and approve requirements. Issue schedule for guesting.	None	5 minutes	<i>Ace A. Balboa, Information Officer I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1.I-validate kag aprobahan ang requirements, pagahatag dayon ang takna sang guesting.</b>			<i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	5 minutes	



## 8. Request for Telephone and Other Information Assistance

The organic function of the office is to basically provide information assistance to the public. The Public Affairs and Information Office has a list of official and updated contact numbers of local and national agencies in the city. The office also warehouses various information pertaining to the city government and may link its client to other government agencies.

*(Ang nagapanguna nga obra sang opisina amo ang maghatag sang mga nanarisari nga impormasyon sa publiko. Gani ang Public Affairs and Information Office may ara listahan sang opisyal kag pinaka-ulihi nga mga numero sang mga opisina lokal kag national sa syudad. Ang opisina nagatipon man sang mga nagkalainlain nga mga impormasyon parti sa lokal nga panguluhan kag naga serbi man nga taytay sa iya kliyente pakadto sa iban nga ahensya sang gobyerno.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Private sectors, Non- Government Organizations, Students and the Academe.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for information via telephone, email, or personal appearance. Secure an acknowledgment or form from the agency.	1. Approve request and provide information.  <b>1. Aprobahan ang request kag pagahatag dayon ang gina pangayo nga impormasyon.</b>	None	5 minutes	Ace A. Balboa, Information Officer I  or  Relyn B. Magallanes, Clerk I
<b>1. Mag-request paagi sa telepono, email ukon magkadto personal sa opisina. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>				
<b>TOTAL:</b>		None	5 minutes	



**CITY MAYOR'S OFFICE-**  
**Public Affairs and Information Section**

**Internal Services**



## 1. Request for a Copy of Citybridge Magazine, Ang Bagonhon Souvenir Program, Special Publications and Other IEC Materials

One of the responsibilities of the Public Affairs and Information Office is to come up with the semi- annual The Citybridge magazine, the annual Ang Bagonhon souvenir program, other special publications and IEC materials as communication tools to basically create awareness and provide information about the City or any activity of the city government.

*(Isa sa mga responsibilidad sang Public Affairs and Information Office amo ang pag-ubra sang The Citybridge magazine nga gina pa gwa duwa sa isa ka tuig. Ang Bagonhon souvenir program ga gwa isa kada tuig, kag iban pa nga mga balasahon kag mga IEC materials bilang mga gamit pang komunikasyon para makapahibalo kag maka hatag nagaka-igo nga impormasyon parti sa syudad ukon sa mga aktibidades sang panguluhan lokal.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and get the copy of requested publication or magazine.	1. Validate and approve requirements and issue copy.	None	5 minutes	<i>Ace A. Balboa, Information Officer I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles kag kuhaon ang kopya sang publication ukon magazine.</b>	<b>1.I-validate kag aprobahan ang requirements, pagahatag dayon ang gina pangayo nga kopya.</b>			<i>or</i> <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	5 minutes	



## 2. Request for City Mascot Appearance

The Public Affairs and Information Office also manages the official mascot of the City. Boom, the mascot first appeared during the 50<sup>th</sup> Charter Anniversary of Bago and has been in-demand during various events of the city.

*(Ang Public Affairs and Information Office ang naga-dumala sa opisyal nga mascot sang syudad. Si Boom, ang ngalan sang mascot una nag-gwa sang 50<sup>th</sup> Charter Anniversary sang Bago kag pirmi man gina imbitar sang mga nanarisari nga mga palagwaon sang syudad.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements 2-3 days before the event or earlier. Secure an acknowledgment or form from the agency and get the schedule.  <i>1. Ipasa ang mga kinahanglanon nga mga papeles 2-3 ka adlaw antes ukon mas timprano. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowlegment form.</i>	1. Validate and approve requirements and schedule the event.  <i>1.I-validate, kag aprobahan ang requirements, paga-planohan ang tion sang hitabo.</i>	None	1 minute	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i> <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	1 minute	





### 3. Request for Copy of Video Footages / Digital Photography / AVPs

The Public Affairs and Information Office covers and documents events related to the functions of Bago City as a local government unit. It acts as a repository of data related in the delivery of basic services and all other programs conducted by the city government.

***(Ang Public Affairs and Information Office naga- tipon kag naga dokumento sang mga nagakahilitabo sa Syudad sang Bago. Ini naga serbi bilang talaguan sang mga impormasyon nga may koneksyon sa paghatag sang mga serbisyo kag iban pa nga mga programa sang lokal nga panguluhan.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements and issue copy.	None However, flash drive, data storage device needed to be provided by the requesting party.	1 day (Depending on the size and quantity of the video footages/ photos to be downloaded or copied.)	<i>Ace A. Balboa,</i> <i>Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes,</i> <i>Clerk I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1. I-validate kag aprobahan ang requirements, pagahatag dayon ang gina pangayo nga kopya.</b>			
<b>TOTAL:</b>		None	1 day	



#### 4. Request for Lay-out

Aside from being the official mouthpiece of the city, the office also designs tarpaulin lay-outs, billboards, souvenir programs, magazines, special publications, posters, and other IEC materials for the city government.

***(Magluwas nga opisyal nga tagwaragwag sang syudad, ang opisina naga disenyo tarpaulin lay-outs, souvenir programs, magazines, special publications, posters, kag iban pa nga mga IEC materials para sa lokal nga pangulohan.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements. Start lay-outing.	None However, flash drive, data storage device needed to be provided by the requesting party.	1 day (Depending on the size and design.)	<i>Ace A. Balboa,</i> <i>Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes,</i> <i>Clerk I</i>
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowlegment form.</b>	<b>1. I-validate kag aprobahan ang requirements, paga-sugodan ang pag obra sang lay-out.</b>			
<b>TOTAL:</b>		None	1 day	



## 5. Request for Photo/ Video Documentation

The photo/ video documentation of the city government's activities and affairs is one of the functions of the Public Affairs and Information Office. Other events not related to the functions of the local government will not be covered by the office.

***(Ang pagkuha sang picture kag video sang mga aktibidades kag mga programa sang syudad isa sa mga giho sang Public Affairs and Information Office. Kutob sang mga hitabo nga wala relasyon sa panguloan lokal indi pag- kadtuan para kuhaan sang opisina.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements 2-3 days before the event. Secure an acknowledgment or form from the agency. Get schedule of event.	1. Validate and approve requirements and schedule the event.	None	5 minutes	Ace A. Balboa, Information Officer I  or  Relyn B. Magallanes, Clerk I
<b>1. Ipasa ang mga kinahanglanon nga mga papeles 2-3 ka adlaw antes. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1. I-validate kag aprobahan ang requirements, pagaplanohan ang tion sang hitabo.</b>			
<b>TOTAL:</b>		None	5 minutes	



## 6. Request for Posting at the Full Disclosure Board/ Website

The Public Affairs and Information Office is in-charge of the Full Disclosure Board in compliance with the Full Disclosure Policy of the national government which requires local governments to fully disclose particular financial documents to keep their constituents informed of how the LGU budget is managed, disbursed, and used.

*(Ang Public Affairs and Information Office amo ang taga-dumala sang Full Disclosure Board sa pagsunod sa Full Disclosure Policy sang gobyerno nasyonal nga naga- sugo sa tanan nga mga panguluhan lokal sa pag- pakita sang mga pinansyal nga dokumento para mahibaloan sang mga pumuloyo kun pano gin- dumala, gin-gasto, kag gin-gamit ang kwarta sang gobyerno.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (Materials/ Copy via email/ usb/)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate requirements, schedule the posting.	None	5 minutes	Ace A. Balboa, Information Officer I
<i>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</i>	<i>1.1-validate ang requirements, pagaplanohan ang pagpost.</i>			or  Relyn B. Magallanes, Clerk I
<b>TOTAL:</b>		None	5 minutes	



## 7. Request for Posting on Social Media/ Website

The official social media accounts and website of the City Government of Bago is being maintained by the Public Affairs and Information Office. This is to maximize the use and potential of these new media in order to advance the welfare and interests of Bagonhons and to bridge the communication gap between the government and the people.

*(Ang opisyal nga social media account kag website sang Siyudad sang Bago gina sakdag sang Public Affairs and Information Office. Ini para mapasanyog ang gamit kag ikasarang sang sini nga mga new media para mapa- una ang kaayuhan kag interes sang mga Bagonhon kag ma- taytay ang lak-ang sang komunikasyon sa tunga sang gobyerno kag sang mga tawo.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
Document 3 (Materials/ Copy via email/ usb/)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements and schedule posting.	None	10 minutes	Ace A. Balboa, Information Officer I
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1. I-validate kag aprobahan ang requirements, paga- planohan ang pag- post.</b>			or  Relyn B. Magallanes, Clerk I
<b>TOTAL:</b>		None	10 minutes	



## 8. Request for Press or Photo Release

The Public Affairs and Information Office prepares press and photo releases relative to the affairs of the City Government. It is designed to inform members of the press what is currently happening in the community. Through these, the local government can earn media coverage and be able to reach its target audience far and wide.

***(Ang Public Affairs and Information Office naga preparer sang mga press kag photo releases angot sa mga aktibidades sang lokal nga panguluhan. Ini gin desinyo para mapahibalo ang mga miyembro sang media kun ano nagakatabo sa kumunidad. Paagi sini, ang lokal nga panguluhan may ara higayon nga makita sa lain-lain nga porma sang media kag maangot sini ang iya gusto madab-ot.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
Flash Drive or Data Storage Device		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements. Issue press and photo release.	None	15 minutes	Ace A. Balboa, Information Officer I  or  Relyn B. Magallanes, Clerk I
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1.I-validate kag aprobahan ang requirements, pagahatag dayon ang gina pangayo nga press and photo release.</b>			
<b>TOTAL:</b>		None	15 minutes	



## 9. Request for Radio Guesting

The Public Affairs and Information Office manages the community radio station of the city government. The said community radio was established primarily for the radio-based instruction of the Schools Division of Bago City every weekdays. However on weekends, it produces programs for the wellbeing of the community.

***(Ang Public Affairs and Information Office naga- dumala sang lokal nga istasyon sang radyo sang gobyerno lokal. Ini gin-tukod una para sa radio-based instruction sang Schools Division of Bago City kada Lunes asta Biyernes. Kun Sabado kag Domingo, ini nagtukod sang mga programa para sa ikaayo sang komunidad.)***

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (1 Letter Request or fill- up Request Form)		Client/ Public Affairs and Information Office		
Document 2 (1 Valid Identification Card, any government issued ID)		PSA, GSIS, Post Office, SSS, LTO, BIR, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Secure an acknowledgment or form from the agency.	1. Validate and approve requirements, issue schedule for guesting.	None	5 minutes	Ace A. Balboa, Information Officer I  or  Relyn B. Magallanes, Clerk I
<b>1. Ipasa ang mga kinahanglanon nga mga papeles. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</b>	<b>1.I-validate kag aprobahan, pagahatag dayon ang takna sang guesting.</b>			
<b>TOTAL:</b>		None	5 minutes	



## 10. Request for Telephone and Other Information Assistance

The organic function of the office is to basically provide information assistance to the public. The Public Affairs and Information Office has a list of official and updated contact numbers of local and national agencies in the city. The office also warehouses various information pertaining to the city government and may link its client to other government agencies.

*(Ang nagapanguna nga obra sang opisina amo ang maghatag sang mga nanarisari nga impormasyon sa publiko. Gani ang Public Affairs and Information Office may ara listahan sang opisyal kag pinaka-ulih nga mga numero sang mga opisina lokal kag national sa syudad. Ang opisina nagatipon man sang mga nagkalainlain nga mga impormasyon parti sa lokal nga panguluhan kag naga serbi man nga taytay sa iya kliyente pakadto sa iban nga ahensya sang gobyerno.)*

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for information via telephone, email, or personal appearance. Secure an acknowledgment or form from the agency.  <i>1. Mag-request paagi sa telepono, email ukon magkadto personal sa opisina. Siguraduhon nga may tatak nga nabaton sang opisina ang request ukon nahatagan sang acknowledgment form.</i>	1. Approve request and provide information.  <i>1. Aprobahan ang request kag pagahatag dayon ang gina pangayo nga impormasyon.</i>	None	5 minutes	<i>Ace A. Balboa, Information Officer I</i>  <i>or</i>  <i>Relyn B. Magallanes, Clerk I</i>
<b>TOTAL:</b>		None	5 minutes	



# CITY MAYOR'S OFFICE- Nutrition Section

## **Mandate:**

*The imperative to invest in nutrition enshrined in the 1989 Philippine constitution as it mandates the state of defend the right if children to assistance including proper care and nutrition (Article XV, Section 3), and to make available an integrated and comprehensive approach to health development and others.*

*The City Nutrition office clientele: Underweight and Severely underweight malnourished children and mothers.*



# **CITY MAYOR'S OFFICE-**

## **Nutrition Section**

### **External Services**



## 1. Providing Vitamins, Minerals and Supplementary Feeding to Malnourished Pre-School Children

Operation Timbang is conducted from January to March every year to provide undernourished children with vitamins and minerals through a supplementary feeding and extends Medzinc and Mingo to every undernourished child.

***(Ang Operation Timbang ang gina conduct halin sa January asta March kada tuig para makahatag sa mga bata nga kulang sa nutrisyon ukon undernourished sang bitamina kag minerals sa pagpatigayon sang feeding kag paghatag sang Medzinc kag Mingo sa kada bata nga undernourished.)***

<b>Office or Division:</b>	CMO – Nutrition Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	6 months old – 5 years old undernourished children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the Nutrition Office and ask on how to avail assistance for your under nourished child.  <b><i>Magkadto sa Nutrition Office kag mamangkot kon paano makakuha sang assistance para sa imo undernourished nga bata.</i></b>	1.a Receive request.  1.b Check thoroughly the child.  <b><i>Batunon ang request kag i-check sang mayo ang bata.</i></b>	None	15 minutes	<i>Josephine Dela Chica, Utility Worker II / CNPC Designate</i>
2.a Receive instruction from the CNPC if your child is included to the assistance.  2.b Receive referral.  2.c Be available during the barangay visit and receive the vitamins and supplementary feeding from the BNS.	2.a Include the name of the child in the list of under nourished children and give instructions to the parents.  2.b Refer the name to the concerned barangay and BNS.	None	15 minutes	<i>Josephine Dela Chica, Utility Worker II / CNPC Designate</i>



<p><b>Batunon ang instructions halin sa CNPC kon ang imo bata nadala sa lista sang may assistance. Batunon ang referral.</b></p> <p><b>Magtambong sa barangay visitation.</b></p> <p><b>Batunon ang vitamins kag supplementary feeding halin sa BNS</b></p>	<p>2.c BNS will proceed to the purok for the child's evaluation and give the vitamins and supplementary feeding to the mother of the under nourished child.</p> <p><b>Idugang ang pangalan sang bata sa lista sang mga undernourished children kag tagaan instructions ang ginikanan.</b></p> <p><b>Ihatag ang pangalan sang bata sa concerned Barangay kag BNS.</b></p> <p><b>Ang BNS magakadto sa purok para sa evaluation sang bata kag ihatag ang vitamins kag supplementary feeding sa nanay sang undernourished nga bata.</b></p>		1 day	Barangay Nutrition Scholar
<b>TOTAL:</b>		None	1 day and 30 minutes	

**NOTE:** BNS will continuously monitor the weight of the child, until the child will become nourished.

# CITY MAYOR'S OFFICE - Library Section

## **Mandate:**

*The library serves the whole community of Bago City in terms of their information needs. It is a section under the Office of the City Mayor, established to promote the intellectual well-being of the people and recognize the vital role of knowledge and information of the locale in line with Republic Act 7743 “establishment of public libraries and/or barangay reading centers in all local government units.”*



**CITY MAYOR'S OFFICE-**  
**Library Section**

**External Services**



## 1. Access to Books and Other Reference Materials

Provides assistance to the clientele for easier and efficient retrieval of information sources such as books, periodicals and other reference materials that can only access and use inside the library.

***(Magahatag bulig sa mga kliyente para mas hapos kag madali pangitaon ang impormasyon pareho sang libro, periodiko kag iban pa nga mga reference materials makita kag magamit sulod sa library.)***

<b>Office or Division:</b>	City Mayor's Office – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Bago residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Library Card and valid ID			Pag-ibig, SSS, GSIS, Philhealth, PSA, School Attended, Bago City Library, Postal ID, PRC ID, Company I	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the entrance desk. Write at the logbook your full name, address, school/ office, time-in and your purpose.  <b><i>Magrehistro sa entrance desk. Isulat sa logbook ang ngalan, address, eskwelahan ukon opisina, time-in/out kag imo nga tinutuyo.</i></b>	1.1 Monitors the logbook.  <b><i>Monitoron ang logbook.</i></b>  1.2 Let the client sign the logbook.  <b><i>Papirmahon ang kliyente sa logbook.</i></b>	None	1 minute	<i>Aline A. Montuya, Clerk II</i>  or  <i>any Library Personnel</i>
2. Ask assistance from the librarian or any library personnel to check the location of the information sources needed.  <b><i>Mangayo bulig sa librarian ukon sin-o nga library personnel nga pangitaon ang</i></b>	2. Assists the client in information sources retrieval.  <b><i>Buligan ang kliyente sa pag pangita sang ila nga impormasyon nga kinahanglanon.</i></b>	None	10 minutes	<i>Maria Lea Griettel E. Cortez, Librarian II</i>  or  <i>Aline A. Montuya, Clerk II</i>



<p><b>impormasyon nga kinahanglanon.</b></p>				
<p>3. Bring the book/s to the library personnel to be check.</p> <p><b>Dal-on ang libro sa library personnel para mausisa.</b></p>	<p>3.1 Requires the client to present a library card and a valid ID;</p> <p><b>I-require sa kliyente nga mag pakita sang ila library card kag valid ID.</b></p> <p>3.2 Requires the client to sign the book card;</p> <p><b>Papirmahon ang kliyente sa book card.</b></p> <p>3.3 Attach the client's library card and ID at the book card and file it.</p> <p><b>I-upod ang library card kag ID sang kliyente didto sa book card kag e-file.</b></p>	<p>None</p>	<p>1 minute</p>	<p>Aline A. Montuya, <i>Clerk II</i></p> <p>or</p> <p><i>any Library Personnel</i></p>
<p>4.1 Receive the book/s.</p> <p>4.2 Return the book/s after use.</p> <p><b>Hulamon ang libro kag ibalik pagkatapos.</b></p>	<p>4. Release the book/s to the client for inside use only.</p> <p><b>Ihatag ang libro sa kliyente para gamiton lang sa sulod sa library.</b></p>	<p>None</p>	<p>1 minute</p>	<p>Aline A. Montuya, <i>Clerk II</i></p> <p>or</p> <p><i>any Library Personnel</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>13 minutes</p>	





## 2. Book Borrowing Services

Allowing the client to borrow two (2) fiction book/s (only) for a home reading maximum of seven (7) days, including weekends and holidays).

***(Duha ka bilog nga fiction books lang ang pwede/pasugtan nga dal-on sang kliyente sa ila balay sa sulod sang pito ka adlaw, dala ang weekends kag holidays.)***

<b>Office or Division:</b>	City Mayor's Office – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Bago residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document<sup>1</sup></b> Library Card and valid ID		Pag-ibig, SSS, GSIS, Student School, PSA, Philhealth, Postal ID, Company ID, PRC ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID  <b><i>Bisan ano lang nga valid ID.</i></b>  <b><i>a. Library card</i></b> <b><i>b. Student ID</i></b> <b><i>c. Company ID</i></b> <b><i>d. Government issued ID</i></b>	1. Receive the valid ID for checking.  a. Bago City Public Library b. Schools c. Client's company/ organization d. Bago employee's ID, GSIS, SSS, PRC ID and other government issuing agency  <b><i>I-check ang bisan ano nga valid ID.</i></b>  <b><i>a. Bago City Public Library</i></b> <b><i>b. Schools</i></b> <b><i>c. Client's company/ organization</i></b> <b><i>d. Bago employee's ID, GSIS, SSS, PRC ID and other</i></b>	None	1 minute	Aline A. Montuya, <i>Clerk II</i>  <i>Or any Library Personnel</i>



	<b>government issuing agency</b>			
2. Choose a fiction book/s you wish to borrow located at the Fiction Section.  <b>Pili-on ang fiction book/s nga gusto mo hulamon nga makita sa Fiction Section.</b>	2. Assists the client in borrowing fiction book/s.  <b>I-assists ang kliyente sa libro (fiction) nga hulamon. Duha lang ka libro ang pwede mahulam.</b>	None	5 minutes	Aline A. Montuya, Clerk II  or  any Library Personnel
3. Present to the library personnel the fiction book/s you want to borrow.  <b>Ipakita sa library personnel ang libro na gusto mo hulamon.</b>	3. Requires the client to present library card and a valid ID;  <b>Kinahanglanon sang kliyente nga mag pakita sang ila library card kag valid ID.</b>	None	1 minute	Aline A. Montuya, Clerk II  or  any Library Personnel
4. Sign the Book Card.  <b>Pirmahan ang Book Card.</b>	4.Requires the client to sign the book card;  <b>Kinahanglanon sang kliyente nga mag pirma sa book card.</b>	None	1 minute	Aline A. Montuya, Clerk II  or  any Library Personnel
	5. Attach the client's library card and ID at the book card and file it.  <b>I-upod ang library card kag ID sang kliyente didto sa book card kag i-file.</b>	None	1 minute	Aline A. Montuya, Clerk II  or  any Library Personnel
5.1 Receive the borrowed book/s.  5.2 Return the book/s to City Library on the scheduled return date.	6. Release the borrowed book/s to the client for home reading.  <b>Ipadala ang ginhulam nga libro</b>	None	1 minute	Aline A. Montuya, Clerk II  or  any Library Personnel



<b><i>Batunon ang gin hulam nga libro kag i-balik sa City Library sa gin schedule nga petsa.</i></b>	<b><i>sa kliyente para basahon ila balay.</i></b>			
	<b>TOTAL:</b>	None	10 minutes	



### 3. Library Card Application

Issuance of a library card to clients is exclusive to Bago City residents.

*(Paghatag sang library card sa kliyente eksklusibo para lang sa mga Bagonhons.)*

<b>Office or Division:</b>	City Mayor's Office – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Bago residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Any of the following valid I.D (provide photocopy) a. Student ID b. Company ID c. Government issued ID  d. Parent/ Guardian ID e. Barangay clearance ( if no valid ID)		a. Schools b. Client's company/organization c. Bago employee's ID, GSIS, SSS, PRC ID and other government issuing agency d. Minor applicant's parent/guardian e. Client's residential barangay		
<b>Document 2</b> Application Form		Library Staff Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Present a valid ID bearing Bago address or a recent barangay clearance  <i>Magpakita sang valid ID nga gapamatuod nga taga bago ukon bag-o nga barangay certificate.</i>  1.2 Fill-out Library Card Application Form.  <i>Mag sulat sa application form sang library card.</i>	1.1 Checks the validity of the ID presented by the client.  <i>Usisaon ang validity sang ID nga gipakita sang kliyente.</i>  1.2 Receives and checks the Application Form.  <i>Batunon kag usisaon ang gin sulatan nga application form.</i>	None	5 minutes	<i>Aline A. Montuya, Clerk II</i>  <i>or</i>  <i>any Library Personnel</i>



<p>2. Wait for the release and receive the Library card.</p> <p><b><i>Mahulat sa pag release sang library card.</i></b></p>	<p>2.Process the printing and releases the Library Card.</p> <p><b><i>Iproseso sa pag imprinta kag pag release ang library card.</i></b></p>	None	10 minutes	<p><i>Aline A. Montuya, Clerk II</i></p> <p><i>or</i></p> <p><i>any Library Personnel</i></p>
<p>3. Attend Orientation for the new library cardholder.</p> <p><b><i>Mag-attend sa orientation sang mga bag-o nga library cardholder.</i></b></p>	<p>3. Orients the client for the privilege and other benefits of the cardholder.</p> <p><b><i>I-orient ang kliyente sa mga pribilihiyo kag iban pa na benipisyo sang cardholder.</i></b></p>	None	10 minutes	<p><i>Maria Lea Griettel E. Cortez, Librarian II</i></p> <p><i>or</i></p> <p><i>Aline A. Montuya, Clerk II</i></p>
<b>TOTAL:</b>		None	25 minutes	



#### 4. Library Online Services

This service is a curation of free educational resources such as electronic books, electronic journals, etc. to assist students, educators, parents and the community. Also, it has an online interactive library called BODDA (Bago Online Document Delivery Assistant) or Virtual Assistant of Bago City Public Library. Bagonhons may ask their information needs or request books via messenger or email and BODDA will answer the queries.

*(Ang ini nga serbisyo gina pili kag gina pangita sa libre nga mga educational resources pareho sang electronic books, electronic journals kag iban pa nga makabulig sa mga estudyante, educators, ginikanan kag mga komunidad. Kapin pa, may ara siya online interactive library ginatawag nga BODDA (Bago Online Document Delivery Assistant) okun Virtual Assistant of Bago City Public Library. Ang mga Bagonhons pwede ka pamangkot sa ilang kinahanglan nga impormasyon ukon ano nga gusto nga libro paagi sa messenger ukon sa email kag si BODDA ang mag sabat sa inyo nga pamangkot.)*

<b>Office or Division:</b>	City Mayor's Office – Library Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Bago residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gadget (mobile phone, laptop, etc.)		Gadget store		
Internet connection		PLDT, Globe, Smart, Dito and other internet provider.		
Facebook account		Social Media Application		
Gmail account		Email Account		
Like and follow Bago City Public Library		Social Media Application		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the library fb page Bago City Public Library; find ask BODDA and click the link <a href="https://forms.gle/x1i7e2VqkGjqJu3d9">https://forms.gle/x1i7e2VqkGjqJu3d9</a> or download QR scanner @play store or istore in your gadget/s for you to scan the BODDA QR code.  <b>Magkadto sa library Facebook page Bago</b>	1. Checks and monitors BODDA.  <b>I-check kag monitoron si BODDA.</b>	None	2 minutes	<i>Maria Lea Griettel E. Cortez, Librarian II</i>



<p><b>City Public Library; pangita-a and BODDA kag pinduta ang Link <a href="https://forms.gle/x1i7e2VkgGjqJu3d9">https://forms.gle/x1i7e2VkgGjqJu3d9</a>) ukon i-download ang QR scanner sa play store ukon sa istore didto sa imo gadget/s para ma scan mo ang BODDA QR Code.</b></p>				
<p>2. Fill-up &amp; submit the Ask BODDA Google Form and wait for the reply.</p> <p><b>Fill-upan kag ipasa ang pamangkot kay BODDA Google form kag mag hulat sang sabat.</b></p>	<p>2.1 Receive the Ask BODDA Google form.</p> <p>2.2 Search the articles and book chapters from journals, books, e-resources and other materials available in the library.</p> <p><b>Pangita sa mga artikulo/chapter sang libro halin sa journals, libro e-resources kag iban pa nga materyales nga ara sa library.</b></p>	None	20 minutes	Maria Lea Griettel E. Cortez, Librarian II
	<p>3. Scan the library materials needed and convert it to PDF.</p> <p><b>I-scan ang mga materyales nga kinanglanon kag ibaylo sa PDF.</b></p>	None	7 minutes	Maria Lea Griettel E. Cortez, Librarian II
<p>3. Receive a copy of the document/ material via email or FB messenger.</p> <p><b>Batunon ang kopya sang dokumento/ material paagi sa</b></p>	<p>3. Library documents/ materials will be sent via email or FB messenger.</p> <p><b>Ang library nga mga dokumento/ materyales ipasa</b></p>	None	3 minutes	Maria Lea Griettel E. Cortez, Librarian II



<i>email kag FB messenger.</i>	<i>pamaagi sa email ukon sa Facebook Messenger.</i>			
<b>TOTAL:</b>		None	32 minutes	



# CITY MAYOR'S OFFICE - Traffic Management Division

## **Mandate:**

*The Traffic Enforcer Unit was created by virtue of City Ordinance No. 03 series of 1991 under the administration of Hon. Manuel Y Torres, City Mayor, in which this unit is directly under the supervision of the Bago City Police Station with the command of CINS P Milko D Lirazan, then. It's been twenty-nine (29) years since the unit was formed. Last July 23, 2018, the Traffic Enforcer Unit was converted in to the Traffic Management Division under the City Mayor's Office.*

*The objectives of this unit are as follows:*

- a. To ensure the safety of pedestrian and the general public.*
- b. To maintain smooth and orderly flow of traffic.*
- c. To enforce traffic rules and regulations as well as City Ordinances with the paramount consideration of the City Ordinance 17-04 series of 2017, known as Road City Safety Ordinance of Bago City and other related ordinances.*

*This unit is also dedicated to provide coordination, planning, regulation, and facilitation of traffic law enforcement with respect to Road Traffic matters by national, provincial and local scopes of government by: ensuring driver and vehicle capability, road wordiness of transport vehicles, cargo and public transport, dangerous driving, intoxicated driving, pedestrian enforcement, and overloading control amongst others.*



# **CITY MAYOR'S OFFICE- Traffic Management Division**

## **External Services**



## 1. Claiming and Paying of Confiscated Driver's License and Impound Motor Vehicles

This service is about the claiming and paying of confiscated Driver's License or impound motor vehicles. The Traffic Management Division is mandated to enforce traffic rules and regulation, implement City Ordinance 17-04 series of 2017, known as Road City Safety Ordinance of Bago City and other related ordinances and to provide better traffic enforcement services.

*(Ini nga serbisyo nahahungod sa pagkuha kag pagbayad multa sang gin dakop nga lisensya ukon gin impound nga motor vehicles. Ang Traffic Management Division may mando sapag implementar sang laye, Ordinansa sang Bago kag magahatag sang maayo nga serbisyo tuhoy sa trapiko.)*

<b>Office or Division:</b>	City Mayor's Office-Traffic Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Apprehended Drivers/Operators/Conductors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Issued Citation Ticket		Traffic Violators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit the issued Citation Ticket.  1.2 Get the copy of the amount or fees and charges to be paid.  <b>1.1 Ipasa ang Citation Ticket.</b>  <b>1.2 Magkuha sang kopya kon pila ang balayran sa violation nga na kumitir.</b>	1.1 Receive and check the Citation Ticket.  1.2 Retrieve and assess the violation (s) details.  1.3 Generate copy of the amount or fees and charges to be paid.  <b>1.1 Batunon kag lantawon ang Citation Ticket.</b>  <b>1.2 Evaluate kon pila kabilog and violation.</b>	Kindly refer to the Violations and Penalty's rates below.  "Annex A"	1 minute	<i>Myla M. Espende</i> <i>Computer Operator 1</i>  Or  <i>any Traffic Personnel on duty</i>



	<b>1.3 Taga-an sang kopya kon pila ang balayran.</b>			
2.1 Proceeds to the City Treasurer's Office for payment of fines.  2.2 Receive official receipt.  <b>Magkadto sa City Treasurer's Office kag magbayad sang nagaka-igo nga balayran.</b>  <b>Batunon ang official receipt.</b>	2. Receive payment and issue official receipt.  <b>Batunon ang nagaka-igo nga balayran kag mag-issue sag official receipt.</b>	Kindly refer to the Violations and Penalty's rates below.  "Annex A"	10 minutes	City Treasurer's Office
3. Return to the Traffic Division and present official receipt and Citation Ticket to claim the confiscated Driver's License/ Impound Motor Vehicle.  <b>Magbalik sa Traffic Division ipakita ang resibo nga gin bayaran kag Citation Ticket para makuha ang Driver's License ukon ang gin impound nga Motor Vehicle.</b>	3.1 Check official receipt.  3.2 Releases Driver's License/ Impound Motor Vehicle.  <b>I-check ang official receipt kag i-release ang Driver's License ukon ang gin impound nga motor vehicle.</b>	None	1 minute	Myla M. Espende Computer Operator 1  or  any Traffic Personnel on duty
<b>TOTAL:</b>			12 minutes	



## **ANNEX "A"**

### **CITY MAYOR'S OFFICE- Traffic Management Division**



## Violations and Penalties

VIOLATIONS	FINES/PENALTIES
Driving under the influence of Alcohol or Dangerous Drugs.	PHP1,500.00
Drying of Palay along the National, City and Barangay Roads within the City of Bago.	1 <sup>st</sup> offense                    500.00 2 <sup>nd</sup> offense                    1,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
Stockpiling of construction materials along the National, City and Barangay Roads except those intended for the implementation of government projects provided warning devices are installed.	
Parking on the National, City and Barangay Roads within the City of Bago covering more than 3 feet of the road from its shoulder and leaving the premises of the vehicle for more than five (5) minutes.	
For Public Utility Vehicles, for stopping and dropping passengers on the Roads within Bago City covering more than four (4) feet of the road from its shoulder.	
To double park along National, City and Barangay Roads within the City of Bago.	
Parking/Washing of vehicles on overflow bridges.	1 <sup>st</sup> offense                    500.00 2 <sup>nd</sup> offense                    1,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
Overloading of passengers in Public Utility Vehicles according to required capacity.	1 <sup>st</sup> offense                    1,000.00 2 <sup>nd</sup> offense                    2,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
Modifying of vehicles' lights and mufflers and installation of sound systems causing vision and hearing disturbances to drivers of other vehicles, the driver of the vehicle itself, other road users, and the general public.	1 <sup>st</sup> offense                    1,000.00 2 <sup>nd</sup> offense                    2,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
Removing of side mirrors in vehicles causing vision impairment of trailing and overtaking vehicles.	1 <sup>st</sup> offense                    500.00 2 <sup>nd</sup> offense                    1,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
Slow moving vehicles, motorcycles and tricycles <b>using the inner lane</b> in a four lane road, must take the outer lane always.	
Plying of pedicabs and e-trikes in National roads and Highways.	
Ambulant vending in road shoulders	
Planting of crops, trees and ornaments in road shoulders	
Driving without license	1 <sup>st</sup> offense                    1,000.00 2 <sup>nd</sup> offense                    2,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00



Driving an unregistered motor vehicle	<p>1<sup>st</sup> offense                      500.00  2<sup>nd</sup> offense                        1,000.00  3<sup>rd</sup> and succeeding offenses 3,000.00</p>
Driving without helmet	
Operating a <b>two-wheeled motorcycle</b> on <b>public roads</b> if a child is on board, specifically if there's a heavy volume of vehicles, there's a high density of fast moving vehicles, or where there's a speed limit of more than 60 kph is imposed, except if the child's feet can comfortably reach the motorcycle's foot peg for the pillion rider, the child's arms can reach around and grasp the waist of the motorcycle rider and the child is wearing a standard protective helmet, or if the child being transported requires immediate medical attention.	
Using communication devices and other electronic entertainment and computing gadgets while vehicles are in motion or temporarily stopped on a traffic light or an intersection except to make or take emergency calls to authorities in case of a crime, accidents, bomb or terrorist threat, fire or explosion, instances needing immediate medical attention, or when personal safety and security is compromised.	
Failure to wear or use seat belt devices while inside a vehicle of running engine on any road or thoroughfare by a driver and front seat passenger of a public or private motor vehicle.	<p>1<sup>st</sup> offense                      500.00  2<sup>nd</sup> offense                        1,000.00  3<sup>rd</sup> and succeeding offenses 3,000.00</p>
Loading cargo trucks beyond 14 feet from the ground	
<b><i>The following violations shall cause the impounding of a motor vehicle:</i></b>	
1. Unregistered/Improperly registered/delinquent or invalid registration	<p>1<sup>st</sup> offense                      500.00  2<sup>nd</sup> offense                        1,000.00  3<sup>rd</sup> and succeeding offenses 3,000.00</p>
2. Unregistered substitute or replacement motor, vehicle engine, engine block or chassis	
3. Unauthorized change of color or configuration	
4. Operating, allowing the operation of a motor vehicle with a suspended or revoked Certificate of Registration	
5. Using license plates different from the body number	
6. Illegal Transfer of plates, tags, or stickers	



7. Violations involving absence of required parts, stock accessories or devices or defective parts, accessories or devices which pose danger to the public	
8. Authorized route not properly painted	
9. Unauthorized/improvised number plates	
10. Failure to paint on vehicle business or trade name	
11. Failure to paint required markings	
12. No body number for Public Utility Vehicle (PUV)	
13. Using radio or stereo in violation of existing regulation or without the necessary permit, or in breach of the condition in permit regulation.	
14. Installation of jalousies, curtains, dim colored lights, strobe lights, dancing lights or similar lights, colored tinted or painted windshield on window glass on "for hire" vehicles	
15. Driving without a license plate	
16. Fake driver's license/ Ordinance Violation Receipt (OVR)	1 <sup>st</sup> offense 1,000.00 2 <sup>nd</sup> offense 2,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
17. Fake sticker	
18. Fake license plate	
19. Fake Official Receipt and Certificate of Registration	
20. Tampered documents pertaining to franchising, registration and licensing	1 <sup>st</sup> offense 500.00 2 <sup>nd</sup> offense 1,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
21. Failure to present any document regarding motor vehicle at the time of apprehension	
22. Breach of Franchise Conditions	
23. Expired/No driver's license	1 <sup>st</sup> offense 1,000.00 2 <sup>nd</sup> offense 2,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
24. Expired Traffic Violation Receipt	
25. Use of Driver's License belonging to another	1 <sup>st</sup> offense 500.00 2 <sup>nd</sup> offense 1,000.00 3 <sup>rd</sup> and succeeding offenses 3,000.00
26. Involved in Accidents and Commission of the Crime	
27. Illegally Parked	
<b>A. Operator Offenses (COMPREHENSIVE TRICYCLE OPERATIONS OF BAGO CITY)</b>	





Operating without a franchise/TOP	PHP1,000.00
Operating with expired franchise	PHP1,000.00
Operating without or with incomplete Body Number	PHP500.00
Operating without head or tail lights	PHP500.00
Tampering/Unauthorized transfer of Annual sticker	PHP1,000.00
Commission on any 3 (three) offenses in one (1) year	<b>Cancellation or revocation of TOP</b>
No signal lights	1 <sup>st</sup> offense 500.00
No side mirrors	2 <sup>nd</sup> offense 1,000.00
Unauthorized horn	3 <sup>rd</sup> and succeeding offenses 3,000.00
<b>B. Driver's Offense (COMPREHENSIVE TRICYCLE OPERATIONS OF BAGO CITY)</b>	
Overloading	PHP500.00
Charging excessive fare	PHP500.00
Refusal to convey passengers within the designated area of operation	PHP1,000.00
Driving under the influence of intoxicating liquors and/or illegal drugs	PHP1,500.00
Commission on any 3 (three) offenses in one (1) year	<b>Cancellation or revocation of TOP</b>
Over speeding within city proper (max.20kph) 1,500.00	PHP1,500.00



## 2. Traffic Assistance

This service provide assistance to the community and establishment during their conduct of parades, caravans and processions. Implementation of traffic rules and regulations and city ordinances, maintenance of traffic flow and ensuring safety of pedestrian/community and road-users.

**(Ang mga masunod nga serbisyo para sa pumuluyo:**

- a. Maga giya sa pumuluyo kag establimento nga naga kuha sang permit para sa parada, caravan kag prosisyon.**
- b. Nagapatuman sang traffic rules and regulations kag City Ordinances.**
- c. Siguraduhon ang kaluwasan sang mga motorista, estudyante kag pumuluyo.)**

<b>Office or Division:</b>	City Mayor's Office-Traffic Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Bago City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Permit from City Mayor's Office			City Mayor's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit the Parade/Caravan/ Procession Permit and receive approval.  1.2 Submit the permit one (1) week prior to the event.  <i>I-pakita ang permit para sa Parade/ Caravan/ Procession.</i>  <i>Ipasa ang permit isa (1) ka semana antis sang event.</i>	1.1 Verify and record the permit.  1.2 Check the availability of the personnel.  1.3 Assign traffic personnel to assist the event.  <i>1.1 I-verify kag ilista ang permit.</i>  <i>1.2 I-check kon may mga schedule ang mga enforcer.</i>  <i>1.3 Mag-assign traffic personnel para mag-assist.</i>	None	5 minutes	<i>Myla M. Espende Computer Operator I</i>
<b>TOTAL:</b>		None	5 minutes	

# **CITY MAYOR'S OFFICE-**

## **Sports and Games Development Office**

### **Mandate:**

*The Bago City Sports and Games Development Office serves and promotes high performance physical and recreational sports and activities that cater to athletes, students, schools, out of school youth, persons with disability, employees and the general public.*



**CITY MAYOR'S OFFICE-**  
**Sports and Games Development Office**

**External Services**



## 1. Application for Summer Learn To Swim Program

An annual program jointly sponsored by the Bago City Sports Office and City Government of Bago, wherein we used it as medyum to scout, select and train potential swimmers of Bago City Swimming Team. A venue where the grassroots come from, starting from aged 6–13 years old and above within the residents of Bago City.

***(Tuigan nga programa gina buyluran sang Sports Office kag Gobyerno sang syudad sang Bago kon diin gina gamit sa pagpangita, pagpili kag pag hasa nga mangin maayo nga manuglangoy sang syudad sang Bago. Diri naga kuha sang mga kabataan halin sa edad nga anum (6) katuig asta 13 sobra katuig nga edad kag ini naga puyo sa syudad sang Bago.)***

<b>Office or Division:</b>	CMO – Bago City Sports Office/Swimming Pool			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Registration Form		Bago City Sports Office/Swimming Pool Area, Bago City		
<b>Document 2</b> Official Receipt (for Payment of Registration Fee)		Cash Division, Bago City Hall		
<b>Document 3</b> Health Certificate		City Health Office		
<b>Document 4</b> Parent's Consent/Waiver Form		Bago City Sports Office		
<b>Document 5</b> Swimming Attire		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up the complete set of registration form from Bago City Sports Office/Bago City Swimming Pool.  <b><i>Kuha sang pormas kag isulatan ang mga nagakaigo nga</i></b>	1. Give registration form to client and check the documents submitted.  <b><i>Ihatag ang registration form kag usisaon ang dokumento nga gin pasa sang kliyente.</i></b>	None	10 minutes	<i>Carmela V. Baylon, Clerk I</i>  <i>Maria Jenny P. Orcajada, Utility Worker I</i>



<p><b>impormasyon nga gina pangayo sa registration forms sa Sports Office.</b></p>				
<p>2. Pay the registration fee at the Cash Division, Bago City Hall and get the official receipt and return to Sports Office.</p> <p><b>Magbayad sang registration fee sa Cash Division, Bago City Hall kag kuha-on ang official receipt kag magbalik sa Sports Office.</b></p>	<p>2. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>PHP 250.00</p>	<p>5 minutes</p>	<p><i>Lida A. Oquiana, Cashier IV, City Treasurer's Office-Cash Division, Bago City Hall</i></p>
<p>3. Submit official receipt and wait for instructions for health examination.</p> <p><b>Ipasa ang official receipt kag maghulat sang instructions para sa health examination.</b></p>	<p>3. Receive official receipt and give instructions to client regarding health examination.</p> <p><b>Batunon ang official receipt kag maghatag sang instructions parti sa health examination.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><i>Carmela V. Baylon, Clerk I</i></p> <p><i>Maria Jenny P. Orcajada, Utility Worker I</i></p>
<p>4. Undergo Health Examination for safety protocols.</p> <p><b>Mag-undergo sang Health Examination para sa safety protocols.</b></p>	<p>4. Accompany the Client to the City Physician on duty for examination and safety protocols.</p> <p><b>Pagaupdan ang Kliente sa Doktor sg Siyudad para sa examinasyon kag safety protocols</b></p>	<p>None</p>	<p>20 minutes</p>	<p><i>Dr. Ferdinand Ramon M. Mayoga, M.D., City Health Officer, City Health Office</i></p>



<p>5. Return all the accomplished requirements to the Sports Office in charge of the program.</p> <p><b><i>Ibalik ang tanan nga dokumento o papeles nga natapos sa Sports Office sa tawo nga in charge para ma enroll.</i></b></p>	<p>5. Receive the accomplished requirements and log the data for segregation of their ages for time schedule.</p> <p><b><i>Batunon ang dokumento o papeles nga natapos kag i-listahon para sa pag separar sang ila edad nga naga uyon sa ila scheduled nga oras.</i></b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Carmela V. Baylon, Clerk I</i></p> <p><i>Maria Jenny P. Orcajada, Utility Worker I</i></p>
<p><b>TOTAL:</b></p>		<p>PHP 250.00</p>	<p>1 hour and 5 minutes</p>	



## 2. Application for Taekwondo Training and Coaching

The City Government of Bago thru the Bago City Sports Office funded Taekwondo, one of the favorite sports of our young generation this days.

This service is to provide clients to be in sports and develop self-discipline, camaraderie, stamina, etiquette and the meaning of true and fair sportsmanship.

***(Ang syudad sang Bago paagi sa Sports Office nag hatag pundo sa Taekwondo nga isa ka paborito subong nga hampang sang mga pamatan-on. Ini nga serbisyo maga hatag sa mga kliyente para mag-intra sa sports, mapatigayon ang ila kaugalingon nga disiplina, mayo nga pakipag abyan sa ila pareho, stamina, etiquette kag ma-intendihan ang matu-od kag wala daya nga paghampang)***

<b>Office or Division:</b>	CMO – Sports and Games Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Taekwondo Enthusiasts/Players			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Application form / Enrollment Form		Bago City Sports Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up forms at the Bago City Sports Office.  <b><i>Mag kadto sa Sports Office para mag fill up sang forms.</i></b>	1. Give client the application/enrollment form and assist clients in filling up forms.  <b><i>Ihatag ang application/enrollment form kag buligan ang kliyente sa pag fill up sang forms.</i></b>	None	5 minutes	<i>Carmela V. Baylon, Clerk I</i>
2. Wait for instructions on what you will need during the training, schedule and venue of training.	2. Instruct clients about the things needed during the training, schedule and venue of the training.	None	10 minutes	<i>Carmela V. Baylon, Clerk I</i>





<p><i>Hulaton ang instruction kun ano ang kinahanglanon sa training, schedule kag lugar sang training.</i></p>	<p><i>Tudlu-an ang mga kliyente sang mga kinahanglanon sa training, oras kag kon diin nga lugar ang training.</i></p>			
<b>TOTAL:</b>		None	15 minutes	



### 3. Request for Sports Development Service

This service includes borrowing, acquisition, organization and maintenance of sports equipment and supplies.

***(Ini nga serbisyo gin upod ang paghulam, acquisition, pag organisa kag pag mintenar sang mga gamit kag supplies.)***

<b>Office or Division:</b>	CMO – Sports and Games Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Taekwondo Enthusiasts/Players			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Application Letter Request		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit your approved letter request to the office staff.  <b><i>Ipasa ang gin aprobahan nga letter request sa office staff.</i></b>	1.1 Receive the approved letter request.  <b>1.2 Recording</b> Records various transactions of the office and Procurement of equipment and/or materials requested or borrowed by clients.  <b><i>Ang pag surat sa talandaan sang nag kalain-lain nga transaksyon sang opisina kag pag patigayon sang mga kagamitan nga gina request o hulam sang kliyente.</i></b>	None	5 minutes	<i>Carmela V. Baylon, Clerk I</i>  <i>or</i> <i>any Sports Office Staff</i>



<p>1.2 Wait for the schedule of releasing of equipment/materials if needs to be procured.</p> <p><b>Maghulat sang schedule releasing equipment materials kinahanglan.</b></p>	<p><b>1.3 Procurement</b></p> <p>Procurement shall be made for requested equipment/materials not available upon the approval of the City Mayor.</p> <p><b>Ang pag bakal sang mga equipment/material nga wala sa opisina nga aprobado sang Mayor sang Bago.</b></p>	None	5 minutes	Carmela V. Baylon, Clerk I
<p>1.3 For borrowed equipment/materials, receive released equipment/ materials and sign acknowledgement receipt.</p> <p><b>Magpirma sa acknowledgement receipt para sa mga hulamon nga equipment materials.</b></p>	<p><b>1.4 Borrow</b></p> <p>Borrowed equipment/ materials will be recorded and an acknowledgement receipt duly signed by the person borrowing.</p> <p><b>Ang pag record sang mga paga hulamon kag ang acknowledgement receipt nga pirmado sang nag hulam.</b></p>		5 minutes	Carmela V. Baylon, Clerk I  or any Sports Office Staff
<b>TOTAL:</b>		None	15 minutes	



**4. Scouting for potential athletes and assist in the training and facilitating the participation of the Bago City athletes to compete in the local, national and international levels.**

Develop of athletes that can compete in the local, national and international competitions.

*(Paghanas sang manog hampang nga maka pa indis indis sa lokal, nasyonal kag sa iban nga pungsod nga pahampang.)*

<b>Office or Division:</b>	CMO – Sports and Games Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Potential Athletes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Birth Certificate		Local Civil Registrar/Client		
<b>Document 2</b> School Records		School Attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Present the requirements.  1.2 Receive instruction for the start of training and facilitation for joining in competition.  <i>Ipakita ang mga requirements. Mamati sang instructions magsugod ang training kag facilitation.</i>	1.1 Check the validity of documents presented.  1.2 Give instructions to clients.  <i>Usisaon ang validity sang dokumento nga gin pakita kag taga-an sang instructions ang kliyente.</i>	None	5 minutes	<i>Carmela V. Baylon, Clerk I</i>
<b>TOTAL:</b>		None	5 minutes	

# **CITY MAYOR'S OFFICE- Bids and Awards Committee**

## **Mandate:**

*The Bids and Awards Committee Secretariat Office was designated as an Organic Office under the Office of the City Mayor to serve as the main support unit of BAC in the conduct of its function primarily in providing for the modernization, standardization and regulation of the procurement activities of the City Government of Bago as mandated by the Government Procurement Reform Act also known as Republic Act 9184.*



# **CITY MAYOR'S OFFICE- Bids and Awards Committee**

## **Internal Services**



## 1. Public Bidding and Alternative Mode of Procurement

This service is open to all legitimate suppliers and contractors wanting his/her company to be accredited in order to qualify to bid, request for quotation and to transact business with Government. The accreditation is renewable yearly.

*(Ini nga serbisyo gina hatag para sa tanan nga lehitimo nga suplayer kag kuntraktor nga gusto sang ila kumpanya nga magpa-accredit para ma-qualify sa bidding, para sa quotation kag para makatransaksyon sang Negosyo sa gobyerno. Ang accreditation gina renew kada tuig.)*

<b>Office or Division:</b>	Office of the City Mayor – Bids and Awards Committee
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client or Supplier
<b>Who may avail:</b>	Supplier//Contractor
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Public Bidding Procurement for Infra &amp; Goods Services</b>	
Bulk / Non Bulk	
Pre-Procurement Conference (if Applicable)	BAC Office
Advertising of Invitation to apply for eligibility and to bid	BAC Office
1. Posting (a. Conspicuous places, b. Websites/PhilGeps) 2. Newspaper Publication (a. 6 days gap between publication –if 1M or more) (Max. 14 calendar days)	
Conduct Pre-bid conference (for contracts costing P 1M or more) (12 Calendar days prior to eligibility check)	BAC Office
<b>Document 1</b> Issue Bid Documents	BAC Office
Clarification Requested by Suppliers (within 10 calendar days)	BAC Office
Supplemental Bid Bulletin issued by BAC to resolved issues requested for clarification (within 7 calendar days)	BAC Office
Deadline for submission of bids (as stated in bidding documents) Bid proposals and bid security	BAC Office
Opening of Bids 1. Technical specs vs. Tech proposal/Bidder 2. Financial Proposal vs. ABC	BAC Office/CMO Social Hall/Jubilee Hall-City Hall Building
Evaluation of Bids for Lumpsum Procurement	



Posting of Results – Websites/PhilGeps/Conspicuous place/BAC notify all losing and winning bidders				
BAC Recommend to HOPE		City Mayor`s Office		
- Submit recommendations to HOPE of Lowest Calculated Responsive Bid Hope Shall Approve with in 15 days from receipt thereof & shall immediately issue notice of awards.				
Post-Qualification		BAC Office/BAC TWG		
Issuance of Notice of awards (Goods Services)		BAC Office		
Preparation of Abstract of Bids for Procurement by Lumpsum (Straight Contracts) (Issuance of Notice to Proceed)		BAC Office		
<b>Alternative Mode of Procurement (Small Value/Shopping/Emergency Cases)</b>				
Receive PRs and assigned nos. as the need arises		Different Department of the City		
Prepare BAC Resolution, Quotation & Abstract for Quotation, Posting & Issuance of Notice of Award to winning supplier		BAC Office Secretariat		
Forwarding Accomplished Documents to GSO for P.O. preparation and payment.		GSO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for evaluation.  <b><i>Ipasa ang kumpleto nga papeles para sa evaluation.</i></b>	1. Submit accomplished requirements for initial evaluation and assessment.  <b><i>Ipasa ang kumpleto kag natapos nga mga kinahanglanon para sa initial nga evaluation kag assessment.</i></b>	None	1 day	<b><i>Ma. Elma S. Alapre Records Officer II/ BAC Secretariat</i></b>
2. Pay the required amount to the City Treasurers Office-Cash Division.  <b><i>Bayaran ang nagaka- igo nga balayran sa Treasurer`s Office- Cash Division.</i></b>	2. Receive the payment and issue the official receipt.  <b><i>Batunon ang bayad kag mag issue sang official receipt.</i></b>	Goods – PHP 1,000.00  Infra- PHP 1,500.00	30 mins.	<b><i>Lida Oquiana Cashier IV, City Treasurer`s Office</i></b>





<p>3.1 Present official receipt to BAC Secretariat Office.</p> <p>3.2 Receive the Certificate of Accreditation.</p> <p><b>Magbalik sa Opisina sang BAC kag ipakita ang official receipt para marelease ang Certificate of Accreditation kag maintra sa mga lihitimo nga kumpaniya.</b></p>	<p>3. Prepare and issue the Certificate of Accreditation.</p> <p><b>I-prepare kag ihatag ang Certificate of Accreditation.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><i>Ma. Elma S. Alapre Records Officer II/ BAC Secretariat  or  any BAC Staff</i></p>
<p><b>TOTAL:</b></p>		<p>Goods – PHP 1,000.00</p> <p>Infra- PHP 1,500.00</p>	<p>1 day and 50 minutes</p>	



# **CITY MAYOR'S OFFICE- City Disaster Risk Reduction and Management Office**

## **Mandate:**

*The Bago City Disaster Risk Reduction and Management (CDRRM) Council is the lead of DRRM with key facility for every Bagonhon. Republic Act 10121 or the Philippine Disaster Risk Reduction and Management Act of 2010 that paved the way to the establishment of a strong and well-coordinated institution.*

*The City Disaster Risk Reduction and Management Office is under the direct supervision of the City Mayor. The office is co-located with the CDRRMC Operations Center located at Rafael Salas Drive, Barangay Balingasag, Bago City.*

*This service is provided to the clientele of the office which are the general public who are seeking help in terms of Emergency Medical Services focusing on pre-hospital care, disaster response, damage assessment and needs analysis, technical assistance to the barangays and information dissemination.*



**CITY MAYOR'S OFFICE-  
City Disaster Risk Reduction and  
Management Office**

**External Services**



## 1. Review for Request for Financial Assistance/ Claim Relative To Disaster

This service is provided to the clientele of the office which are the general public whose house/s, sources of living are damaged/hit by a certain disaster.

*(Ini nga serbisyo gina hatag sa mga kliyente sang opisina kun sa diin ang ila panimalay kag pangabuhian naguba/ gin guba sang kalamidad.)*

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><b>Document 1</b>  <b>CERTIFICATION</b> This Certification is issued by the Office of the Punong Barangay to the affected population indicating its identification including his/her family members certifying that a certain disaster occurred. It also certifies the extent of damage caused the affected population</p>	Office of the Punong Barangay where the client resides	
<p><b>Document 2</b>  <b>CERTIFICATE OF INDIGENCY</b> This Certification is issued by the Office of the Punong Barangay certifying that a certain individual or family is a member of the indigent members of the barangay/community</p>	Office of the Punong Barangay	
<p><b>Document 3</b>  <b>ACCOMPLISHED DANA FORMS (must be filled out in 2 copies each):</b> These forms must be filled out legibly for all information will reflect the Situational Report to be submitted to the Office of the Civil Defense RO6</p> <ul style="list-style-type: none"> <li>• <b>CDRRMC-DANA Form 1</b> - this form is about the Flash Report of a certain disaster, it must be accomplished and submitted within 2 hours of incident to the CDRRMC complete with signature of the Chairman of the BDRRMC</li> <li>• <b>CDRRMC-DANA Form 2</b> - this form is the Rapid Damage and Needs Assessment that must be accomplished</li> </ul>	Office of the Punong Barangay CDRRMO	



<p>and submitted within 6 hours of incident to the CDRRMC complete with signature of the Chairman of the BDRRMC. This form must be filled out carefully for the CDRRMC to know the number of the affected population by age grouping.</p> <ul style="list-style-type: none"> <li>• <b>CDRRMC-DANA Form 3</b> – this form is the Damage Assessment that indicates the extent of damage caused by a disaster and must be submitted within 12 hours of incident to the CDRRMC complete with signature of the Chairman of the BDRRMC.</li> </ul> <p><b>Note: RDANA forms are subject to be submitted within 48 hours prior to the said disaster</b></p>				
<p><b>Document 4</b> Attached Pictures of the Incident (2 copies)</p>		<p>Provided by the client</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all required documents to the City Disaster Risk Reduction and Management Office for checking and have it signed by the Local Disaster Risk Reduction and Management Officer.</p> <p><i>Ipasa ang kumpleto nga dokumento sa City Disaster Risk Reduction and Management Office para macheck kag mapirmahan sang Local Disaster Risk Reduction &amp; Management Officer.</i></p>	<p>1.1 Receive and assessment of documents.</p> <p>1.2 Photocopied for office records and have it signed by Local DRRM Officer on duty.</p> <p><i>Igalantawon ang mga papeles kung kompleto ukon indi. Magahawid sang kopya and DRRM Office pa agi sang photocopy. Pagapermahan sang LDDRM officer on duty ang tanan nga papeles.</i></p>	<p>None</p>	<p>15 minutes with complete documentary requirements</p>	<p><i>Rommel O. Anacleto, Clerk II</i></p> <p><i>Admin Staff Duty of the Day</i></p>



<p>2. Proceed to the City Social Welfare and Development Office for an interview, profiling and other instruction for financial assistance application.</p> <p><b>Magkadto sa City Social Welfare and Development Office kag magpa-interview, para malista kag maproseso ang Financial Assistance.</b></p>	<p>2. Provide instruction to proceed to CSWDO to process the documents.</p> <p><b>Ang DRRM officer maghatag dugang nga instruction para magpasa sang dokumento sa CSWDO para matapos ang proseso.</b></p>	<p>None</p>	<p>3 minutes</p>	<p><i>Rommel O. Anacleto, Clerk II</i></p> <p><i>Admin Staff Duty of the Day</i></p>
<b>TOTAL</b>		<p>None</p>	<p>18 minutes</p>	



## 2. Request for Emergency Medical Services (Pre-Hospital Care)/ Search and Rescue

This service is provided to the public who needs immediate emergency assistance to secure lives and minimize casualty and to further ask assistance to other agency if the need arises.

**(Ang mga masunod nga serbisyo para sa pumuluyo:**

- a. *Pre-hospital medical care, triage kag pag dul-ong sang pasyente sa medical facilities.*
- b. *Pag dumala sang search and rescue parehas sang crash extrication, water safety rescue ukon high angle rescue.*
- c. *Pag bulig sa firefighting operation sang Bureau of Fire Protection gamit ang Incident Command System.*
- d. *Pag dumala sang telephone triage para sa pag ayuda sa emerhensya sa pinaka malapit nga responder.*
- e. *Mabulig sa iban nga ahensya kon kinahanglanon.)*

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office – Operations and Warning			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Identify yourself and what kind of emergency you are calling for:</b> <ul style="list-style-type: none"> <li>• Heart Attack</li> <li>• Stroke</li> <li>• Trauma</li> <li>• Road Crash</li> </ul> <b>Upon calling please give the following information:</b> <ul style="list-style-type: none"> <li>▪ Name &amp; address</li> <li>▪ Nature of Incident</li> <li>▪ Time of Incident</li> <li>▪ Place of Incident</li> </ul>	1. Radio Communicator will gather Information from the caller or walk in clients.  <b>Ang radio operator maga-kuha impormasyon halin sa caller ukon sa kliyente.</b>	None	3 min Uninterrupted call	<i>Ryan G. Valero, LDRRMO I</i>  <i>or</i>  <i>any Radio Communication Personnel / Medical Dispatcher on duty</i>





<p>▪ Contact Number Number of victims</p> <p><b>Magpakilala sang imo kaugalingon kag ipabalo kon para sa ano nga emerhensiya ang imo ginatawag.</b></p>				
<p>2. State the location and address of the incident.</p> <p><b>lhambal kon diin gid ang insakto nga address sang insidente.</b></p> <p>State the number of patient/s are involved.</p> <p><b>lhambal kon pila gid ang pasyente sang natabo ang insidente kag ano ang imbolbado.</b></p>	<p>2. Activation of emergency Medical Services</p> <p><b>Pag activate sang Emergency Medical Services.</b></p>	None	30 seconds upon call receipt	<i>Emergency Medical Dispatcher on duty</i>
<p>3. Wait for the ambulance or the rescue truck to arrive.</p> <p>Upon arrival of the Rescue team, please stay calm and ask the team leader to what Medical Facility would they take the patient in.</p> <p><b>Hulaton ang pag-abot sang ambulansiya ukon rescue truck.</b></p> <p><b>Magakalma kag i-secure kung diin nga Medical facility pagdal-on ang inyo pasyente.</b></p>	<p>3. Dispatch Emergency Vehicle and Emergency medical Team to Incident area.</p> <p>Transport Victim to the Nearest Health Facility.</p> <p><b>Pag dispatch sang Emergency Medical Vehicle kag emergency medical team pakadto sa lugar sang insedente .</b></p> <p><b>Pag Transport sang pasyente sa Malapit na Medical Facility.</b></p>	None	Depending on the distance from the Operations Center, on the weather, on the accessibility of the area/location and on the time and day (considering the preparation on the nature of call and the equipment to bring)	<i>Emergency Medical Responder or Search and Rescue</i>



			Assumption that Maximum Speed of the vehicle is 80kph based on LTO and Traffic Code	
<b>TOTAL</b>		None	3 minutes and 30 second upon the receipt of call  (Arrival depends on the location, accessibility and weather condition.)	



### 3. Request for Trainings and Seminars

This Service Provides trainings and seminars on Disaster Risk Reduction and Management Including Basic First aid, Lifesaving Trainings, weather and Hazards, and Evacuation drills.

*(Ini na serbisyo gahatag pagsanay kag seminar sa Disaster Risk Reduction and Management kabilang ang Basic First aid, training sa pagsalbar sang kabuhi, weather kag hazard sa lugar, kag ang evacuation drills.)*

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Barangay official, NGOs, stakeholders, private establishment, other government offices, Schools , and companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Approved Written request addressed to the City Mayor (attention to the LDRRM Officer)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request already approved by the City Mayor.  <i>Ipasa ang na aprobahan nga sulat nga naga request sang training.</i>	1. Received an approved written request and endorsed to Admin and training Section.  <i>Kun makabaton sang gin endorse sang sulat nga na aprobahan gilayon ipasa sa Admin kag Training Section.</i>	None	5 minutes	<i>Rommel O. Anacleto, Clerk II</i>  <i>or</i> <i>Admin Staff on duty</i>
2. Wait for the Confirmation and availability of the schedule.  <i>Maga hulat sang komfirmasyon kag schedule available.</i>	2. Verify Availability of the said Schedule.  <i>Pag-verify sang schedule kon available ukon indi.</i>  <i>(Schedule are confirmed or cancelled depending</i>	none	10 minutes	<i>Rodrigo F. Padasas III, LDRRM Assistant</i>  <i>Or any personnel under Admin and training Section</i>



	<p><i>on date. Cancelled trainings are rescheduled depending on agreed training date between requesting party and the DRRM Office)</i></p> <p><b>Ang schedule sang training depende sa availability sang adlaw. Ang pag re-schedule sang adlaw sang training gina kompirma sang kliyente kag sang DRRM Office.</b></p>			
	<b>Total:</b>	None	15 minutes	



#### 4. Endorsement of documents to Mines and Geosciences Bureau for Geohazard Certificate

The Service provides endorsement of documents to Mines and and Geosciences Bureau to conduct Geohazard Identification survey (GIS) and provide Geo hazard Certification.

*(Ang ini nga serbisyo naga hatag sang pag endorso sang mga dokumento sa Mines and Geosciences Bureau para mag conduct sang Geohazard Identification Survey (GIS) kag mag provide sang Geohazard Certification.)*

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public- private establishment, and companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Request addressed to the Regional Director, Mines and Geosciences Bureau		Provided by the Client		
<b>Document 2</b> Attachment to the Letter: Project Description and Site Development Plan of Requesting party		Provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written request to the CDRRM Office addressed to the Regional Director of MGB together with Project description and Site Development Plan  <i>Maga submit sang letter of request sa CDRRM Office nga naga-addressed ang pangalan sa Regional Director sang MGB ka upod sang Project description kag Site Development Plan.</i>	1. Received Letter of request and have a copy of documents. scan the document and send via email together with endorsement letter signed by the LDRRMO.  <i>Magabaton sang letter of request kag ini i-photocopy. I-scan ang dokumento kag i-send upod ang endorsement letter paagi sa email/ internet.</i>	None	15 minutes	<i>Rommel O. Anacleto, Clerk II</i>



<p>2.Wait for further instruction from MGB thru telephone call to complete the process</p> <p><b><i>Maghulat sang dugang nga instruction halin sa MGB para makumpleto ang bilog nga proseso.</i></b></p>	<p>2. Provide instruction to wait for MGB to respond by calling them thru their telephone number provided.</p> <p><b><i>Maga-hatag instruction na maga-hulat na ang MGB matawag sa ila sa dugang na proseso gamit sang ila number nga gin hatag.</i></b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Olive Marie G. Baylon, LDRRM Assistant</i></p> <p><i>or</i></p> <p><i>any personnel under Research and Planning</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>20 minutes</p>	

# **CITY MAYOR'S OFFICE- Local Economic Development and Investment Promotions Office**

## **Mandate:**

*The Local Economic and Investment Promotions Center (LEIPC), now known as The Local Economic Development and Investment Promotions Office (LEDIPO), started as a center in the office of the City Mayor as mandated by the Sangguniang Panlungsod, Ordinance Number 19-02 dated January 21, 2019 enacting the Revised Investment and Incentive Code of 2019 and for other purposes. Section 25 of the said Ordinance states that the City Investment Board shall establish and Investment Promotion Center under the Office of the City Mayor primarily to assist Prospective Business Enterprises in availing tax incentives being offered by the City and render after care services to registered Enterprises and to represent the City in trade and investment meetings and conferences, as directed by the Board.*



**CITY MAYOR'S OFFICE-  
Local Economic Development and  
Investment Promotions Office**

**External Services**





## 1. Availing the Tax Incentives for New Investments

As part of the city's initiative to encourage more investments in the city to further boost its economy, this service was made available to investors who wish to invest in Bago City, governed by the Revised Bago City Investment and Incentive Code of 2019.

*(Bilang parte sang initiative sang syudad para mag encourage sang madamo na investments kag para magdugang tin-ad pa gid and ekonomiya sini, ini nga serbisyo gin himo para sa mga negosyante nga gusto mag invest sa syudad sang Bago, suno sa Revised Bago City Investment and Incentive Code of 2019.)*

<b>Office or Division:</b>	Local Economic Development and Investment Promotions Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Potential investors of the city	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 3 copies of Accomplished Application Form	LEDIPO	
<b>Document 2</b> Copy of Official Receipt representing filing fee	City Treasurer's Office, License Division	
<b>Document 3</b> Business Plan of the Proposed Investment	Preferred format available at LEDIPO	
<b>Document 4</b> Proof showing that required Capitalization is deposited in a bank or banking institution in Bago City. Ex. Passbook, Bank Statement	Depository Bank	
<b>Document 5</b> Certification from the City Treasurer that the applicant has no outstanding obligation with the City	City Treasurer's Office	
<b>Document 6</b> Copy of the Official Receipt representing Registration Fee (for approved application	City Treasurer's Office	
<b>Additional requirements for partnership, joint ventures and corporation</b>		
<b>Document 6</b> (A certified true copy of the Certification of Business Registration with Securities and Exchange Commission, the Cooperative	SEC, CDA, DTI, etc.	



Development Authority, Department of Trade and Industry or other government registering agencies)				
<b>Document 7</b> Certification of Registration if enjoying incentives under the National Laws		SEC, CDA, DTI, etc.		
<b>Document 8</b> Authority from the Partnership or Board of Directors to file application		Company		
<b>Document 9</b> Partnership or incorporation documents, if applicable)		Company		
<b>Document 10</b> Cooperative Development Authority documents in the case of cooperatives.		CDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements.  <b>Personal na ipasa ang application kaupod ang kumpleto na mga dokumento.</b>	1. Receive application and evaluate as to completeness of requirements and as to qualifications.  <b>I-evaluate ang mga gnpasa na dokumento kon kumpleto kag kon na meet sini ang mga balasehan para sa pag apply.</b>	None	15 minutes	<i>Marilou C. Liquez Clerk II</i>
2. If qualified, proceed to cashier for the one-time , non-refundable payment of the application/filing fee and furnish LEDIPO office with copy of receipt. Bring Order of Payment from LEDIPO.  <b>Kon qualified, Magbayad sa Cashier para sa application/filing fee nga non-refundable kag hatagan sang</b>	2. For qualified applicants, give client order of payment to be presented to City Treasurer's Office. Secure copy of the receipt representing payment of application/filing fee from investor and prepare Portfolio of Business Enterprise, with Evaluation Report and recommendations	(c/o Treasurer's Office)  (Please see Annex A)	10 minutes	<i>Marilou C. Liquez Clerk II</i>  and  <i>Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO</i>



<p><b>kopya sang resibo ang LEDIPO office. Dal-on ang Order of Payment halin sa LEDIPO.</b></p>	<p>for endorsement to the City Investment Board.</p> <p><b>Kon qualified ang aplikante, hatagan ini sang order of payment nga iya ipakita sa City Treasurer's Office para sa iya bayaran. Magpangayo sang kopya sang resibo nga nagapakita sang pagbayad sang application/filing fee kag i-preparar ang portfolio sang aplikante kaupod ang evaluation report kag recommendations para i-endorse sa City Investment Board.</b></p>			
<p>3.Wait for the approval notification of the application through call.</p> <p><b>Maghulat sang resulta sang pag-approve sang application paagi sa phone call.</b></p>	<p>3. Evaluation /deliberation of application for tax incentive by the City Investment Board</p> <p><b>Ang application para sa Tax Incentive iga evaluate sang City Investment Board.</b></p>	<p>None</p>	<p>14 working days</p>	<p>City Investment Board</p> <p>SP</p>
<p>4. Proceed to Cashier for payment of Registration Fee and present receipt to person-in-charge for releasing of Certificate of Registration. (for approved applications) Bring Order of payment from LEDIPO.</p> <p><b>Magkadto sa cashier kag magbayad sang Registration Fee kag i-presentar sa tawo nga</b></p>	<p>4. Give client Order of Payment to present to CTO. Prepare Certificate of Registration for releasing after securing copy of receipt.</p> <p><b>Hatagan sang Order of Payment ang client para ipakita sa City Treasurer's Office. I-preparar ang Certificate of Registration para sa</b></p>	<p>c/o City Treasurer's Office</p> <p>(Please see Annex B)</p>	<p>15 minutes</p>	<p>Marilou C. Liquez Clerk II</p>



<p><b><i>in-charge para sa pag-release sang Certificate of Registration) (para sa gn aprobahan na applications) Dal-on ang Order of Payment halin sa LEDIPO.</i></b></p>	<p><b><i>pagrelease sini matapos magkuha sang kopya sang resibo.</i></b></p>			
<b>TOTAL</b>	None	14 working days and 40 minutes		



## 2. Evaluation of Business Renewals for Bantayan Food Stalls

This service is provided for food establishment owners operating in Bantayan Park to assist them in the renewal of permits and to respectively facilitate the execution of a Contract of Lease with the City.

*(Ang ini na serbisyo gina hatag sa mga tag iya sang food establishments nga naga operate sa Bantayan Park para maghatag sa ila sang assistance sa renewal sang ila permits kag agud magpatigayon sang ila tagsa tagsa nga pag execute sang Contract of Lease sa syudad.)*

<b>Office or Division:</b>	Local Economic Development and Investment Promotions Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Bantayan Food Establishment Owners/Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Notarized Contract of Lease		LEDIPO		
<b>Document 2</b> 2 sets Photocopy of ID of respective Punong Barangay and lessee		GSIS, SSS, Company, School, PSA, Post Office, Pag-ibig, BIR		
<b>Document 3</b> Unified Form, application for business permit renewal form		Negosyo Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit yourself for an interview for evaluation of business and provide needed details. Secure copy of Contract of Lease to be accomplished and list of requirements. Instructions on how	1. Evaluate application for business permit renewal as to operation and kind of food products and beverage served. Provide a copy of Contract with specific instructions on how to fill up together with requirements.	None	10 minutes	Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO



<p>to fill up contract will be given to you.</p> <p><b>Magpainterview sang makadali para sa pag-evaluate sang Negosyo kag maghatag sang kinahanglanon nga detalye. Magkuha sang kopya sang Contract of Lease sa empleyado nga in-charge kaupod sang lista sang requirements. Ini may kaupod nga instructions kon paano i-fill up ang kontrata.</b></p>	<p>Conduct an interview.</p> <p><b>Ang application for renewal of business permit iga evaluate suno sa klase sang pag operate kag klase sang pagkaon kag ilimnon na gina handa. Ini may kaupod na lip-ot na interview. Ihatag ang kopya sang kontrata kaupod sang instructions sang pag fill-up kag mga kinahanglanon nga i-submit.</b></p>			
<p>2.a Submit one notarized copy of Contract with photocopies of ID of stall owner and Respective Punong Barangay.</p> <p>2.b Apply for business permit. Continue with business permit renewal flow.</p> <p><b>Ihatag ang isa ka kopya sang kontrata nga na notaryohan kag ang kopya sang ID sang tag iya sang food stall kag Punong Barangay.</b></p>	<p>2. Receive notarized contract of lease and evaluate as to completeness of requirements and affix signature on required field found on the business renewal form.</p> <p><b>I-evaluate ang papeles o dokumento nga gin submit kon kumpleto. Pirmahan ang parte sa pormas sang business renewal.</b></p>	None	5 minutes	<p>Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO</p> <p>or</p> <p>Marilou C. Liquez, Clerk II</p>



<i>Mag-apply sang business permit. Pwede na magpadayon sa pag process para sa renewal sang business permit.</i>				
	<b>TOTAL</b>	None	15 minutes	



### 3. Pre-counseling Services to Prospective Applicants of Tax Incentives for New Investments

This service is made available for prospective investors of the city to provide them with all the necessary information regarding the tax incentives being offered by the city, provided they meet all the requirements. A thorough discussion on qualifications, requirements to be submitted and fees to be paid is done to avoid misunderstanding and confusion along the process.

*(Ang ini nga serbisyo gina-offer sa mga interesado mag invest sa syudad agud mahatagan sila sang nagakaigo nga impormasyon nahanungod sa tax incentive nga pwede nila ma-avail, basta ila lang ma-meet ang tanan nga kinahanglanon. Isa ka madalom nga diskusyon ang gina hatag parte sa qualifications, mga inug pasa nga mga papeles kag dokumento kag mga dapat bayaran agud malikawan ang indi pag intyendihanay samtang nagasugod na ang proseso.)*

<b>Office or Division:</b>	Local Economic Development and Investment Promotion Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Potential investors of the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Identification Card (Company ID, Driver's License, UMID, TIN)		PSA, GSIS, SSS, LTO, Company, BIR		
<b>Document 2</b> Business Permit		BPLO (After Processing of Business Permit with BPLO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Set an appointment  A. Walk-in  Visit LEDIPO office with your face mask, face shield and own ballpen and set for an appointment at any available date and choose between face-to-face orientation or via	A. Walk-in  Assist client in setting for an appointment and get necessary information. Offer option between face-to-face orientation or via zoom and inform client to wait for call for the details	None	10 minutes	Marilou C. Liquez Clerk II





<p>zoom. Provide necessary details. You will be informed via telephone of the details prior to schedule.</p> <p><b>Magkadto sa opisina sang LEDIPO dala ang face mask, face shield kag ballpen kag magpaset sang appointment sa available na tyempo. Magpili sang pamaagi sang orientation kon face-to-face ukon paagi sa zoom. Ihatag ang mga detalye na kinahanglanon. Pagatawgan ikaw sang detalye antes sang schedule.</b></p> <p>B. Call-in</p> <p>Call to set appointment for pre-counseling services using the number posted outside the LEDIPO office. Provide necessary information needed. Choose between a face-to-face orientation or via zoom. You will be informed of the details prior to schedule.</p> <p><b>Magtawag sa numero nga makit-an sa gwa sang LEDIPO office para magset sag appointment kag ihatag ang kinahanglanon nga</b></p>	<p>prior to scheduled appointment.</p> <p><b>I-assist and client kag kuhaan sang kinanghalon na impormasyon. Mag-offer sang option nga face-to-face orientation ukon via zoom kag pahibaluon ang kliyente nga ini pagatawgan sang detalye antes sang gin schedule nga appointment.</b></p> <p>B. Call-in</p> <p>Assist client calling to set for an appointment for pre-counseling services and get necessary details from caller and schedule for orientation. Provide caller option between a face-to-face orientation or via zoom. Inform client that a call will be made for details of the scheduled appointment.</p> <p><b>I-assist ang kliyente nga nagatawag para mag set sang appointment para sa pre-counseling services. Magkuha</b></p>			
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<p><b>detalye. Magpili sang pamaagi kon face-to-face or paagi sa zoom. Maghulat sang tawag para sa mga detalye antes sang imo schedule.</b></p>	<p><b>sang kinahanglanon na mga detalye kag maghatag sang option sa kliyente kon paagi sa face-to-face nga orientation ukon paagi sa zoom. Pahibal-on ang kliyente nga palihog maghulat sang tawag para mahatagan sang mga detalye antes sang gin schedule nga appointment.</b></p>			
<p>2. Come for the scheduled orientation with face mask, face shield and bring own alcohol and ballpen or Log in to zoom link given. Secure list of requirements after orientation.</p> <p><b>Magkadto sa schedule nga gin hatag para sa orientation ukon mag log-in sa zoom link nga gin hatag. Magkuha sang lista sang mga kinahanglanon pagkatapos sang orientation.</b></p>	<p>2. Thorough orientation on the process of availing of tax incentives offered by the city either on a face to face basis or through zoom is given. List of requirements is provided after orientation.</p> <p><b>Magahatag sang maid-id nga orientation parti sa proseso sang pag avail sang tax incentive nga gina hatag sang syudad depende sa pamaagi; face to face or zoom. Ang lista sang mga kinahanglanon ihatag sa aplikante pagkatapos sang orientation.</b></p>	None	30 minutes	<p><i>Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO</i></p>
<b>TOTAL</b>		None	40 minutes	



**CITY MAYOR'S OFFICE-  
Local Economic Development and  
Investment Promotions Office**

**Internal Services**



## 1. Request for Data on Registered MSMEs

This function of the LEDIPO is specifically intended to cater to requests from other offices or other Government Agencies that require data on registered MSMEs of the City and other information that may be provided by the LEDIPO . The promptness of addressing the request may depend on to the complexity of the data being asked for and the amount of work entailed.

*(Ini nga obra sang LEIPO/LEDIPO nahimo para maghatag tamod sa gina request nga impormasyon sang iban na opisina or ahensya nga gakinahanglan kinahanglan sang gobyerno nga makita sa databank sang in inga opisina. Ang kadasig sang paghatag sang gina request nga data naga depende sa kadaku sang obra nga kinahanglan.)*

<b>Office or Division:</b>	Local Economic Development and Investment Promotions Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Offices and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter of Request		Office/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for data needed addressed to Head of Office.  <b>Magpadala sang sulat nga nagapangayo sang kinahanglanon nga data sa Head sang opisina.</b>	1. Receive letter of request and assess request as to complexity and inform concerned of the time needed and to wait for call to pick up request.  <b>Ang request iga assess suno sa kadamuon nga obra nga kinahanglanon kag pahibaluon sang kalawigon sang pagtipon sang data kag kon san o magbalik sa pagkuha sang request.</b>	None	15 minutes for readily available data  2 working days for complex data	Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO  Or  Marilou C. Liquez, Clerk II



<p>2. Return for requested data after having been notified through call.</p> <p><b><i>Balikan ang request na data matapos matawgan nga ini available na.</i></b></p>	<p>2. Release data to requesting Office/Agency.</p> <p><b><i>Ihatag ang data sa nagrequest na opisina o ahensya.</i></b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Judee Lynn D. Lirazan, Development Management Officer III/ LEDIPO</i></p> <p>Or</p> <p><i>Marilou C. Liquez, Clerk II</i></p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>15 minutes for readily available data 2 days and 5 minutes for complex data</p>	



## **ANNEX "A"**

### **CITY MAYOR'S OFFICE- Local Economic Development and Investment Promotions Office**



Application/ filling Fee-A non-refundable application/filling fee depending on the asset size category of the enterprise as enumerated below:

Small-scale enterprise	PHP 2,000.00
Medium-scale enterprise	PHP 5,000.00
Large-scale enterprise	PHP 10,000.00



## **ANNEX “B”**

### **CITY MAYOR’S OFFICE- Local Economic Development and Investment Promotions Office**





1. Registration Fee-The Board issues the Certificate of Registration upon the payment of one –time registration fee as follows:

Capitalization	Registration Fee
P 3 Million to P 6 Million	P 10,000.00
Over P 6 Million to P 10.5 Million	P 12,500.00
Over P 10.5 Million to P 15 Million	P 15,000.00
Over P 15 Million to P 30 Million	P 17,500.00
Over P 30 Million to P 45 Million	P 20,000.00
Over P 45 Million to P 60 Million	P 22,500.00
Over P 60 Million	P 25,000.00.



# **CITY MAYOR'S OFFICE- Urban Poor Affairs and Housing Office**

## **Mandate:**

*The Urban Poor Affairs and Housing Office is mandated to address the immediate and future housing needs, provides analysis of current and future housing situations, offers strategies and interventions concerning the urban poor of the city. It is also tasked to provide and formulate programs and projects that will contribute in achieving the LGU's vision towards a livable and socially responsible residential community.*



**CITY MAYOR'S OFFICE-**  
**Urban Poor Affairs and Housing Office**

**External Services**



## 1. Securing Lot for Resettlement in Bago City Housing Program

This service is given to informal settler families those living in danger areas; those affected by infrastructure projects; and those with issued court order of eviction. The City's Housing Program for lot occupancy is given to qualified ejected families.

*(Ang ini nga serbisyo gina hatag sa pamilya nga ginamandu-an sang korte nga magahalin sa ila gina istaran nga lote. Ang Housing Program sang syudad magahatag sang lote para sa mga pamilya nga apektado sini.)*

<b>Office or Division:</b>	Urban Poor Affairs and Housing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Informal settler families those living in danger areas; those affected by infrastructure projects; and those with issued court order of eviction.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> (2 Copies) Duly filled up Application Form notarized	UPAHO	
<b>Document 2</b> (1 Copy) Marriage Certificate/ certificate of cohabitation	PSA/Client's Residential Barangay	
<b>Document 3</b> (1 Copy) Photo Copy of Residence Certificate Current Year	Barangay where the client reside/ BPLO	
<b>Document 4</b> (1 Copy) Certification from the Barangay for indigency. The said certification shall be in the name of: 1. the couple if married; or 2. each partner if not married; or 3. the applicant if he/she is the head of the family.	Client's Residential Barangay	
<b>Document 5</b> (1 Copy) UPAHO form with signature of at least two other Person of reputable standing in the Barangay as to length of stay where he/she is residing.	UPAHO	
<b>Document 6</b> (1 Copy) Certification from the City Social Welfare and Development Office as to indigency. The said certification shall be in the name of: 1. the couple if married; or 2. both partners if not married; or 3. the applicant if he/she is the head of the family.	City Social Welfare and Development Office	



<b>Document 7</b> (1 Copy) Registry of Deeds, City Assessor and DAR certification as to ownership of real property within the City and not being recipient of any land reform program of the government. The said certifications shall be in the name of; 1. the couple if married; or 2. each partner if not married; or 3. the applicant if he/she is the head of the family.		Registry of Deeds, City Assessor and Department of Agrarian Reform		
<b>Document 8</b> (1 Copy) Affidavit stating the applicant is not paying amortization for the acquisition of any lot. The said affidavit shall be signed by; 1. the couple if married; or 2. both partners if not married; or 3. the applicant if he/she is the head of the family.		Legal Office/Law Offices		
<b>Document 9</b> (1 copy) Proof/Notice of Eviction		Land owner/client		
<b>Document 10</b> (1 copy) Photo Copy of Voter's Affidavit		Client		
<b>Document 11</b> 1 Family Picture		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements for evaluation and assessment.	1. Receive for evaluation and validation as to completeness of requirements.	None	10 minutes	<i>Engr. Deny L. Millevo Assistant City Assessor/ Housing Regulation Officer-Designate</i>
<i>Ipasa ang mga papeles.</i>	<i>Ang mga gin pasa nga dokumento iga-evaluate.</i>			<i>Jude Thadeus B. Rodrigo Clerk I</i>
2. Wait while the submitted documents are being evaluated and assessed.	2. Submitted documents are being evaluated and assessed.	None	20 minutes	<i>Engr. Deny L. Millevo Assistant City Assessor/ Housing Regulation Officer-Designate</i>
<i>Magahulat samtang gina prosesong ang papeles.</i>	<i>Ang ginpasa nga papeles pagaprosesohon.</i>			<i>Jude Thadeus B. Rodrigo Clerk I</i>



<p>3. Client will wait for notification on the schedule for Program orientation to include Laws &amp; Policies after 5 days after completion of the requirements.</p> <p><b>Magahulat sang tawag ang kliyente sang petsa sang iya oryentasyon lakip sang layi kag mga polisiya lima (5) ka adlaw matapos makumpleto ang mga papeles.</b></p>	<p>3. Inform Applicant/client on the schedule of the program orientation to include Laws &amp; Policies.</p> <p><b>Pahibal-on ang kliyente sang iya petsa sang oryentasyon lakip sang layi kag mga polisiya.</b></p>	None	10 minutes	<p>Engr. Deny L. Millevo Assistant City Assessor/ Housing Regulation Officer-Designate</p> <p>Jude Thadeus B. Rodrigo Clerk I</p>
<p>4. Client will attend program orientation to include Laws &amp; Policies.</p> <p><b>Maga tambong ang kliyente sang oryentasyon parti sa programa kag mga layi.</b></p>	<p>4. Conduct program orientation to include Laws &amp; Policies.</p> <p><b>Maga hiwat sang oryentasyon parti sa programa kag mga layi.</b></p>	None	2 hours	<p>Engr. Deny L. Millevo Assistant City Assessor/ Housing Regulation Officer-Designate</p> <p>Jude Thadeus B. Rodrigo Clerk I</p>
<p>5. Client will wait for notification on schedule of Lot award</p> <p><b>Magahulat ang kliyente sang tawag para sa petsa sang pag gawad nya sang iya lote.</b></p>	<p>5. Client will be notified through a call for the schedule of Lot award</p> <p><b>Ang kleyente paga tawgan para sa petsa sa paghatag sa iya sang lote.</b></p>	None	2 days (with available lot for relocation)	<p>Engr. Deny L. Millevo Assistant City Assessor/ Housing Regulation Officer-Designate</p> <p>Jude Thadeus B. Rodrigo Clerk I</p>
<b>TOTAL:</b>		None	2 hours and 40 minutes	





# OFFICE OF THE SANGGUNIANG PANLUNGSOD

## **Mandate:**

*Our Philippine Constitution provides that our government has three branches: the Executive, Legislative and the Judiciary. Our Sangguniang Panlungsod composed by the Vice Mayor and ten (10) Sangguniang Panlungsod Members belong to the Legislative Branch of our local government. As such, it enacts ordinances, approves resolutions and appropriates funds for the general welfare of our city and its inhabitants, pursuant to the Local Government Code of 1991 (R.A. 7160). Our Vice Mayor, as well as your ten (10) Sangguniang Panlungsod Members, are guided by the principle, "PUBLIC SERVICE ABOVE SELF". The members of the Sangguniang Panlungsod are to be of service to their constituents 24/7, they, being presumed to be the voice of the people. Regular Sessions are held every Wednesday of the week from 10:00 A.M. to 12:00 P.M., and may schedule Special Sessions when the need arise. All sangguniang sessions are open to the public unless a closed-door session is ordered for the interest of the public or for reasons of security, decency or morality.*

*The Sangguniang Panlungsod also reviews all ordinances approved by the Sangguniang Barangay and Executive Orders issued by the Punong Barangays. It likewise calls and accepts application for accreditation of all community-based people's organization or NGOs for membership in the local special bodies. It is also in-charge of receiving complaints against erring elective barangay officials and complaints against erring members of our Philippine National Police (PNP).*



# **OFFICE OF THE SANGGUNIANG PANLUNGSOD**

## **External Services**



## 1. Application for Accreditation for Membership in the Local Special Bodies

According to Article 64, Rule XIII, of Republic Act 7160, otherwise known as the Local Government Code of 1991, within thirty (30) days from the organization of the newly elected sanggunian, each sanggunian concerned shall call all community-based people's organizations or NGOs, including business and professional groups, and other similar aggrupation to apply with the LGU concerned for accreditation for membership in the local special bodies. The sanggunian shall complete the accreditation process within sixty (60) days from the organization of the newly elected sanggunian. Beyond this period of accreditation as provided for by this Rule, however, the Office of the Sanggunian will still accept application for accreditation.

*(Nakasaad sa Article 64, Rule XIII, sang Republic Act 7160, nakilala nga Local Government Code of 1991, nga sa sulod sang trenta (30) ka adlaw halin sang maorganisar ang mga newly elected sanggunian, kada sanggunian dapat magtawag sang tanan nga organisasyon or NGOS, kaupod ang mga grupo sang mga negosyante kag mga professional kag iban pa nga grupo, nga mag-apply sa LGU ukon sa syudad para sa accreditation para mangin miyembro sang local special bodies. Ang sanggunian dapat magakumpleto sang ila accreditation process sa sulod sang sisenta (60) ka adlaw halin sang maorganisar ang mga newly elected sanggunian. Pero, maglapaw sa tiempo sang accreditation nga nasaad sa sini nga pagsulundan, ang Office of the Sangguniang Panlungsod magabaton pa sang application for accreditation.)*

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	People's organizations, NGOs or CSO including business and professional groups	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> (Three (3) sets of the following documents:) Letter-request addressed to: HON. RAMON D. TORRES City Vice Mayor Office of the Sangguniang Panlungsod Bago City		Client/Concerned CSO
<b>Document 2</b> Duly accomplished Application for Accreditation		SP Office
<b>Document 3</b> Board Resolution of the requesting POs/NGOs/CSO		CSO Concerned Office



<b>Document 4</b> Certificate of Registration		CDA, SEC, CSWDO, DOLE, such other registering agency or office		
<b>Document 5</b> List of Current Officers and Members		Concerned CSO		
<b>Document 6</b> Annual Accomplishment Report of the POs/NGOs/CSO		Concerned CSO		
<b>Document 7</b> Financial Statement of the organization (last year)		Concerned CSO		
<b>Document 8</b> Profile indication the purpose and objectives of the organization		Concerned CSO		
<b>Document 9</b> Copy of the latest Minutes of Meeting of the organization		Concerned CSO		
<b>Document 10</b> Official Receipt of the Certification fee- PHP50.00 (Revenue Code of 2017)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Submit your complete requirements in three (3) copies for verification.</p> <p><b><i>Ipasa ang nakumpleto nga mga requirements nga may tag-tatlo ka kopya kada isa.</i></b></p> <p>1.2 Wait for call for a committee hearing if needed.</p> <p><b><i>Kon kinahanglanon maghulat sang tawag para sa hearing.</i></b></p>	<p>1. Receive and carefully evaluates the submitted documents if all requirements are duly complied with. If yes, the staff receives the documents by marking the same "received". He/she then submits the said document to the secretariat of the Sanggunian Panlungsod for possible inclusion in the agenda of the forthcoming Regular Session. During the Regular Session the Chairman of the Committee on Cooperatives and Livelihood and its</p>	None	15 minutes	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p>or</p> <p><i>assigned staff</i></p>



	<p>members evaluates the papers, and either approve or disapprove the said application for accreditation.</p> <p><b>Matul-id nga gina-usisa ang mga papeles kon ini kumpleto. Kon kumpleto, ang empleyado/a gina-markahan ang papeles "received." Ini gilayon nga gina-submiter sa secretariat sang Sanggunian Panlungsod para sa posible nga pag-impon sini sa agenda sang masunod nga regular session. Sa ti-on sang Regular Session ang Chair sang Committee on Cooperatives and Livelihood ginausisa pa gid ang mga papeles, kag ini iya pagadesisyonan kon i-approve ukon i-disapprove.</b></p>			
<p>2. Attend the schedule of committee hearing, if needed.</p> <p><b>Maghulat sa pagpatawag sa Opisina sang Sangguniang Panlungsod kag mag-attend sa schedule</b></p>	<p>2.1 SP conducts a call for committee hearing in case need for clarification from the organization.</p> <p>2.2 The Committee on Cooperatives and Livelihood will render report on their recommendation for</p>	<p>None</p> <p>None</p>	<p>1-2 weeks</p> <p>1 day (to be included in the Agenda during</p>	<p><i>SP Committee on Cooperatives and Livelihood</i></p>



<p><b>nga Committee Hearing.</b></p>	<p>the approval/disapproval of the accreditation.</p> <p>2.3 Printing of the Certificate of Accreditation and resolution of approval.</p> <p><b>Ang Sanggunian magatigayon sang committee hearing kung ginakinahanglan mi i-klaro parte sa ila organisasyon.</b></p> <p><b>Maga-report ang committee kung ano ang ginrekomenda parte sa asosasyon kung gin-approbahan or wala sang accreditation kung nakakumpleto na.</b></p> <p><b>Pag-printa sang Certificate of Accreditation kag resolution sang pag-aproba.</b></p>		<p>Regular Session)</p>	
<p>3.1 Pay the required Certification Fee at the City Treasurer's Office.</p> <p><b>Magbayad sang Certification Fee sa City Treasurer's Office.</b></p> <p>3.2 Receive official receipt.</p> <p><b>Batunon ang official receipt.</b></p>	<p>3. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag ihatag ang official receipt.</b></p>	<p>PHP 50.00</p>	<p>30 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>



<p>4. Present official receipt and get a copy of certificate of accreditation and resolution of approval.</p> <p><b><i>I-follow-up kag kuhaon ang kopya sang Certificate of Accreditation.</i></b></p>	<p>4. Release a copy of certificate of accreditation and resolution of approval.</p> <p><b><i>Paghatag sang Certificate of Accreditation kag resolution sang pag-aproba.</i></b></p>	<p>None</p>	<p>15 minutes</p>	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p><i>or</i></p> <p><i>assigned staff</i></p>
<p><b>TOTAL:</b></p>		<p>PHP 50.00</p>	<p>15 days and 1 hour</p>	



## 2. Filing a Complaint / Administrative Investigation Against Elective Barangay Official(s)

According to Sections 60-66, Chapter 4 of Republic Act No. 7160, the Sanggunian as a quasi-judicial body shall be designated as the Disciplining Authority in the conduct of investigation against elective barangay officials. Any elective barangay officials may be disciplined, suspended or removed from office.

***(Nasaad sa Section 60-66, Chapter 4, sang Republic Act No. 7160, ginakilala nga Local Government Code of 1991, ang Sanggunian nga bilang quasi-judicial body sila ginatugyanan nga Utorisado sa pag imbestiga batok sa mga elective barangay officials. Ang mga elective barangay officials pwede ma disiplina, ma suspende kag mapahalin sa ila ginakaptan nga opisina.)***

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Complainants, Elected Barangay Officials	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>Document 1</b></p> <p>a. Verified or sworn written complaint (2 copies to the SP Office) addressed directly to: HON. RAMON D. TORRES City Vice Mayor Office of the Sangguniang Panlungsod Bago City</p> <p>With attached certification by the complainant that no other administrative action or complaint against the same party involving the same acts or omissions and issues, has been filed before any agency or administrative body performing quasi-judicial functions.</p> <p>b. Proof of service that copies furnished to City Mayor's Office &amp; DILG</p> <p>c. Additional copies corresponding to the number of respondent/s</p> <p>*No complaint shall be accepted unless the foregoing requirements are complied.</p>	<p>Client or Lawyer of choice</p>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. File a verified or sworn written complaint against any elective barangay official/s accompanied by the affidavits of witnesses or evidences in support of the charge.</p> <p><b>Magpasa sang sinumpaang reklamo batok sa elective barangay officials. Ipatuhoy ang sulat sa Sangguniang upod and affidavit sang testigo ukon ebidensya nga nagasuporta sa akusasyon.</b></p>	<p>1. Accepts the written complaint, evaluates the documents submitted to know if in proper order, and stamps a “received” after doing so.</p> <p><b>Ang ginpasa nga dokumento iga-evaluate kag tatakan “received” kung ini ara sa insakto kag kumpleto na.</b></p>	None	15 minutes	<p><i>Teresita P. Carmona, Computer Operator I</i></p> <p>or</p> <p><i>assigned staff</i></p>
<p>2. Wait for the copy of verified answer furnished by the respondent or from Office of the Sangguniang Panlungsod.</p> <p><b>Hulaton ang kopya sang sabat halin sa akusado ukon Office of the Sangguniang Panlungsod.</b></p>	<p>2.1 Submit the verified complaint to the secretary of the Sangguniang Panlungsod for possible inclusion in the agenda of the forthcoming Regular Session, then during the session, referral to the Investigating Committee.</p> <p><b>Ini ginasubmitter sa secretariat sang Sangguniang Panlungsod para sa posible nga pag-impon sini sa agenda sa masunod nga regular session, dayon sa ini nga session ang pag-refer sa</b></p>	None		<p><i>Teresita P. Carmona, Computer Operator I</i></p>



	<p><b>Investigating Committee.</b></p> <p>2.2 The Investigating Committee shall issue an order requiring the respondent to submit his verified answer.</p> <p><b>Ang Investigating Committee maga hatag sang order sa akusado sa pagpasa sang iya sabat.</b></p> <p>2.3 Wait for the verified answer by the respondent.</p> <p><b>Hulaton ang sabat sang akusado.</b></p>	None	<p>Within 7 days from receipt of complaint</p> <p>Within 15 days from receipt of the order</p>	
<p>3. Wait for a notice from the Office of the Sangguniang Panlungsod for the schedule of preliminary conference.</p> <p><b>Maghulat sang preliminary conference halin sa Opisina sang Sangguniang Panlungsod.</b></p>	<p>3.1 Evaluation of the Investigating Committee upon receipt of the answer.</p> <p><b>Pag-evaluate sang Investigating Committee sa sabat sang akusado.</b></p> <p>3.2 From receipt of the complaint and answer, the Investigating Committee shall determine whether there is a prima facie case to warrant the institution of formal administrative proceedings.</p> <p><b>Halin sa pagbaton sang reklamo kag</b></p>	None	<p>Within 10 days</p> <p>Within 20 days</p>	<p><i>Investigating Committee</i></p>



	<p><b>sabat, ang Investigating Committee maga determine kung may kaso nga pagapadayonon.</b></p> <p>3.3 The Secretariat sends summon to the involved parties for a preliminary conference/hearing proper.</p> <p><b>Ang Secretariat magapadala sang summon sa mga natungdan para sa schedule sang preliminary conference/hearing proper.</b></p>	None	1 day	Teresita P. Carmona Computer Operator I
<p>4. Attend schedules of Preliminary Conference/Formal Hearing Proper.</p> <p><b>Mag-attend sa nga Preliminary Conference/Formal nga Imbestigasyon.</b></p>	<p>4. The Investigating Committee will conduct preliminary conference/hearing for formal investigation until the termination of the formal investigation.</p> <p><b>Ang Investigating Committee magapatigayon sang preliminary conference/hearing asta matapos ang pormal na imbestigasyon.</b></p>	None	1 day	Investigating Committee



<p>5. Copy of the decision shall be immediately be furnished to the respondent and all other interested parties.</p> <p><b>Ang kopya sang desisyon igahatag sa akusado kag iban nga interesado nga tawo.</b></p>	<p>5. Secretariat to furnish copies of the decision to the involved parties.</p> <p><b>Magahatag kopya sang desisyon sa mga natungdan.</b></p>	<p>None</p>	<p>1 day</p>	<p><i>Teresita P. Carmona Computer Operator I</i></p> <p>or</p> <p><i>assigned staff</i></p>
<p style="text-align: center;"><b>TOTAL:</b></p>		<p>None</p>	<p>Within 90 days from the start of complaint until the investigation/ proper hearing, unless there are justifiable grounds for extension</p>	



### 3. Filing a Complaint Against Members of the PNP

Republic Act No. 6975, Section 43 states that “there shall be created by the Sanggunian Panlungsod/Bayan in every city and municipality such number of People’s Law Enforcement Boards (PLEBs) as may be necessary; provided, that there shall be at least one (1) PLEB for every municipality and for each Legislative District in a City. The PLEB shall have jurisdiction to hear and decide citizen’s complaints or cases filed before it against erring officers and members of the PNP. There shall be at least one (1) PLEB for every five hundred (500) city or municipal police personnel.

***(Ang Section 43, sang Republic Act No. 6975 nagasaad nga ang kada Sanggunian Panlungsod/Bayan sa kada syudad kag munisipalidad may ara pagatukoron nga mga People’s Law Enforcement Boards (PLEBs) suno sa kinahanglanon, kinahanglan gid nga may ara isa (1) ka PLEB sa kada munisipalidad kag sa kada Distrito sang syudad. Ang PLEB may ara katarungan para magpamati kag magbanabana sang reklamo sang pumoloyo ukon mga kaso batok sa nakasala nga mga opisyaes kag myembro sang PNP. May ara dapat isa (1) ka PLEB sa kada 500 nga katapo sang pulis.)***

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Complainants, Members of the PNP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Verified or sworn written complaint (at least 3 copies) addressed directly to: THE CHAIRMAN People’s Law Enforcement Board (PLEB) Office of the Sangguniang Panlungsod Bago City (format of complaint at the Secretariat)		Client or Lawyer of choice		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the SP Office to file a written complaint and sworn statement against erring officer/member of the PNP, accompanied by the affidavits of witnesses and other evidences in support thereof for evaluation.  <b><i>Ipasa ang sinumpaang reklamo batok sa</i></b>	1. Accepts the written complaint, evaluates the documents submitted to know if in proper order, and stamps a “received” after doing so.  <b><i>Ang ginpasa nga dokumento iga-evaluate kag tatakan “received” kung ini</i></b>	None	15 minutes	<i>Teresita P. Carmona, Computer Operator I</i>



<p><b>opisyal/miyembro sang PNP nga nagapamatuod sang reklamo para ini mausisa.</b></p>	<p><b>ara sa insakto kag kumpleto na.</b></p>			
<p>2.1 Wait for the schedule of pre-hearing conference and hearing proper.</p> <p><b>Maghulat sang ipatawag nga schedule sang pre-hearing conference kag hearing proper.</b></p>	<p>2.1 Issuance of summons to the respondent with attached copy of the complaint and other supporting papers and requiring him/her to file his answer.</p> <p><b>Pagpadala sang summon sa akusado nalakip ang kopya sang reklamo kag iban nga dokumento nga mi ebidensya kag ginapatuman ang akusado nga magsampa sang iya sabat.</b></p>	None	Within 5 days from receipt of complaint	Teresita P. Carmona, Computer Operator I
<p>2.2 Attend pre-hearing and hearing proper.</p> <p><b>Mag-attend sa hearing.</b></p>	<p>2.2 Wait for the verified answer by the respondent (at least 3 copies)</p> <p><b>Maghulat sang sampa nga sabat sang akusado (may 3 ka kopya kada isa)</b></p>	None	Within 5 days from receipt of summons	
	<p>2.3 The Secretariat sends summon to the parties for pre-hearing conference.</p> <p><b>Ang Secretariat magapadala sang</b></p>	None	Within 10 days from receipt of the answer	



	<p><b>summon sa mga natungdan para sa schedule sang pre-hearing conference.</b></p> <p>2.4 The PLEB will proceed and set schedule for the Hearing Proper.</p> <p><b>Ang PLEB magapadayon sa schedule sang Hearing Proper.</b></p>	None	Within 5 days from termination of the conference	
<p>3. Receive copies of the decision.</p> <p><b>Batunon ang kopya sang desisyon.</b></p>	<p>3. Secretariat to furnish copies of the decision to the involved parties.</p> <p><b>Magahatag kopya sang desisyon sa mga natungdan.</b></p>	None	1 day	<p>Teresita P. Carmona Computer Operator I</p>
	<b>TOTAL:</b>	None	3 months <i>(If no more appeal or petition for reconsideration is filed.)</i>	



#### 4. Issuance of PLEB Clearance to PNP Personnel

The PLEB clearance or certification is issued to any Philippine National Police (PNP) Member indicating the pendency or non-pendency of an administrative case against PNP Member.

*(Ginapatigayon ang PLEB Clearance ukon certification sa bisan sin-o nga miembro sang Philippine National Police nga may ara o wala nga kaso administratibo kontra sa amo nga miyembro sang pulisya.)*

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Members of the PNP			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Official Receipt of the Clearance/Certification's fee PHP 50.00 (Revenue Code of 2017)			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request People's Law Enforcement Board (PLEB) Clearance at the SP Office. Signify your request for a PLEB Clearance.  <b><i>Maghingyo sang PLEB Clearance sa Office of the Sangguniang Panlungsod.</i></b>	1. Inquires personal details of the requesting member of the PNP (name, rank and address/place of assignment). If he/she has no pending administrative case/s, then advises her/him to pay the Certification Fee to the City Treasurer's Office.  <b><i>Pagpamangkot sang personal nga detalye sang miyembro sang PNP (ngalan, ranggo, address kag lugar kung sa diin na assign. Kung wala sang kaso base sa records, hambalon nga magbayad sa</i></b>	None	15 minutes	<i>Teresita P. Carmona, Computer Operator I</i>





	<b>City Treasurer's Office.</b>			
2. Pay the required Certification Fee at the City Treasurer's Office and receive the official receipt.  <b>Magbayad sang Certification Fee sa City Treasurer's Office kag batunon ang official receipt.</b>	2. Receive payment and issue official receipt.  <b>Batunon ang nagaka-igo nga bayad kag maghatag sang official receipt.</b>	PHP 50.00	30 minutes	<i>Revenue Collection Clerk, City Treasurer's Office</i>
3.1 Present official receipt.  3.2 Claim your requested PLEB Clearance. Present the Official Receipt to the PLEB Secretariat and then get the copy of the clearance.  <b>Ipakita sa PLEB Secretariat ang imo official receipt kag kuhaon ang kopya sang clearance.</b>	3.1 Check official receipt.  3.2 The Secretariat prints the clearance and let it signed by the PLEB Chairman, then, releasing of the clearance to the requesting member of the PNP.  <b>Pag-printa kag papirma sang Secretariat sa PLEB Chairman sang clearance kag ihatag gilayon sa nagakinahanglan.</b>	None	15 minutes	<i>Teresita P. Carmona, Computer Operator I</i>
	<b>TOTAL:</b>	PHP 50.00	1 hour	



## 5. Request by a Citizen or by an Agency that a Resolution or Ordinance be Passed for the General Welfare of the City and its Inhabitants

The Sangguniang Panlungsod in the exercise of its Legislative Power enacts and approves resolution and ordinance for the general welfare of the city and its inhabitants. A citizen or agency concerned for the general welfare of the City can request or suggest that a resolution or ordinance be passed by the Sanggunian for a justifiable cause.

***(Ang pagpatigayon sang Sanggunian Panlungsod sang iya Legislative Power, nagapatuman kag nagaaprubar sang mga resolusyon kag ordinansa para sa kaayuhan sang syudad kag sang mga pumuluyo. Ang isa ka pumuluyo ukon ahensya nga may pag-ulikid sa kaayuhan sang iya nga syudad kag katawhan pwede makahingyo ukon makatugda nga ang Sanggunian magapasar sang is aka resolusyon ukon ordinansa.)***

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter-request or proposal addressed to: The Honorable Members Office of the Sangguniang Panlungsod Bago City  Through: Hon. Nicholas M. Yulo City Mayor Bago City		Client/Requesting party/agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit your letter-request/proposals to the City Mayor's Office as Standard Operating Procedures.  <b><i>Magpasa sang letter-request /proposal sang luyag nga ipapasar nga resolution ukon ordinansa sa City Mayor's Office.</i></b>	1. We will wait endorsement/letter-request from the City Mayor's Office. Once endorsed, then submits the said document to the secretariat of the Sanggunian Panlungsod for possible inclusion in the agenda of the forthcoming Regular Session. During the	None	5 minutes	<i>Lemuel G. Jalea, Administrative Assistant</i>  <i>or</i> <i>assigned staff</i>



	<p>Regular Session the August Body evaluates the papers, and either to approve or referral to the Committee.</p> <p><b>Magahulat nga ma-endorse halin sa City Mayor's office. Kun na endorse na, gilayon gina submit sa secretariat sa Sangguniang Panlungsod para sa posible nga pagdugang sa agenda sa masunod nga regular session. Sa ti-on sang regular session ini pagadesisyonan kun i-approve ukon i-refer sa committee.</b></p>			
<p>2. Wait for the scheduled committee hearing, if needed.</p> <p><b>Palihog maghulat sang schedule sang committee hearing.</b></p>	<p>2.1 SP conducts a call for committee hearing in case need for clarification from the proponent or agency concerned.</p> <p><b>Ang Sanggunian magatigayon sang committee hearing kung ginakinahanglan mi i-klaro parte sa Ila request.</b></p> <p>2.2 The In-charge Committee will render report on their recommendation for the approval/disapproval</p>	None	<p>2 weeks</p> <p>1 day (to be included in the Agenda during Regular Session)</p>	<p><i>SP Committee In-charge</i></p>



	<p>of the request or proposal.</p> <p><b><i>Maga report ang committee kung ano ang ginrekomenda parte sa gintigayon nga committee hearing.</i></b></p> <p>2.3 Printing of the resolution of approval.</p> <p><b><i>Pag-printa sang resolution sang pag-aproba.</i></b></p>			<p><i>Lemuel G. Jalea, Administrative Assistant I</i></p>
<p>3. Get your copy of resolution of approval.</p> <p><b><i>I-follow-up kag kuhaon ang kopya sang resolution.</i></b></p>	<p>3. Release a copy of resolution of approval.</p> <p><b><i>Paghatag sang resolution sang pag-aproba.</i></b></p>	None	5 minutes	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p><i>or</i></p> <p><i>assigned staff</i></p>
<b>TOTAL:</b>		None	15 days and 10 minutes	



## 6. Request for a Copy of a Resolution, Ordinance or Other Legislative Documents

The Sangguniang Panlungsod, in the exercise of its Legislative Power enacts ordinances, approves resolutions and appropriate funds for the general welfare of the city and its inhabitants. It is for this matter that upon request, our office furnishes ordinances and resolutions to its constituents and other agencies for their guidance and information or support.

*(Ang pagpatigayon sang Sanggunian Panlungsod sang iya nga Legislative Power, nagabalay sang mga ordinansa, naga-aprubar sang mga resolusyon kag nagapatigayon sang pondo para sa kaayuhan sang tanan nga mga pumuloyo sang syudad. Sa amo sini nga katungdanan, kon kamo magahingyo, ang amon opisina magahatag sang mga ordinansa kag resolusyon sa iya mga pumuloyo kag iban nga ahensya para sa ila katumanan, ihibalo kag suporta.)*

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Document 1</b> (Official Receipt - Secretary's fee)  Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01:  1). For every page                      PHP   10.00 2). For each certificate of correctness (with seal of Office) written on the copy or attached thereto. 1 <sup>st</sup> two copies                              40.00 For every additional copy              10.00 3). For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page                      15.00 4). Photocopy or any other copy produced by copying machine per page   2.00		City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. Visit SP Office to request the document that you may need.	1. Inquires the documents needed and then advises	None	10 minutes
			<i>Lemuel G. Jalea, Administrative Assistant</i>



<p>Signify your request for a copy of Ordinance/s, Resolution/s you need.</p> <p><b>Magkadtong kag magpangayo sang kopya sang Ordinansa ukon Resolusyon nga imo ginakinahanglan.</b></p>	<p>client to pay Secretary's fee to the City Treasurer's Office.</p> <p><b>Magpamangkot sang kinahanglanon nga dokumento kag hambalon magbayad sa City Treasurer's Office.</b></p>			<p>or assigned staff</p>
<p>2.1 Pay the required service fees at the City Treasurer's Office.</p> <p>2.2 Get Official Receipt.</p> <p><b>Magbayad sang nagakaigo nga balayran sa City Treasurer's Office kag kuha-on ang official receipt.</b></p>	<p>2. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>See Annex A  (Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01)</p>	30 minutes	<p>Revenue Collection Clerk, City Treasurer's Office</p>
<p>3. Present the Official Receipt and get the copy.</p> <p><b>Ipakita ang official receipt sa Records Officer sang SP Office kag kuha ang imo kopya.</b></p>	<p>3.1 Check official receipt.</p> <p>3.2 Hands out the document requested and let the client sign in the record book as proof of receipt.</p> <p><b>I-check ang official receipt. Ihatag ang nagakaigo nga kinahanglanon nga dokumento ginapangayo kag ipapirmahon ang kliyente sa record book bilang pruwera sang pagbaton.</b></p>	None	5 minutes	<p>Lemuel G. Jalea, Administrative Assistant</p> <p>or assigned staff</p>
<b>TOTAL:</b>		See Annex A	45 minutes	



## 7. Request for Certified True Copy of Resolution, Ordinance or Other Legislative Documents

Any citizen can request a certified true copy of City Council documents such as Resolution, Ordinance or other legislative documents for their information or reference.

***(Ang bisan sin-o nga pumuluyo ukon ahensya makahingyo sang sertipikado nga dokumento sa Sanggunian pareho sang resolusyon,ordinansa ukon iban pa nga dokumento para sa iya ginakinahanglanon ukon impormasyon.)***

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Photocopy of the resolution/ordinance or other legislative documents		SP Office		
<b>Document 2</b> (Official Receipt - Secretary's fee)  Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01:  1). For every page PHP 10.00 2). For each certificate of correctness (with seal of Office) written on the copy or attached thereto. 1 <sup>st</sup> two copies 40.00 For every additional copy 10.00 3). For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page 15.00 4). Photocopy or any other copy produced by copying machine per page 2.00		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. State and present the documents you are requesting for certified true copy.	1. Check the documents needed to be certified and furnish copy. Stamp the document with the signed by the	None	15 minutes	<i>Lemuel G. Jalea, Administrative Assistant</i>  or  <i>assigned staff</i>



<p><b>Pagapresentar ang dokumento nga ginakinahanglan ipa certified true copy.</b></p>	<p>Secretary to the Sangguniang Panlungsod or authorized personnel of the office.</p> <p><b>Pagcheck sang dokumento nga kinahanglan ipa-certify. Hatagan sang kopya kag pagstamp sang dokumento nga may pirma sang Secretary ukon authorized nga manug perma.</b></p>			
<p>2.1 Pay the required service fees at the City Treasurer's Office.</p> <p>2.2 Get Official Receipt.</p> <p><b>Magbayad sang nagakaigo nga balayran sa City Treasurer's Office kag kuha-on ang official receipt.</b></p>	<p>2. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>See Annex A</p> <p>(Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01)</p>	<p>30 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>3. Receive copy of the document with certified true copy.</p> <p><b>Batunon ang kopya sang dokumento nga may certified true copy.</b></p>	<p>3. Release of the document to the client.</p> <p><b>Ihatag ang nagakaigo nga kinahanglon nga dokumento sa kliyente.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p>or</p> <p><i>assigned staff</i></p>
<p><b>TOTAL:</b></p>		<p>See Annex A</p>	<p>50 minutes</p>	





# **OFFICE OF THE SANGGUNIANG PANLUNGSOD**

## **Internal Services**



## 1. Request by a Citizen or by an Agency that a Resolution or Ordinance be Passed for the General Welfare of the City and its Inhabitants

The Sangguniang Panlungsod in the exercise of its Legislative Power enacts and approves resolution and ordinance for the general welfare of the city and its inhabitants. A citizen or agency concerned for the general welfare of the City can request or suggest that a resolution or ordinance be passed by the Sanggunian for a justifiable cause.

*(Ang pagpatigayon sang Sanggunian Panlungsod sang iya Legislative Power, nagapatuman kag nagaaprubar sang mga resolusyon kag ordinansa para sa kaayuhan sang syudad kag sang mga pumuluyo. Ang isa ka pumuluyo ukon ahensya nga may pag-ulikid sa kaayuhan sang iya nga syudad kag katawhan pwede makahingyo ukon makatugda nga ang Sanggunian magapasang sang is aka resolusyon ukon ordinansa.)*

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter-request or proposal addressed to: The Honorable Members Office of the Sangguniang Panlungsod Bago City  Through: Hon. Nicholas M. Yulo City Mayor Bago City		Client/Requesting party/agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit your letter-request/proposals to the City Mayor's Office as Standard Operating Procedures.  <i><b>Magpasa sang letter-request /proposal sang luyag nga ipapasang nga resolution ukon ordinansa sa City Mayor's Office.</b></i>	1. We will wait endorsement/letter-request from the City Mayor's Office. Once endorsed, then submits the said document to the secretariat of the Sanggunian Panlungsod for possible inclusion in the agenda of the forthcoming Regular Session. During the	None	5 minutes	<i>Lemuel G. Jalea, Administrative Assistant</i>  <i>or</i> <i>assigned staff</i>



	<p>Regular Session the August Body evaluates the papers, and either to approve or referral to the Committee.</p> <p><b>Magahulat nga ma-endorse halin sa City Mayor's office. Kun na endorse na, gilayon gina submit sa secretariat sa Sangguniang Panlungsod para sa posible nga pagdugang sa agenda sa masunod nga regular session. Sa ti-on sang regular session ini pagadesisyonan kun i-approve ukon i-refer sa committee.</b></p>			
<p>2. Wait for the scheduled committee hearing, if needed.</p> <p><b>Palihog maghulat sang schedule sang committee hearing.</b></p>	<p>2.1 SP conducts a call for committee hearing in case need for clarification from the proponent or agency concerned.</p> <p><b>Ang Sanggunian magatigayon sang committee hearing kung ginakinahanglan mi i-klaro parte sa ila request.</b></p> <p>2.2 The In-charge Committee will render report on their recommendation for the approval/disapproval</p>	<p>None</p>	<p>2 weeks</p> <p>1 day (to be included in the Agenda during Regular Session)</p>	<p>SP Committee In-charge</p>



	<p>of the request or proposal.</p> <p><b><i>Maga-report ang committee kung ano ang ginrekomenda parte sa gintigayon nga committee hearing.</i></b></p> <p>2.3 Printing of the resolution of approval.</p> <p><b><i>Pag-printa sang resolution sang pag-aproba.</i></b></p>			<p><i>Lemuel G. Jalea, Administrative Assistant I</i></p>
<p>3. Get your copy of resolution of approval.</p> <p><b><i>I-follow-up kag kuhaon ang kopya sang resolution.</i></b></p>	<p>3. Release a copy of resolution of approval.</p> <p><b><i>Paghatag sang resolution sang pag-aproba.</i></b></p>	None	5 minutes	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p><i>or</i></p> <p><i>assigned staff</i></p>
<b>TOTAL:</b>		None	15 days and 10 minutes	



## 2. Request for a Copy of a Resolution, Ordinance or Other Legislative Documents

The Sangguniang Panlungsod, in the exercise of its Legislative Power enacts ordinances, approves resolutions and appropriate funds for the general welfare of the city and its inhabitants. It is for this matter that upon request, our office furnishes ordinances and resolutions to its constituents and other agencies for their guidance and information or support.

*(Ang pagpatigayon sang Sanggunian Panlungsod sang iya nga Legislative Power, nagabalay sang mga ordinansa, naga-aprubar sang mga resolusyon kag nagapatigayon sang pondo para sa kaayuhan sang tanan nga mga pumuloyo sang syudad. Sa amo sini nga katungdanan, kon kamo magahingyo, ang amon opisina magahatag sang mga ordinansa kag resolusyon sa iya mga pumuloyo kag iban nga ahensya para sa ila katumanan, ibhalo kag suporta.)*

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod							
<b>Classification:</b>	Simple							
<b>Type of Transaction:</b>	G2G-Government to Government							
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's							
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>						
<b>Document 1</b> (Official Receipt - Secretary's fee)  Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01: <ol style="list-style-type: none"> <li>1). For every page <span style="float: right;">PHP 10.00</span></li> <li>2). For each certificate of correctness (with seal of Office) written on the copy or attached thereto.               <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">1<sup>st</sup> two copies</td> <td style="text-align: right; padding-right: 20px;">40.00</td> </tr> <tr> <td style="padding-left: 20px;">For every additional copy</td> <td style="text-align: right;">10.00</td> </tr> </table> </li> <li>3). For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page <span style="float: right;">15.00</span></li> <li>4). Photocopy or any other copy produced by copying machine per page <span style="float: right;">2.00</span></li> </ol>		1 <sup>st</sup> two copies	40.00	For every additional copy	10.00	City Treasurer's Office		
1 <sup>st</sup> two copies	40.00							
For every additional copy	10.00							
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>				
1. Visit SP Office to request the document that you may need.	1. Inquires the documents needed and then advises	None	10 minutes	<i>Lemuel G. Jalea, Administrative Assistant</i>				



<p>Signify your request for a copy of Ordinance/s, Resolution/s you need.</p> <p><b>Magkadto kag magpangayo sang kopya sang Ordinansa ukon Resolusyon nga imo ginakinahanglan.</b></p>	<p>client to pay Secretary's fee to the City Treasurer's Office.</p> <p><b>Magpamangkot sang kinahanglanon nga dokumento kag hambalon magbayad sa City Treasurer's Office.</b></p>			<p>or assigned staff</p>
<p>2.1 Pay the required service fees at the City Treasurer's Office.</p> <p>2.2 Get Official Receipt.</p> <p><b>Magbayad sang nagakaigo nga balayran sa City Treasurer's Office kag kuha-on ang official receipt.</b></p>	<p>2. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>See Annex A  (Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01)</p>	30 minutes	<p>Revenue Collection Clerk, City Treasurer's Office</p>
<p>3. Present the Official Receipt and get the copy.</p> <p><b>Ipakita ang official receipt sa Records Officer sang SP Office kag kuha-a ang imo kopya.</b></p>	<p>3.1 Check official receipt.</p> <p>3.2 Hands out the document requested and let the client sign in the record book as proof of receipt.</p> <p><b>I-check ang official receipt. Ihatag ang nagakaigo nga kinahanglanon nga dokumento ginapangayo kag ipapirmahon ang kliyente sa record book bilang pruwera sang pagbaton.</b></p>	None	5 minutes	<p>Lemuel G. Jalea, Administrative Assistant</p> <p>or assigned staff</p>
<b>TOTAL:</b>		See Annex A	45 minutes	



### 3. Request for Certified True Copy of Resolution, Ordinance or Other Legislative Documents

Any citizen can request a certified true copy of City Council documents such as Resolution, Ordinance or other legislative documents for their information or reference.

***(Ang bisan sin-o nga pumuluyo ukon ahensya makahingyo sang sertipikado nga dokumento sa Sanggunian pareho sang resolusyon,ordinansa ukon iban pa nga dokumento para sa iya ginakinahanglanon ukon impormasyon.)***

<b>Office or Division:</b>	Office of the Sangguniang Panlungsod		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G-Government to Government		
<b>Who may avail:</b>	Government & Private Agencies, GO's/NGO's/PO's		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Document 1</b> Photocopy of the resolution/ordinance or other legislative documents		SP Office	
<b>Document 2</b> Official Receipt - Secretary's fee  Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01:  1). For every page    PHP    10.00 2). For each certificate of correctness (with seal of Office) written on the copy or attached thereto. 1 <sup>st</sup> two copies    40.00 For every additional copy    10.00 3). For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page    15.00 4). Photocopy or any other copy produced by copying machine per page                                  2.00		City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. State and present the documents you are requesting for certified true copy.	1. Check the documents needed to be certified and furnish copy. Stamp the document with the	None	15 minutes
			<b>PERSON RESPONSIBLE</b> <i>Lemuel G. Jalea,</i> <i>Administrative Assistant</i>  or



<p><b>Pagapresentar ang dokumento nga ginakinahanglan ipa certified true copy.</b></p>	<p>signed by the Secretary to the Sangguniang Panlungsod or authorized personnel of the office.</p> <p><b>Pag-check sang dokumento nga kinahanglan ipa-certify. Hatagan sang kopya kag pag-stamp sang dokumento nga may pirma sang Secretary ukon authorized nga manug perma.</b></p>			<p><i>assigned staff</i></p>
<p>2.1 Pay the required service fees at the City Treasurer's Office.</p> <p>2.2 Get Official Receipt.</p> <p><b>Magbayad sang nagakaigo nga balayran sa City Treasurer's Office kag kuha-on ang official receipt.</b></p>	<p>2. Receive payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>See Annex A (Based on the Revenue Code of 2017, specifically Chapter 4, Article 4, Section 4.A.01)</p>	<p>30 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>3. Receive copy of the document with certified true copy.</p> <p><b>Batunon ang kopya sang dokumento nga may certified true copy.</b></p>	<p>3. Release of the document to the client.</p> <p><b>Ihatag ang nagakaigo nga kinahanglon nga dokumento sa kliyente.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Lemuel G. Jalea, Administrative Assistant</i></p> <p><i>or</i></p> <p><i>assigned staff</i></p>
<p><b>TOTAL:</b></p>		<p>See Annex A</p>	<p>50 minutes</p>	





# **ANNEX "A"**

## **OFFICE OF THE SANGGUNIANG PANLUNGSOD**



**Section 4A.01. Imposition of Fees.** There shall be collected the following fees from every person requesting for copies of official records and documents from the offices of this city.

<b>Secretary's Fee</b>	
1). For every page	PHP 10.00
2). For each certificate of correctness (with seal of Office) written on the copy or attached thereto. - 1st two copies - For every additional copy	PHP 40.00 PHP 10.00
3). For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page	PHP 15.00
4). Photocopy or any other copy produced by copying machine Per page	PHP 2.00

# CITY HEALTH OFFICE

## **Mandate:**

*“Health is wealth” You have the right use of this guide, after all, it has been mandated by no less than the Constitution to protect and promote your right to health.*

*You are invited and encouraged to participate in the continuous improvement in health promotion, health protection and preventive services among Bagonhons. This guide provides directions for you to use the different services offered by the City Health office. Rest assured then, that your health is one of the most important concerns of our City.*

*The vision of our City Health Office is “Healthy Empowered Bagonhon.” Its mission is to provide quality health care for all Bagonhons through accessible, affordable, and sustainable service delivery system within the context of local autonomy and multi-sectoral partnership and to promote health through the development and use of appropriate technology. Rest assured then, that your health is one of the most important concerns of our City.*



# **CITY HEALTH OFFICE**

## **External Services**



## 1. Availing of Dental Extraction and Consultation

A service provided to clients seeking for tooth extraction and dental consultation at a minimum fee. For clients 60 years old and above & 18 years old and below, a companion or guardian is required.

***(Serbisyo nga gina hatag sa mga kliyente nga nagakinahanglan magpagabot unto kag dental consultation. Para sa mga clients nga 60 ang edad pataas kag 18 ang edad padalum kinahanglan may ara gid sang upod.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	7 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Referral Slip if from other barangay	Barangay Health Station where client resides			
<b>Document 2</b> Individual Dental Form Individual Treatment Record (ITR) <i>(for Barangay Poblacion residents only)</i>	City Health Office			
<b>Document 3</b> Certification of Non-PUM/Non-PUI	Barangay			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage Area for registration and evaluation.  <b><i>Magkadto sa Triage Area para magpa-register kag para sa evaluation.</i></b>	1. Check the completeness of the document required. Let the client fill the Health Monitoring form and get the vital signs.  <b><i>I-check kon kumpleto ang dokumento nga gina require. Pasulaton ang kliyente sang Health Monitoring form kag kuha-an vital signs.</i></b>	None	15 minutes	<i>Health Personnel on Duty</i>  <i>Jocelyn C. Cusay</i> <i>Midwife II</i>  <i>Maricar E. Dela Cruz</i> <i>Midwife II</i>  <i>Sarah H. Jumabong</i> <i>Midwife II</i>  <i>Cherry R. Salazar</i> <i>Midwife II</i>  <i>Cristina L. Dioso</i> <i>Midwife II</i>



<p>2. Proceed to Admission area and get your priority number.</p> <p><b>Magkadto sa Admission area kag magkuha sang priority number.</b></p>	<p>2. Give the priority number and instruct the client to wait for their number to be called.</p> <p><b>Ihatag ang priority number kag hambalan ang kliyente nga hulaton nga malawag ang ila numero.</b></p>	None	15 minutes	<p><i>Health Personnel on Duty</i></p> <p><i>Jocelyn C. Cusay Midwife II</i></p> <p><i>Maricar E. Dela Cruz Midwife II</i></p> <p><i>Sarah H. Jumabong Midwife II</i></p> <p><i>Cherry R. Salazar Midwife II</i></p> <p><i>Cristina L. Dioso Midwife II</i></p>
<p>3. Proceed to Dental Area.</p> <p><b>Magkadto sa Dental Area.</b></p>	<p>3.1 Give and let the client wear the dental apron and assist him/her to the dental chair.</p> <p>3.2 Dentist performs check-up to the tooth to be extracted. If okay for extraction, Dentist performs tooth extraction.</p> <p>3.3 Dentist give prescription and the going home instruction to client.</p> <p><b>Ihatag kag ipasuksuk sa kliyente ang dental apron kag ipapungku-on sa dental chair.</b></p> <p><b>I-check sang Dentista ang unto kon pwede magabot. Kon pwede, paga-gaboton sang Dentista ang unto.</b></p>	None	<p>5 minutes</p> <p>15 minutes</p> <p>5 minutes</p>	<p><i>Dr. Donna C. Dreyfus Dentist III</i></p> <p>or</p> <p><i>Dental Aide on duty</i></p>



	<p><i>Hatagan sang Dentista sang prescription sang bulong kag instraksyunan kon paano inumon.</i></p>			
<p>4. Pay the dental fee at the City Treasurer's Office.</p> <p><b><i>Palihog magbayad sang Dental fee sa City Treasurer's Office.</i></b></p>	<p>4.1 Give instruction to the client regarding the payment of fees.</p> <p>4.2 City Treasurer's Office receives payment and issues official receipt.</p> <p><b><i>Maghatag sang instraksyon sa kliyente kon sa diin maga-bayad.</i></b></p> <p><b><i>Batunon sang City Treasurer's Office ang bayad kag maga-issue sang official receipt.</i></b></p>	<p>PHP 180.00 per tooth <i>(Incase w/ extraction)</i></p>	<p>15 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>5. Proceed to the Drug Room. After your dental procedure, please proceed to our Drug Room and ask for the availability of your prescribed medicines.</p> <p><b><i>Pagkatapos mag pagabot unto, magkadto sa Drug Room kag mamangkot kon may available nga bulong nga yara sa prescription.</i></b></p>	<p>5. Check the prescription and give the available medicine prescribed by the doctor.</p> <p><b><i>Lantawon ang prescription kag hatagan bulong kon may ara available.</i></b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Joseph V. Aunzo Nurse III</i></p>
	<p><b>TOTAL:</b></p>	<p>PHP 180.00</p>	<p>1 hour and 20 minutes</p>	



## 2. Availing of Medical Consultation (Non-Emergency)

One of the services rendered by the City Health Office in the practice of promoting a healthy Citizenry is the free medical consultation. Bago City has 3 major satellite health center with Medical Officers and Dentist assigned.

***(Pagpakonsulta sa doctor sang mga balatian o ginabatyag nga masakit sang isa ka tawo.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All residents of Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Referral Slip with Individual Treatment Record (ITR) <i>(if from other barangay)</i>		Barangay where client resides		
<b>Document 2</b> Individual Treatment Record (ITR) <i>(for Barangay Poblacion residents only)</i>		City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage Area for registration.  <b>Magkadto sa Triage Area para magpalista sang nagakaigo nga serbisyo.</b>	1. Check the completeness of the documents required. Let the client fill the health monitoring form and get the vital signs.  <b><i>I-check kon kompleto ang dokumento kag pasulaton sa health monitoring form ang kliyente kag kuha-an siya sang vital signs.</i></b>	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>
2. Proceed to Admission area and get your priority number.  <b>Magkadto sa Admission area kag</b>	2. Give the priority number and instruct the client to wait for their number to be called.	None	30 minutes	<i>Midwife on Duty</i>





<p><i>magkuha sang priority number.</i></p>	<p><i>lhatag ang priority number kag hambalan ang kliyente nga hulaton nga malawag ang ila numero.</i></p>			
<p>3. Proceed to the Consultation Area.</p> <p><i>Magkadto sa consultation area.</i></p>	<p>3. Physician do a physical check up with the patient and give prescription and laboratory request to the clients.</p> <p><i>Iga-check-up sang doctor kag pasyente kag hatagan sang reseta kag laboratory request.</i></p>	None	20 minutes	<p><i>Dr. Elvis B. Gonzales Medical Officer III</i></p> <p><i>Dr. Ma. Theresa R. Gonzaga Medical Officer III</i></p> <p><i>Dr. Jiovanni C. Alvarado Medical Officer III</i></p> <p><i>Dr. Allan N. Abayon Medical Officer III</i></p> <p><i>Dr. Georgina M. Hufanda Medical Officer III</i></p> <p><i>Dr. Grace G. De Juan Medical Officer III</i></p>
<p>4. Proceed to Drug Room (if with prescription medicines). Proceed to the Drug Room and ask for the availability of your prescribed medicines.</p> <p><i>Magkadto sa Drug Room (kon may reseta sang bulong). Kon may ara gin reseta, mamangkot kon may available nga bulong nga yara sa reseta.</i></p>	<p>4. Check the prescription and give the available medicines prescribed by the doctor.</p> <p><i>I-check ang reseta kag hatagan sang available nga bulong nga gin reseta sang doctor.</i></p>	None	10 minutes	<p><i>Joseph V. Aunzo Nurse III</i></p>
<b>TOTAL:</b>		None	1 hour and 15 minutes	



### 3. Availing of Laboratory Examination (Sputum Examination, Gram Stain and Newborn Screening)

The CHO also provides simple Laboratory Examinations to whosoever needs the service at a minimal amount.

**(Ang City Health Office nagahatag man sang simple Laboratory Examinations sa kon sin-o man nagakinahanglan sang serbisyo sa barato nga presyo.)**

<b>Office or Division:</b>		City Health Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		7 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Laboratory Request		Client's Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage area for registration and evaluation.  <b>Magkadto sa Triage area para sa evaluation kag advice.</b>	1. Check the completeness of the documents required and let the client fill-up the health monitoring form.  <b>Iga-check kon kompleto ang dokumento kag pasulaton sa health monitoring form ang kliyente.</b>	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>
2.1 Proceed to Laboratory room  <b>Magkadto sa Laboratory room.</b>  2.2 Fill-up the required forms.  <b>Fill-upan ang pormas.</b>  2.3 Collection of specimens.	2.1 Get the Laboratory request and perform the necessary procedure.  <b>Kuha-on ang laboratory request kag iga-himuon ang necessary procedure.</b>	None	15 minutes	<i>Glenly C. Casona Medical Technologist III</i>  <i>Quinie J. Gobuyan Medical Technologist II</i>  <i>Grace L. Soria Medical Technologist II</i>



<p><b>Kolektahon ang specimens.</b></p>				
<p>3.1 Pay Laboratory Fee at the City Treasurer's Office.</p> <p><b>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayran.</b></p> <p>3.2 Receive official receipt</p> <p><b>Kuha-on ang official receipt.</b></p>	<p>3.1 Instruct client to pay the amount dues</p> <p>3.2 Treasurer's Office receives the payment and issue official receipt</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>PHP 1,800.00 (for Newborn Screening)</p>	<p>15 minutes</p>	<p><i>Medical Technologist</i></p> <p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>4. Release of Result</p> <p>Get your laboratory result.</p> <p><b>Batunon ang imo laboratory result.</b></p>	<p>4. Give the laboratory result to the client.</p> <p><i>(For Gram Stain, return after 2 hours to get the result)</i></p> <p><i>(For Sputum Exam, Instruct client to return the day after for the result.)</i></p> <p><i>(For Newborn Screening, instruct the client to wait for the call from Midwife/Nurse.)</i></p> <p><b>Ihatag and resulta sang laboratory sa kliyente.</b></p>		<p>2 hours (for Gram Stain)</p> <p>1 day (for Sputum Exam)</p> <p>7 days (for Newborn Screening)</p>	<p><i>Glenly C. Casona Medical Technologist III</i></p> <p><i>Quinie J. Gobuyan Medical Technologist II</i></p> <p><i>Grace L. Soria Medical Technologist II</i></p>
<p><b>TOTAL:</b></p>			<p>7 days</p>	



#### 4. Issuance of Death Certificate

A legal document issued by a qualified health practitioner for certifying the death of a person and stating the cause if known. Death must be reported by the nearest kin or spouse of the deceased and registered within 48 hours from the time of death. After the release of the Death Certificate, client is directed to register the same to the Office of Local Civil Registrar within the reglementary period of 30 days.

*(Legal nga dukumento nga gina hatag sang qualified nga health practitioner para mag-certify sang kamatayon sang isa ka-tawo kag kon sa diin makita ang rason sini. Ang kamatayon gilayon ireport sa pinakamalapit nga paryente ukon asawa para ma-register sa sulod sang 48 ka-oras halin sa pagkamatay. Pagkatapos sang pag-release sang Death Certificate, ang kliyente maga-register sa Office of the Local Civil Registrar sa sulod sang 30 ka-adlaw.)*

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	The family of the deceased			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Barangay Certification of Death (if death took place outside clinics or hospitals)		Barangay where the client resides		
<b>Document 2</b> Dead on Arrival - if brought to the hospital but already dead upon arriving)		Hospital where the client died		
<b>Document 3</b> Birth or Marriage contract of the deceased		City/Municipality where client was born or married		
Document 4 (Rapid Antigen Test Result)		City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage area for registration and assessment of your requirements.  <b>Magkado sa Triage area para magpalista sang naga kaigo nga serbisyo.</b>	1.1 Check the completeness of the required documents.  <b>I-check kon kompleto ang ginpasa nga dokumento.</b>  1.2 If complete, let the client fill up the health monitoring form and the death information sheet.	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>



	<p><b>Kon kompleto, pasulaton sa health monitoring form ang kliyente sang mga kinahanglan nga impormasyon para sa death information sheet.</b></p> <p>1.3 If incomplete return the documents to the client for completion.</p> <p><b>Kon kulang, ibalik ang mga dokumento sang kliyente para ma kompleto niya ini.</b></p>			
<p>2. Proceed to Admission area and get your priority number.</p> <p><b>Magkadto sa Admission area kag magkuha sang priority number.</b></p>	<p>2. Give the priority number and instruct the client to wait for their number to be called.</p> <p><b>Ihatag ang priority number kag hambalan ang kliyente nga hulaton nga malawag ila numero.</b></p>	None	20 minutes	Midwife on duty
<p>3.1 Go to Consultation Room.</p> <p><b>Makadto sa Medical Officer/physician on duty.</b></p> <p>3.2 Wait for the Death Certificate to be issued.</p> <p><b>Maghulat sa pag-release sang Death Certificate.</b></p>	<p>3.1 Physician interview the informant on the history of illness/cause of death of the deceased.</p> <p><b>Maga-pamangkot ang doctor sang mga impormasyon parti sa history sang masakit ukon rason sang kinamatyan.</b></p>		45 minutes	<p>Medical Officer</p> <p>Midwife on duty</p>



	<p>3.2 Instruct the client to wait for the Death Certificate while it is being prepared by the clerk in charge.</p> <p><i>Hatagan sang instruction ang kliyente nga maghulat samtang gina ubra ang Death Certificate.</i></p>			
<p>4.1 Pay certification fee.</p> <p><i>Palihog magbayad sang certification fee sa City Treasurer's Office.</i></p> <p>4.2 Receive official receipt.</p> <p><i>Batunon ang official receipt.</i></p>	<p>4.1 Instruct the client to pay the amount due.</p> <p><i>Instrakyunan ang kliyente nga magbayad sa City Treasurer's Office.</i></p> <p>4.2 City Treasure's Office receives the payment and issue official receipt.</p> <p><i>Batunon ang bayad kag mag-issue sang official receipt.</i></p>	<p>PHP 50.00</p>	<p>15 minutes</p>	<p><i>Midwife on duty</i></p> <p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>5.1 Receive the death certificate.</p> <p><i>Batunon ang Death Certificate.</i></p> <p>5.b Proceed to Local Civil Registrar Office for the registration of the Death Certificate.</p> <p><i>Magkadto sa Local Civil Registrar para sa registration sang Death Certificate.</i></p>	<p>5.1 Give the Death Certificate and instruct the informant to go to the funeral home for signature of the embalmer on the certificate and return to City Health Office.</p> <p><i>Ihatag ang Death Certificate kag instraksyunan ang kliyente nga papirmahan ini sa embalmer sang punerarya, kag</i></p>		<p>30 minutes</p>	<p><i>Audrey A. Alvarez Clerk II</i></p> <p><i>Mark Lester M. Rendon Clerk I</i></p> <p><i>LCR</i></p>



	<p><b><i>pabalikon ini sa City Health Office.</i></b></p> <p>5.2 Get the Death Certificate for review and signature of the City Health Officer.</p> <p><b><i>I-review ang Death Certificate kag pirmahan sang City Health Officer.</i></b></p> <p>5.3 Instruct client to proceed to LCR for registration.</p> <p><b><i>Instraksyunan ang kliyente nga magkadto sa LCR para ipa-rehistro ang Death Certificate.</i></b></p>			
<b>TOTAL:</b>	PHP 50.00	2 hours and 5 minutes		



## 5. Securing Health Cards/Certificate

Health Card/Certificate is required from all business establishments to ensure that both the operator and employees are cleared of any communicable/infectious diseases. Health Cards are issued after the conduct of a physical examination and their attendance to the Food Handlers Class conducted by this Office.

***(Ang Health Card/Certificate kinahanglanon sang tanan nga mga establimento sa tag-iya kag empleyado sini nga sila wala balati-an/masakit. Ang Health Cards gina issue pagkatapos sang physical examination kag Food Handlers Class.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	To all the operators and employees of the business establishments, ambulant vendors and tricycle drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 X-ray Result (for non-food and food handlers)		Laboratory		
<b>Document 2</b> Stool exam (for food handlers only)		Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage area for registration and assessment of your requirements.  <b><i>Magkadto sa Triage area para magpalista sang naga-kaigo nga serbisyo kag ma-check ang mga requirements.</i></b>	1.1 Check the completeness of the documents required.  <b><i>I-check kon kompleto ang mga dokumento.</i></b>  1.2 If complete let the client fill up the monitoring health form.  <b><i>Kon kompleto, pasulaton sa health monitoring form ang kliyente.</i></b>  1.3 If incomplete, return the documents to the client for completion	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>





	<b><i>Kon kulang, ibalik ang mga dokumento sang kliyente para ma kompleto niya ini.</i></b>			
2. Proceed to the Environment & Sanitary Section and submit the required documents.  <b><i>Magkadto sa Environment &amp; Sanitary Section kag ipasa ang mga kinahanglan nga dokumento.</i></b>	2. Sanitary Inspector receives the document and prepare the health card.  <b><i>Batunon ang dokumento kag i-preparar ang Health Card.</i></b>	None	10 minutes	<b><i>Charlie A. Tambanillo Sanitation Inspector III</i></b>  <b><i>Ria A. Ramirez Sanitation Inspector I</i></b>  <b><i>Kenneth P. Amarilla Sanitation Inspector I</i></b>
3.1 Proceed to the City Treasurer's Office to pay the fees.  <b><i>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayran.</i></b>	3.1 Instruct the client to pay the amount due.  <b><i>Instraksyunan ang kliyente nga magbayad sa City Treasurer's Office.</i></b>	PHP 50.00	15 minutes	<b><i>Charlie A. Tambanillo Sanitation Inspector III</i></b>  <b><i>Ria A. Ramirez Sanitation Inspector I</i></b>  <b><i>Kenneth P. Amarilla Sanitation Inspector I</i></b>
3.2 Receive your official receipt.  <b><i>Batunon ang official receipt.</i></b>	3.2 Treasurer's Office receives the payment and issue official receipt.  <b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b>			<b><i>Revenue Collection Clerk, City Treasurer's Office</i></b>
4. Release of Health Certificate/Card.  Please return to the City Health Office, present your official receipt for	4. Give and instruct the client to always wear the health card/certificate whenever he is at work.	None	5 minutes	<b><i>Charlie A. Tambanillo Sanitation Inspector III</i></b>  <b><i>Ria A. Ramirez</i></b>



<p>the release of your Health Card/Certificate.</p> <p><b>Magbalik sa Environment &amp; Sanitary Section kag ipakita ang imo official receipt kag hulaton ang imo Health Card/Certificate.</b></p>	<p><b><i>Ihatag ang Health Card/Certificate kag Instraksyunan and kliyente nga gamiton niya guid permi ang card kon ara siya sa iya ulubrahan.</i></b></p>			<p><i>Sanitation Inspector I</i></p> <p><i>Kenneth P. Amarilla</i> <i>Sanitation Inspector I</i></p>
<b>TOTAL:</b>	<p>PHP 50.00</p>	<p>45 minutes</p>		



## 6. Securing Medical Certificate

This service is given to individuals being required by firms and other agencies of a Medical Certificate for the purpose of employment, school and sickness or disability.

*(Ang ini nga serbisyo gina-hatag sa mga indibidwal nga gina-require sa ulubrahan, eskwalahan, ukon iban nga agency sang Medical Certification sa pag-file sang disability o balati-an.)*

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals required to submit medical certificate either for work or school			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u><b>For School (College Entrance/Scholarship/Application)</b></u> <b>Document 1</b> Laboratory result (CBC, Urinalysis, Chest X-ray, HBsAg - for medical/allied medical courses)		Laboratory		
<u><b>For Government/Military/Security Personnel/Employment/Driver's License</b></u> <b>Document 1</b> Laboratory Result (CBC, Urinalysis, Chest X-ray, Drug Test, Neuro-psychiatric evaluation)		Laboratory		
<b>Document 2</b> Referral and ITR form if from barangay		Barangay Health Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage area for registration.  <b>Magkadto sa Triage area para magpalista sang naga-kaigo nga serbisyo.</b>	1.1 Check the completeness of the documents required.  <b>I-check kon kompleto ang mga dokumento.</b>  1.2 If complete, instruct the client to fill-up the health monitoring form and get the vital signs.	None	15 minutes	BHW/ Health Personnel on Duty



	<p><b>Pasulaton sa health monitoring form ang kliyente kag kuha-an sang vital signs.</b></p> <p>1.3 if incomplete, return the documents to the client for completion</p> <p><b>Kon kulang, ibalik ang mga dokumento sang kliyente para ma kompleto niya ini.</b></p>			
<p>2. Proceed to Admission area and get your priority number.</p> <p><b>Magkadto sa Admission area kag magkuha sang priority number.</b></p>	<p>2. Give the priority number and instruct the client to wait for their number to be called.</p> <p><b>Ihatag ang priority number kag hambalan ang kliyente nga hulaton nga malawag ila numero.</b></p>	None	15 minutes	<i>Midwife on Duty</i>
<p>3.1 Proceed to Consultation area.</p> <p><b>Magkadto sa Consultation area.</b></p> <p>3.2 Give the laboratory result to the medical officer.</p> <p><b>Ihatag ang laboratory result sa medical officer.</b></p> <p>3.3 Wait for the issuance of Medical Certificate.</p>	<p>3.1 Review all the laboratory results.</p> <p>3.2 If no findings, okay for issuance of physically fit/healthy medical certificate</p> <p>3.3 If with findings, prescribed medicines will be given and client will be advised to return for follow-up check as ordered.</p> <p>3.4 Instruct client to wait for his medical certificate</p>	None	20 minutes	<p><i>Medical Officer</i></p> <p><i>Audrey A. Alvarez Clerk II</i></p> <p><i>Mark Lester M. Rendon</i></p>



<p><b>Hulaton ang pag-issue sang Medical Certificate.</b></p>	<p>3.5 Prepare the medical certificate.</p> <p><b>I-check sa medical officer ang mga laboratory results. Kon wala findings, pagahimo-an sang physically fit/healthy medical certificate.</b></p> <p><b>Paga-resetahan naman sang doctor kon ang kliyente may gina-batyag sa lawas kag pabalikon sa health center para sa follow-up check base sa order sang doctor.</b></p>			<p><i>Clerk I</i></p>
<p>4.1 Proceed to the City Treasurer's Office and pay the Medical Certification Fee.</p> <p><b>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayran.</b></p> <p>4.2 Receive your official receipt.</p> <p><b>Batunon ang official receipt.</b></p>	<p>4.1 Instruct the client to pay the amount due.</p> <p><b>Instraksyunan ang kliyente nga magbayad sa City Treasurer's Office.</b></p> <p>4.2 Treasurer's Office receives the payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>PHP 50.00</p>	<p>15 minutes</p>	<p><i>Midwife on Duty</i></p> <p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>



<p>5. Release of Medical Certificate. Return to CHO and present official receipt, kindly wait for the release of your Medical Certificate.</p> <p><b>Magbalik sa City Health Office Admission Section kag ipakita ang imo receipt, kag hulaton nga ihatag ang imo medical certificate.</b></p>	<p>5. Give the signed medical certificate.</p> <p><b>Ihatag sa kliyente ang na pirmahan nga Medical Certificate.</b></p>	None	5 minutes	<i>Midwife on Duty</i>
<b>TOTAL:</b>		PHP 50.00	1 hour and 10 minutes	



## 7. Securing Medico-legal Certificate

This service is given to individual who claims injuries, medical history, and treatment protocols to provide fact-based reports on the cause and severity of the injuries as well as any short- and long-term effects these injuries may have on their future.

***(Ang ini nga serbisyo gina-hatag sa mga indibidwal nga naga alegar nga sila may sablag, medical history kag treatment protocols para may pamatuod sa kausa kag ka-lala sang injuries subong man temporaryo kag permanente nga epekto sang suno nga injuries nga iya maangkon sa palaaboton.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals required to submit medical certificate either for work or school			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Blotter Report		PNP		
<b>Document 2</b> Request for Medico-legal		PNP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage Area. Proceed to the Information Area for registration.  <b><i>Magkadto sa information area para magpalista sang naga kaigo nga serbisyo.</i></b>	1.1 Check the completeness of the documents required.  1.2 If complete, instruct the client to fill-up the health monitoring form and get the vital signs.  1.3 If incomplete, return the documents to the client for completion.  <b><i>I-check kon kompleto ang mga dokumento kag pasulaton sa health monitoring form ang</i></b>	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>



	<b><i>kliyente kag kuha-an sang vital signs.</i></b>			
<p>2. Proceed to the Admission area and get a priority number.</p> <p><b><i>Magkadto Sa Admission area kag magkuha sang priority number.</i></b></p>	<p>2. Give the priority number and instruct the client to wait for their number to be called.</p> <p><b><i>lhatag ang priority number kag hambalan ang kliyente nga hulaton nga malawag ila numero.</i></b></p>	None	15 minutes	<i>Midwife on Duty</i>
<p>3.1 Proceed to Consultation area</p> <p><b><i>Magkadto sa consultation area.</i></b></p> <p>3.2 Answer interview and wait for the issuance of medico-legal report.</p> <p><b><i>Sabton ang interview kag hulaton ang pag issue sang medico-legal report.</i></b></p>	<p>3.1 Interview the client what happened to him and check the injuries he sustained.</p> <p>3.2 Prepare the medico-legal report.</p> <p><b><i>Interbyuhon ang kliyente kon ano natabo sa iya kag i-check ang mga injuries.</i></b></p> <p>3.3 Instruct the client to wait for his medico-legal report.</p> <p><b><i>Hambalan ang kliyente nga hulaton ang iya medico-legal report.</i></b></p>	None	20 minutes	<p><i>Medical Officer</i></p> <p><i>Audrey A. Alvarez Clerk II</i></p> <p><i>Mark Lester M. Rendon Clerk</i></p>
<p>4.1 Proceed to the City Treasurer's Office and pay the Medical Certification Fee.</p> <p><b><i>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayan.</i></b></p>	<p>4.1 Instruct the client to pay the amount due.</p> <p><b><i>Instraksyunan ang kliyente nga magbayad sa City Treasurer's Office.</i></b></p>	PHP 100.00	15 minutes	<i>Midwife on Duty</i>





<p>4.2 Receive your official receipt.</p> <p><b>Batunon ang official receipt.</b></p>	<p>4.2 Treasurer's Office receives the payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>			
<p>5.1 Release of Medical Certificate. Return to CHO and present official receipt, kindly wait for the release of your Medical Certificate.</p> <p><b>Magbalik sa City Health Office Admission Section kag ipakita ang imo receipt, kag hulaton nga ihatag ang imo medical certificate.</b></p> <p>5.2 Receive medical certificate.</p> <p><b>Batunon ang Medical Certificate.</b></p>	<p>5. Give the signed medical certificate.</p> <p><b>Ihatag ang napirmahan nga Medical Certificate.</b></p>	None	5 minutes	Midwife on duty
<b>TOTAL:</b>		PHP 100.00	1 hour and 10 minutes	



## 8. Request for Permit to Exhume

Permit for Exhumation is a requirement prior to the evacuation of the remains of the deceased to give way to the burial of another deceased member of the family. This permit is only issued if the remains have already reached a minimum of 5 years to ensure that the health of the people living within the area will not be jeopardized.

***(Ang Permit for Exhumation gina-require antes mag-saylo sang remains sang patay para sa paglubong sang isa pagid ka miyembro sang pamilya nga napatay. Ang ini nga permit gina-hatag lang kon ang napatay nakalab-ot lang sang minimum nga lima (5) ka tu-ig para masigurado ang ika-ayong lawas sang mga tawo nga naga-istar sa palibot sang lugar.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	The family of the deceased			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Death Certificate of the person to be exhumed; - must have died 5 years ago or more <i>(Can be requested from the Office of the Local Civil Registrar if Old Death Certificate is not available or a printed photo of the tombstone)</i>		Local Civil Registrar, City Health Office		
<b>Document 2</b> Death Certificate of the person who recently died <i>(who will be replacing the old occupant of the niche)</i>		Local Civil Registrar, City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage area for assessment of your requirements.  <b><i>Magkadto sa Triage area para sa assessment sang mga requirements.</i></b>	1.1 Check the completeness of the documents required.  1.2 If complete, instruct the client to fill-up the health monitoring form and get the vital signs.  1.3 If incomplete, return the documents to the client for completion.	None	15 minutes	BHW/ Health Personnel on Duty  Charlie A. Tambanillo Sanitation Inspector III  Ria A. Ramirez Sanitation Inspector I  Kenneth P. Amarilla



	<p><b><i>I-check kon kompleto ang mga dokumento kag pasulaton sa health monitoring form ang kliyente kag kuha-an sang vital signs.</i></b></p> <p>1.4 Make/Print the Permit to exhume</p> <p><b><i>Himu-on ang Permit to Exhume</i></b></p>		10 minutes	Sanitation Inspector I
<p>2.1 Proceed to the City Treasurer's Office and pay the required fee.</p> <p><b><i>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayran.</i></b></p> <p>2.2 Receive your official receipt.</p> <p><b><i>Batunon ang official receipt.</i></b></p>	<p>2.1 Instruct the client to pay the amount due.</p> <p><b><i>Instraksyunan ang kliyente nga magbayad sa City Treasurer's Office.</i></b></p> <p>2.2 Treasurer's Office receives the payment and issue official receipt.</p> <p><b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b></p>	PHP 100.00	15 minutes	<p><b><i>Charlie A. Tambanillo</i></b> Sanitation Inspector III</p> <p><b><i>Ria A. Ramirez</i></b> Sanitation Inspector I</p> <p><b><i>Kenneth P. Amarilla</i></b> Sanitation Inspector I</p> <p><b><i>Revenue Collection Clerk,</i></b> City Treasurer's Office</p>
<p>3. Return to the Environment &amp; Sanitary Section and present the official receipt and wait for the release of the approved Permit to Exhume.</p> <p><b><i>Magbalik sa Environment &amp; Sanitary Section, ipakita ang official receipt kag hulaton nga ma-release ang Permit to Exhume.</i></b></p>	<p>3. Give the approved permit to exhume.</p> <p><b><i>Ihatag ang approved permit to exhume.</i></b></p>	None	5 minutes	<p><b><i>Charlie A. Tambanillo</i></b> Sanitation Inspector III</p> <p><b><i>Ria A. Ramirez</i></b> Sanitation Inspector I</p> <p><b><i>Kenneth P. Amarilla</i></b> Sanitation Inspector I</p>
	<b>TOTAL:</b>	PHP 100.00	45 minutes	



## 9. Request for Permit to Transfer Cadaver

This permit is required whenever the deceased needs to be transferred from one City or locality to another.

***(Ang Permit to Transfer Cadaver gina-require sa pamilya nga luyag isaylo ang ila patay sa isa ka syudad ukon locality.)***

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	The family of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Death Certificate of the person who recently died		Local Civil Registrar, City/Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage area for evaluation and assessment of your requirements.  <b><i>Magkadto sa information area para magpalista sang naga kaigo nga serbisyo.</i></b>	1.1 Check the completeness of the documents required  1.2 If complete, let the client fill up the Health Monitoring form and instruct client to proceed to admission area  1.3 If incomplete, return the documents to the client for completion.  <b><i>Ang mga gin-pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i></b>	None	15 minutes	<i>BHW/ Health Personnel on Duty</i>



<p>2. Proceed to Environment &amp; Sanitary Section and present needed documents.</p> <p><b>Magkadto sa Environment &amp; Sanitary Section kag ipakita ang mga dokumento.</b></p>	<p>2.1 Receives the documents.</p> <p>2.2 Prepares the Permit to Transfer Cadaver.</p> <p><b>Batunon ang mga dokumento kag ubrahon ang Permit to Transfer Cadaver.</b></p>	None	15 minutes	<p>Charlie A. Tambanillo Sanitation Inspector III</p> <p>Ria A. Ramirez Sanitation Inspector I</p> <p>Kenneth P. Amarilla Sanitation Inspector I</p>
<p>3.1 Proceed to the City Treasurer's Office and pay the required fee.</p> <p><b>Magkadto sa City Treasurer's Office kag mag bayad sang nagaka-igo nga balayran.</b></p> <p>3.2 Receive your official receipt.</p> <p><b>Batunon ang official receipt.</b></p>	<p>3.1 Instruct the client to pay the amount due.</p> <p><b>Instraksyunan ang kliyente nga magbayad sa City Treasurer's Office.</b></p> <p>3.2 Treasurer's Office receives the payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	PHP 100.00	15 minutes	<p>Charlie A. Tambanillo Sanitation Inspector III</p> <p>Ria A. Ramirez Sanitation Inspector I</p> <p>Kenneth P. Amarilla Sanitation Inspector I</p> <p>Revenue Collection Clerk, City Treasurers Office</p>
<p>4. Return to the Environment &amp; Sanitary Section and present the official receipt and wait for the release of the approved Permit to Transfer Cadaver.</p> <p><b>Magbalik sa Environment &amp; Sanitary Section, ipakita ang official receipt kag hulaton nga ma-release ang Permit to Transfer Cadaver.</b></p>	<p>4. Give the approved and signed Permit to Transfer Cadaver.</p> <p><b>Ihatag sa kliyente ang approved Permit to Transfer Cadaver.</b></p>	None	5 minutes	<p>Charlie A. Tambanillo Sanitation Inspector III</p> <p>Ria A. Ramirez Sanitation Inspector I</p> <p>Kenneth P. Amarilla Sanitation Inspector I</p>
<b>TOTAL:</b>		PHP 100.00	50 minutes	



# BAGO CITY HOSPITAL

## **Mandate:**

*Health service is one of the basic social services that the government must provide for its people. Bago City is composed of 24 barangays and the population of the City changes invariably as in and out migration occurs. Despite the availability of public physicians and private practitioners who provide health care to the people, still the majority of the population especially in the rural areas cannot afford the high cost of medical care today and most problems arise as a result of poor economic condition. Thus, Bago City Hospital was established on March 1, 1995, a locally funded Hospital with a bed capacity of 25 and later on upgraded with a 50 bed capacity. It is a level I Hospital which provides service capabilities needed and supported by the licensed physicians rendering services in the field of Surgery, Medicine, Pediatrics, Obstetrics and Gynecology as well as Ancillary Services: Laboratory, Pharmacy, and X-ray. The hospital renders services to patients on a 24-hour basis providing level I health care. Because of its accessibility to community, it does not only provide services to the City of Bago but also to its neighboring towns such as Pulupandan, Valladolid, Guimaras, La Carlota, San Enrique, Murcia and Bacolod. The hospital provides service capabilities as in OPD services (consultations), Minor Surgery, Immunization of Newborns, Newborn Screening, emergency Room Services, X-ray Services, Laboratory Services (Routine Examinations, Chemistry), In-patient Services (General Surgery, Medicine, Pediatrics, OB-Gyne), Nursing Services, Administrative Services, Dietary and Pharmacy Services.*

*With all these support from our Local Government Unit and from the Department of Health, the Bago City Hospital will be able to achieve its goal of delivering quality care to its constituents through upgraded facilities and services to meet the requirements for a Level I Hospital.*



# **BAGO CITY HOSPITAL**

## **External Services**





## 1. Admission to Hospital

The Bago City Hospital is capable of admitting patients only with an illness or disease that can be managed by a level I hospital.

***(Ang Bago City Hospital maka admit lang sang pasyente nga may balatian ukon masakit nga pwede mabulong sang isa ka level I hospital.)***

<b>Office or Division:</b>	Emergency Room Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Patient for Admission			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Consent Slip		Admitting Department, Bago City Hospital		
<b>Document 2</b> Philhealth Membership (MDR)		Philhealth/Records Section or Philhealth Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage area for assessment.  <b><i>Magkadto sa triage para sa assessment.</i></b>	1. Triage team will assess patient.  <b><i>Ang triage team maga assess sa pasyente.</i></b>	None	30 minutes	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH or Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>
2.1 Go to ER for admission.  2.2 Sign the consent slip.  <b><i>Magkadto sa ER para magpa admit kag pirmahan ang consent slip.</i></b>	2. ER Nurse will let patient/ patient's folk sign a consent slip and instruct him/her to go to the admitting section to get admission record and go back to the ER for admission  <b><i>Ipapirmahan sang ER Nurse ang pasyente ukon ang iya bantay sang consent slip kag pakadtuon siya sa admitting</i></b>	None	30 minutes	<i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>



	<b>section para magkuha sang admission record kag magbalik sa ER para magpa admit.</b>			
<p>3.1 Go to Admitting Section to get admission record.</p> <p>3.2 Answer interview.</p> <p>3.3 Receive admission record and bring the record to the ER.</p> <p><b>Magkadto sa admitting section para magkuha sang admission record. Sabton ang interview kag batunon ang admission record kag dal-on sa ER.</b></p>	<p>3. Admitting personnel will interview patient/patient's folks for personal data and issue an admission record. Then instruct patient/folk to bring the record to the ER for admission purposes.</p> <p><b>Ang admitting personnel magapamangkot sa pasyente ukon iya bantay sang personal data sang pasyente kag hatagan sya sang admission record. Dason pabalikon siya sa ER dala ang records para magpaadmit.</b></p>	None	30 minutes	<i>Julieta B. Escobar, Nurse I Records-Incharge</i>
<p>4. Go back to ER with admission record and be admitted.</p> <p><b>Magkadto balik sa ER dala ang admission record kag magpaadmit.</b></p>	<p>4. ER doctor will examine patient and make medical orders. ER nurse will carry out the doctor's order for patient admission.</p> <p><b>Ang ER doctor maga examine sa pasyente kag maghimo sang medical orders. Ang ER Nurse</b></p>	None	1 hour	<p><i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i></p> <p>or</p> <p><i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i></p>



	<i>maga carry out sang doctor's orders para sa admission sang pasyente.</i>			
	<b>TOTAL:</b>	None	2 hours and 30 minutes	



## 2. Discharge Patients

This procedure is provided to all admitted patients who have recovered from their illness and ready for discharge. In some cases, should the patient's family decide to discharge their patient who is not yet well; a dissent slip will be issued.

***(Ini nga proseso ginahatag sa tanan nga pasyente nga na-admit nga nag ayo na kag pwede na papulion. Pero kung ang pasyente indi pa mayo ang pamatyag kag nagapamilit gid ma gwa, papirmahon siya sang against medical advise slip.)***

<b>Office Or Division:</b>	Ward / Private Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to client			
<b>Who may avail:</b>	Patients recovered from their illness.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Discharge Order	Doctor on duty, Bago City Hospital			
<b>Document 2</b> Hospital Bill/Statement of Account	Hospital Billing Section/Cashier, Bago City Hospital			
<b>Document 3</b> Official Receipt/Discharge slip	Cashier/Nurse on duty, Bago City Hospital			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Wait for discharge slip, home instructions and prescription of medicines from the Nurse.  <b><i>Maghulat sang discharge slip, home instruction kag resita sang bulong halin sa nurse.</i></b>	1. Doctor on duty will make a discharge order and the Nurse will list all the medical supplies used. The Nursing Aide will first bring patients chart to Philhealth Section for assessment of case rate, then to pharmacy to list all medicines given, then to laboratory to list all laboratory tests done, then to Billing Section to issue Statement of Account, then back to the Nurse Station. The nurse will first validate patient's chart and make	None	2 hours	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH  or Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>



	<p>home instructions, prescription of medicines and issue discharge slip.</p> <p><b>Ang doctor on duty masulat sang discharge order kag ang nurse malista sang tanan nga medical supplies nga gingamit sa pasyente. Dal-on sang Nursing Aide ang chart sang pasyente sa Philhealth Section para sa assessment sang case rate tapos ang chart dal-on naman sa Pharmacy para ilista ang tanan nga bulong nga gin dapat sa pasyente, tapos ang chart dal-on naman sa laboratory para ilista ang mga laboratory nga gin ubra sa pasyente kag pagkatapos sa laboratory ang chart dal-on sa Billing Section para sa paghimo sang Statement of Accounts pagkatapos balik sa Nurse Station. Ang Nurse mag validate una sang chart sang pasyente kag mahimo sang</b></p>			
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	<i>home instructions, resita sang mga bulong kag ma-issue sang discharge slip.</i>			
2. Present the discharge slip to the Security Guard before leaving the hospital.  <i>Ipresentar o ipakita ang discharge slip sa gwardiya bag-o maghalin sa ospital.</i>	2. Security Guard will validate discharge slip.  <i>Ang gwardiya maga-validate sang discharge slip.</i>	None	5 minutes	<i>Nathaniel T. Valenzuela, Security Guard I</i>
	<b>TOTAL:</b>	None	2 hours and 5 minutes	



### 3. Dispensing of Medicines

The Bago City Hospital Pharmacy Department provides medicines to all admitted patients and outpatients provided that the medicines are included in the National Drug Formulary and allowed to be used or dispense by a level I hospital.

***(Ang Bago City Hospital Pharmacy Department nagahatag sang bulong sa tanan nga naadmit nga pasyente kag outpatient pero ang ini nga mga bulong naupod sa National Drug Formulary kag gina pahanugutan nga gamiton o ihatag para sa level I hospital.)***

<b>Office or Division:</b>	Pharmacy Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to client			
<b>Who may avail:</b>	Admitted patients and outpatients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Prescriptions	Doctor on duty			
<b>Document 2</b> Pay order slip	Pharmacy			
<b>Document 3</b> Official Receipt	Billing Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After consultation proceed to pharmacy and present prescription.  <b><i>Pagkatapos konsulta magkadto sa Pharmacy kag ihatag ang reseta.</i></b>	1. Pharmacist will validate prescription and issue a pay order slip and instruct patients to go to billing section for payment.  <b><i>Ang Pharmacist maga validate sang reseta kag maga issue sang pay order slip kag pakadtuon ang pasyente sa Billing Section para magbayad.</i></b>	None	30 minutes	<i>Marivic E. Gaudite Pharmacist II</i>
2. Go to Billing Section for payment.	2. Cashier will receive the pay order slip and will accept payment and	Refer to Annex D for the fees	30 minutes	<i>Marivic E. Gaudite Pharmacist II</i>



<p><b>Magkadto sa Billing Section para magbayad.</b></p>	<p>issue an official receipt.  <b>Ang Cashier mabaton sang pay order slip kag magkuha sang bayad kag ma-issue sang resibo.</b></p>			
<p>3. Go back to Pharmacy and present official receipt and get your medicines.</p> <p><b>Magkadto sa Pharmacy kag ipakita ang resibo kag kuhaon ang bulong.</b></p>	<p>3. Phamacist will validate official receipt and give medicines together with prescription and explain how to take the medicines.</p> <p><b>Ang Pharmacist maga validate sang resibo kag ihatag ang bulong upod sang resita kag maga-explain sa pasyente kung paano mag-inom sang bulong.</b></p>	None	30 minutes	<p><i>Marivic E. Gaudite Pharmacist II</i></p>
<p><b>Total:</b></p>			1 hour and 30 minutes	





#### 4. Emergency Care

The Bago City Hospital can give immediate medical treatment to emergency cases with in the capacity as level I hospital only.

**(Ang Bago City Hospital magahatag sang immediate nga pagbulong sa mga emergency cases sa iya lang kapasidad bilang isa ka level I hospital.)**

<b>Office or Division:</b>		Emergency Room Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to client		
<b>Who may avail:</b>		All Emergency Cases, Bago City Hospital		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1 Consent slip		Admitting Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go directly to triage area for assessment.  <b>Magkadto sa triage para sa assessment sang pasyente.</b>	1. Triage team will assess patient.  <b>Ang Triage Team maga assess sang pasyente.</b>	None	30 minutes	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i>  or <i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>
2.1 Proceed immediately to Emergency Room for treatment.  2.2 Sign the consent slip and receive instructions from the ER Doctor/ Personnel.  2.3.1 If for admission, please proceed to Admitting Section and Admission Section.  2.3.2 If for referral, proceed to billing section.	2. ER personnel will let the patient/folk sign a consent slip. Will then assess patient and give immediate medical intervention. If the patient needs to be admitted then follow the steps for admission. But if patient needs to be transferred, then the ER doctor will explain to the folks about the patient's condition. The ER doctor will then	None	2 hours	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i>  or <i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>



<p><b>Magkadto dayon sa ER para magpabulong. Pirmahan ang consent slip kag mamati sa instructions sang ER Doctor.</b></p> <p><b>Kon magpa-admit, gilayon magkadto sa admitting section.</b></p> <p><b>Kon referral, magkadto sa billing section.</b></p>	<p>make a referral and must call the hospital where the patient will be transferred. The ER Nurse will give the bill and instruct folks to pay to the billing section.</p> <p><b>Ang ER personnel magapapirma sa bantay sang pasyente sang consent slip. Dason i-assess ang pasyente kag hatagan sang immediate nga medical intervention. Kung gakinahanglan nga admiton ang pasyente sundon ang steps sa pagpaadmit. Kung kinahanglan i-transfer maexplain ang doctor sang condition sang pasyente kag mahimo sang referral kag tawgon ang hospital nga luyag saylohan sang pamilya sang pasyente. Ang ER nurse mahatag sang balayran sa bantay sang pasyente kag magbayad sa billing section.</b></p>			
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<p>3. For discharge and referral to other hospital: Folks must go to the billing section for payment of bill before transfer.</p> <p><b>Ang bantay sang pasyente mabayad sang ila bill sa billing section antes ang transfer.</b></p>	<p>3. Cashier will accept payment and issue official receipt. <b>Ang cashier mabaton sang bayad kag magahatag sang resibo.</b></p>	<p>For diagnostic test refer to Annex A &amp; C</p> <p>For procedures refer to Annex B</p>	<p>15 minutes</p>	<p><b>Mary Alen B. Genosa,</b> <i>Cashier I</i></p>
<p>4.1 Folks must go back to ER and present official receipt for discharge and transfer.</p> <p>4.2 Present discharge slip to the Security Guard before leaving the hospital.</p> <p><b>Ang bantay sang pasyente mabalik sa ER kag ipakita ang resibo para sa discharge kag transfer.</b></p> <p><b>Ipakita ang discharge slip sa security guard antes maghalin sa hospital.</b></p>	<p>4. ER Nurse must validate official receipt before transfer of patient and accompany patient with referral form.</p> <p><b>Ang ER Nurse ma-validate sang resibo antes i-transfer ang pasyente kag updan ang pasyente dala ang referral form.</b></p>		<p>15 minutes</p>	<p><b>Ana Mercedes M. Lamela</b> <i>Nurse IV,</i> <i>Chief Nurse</i></p>
<b>TOTAL:</b>			<p>3 hours</p>	



## 5. Issuance of Certificates (Medical, Birth and Death)

This procedure is provided to all individual requesting for medical, birth and death certificate.

*(Ini nga serbisyo ginahatag para sa naga request sang medical, birth kag death certificate.)*

<b>Office or Division:</b>	Records Section/Business Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to client			
<b>Who may avail:</b>	Admitted and out-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Government Issued Identification Card/Valid ID of patient/Barangay Certification (if Government ID is unavailable) (and representative)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Barangay Certification, Student, Office/Agency		
<b>Document 2</b> Authorization letter from patient to representative		From patient/client concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Triage Area to request for a Certificate (Medical, Birth or Death) and present valid ID and authorization letter for the representative.  <b><i>Magkadto sa triage area para mangayo sang certificate (Medical, Birth or death) kag ipakita ang valid ID kag authorization letter para sa mga nagapresenta sa pasyente.</i></b>	1.Triage personnel will ask client what kind of certificate needed then inform the Records staff. The Records staff will validate ID and authorization letter and retrieve patient record and bring it to Business Office.  <b><i>Ang triage personnel mamangkot sa kliyente kung ano nga certificate ang iya kinanglan kag dayon i-inform ang Records staff. Ang Records staff i-validate niya ang ID kag authorization</i></b>	None	30 minutes	<i>Julieta B. Escobar, RN, Records Officer II, Medical Records-Incharge</i>  <i>Ana Mercedes M. Lamela, Nurse IV, Chief Nurse</i>



	<b>letter kag kuhaon ang patient's record kag dal-on sa Business office.</b>			
2. Pay the required fees to the cashier.  <b>Magbayad sang nagaka-igo nga balayran sa cashier.</b>	2.1 The Business Office personnel will make the certificate and will ask the Billing Section to issue official receipt.  2.2 Issue the Certificate and original Official Receipt to the client.  <b>Ang Business Office personnel magahimo sang certificate kag maga-issue ang cashier sang resibo.</b>  <b>Ihatag ang certificate kag mag-issue sang resibo.</b>	PHP 50.00/set	25 minutes	<b>Mayelena M. Pacilan,</b> <i>Administrative Officer III</i>  <b>Mary Alen B. Genosa,</b> <i>Cashier I</i>
	<b>TOTAL:</b>	PHP 50.00/set	55 minutes	



## 6. Issuance of Promissory Note

This service provides assistance to indigent clients who cannot fully pay their hospital bill. However the remaining amount will be paid on the time agreed as stated in the promissory note.

*(Ang ini nga serbisyo amu ang ginahatag sa mga pigado nga mga kliyente/pasyente sang Bago City Hospital nga nabudlayan magbayad sang ila nga hospital bill apang ang nabilin nga balayran amo nga pagabalikan sa gin kasugtanan nga tyempo.)*

<b>Office or Division:</b>	Billing Section/Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to client			
<b>Who may avail:</b>	Indigent Non Philhealth; Emergency cases that needs to be transferred to a Tertiary Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Certificate of Indigency		Barangay Hall		
<b>Document 2</b> Hospital Bill		Nurse on Duty, BCH		
<b>Document 3</b> Government Issued ID/Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Student, Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get bill from Nurse on duty.  <i>Kuhaon ang bill sa Nurse on duty.</i>	1. Nurse on duty will issue billing statement.  <i>Ang Nurse magahatag sang inyo balayran.</i>	None	30 minutes	Ana Mercedes M. Lamela, Nurse IV, Chief Nurse
2. Go to Billing Section to settle bill and present your valid ID or certificate of indigency.  <i>Magkadto sa Billing Section para mag areglo sang balayran. Maghatag sang requirements para sa promissory note pareho sang valid ID ukon Certificate of</i>	2. Cashier will ask for the billing statement and requirements needed and will validate it and will issue a promissory note.  <i>Ang cashier mangayo sang billing statement kag requirements</i>	None	30 minutes	Mary Alen B. Genosa, Cashier I



<i>Indigency halin sa inyo barangay.</i>	<i>Kag iya ini i-validate kag mahatag siya sang promissory note.</i>		
<b>TOTAL:</b>		None	1 hour



## 7. Laboratory Examinations

This service is being rendered to individuals who come to the hospital for laboratory examinations.

*(Ini nga serbisyo ginahatag sa mga tawo nga nagakadto sa ospital para sa laboratory nga examination.)*

<b>Office or Division:</b>	LABORATORY DEPARTMENT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Patient admitted and Outpatient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Outpatient – Official receipt		Cashier		
<b>Document 2</b> Laboratory Request		Doctor on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring laboratory request to Billing section for payment.  <i>Dal-on ang laboratory request sa Billing section para magbayad.</i>	1. Cashier will receive payment for laboratory test and issue official receipt.  <i>Ang Cashier mabaton sang bayad sa laboratory test kag maga-issue sang resibo.</i>	Bill will depend on the type of laboratory test requested	15 minutes	<i>Mary Alen B. Genosa, Cashier I</i>
2. Bring laboratory request and official receipt to laboratory department for validation and for blood collection and specimen.  <i>Dal-on ang laboratory request upod sang resibo sa laboratory department kag mag pakuha sang specimen.</i>	2. Laboratory personnel will validate official receipt and laboratory request. Then will call patient for blood collection or instruct patient to collect specimen (e.g. urine, stool., etc) and bring it back to the laboratory.  <i>Ang laboratory personnel maga-validate sang</i>	None	30 minutes	<i>Almira B. Torres, Medical Technologist III / Chief Medical Technologist</i>





	<i>laboratory request kag resibo. Kag tawgon ang pasyente kag maga instruct para sa pagkoleta sang dugo o magcollect sang specimen (e.g. ihi ukon higko, kag iban pa) kag ibalik sa laboratory.</i>			
3.1 Patient will collect specimen (e.g. urine, stool, etc) and bring it to laboratory department for examination and wait for the release of result.  3.2 Receive results.  <i>Magkolekta sang specimen kag dalon sa laboratory para ma-eksamin kag maghulat sang resulta.</i>	3.1 Laboratory personnel will receive the specimen and process it for examination and will prepare results for release.  3.2 Release results.  <i>Ang laboratory personnel magabaton sang specimen para eksaminasyon kag maghimo sang resulta para ihatag sa pasyente.</i>	None	2 hours	<i>Almira B. Torres, Medical Technologist III / Chief Medical Technologist.</i>
	<b>TOTAL:</b>	Bill will depend on the type of laboratory test requested.	2 hours and 45 minutes	



## 8. Newborn Screening

This service is offered to the newborn babies to detect congenital disorder that may lead to mental retardation or even death if left untreated. It is ideally done within 24 hours from birth.

*(Ini nga serbisyo para sa mga lapsag nga natawo sa sulod sang 24 hours, para mahibaluaan kung ang isa ka lapsag may congenital disorder nga makadulot sang mental retardation ukon kamatayon kon indi mabulong dayon.)*

<b>Office or Division:</b>	Nursing Service Office (OB Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to client			
<b>Who may avail:</b>	Newborn babies delivered in the hospital and those delivered outside the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Baby's booklet	OB Department (if delivered in the hospital) Respective Midwife (if delivered outside the hospital)			
<b>Document 2</b> Official Receipt	Billing Section			
<b>Document 3</b> NBS OPD data form	OB Department			
<b>Document 4</b> Transmittal Form	OB Department			
<b>Document 5</b> Filter Card	OB Department			
<b>FOR BABIES BORN FROM OTHER HEALTH FACILITIES</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Triage Area for assessment.  <b>Magkadto sa triage para sa assessment.</b>	1. Triage team will assess patient and inform OB Department.  <b>Ang triage Team naga assess sang pasyente kag nagapabalo sa OB Department.</b>	None	30 minutes	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i>  <i>or</i> <i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>
2. Fill up NBS OPD data form and give to OB personnel.	2. OB personnel will let baby's mother to fill up NBS OPD data form and give fees to be paid.	None	15 minutes	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i>



<p><b>Sulatan and NBS OPD data form kag ihatag sa OB personnel.</b></p>	<p><b>Ang OB personnel maga pa fill up sa iloy sang lapsag sang NBS OPD data form kag magahatag sang balayran.</b></p>			<p>or  <b>Ana Mercedes M. Lamela</b>  <b>Nurse IV,</b>  <b>Chief Nurse</b></p>
<p>3. Give payment to person in charge and get official receipt.</p> <p><b>Maghatag sang balayran sa person in charge kag kuhaon ang resibo.</b></p>	<p>3. Person in charge will get payment and pay to Billing Section and give official receipt to client.</p> <p><b>Ang tawo nga in charge sa pagbayad mabaton sang kwarta kag ibayad sa Billing Section kag ihatag ang resibo sa kliyente.</b></p>		<p>20 minutes</p>	<p><b>Mayelena M. Pacilan</b>  <b>Administrative Officer III</b></p> <p><b>Mary Alen B. Genosa</b>  <b>Cashier I</b></p>
<p>4. Give official receipt to OB personnel for collection of blood specimen from baby.</p> <p><b>Ihatag ang resibo sa OB personnel para makuhaan sang dugo ang bata.</b></p>	<p>4. OB personnel will validate official receipt and fill up filter card and transmittal slip and bring it to Laboratory Department for collection of specimen from baby.</p> <p><b>Ang OB personnel maga-validate sang resibo kag maga-fill up sang filter card kag transmittal slip kag dal-on sa Laboratory Department para sa pagkolekta sang specimen sa lapsag.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><b>Ana Mercedes M. Lamela,</b>  <b>Nurse VI</b>  <b>Chief Nurse</b></p>



<p>5. Get the official receipt and wait for the release of result.</p> <p>If there's a disorder the result will be released within 24 hours, but if normal the result will be released within 1 month.</p> <p><b><i>Kuha-on ang official receipt kag maghulat sang release sang result.</i></b></p>	<p>5. Medical Technologist on duty will validate Transmittal slip and Filter card and will collect specimen from baby. The mother will be instructed on the release of result.</p> <p><b><i>Ang Medical Technologist maga-validate sang Transmittal slip kag Filter card kag kuhaan dugo ang lapsag. Kag ang iloy pabal-on kung san-o marelease ang resulta.</i></b></p>	<p>None</p>	<p>1 hour</p>	<p><b><i>Almira B. Torres, Medical Technologist III / Chief Medical Technologist</i></b></p>
<b>Total:</b>		<p>PHP 1,500.00</p>	<p>2 hours and 25 minutes</p>	

**Note:** For babies delivered in the hospital, there's no fees needed but follow the steps for Philhealth.



## 9. Outpatient Consultation

This service is being rendered to individuals who come to the hospital to seek medical consultation.

*(Ini nga serbisyo ginahatag sa mga tawo nga gakatdo sa ospital para sa medical nga konsultasyon.)*

<b>Office or Division:</b>		Outpatient Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to client		
<b>Who may avail:</b>		Out Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Consent Slip		Admitting Section, BCH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area for assessment.  <b>Magkadto sa triage para sa assessment.</b>	1. Triage team will assess patient  <b>Ang triage Team naga assess sang pasyente.</b>	None	30 minutes	<i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH  or Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>
2. Go to the Admitting Section (to get the patient's record) for interview  <b>Palihog magkadto sa Admitting Section (para magkuha sang records sang pasyente) para sa interview.</b>	2. Admitting personnel will ask for patient's personal data.  <b>Ang admitting personnel mamangkot sang personal data sang pasyente.</b>	None	15 minutes	<i>Julieta B. Escobar, RN, Records Officer II, Records In Charge</i>
3. Proceed to the OPD department and bring your patient's record and undergo assessment for signs and symptoms.	3. OPD personnel will take the patients vital signs and ask for reason of consultation (signs & symptoms)	None	30 minutes	<i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i>



<p><b>Magkadto sa OPD department kag dalon ang patient's record.</b></p>	<p><b>Ang OPD personnel magakuha sang vital signs sang pasyente kag mamangkot sang rason sa pagpakonsulta.</b></p>			
<p>4.1 Wait to be called and undergo doctor's consultation/examination.</p> <p>4.2 Receive instruction and prescription.</p> <p><b>Maghulat nga lawagon para sa pagpakonsulta.</b></p> <p><b>Mamati sang instruction kag prescription.</b></p>	<p>4. OPD personnel will call patients for consultation and bring him/her to the OPD doctor with the patient's record. The doctor will examine the patient and make prescription for medicines.</p> <p><b>Ang OPD personnel magatawag sa pasyente kag dalon siya sa OPD doctor para sa konsulta dala ang record sang pasyente.</b></p>	None	30 minutes	<p><i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i></p> <p>or</p> <p><i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i></p>
<p>5.1 If there's no laboratory test required, get instruction from OPD Nurse to pay your bill.</p> <p>5.2 If OPD doctor has laboratory requests, go to the billing section to pay the laboratory test.</p> <p><b>Kon wala sang laboratory request magkuha sang instruction sa OPD Nurse para sa balayran sa bill kag</b></p>	<p>5. Give instructions to the patient for payment of bill if there is no laboratory test required.</p> <p><b>Ang OPD personnel mahatag instruction para sa pagbayad sang imo bill sa billing section kon wala sang laboratory test.</b></p>	None	30 minutes	<p><i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i></p> <p>or</p> <p><i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i></p>



<p><i>magbalik sa OPD para sa reseta kag pwede na kapuli.</i></p> <p><i>Kon ang OPD doctor may request sa laboratory, magkadto sa billing section para magbayad sang laboratory test.</i></p>				
<p>6.1 Go to billing section to pay your bill and go back to OPD to get prescription.</p> <p>6.2 Go to billing section for payment of laboratory test.</p> <p><b>Magkadto sa billing section para magbayad sang bill kag magbalik sa OPD para sa imo reseta.</b></p> <p><b>Magkadto sa billing section para magbayad sang laboratory test.</b></p>	<p>6.1 OPD personnel will validate your receipt and will give you your prescription of medicines and home instructions.</p> <p>6.2 Receive payment and issue an official receipt.</p> <p><b>Ang OPD personnel magavalidate sang imo resibo kag ihatag niya ang imo reseta kag home instructions.</b></p> <p><b>Ang cashier mabaton sang bayad kag maghatag sang resibo.</b></p>	<p>PHP 75.00 Office hours PHP 200.00 (5pm-6am), Saturday, Sunday and Holiday</p> <p>For diagnostic test refer to Annex A &amp; C For procedures refer to Annex B</p>	<p>30 minutes</p>	<p><i>Mary Alen B. Genosa, Cashier I</i></p>
<p>7. Go to the laboratory department and present laboratory request and official receipt. Wait for instructions in specimen collection and for the release of result.</p> <p><b>Magkadto sa laboratory department kag ihatag</b></p>	<p>7. Validate official receipt and laboratory request and provide instruction for specimen collection. Process specimen and prepare results for release.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Almira B. Torres, Medical Technologist III / Chief Medical Technologist</i></p>



<p><b>ang imo laboratory request upod sang resibo. Maghulat sang instruction para sa pagkolekta sang specimen kag pagkuha sang resulta.</b></p>	<p><b>Ang laboratory personnel maga validate sang laboratory request kag resibo. Pagkatapos magahatag sang instruction para sa pagkolekta sang specimen kag i-process dayon ang imo specimen kag maghimo sang resulta.</b></p>			
<p>8. Bring your laboratory results and receipt back to the OPD and wait for your turn to be called for your home instruction and prescription. Then you can go home.</p> <p><b>Dal-on mo balik sa OPD ang imo nga laboratory results kag resibo kag maghulat nga lawagon para sa imo instructions kag reseta. Tapos pwede na makapuli.</b></p>	<p>8. Release laboratory result to the OPD doctor and will call you for prescription of medicines and home instruction.</p> <p><b>Ang OPD personnel ang mahatag sang result sa OPD doctor kag ikaw lawagon para sa imo reseta sang bulong kag instructions.</b></p>	None	30 minutes	<p><i>(Give prescription of medicine/s and home instruction.)</i></p> <p><i>Jesus Rey O. Pacilan, M.D., Medical Officer III/ OIC-BCH</i></p> <p><i>or</i></p> <p><i>Ana Mercedes M. Lamela Nurse IV, Chief Nurse</i></p>
<b>TOTAL:</b>		None	5 hours and 15 minutes	





## 10. PhilHealth Membership thru Point of Service

This service is provided to all admitted patients who don't have Philhealth membership, particularly indigent patient.

***(Ang ini nga serbisyo amu ang ginahatag sa mga kliyente/ pasyente sang Bago City Hospital nga indi myembro sang Philhealth ilabi na gid ang mga pigado.)***

<b>Office or Division:</b>		Records Section/ DSWD		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to client		
<b>Who may avail:</b>		Patients Admitted with no Philhealth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Birth Certificate		PSA, LCR		
<b>Document 2</b> COMELEC ID		COMELEC		
<b>Document 3</b> Baptismal Certificate		Church where the client was baptized		
<b>Document 4</b> Certificate of Indigency		Client's Residential Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Prepare one of the following requirements: Birth Certificate, Baptismal Certificate or Comelec ID) and submit to the records personnel.</p> <p>For the certificate of indigency, patient's folks will go to the CWSDO office for assessment and interview.</p> <p><b>Preparahon ang mga dokumento nga kinahanglanon: Birth Certificate, Baptismal Certificate ukon Comelec ID.</b></p>	<p>1. Go to the admitted patient and ask for their Philhealth membership status. If non-Philhealth member, require submission of Birth Certificate or Baptismal Certificate or Comelec ID.</p> <p>Provide instruction to patient's folks to bring certificate of indigency to CSWDO.</p> <p><b>Ang Records Personnel magakadto sa pasyente nga gin admit kag</b></p>	None	1 hour	<p><i>Analynd. Frofunga, Computer Optr. I/ Philhealth In Charge</i></p> <p><i>Julieta B. Escobar, RN Records Officer II Records-incharge</i></p>



<p><b>Para sa Certificate of Indigency ang mga gabantay sa pasyente magakadto sa CSWDO para sa assessment kag interview.</b></p>	<p><b>mamangkot parte sang ila Philhealth membership. Kung indi pa sila member kinanglan maghatag sila sang Birth Certificate, ukon Baptismal Certificate ukon Comelec ID.</b></p> <p><b>Maghatag sang instruction nga dal-on ang certificate of indigency sa CSWDO.</b></p>			
<p>2. Submit certificate of indigency to CSWDO and answer interview for assessment. Get copy of CSWDO assessment.</p> <p><b>Ipasa ang certificate of indigency sa CSWDO kag sabton ang interview. Gilayon mangayo sang copy sang CSWDO assessment.</b></p>	<p>2. Receive Certificate of indigency and conduct interview and assessment. Release result of assessment</p> <p><b>Batunon ang certificate of indigency kag mag-conduct sang interview kag assessment. I-release ang resulta sang assessment.</b></p>	None	30 minutes	Leah Pilipina B. Canayon, CSWDO
<p>3. Go back to Records Section of the hospital with the CSWDO assessment for Philhealth membership.</p> <p><b>Balik sa Records Section sang hospital dala ang assessment sang DSWD para sa Philhealth membership.</b></p>	<p>3. The Records personnel will accept assessment from DSWD for patients Philhealth membership.</p> <p><b>Ang Records personnel magabaton sang assessment halin sa DSWD para sa Philhealth membership sang pasyente.</b></p>	None	30 minutes	<p>Analy D. Frofunga, Computer Optr. I/ Philhealth In Charge</p> <p>Julieta B. Escobar, RN Records Officer II Records-Incharge</p>
<b>TOTAL:</b>		None	2 hours	



# **ANNEX "A"**

## **BAGO CITY HOSPITAL Laboratory Fees**



**FEE(S):**

• **HEMATOLOGY**

<b>TEST</b>	<b>Fee/ PHP</b>	<b>TEST</b>	<b>Fee/ PHP</b>
CBC	150.00	CTBT	70.00
Hematocrit/Hemoglobin	100.00	CBC with Platelet	220.00
CBC with Blood Typing	220.00	WBC & Differential Count	150.00
Platelet Count	150.00		

• **CHEMISTRY**

<b>TEST</b>	<b>Fee/ PHP</b>	<b>TEST</b>	<b>Fee/ PHP</b>
FBS/RBS/2HPPBSS	120.00	Lipid Profile	600.00
Uric Acid	130.00	Bilirubin	120.00
Bun	150.00	SGPT	170.00
Creatinine	150.00	SGOT	170.00
Cholesterol	180.00	Potassium	200.00
HDL-Cholesterol	170.00	Sodium	200.00
LDL-Cholesterol	170.00	Triglyceride	205.00

• **SEROLOGY**

<b>TEST</b>	<b>Fee/ PHP</b>	<b>TEST</b>	<b>Fee/ PHP</b>
HBsAG	225.00	Sperm Count	175.00
Typhi Dot	800.00	Crossmatching	150.00
ABO Blood Typing	100.00		
RH Typing	100.00		

• **CLINICAL MICROSCOPY**

<b>TEST</b>	<b>Fee/ PHP</b>
Routine Urinalysis	75.00



• **PARASITOLOGY**

**TEST**

**Fee /  
PHP**

Routine Fecalysis	55.00
Concentration Techniques	100.00
Occult Blood	150.00

• **HISTOPATHOLOGY**

**TEST**

**Fee /  
PHP**

Papsmear	150.00
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• **MICROBIOLOGY**

**TEST**

**Fee /  
PHP**

Gram Staining	130.00
Acid Fast Staining	260.00
Sputum Count	260.00

• **OTHER SERVICES RENDERED**

**TEST**

**Fee /  
PHP**

Newborn Screening	600.00	Expanded NBS with PHIC	1,750.00
Pregnancy Test (Gravindex)	150.00	Expanded NBS without PHIC	1,500.00
(Quicksticks)	200.00		



## **ANNEX "B"**

# **BAGO CITY HOSPITAL Emergency Room Fees**



## EMERGENCY ROOM FEES

<i>SERVICES</i>	<i>FEES (PHP)</i>
Injection	PHP 50.00
Dressing Small	75.00
Dressing Large	100.00
Suturing	250.00
Circumcision	500.00
Ear Boring	100.00
Oxygen Inhalation	-
IV Insertion	70.00
NGT Insertion	100.00
Rectal Examination	50.00
Removal of Foreign Body	150.00
Nebulization	50.00
Excision of Cyst	300.00
Catherization (w/o Catheter)	50.00
Removal of Suture	100.00
Suctioning	175.00
Resuscitation (w/o Ambu Bagging)	100.00
Gastric Lavage	200.00
Consultation fee after 5 p.m.	200.00
SS Enema	100.00
Cleansing Enema	100.00
Debridement Small	150.00
Debridement Medium	150.00
Debridement Large	300.00
Debridement Multiple	300.00
Excision of Breast Mass	750.00
Incision & Drainage	150.00
Internal Examination Fee	100.00
	75.00
<b>Out-Patient Department Services</b>	
Consultation	75.00
(during office hours)	200.00
(after 5 p.m.)	



## **ANNEX "C"**

# **BAGO CITY HOSPITAL Radiologic Fees**





## RADIOLOGIC FEES

<b>SERVICES</b>	<b>FEES (PHP)</b>
Chest X-ray PA/AP view	175.00
Chest X-ray PAL/APL View	270.00
Chest Bucky	250.00
Skull APL	350.00
Skull water's view	300.00
Mandible PA/Oblique	400.00
Skull Towne's view	300.00
Thoraco Lumbar APL View	560.00
Lumbosacral APL Views	560.00
Cervical Spine APL Views	350.00
Abdomen Supine/Upright	250.00
Pelvis AP Views	250.00
Upper Extremity APL Views	350.00
Lower Extremity APL Views	350.00



## **ANNEX "D"**

# **BAGO CITY HOSPITAL Medicine Fees**



## MEDICINES PRICE LIST

MEDICINE	PRICE (PHP)
AC Ringers	276.00
Acetylcysteine 200mg sachet	20.00
Acetylcysteine 600mg sachet	35.00
Activated Charcoal	40.00
Adenosine 6 mg/2 ml	1690.00
Allopurinol 100 mg tab	7.00
Allopurinol 300 mg tab	13.00
Aluminum Magnesium Hydroxide susp. 120 ml	70.00
Aluminum Magnesium Oh tab	24.00
Amikacin 100 mg/2 ml vial	130.00
Aminophylline 25 mg/ml amp	55.00
Amiodarone HCL 150 mg/ml amp	647.00
Amlodipine 10 mg tab	11.60
Amlodipine 5 mg tab	5.80
Amoxicillin 100 mg/ml drops	50.00
Amoxicillin 250 mg/ml susp. 60 ml	91.00
Amoxicillin 500 mg cap	5.00
Ampicillin +Sulbactam 1.5 g vial	395.00
Ampicillin 500 mg vial	70.00
Ampicillin+ Sulbactam 750 mg vial	280.00
Ascorbic Acid 100 mg/ml drops	133.00
Ascorbic Acid 500 mg tab	5.00
Ascorbic Acid syrup 60 ml	127.00
Aspirin 80 mg tab	4.00
Atorvastatin 10 mg tab	26.70
Atorvastatin 20 mg tab	39.00
Atorvastatin 40 mg tab	50.00



Azithromycin I.V.	992.50
Azithromycin 200 mg/5 ml susp.	427.50
Azithromycin 500 mg tab	130.00
Azithromycin IV	992.50
Benzylpenicillin 1m u" vial	30.00
Betahistine 16 mg tab	35.00
Bisacodyl supp.	28.00
Bisacodyl tab	25.00
Budesonide 250 mcg/ml susp.	95.00
Bupivacaine Heavy	750.00
Bupivacaine Light	850.00
Butamirate Citrate tab	21.00
C0-Amoxiclav 625 mg tab	49.00
Calcium Carbonate 500 mg tab	11.75
Calcium Gluconate amp	260.00
Captopril 25 mg tab	5.00
Cefaclor 250 mg/ml 60 ml	475.00
Cefalexin 250 mg/ml susp. 60 ml	52.00
Cefalexin 500 mg cap	10.00
Cefazolin 1 g vial	130.00
Cefixime 100 mg/ml susp.	220.00
Cefixime 200 mg tab	46.00
Cefotaxime 1 g vial	130.00
Ceftazidime 1 g vial	130.00
Ceftriaxone 1 g vial	130.00
Cefuroxime 250 mg/5 ml susp.	308.00
Cefuroxime 500 mg tab	66.00
Cefuroxime 750 mg vial	157.00
Celecoxib 200 mg cap	35.00
Celecoxib 400 mg cap	45.00
Cinnarazine 25 mg tab	28.00
Ciprofloxacin 200mg/ml I.V.	250.00



Ciprofloxacin 500 mg tab	13.00
Clarithromycin 125 mg/ml susp.	150.00
Clarithromycin 500 mg tab	35.00
Clindamycin 150 mg/ml amp 4 ml	526.00
Clindamycin 300 mg cap	33.00
Clonidine 150 mcg tab	45.00
Clonidine 150 mcg/ml amp	250.00
Clonidine 75 mcg tab	31.00
Clopidogrel 75 mcg tab	15.00
Cloxacillin 125 mg/ml 60 ml susp.	77.00
Cloxacillin 250 mg/ml 60 ml susp.	100.00
Cloxacillin 500 mg vial	65.00
Co-Amoxiclav 312 mg/5 ml 60 ml	377.00
Colchicine 500 mcg tab	7.00
D10 Water 500 cc	135.00
D5 0.45 Sodium Chloride Solution 1L	118.00
D5 250ml	125.00
D50 water 50cc	130.00
Demerol amp	610.00
Dexamethasone 8 mg/2 ml amp	142.00
Dextamin bot	755.00
Dextrose 5% 0.3 % Nacl 500cc	120.00
Dextrose 5% IMB 500cc	104.00
Dextrose 5% LR 1L	128.00
Dextrose 5% LR 500cc	104.00
Dextrose 5% NM 1L	126.00
Dextrose 5% NSS 1L	130.00
Dextrose 5% water 1L	130.00
Diazepam 10 mg/ml amp	150.00
Diazepam 5 mg tab	17.00
Dicycloverine syrup 60ml	60.00



Digoxin 125 mcg tab	6.00
Digoxin 250 mg/ml amp	145.00
Diloxanide Furoate 500 mg tab	28.00
Diloxanide Furoate susp. 60ml	295.00
Diphenhydramine 12.5 mg/ml susp.	50.00
Diphenhydramine 50 mg cap	12.00
Diphenhydramine 50 mg/ml amp	145.00
Dobutamine 250 mg/5 ml amp	750.00
Domeperidone cap	15.00
Dopamine 250mg/200ml	975.00
Enoxaparin amp	1200.00
Epinephrine amp	50.00
Erythromycin ointment	130.00
Erythropoietin 4,000 iu	950.00
Famotidine 20 mg vial	325.00
Fenofibrate 300 mg tab	30.00
Fentanyl citrate amp	386.00
Ferrous sulfate 60 ml syr	65.00
Ferrous sulfate drops	52.00
Ferrous sulfate cap	10.00
Furosemide 20 mg tab	2.25
Furosemide 40 mg tab	10.00
Furosemide 10 mg/ ml amp	70.00
Gentamycin 80 mg/ml amp	50.00
Gliclazide 80 mg tab	13.00
Gliclazide 30 mg tab	40.00
Glimepiride 2 mg tab	39.00
Haloperidol 50 mg/ml amp	575.00
Humulin N	1100.00
Humulin R	1200.00
Hydralazine 10 mg/ml amp	370.00



Hydrocortisone 100 mg vial	51.00
Hyoscine-N- Butylbromide 20 mg/ml amp	60.00
Hyoscine-N-Butylbromide 10 mg tab	10.00
Iron Sucrose 200 mg/ml amp	757.00
Isoflurane 100 ml	1100.00
Isosorbide Dinitrate tab SL 5 mg	15.00
Isosorbide Mononitrate 30 mg tab	32.00
Isosorbide Mononitrate 60 mg tab	50.00
Ketorolac Tromethamine 30 mg/ml amp	111.00
Lactulose syrup	265.00
Lagundi 300 mg/ml syrup 60 ml	99.00
Lagundi 600 mg cap	10.00
Lansoprazole 30 mg cap	26.00
Levofloxacin vial	478.00
Levofloxacin 50 mg tab	72.00
Lidocaine 2% polyamps	50.00
Loperamide 2mg tab	7.00
Loratadine 10mg tab	6.00
Losartan 50mg tab	10.00
Magnesium sulfate 250 mg/20 ml	127.00
Mannitol 20% 500cc	282.00
Mebendazole 100 mg/ ml syr	150.00
Mebendazole 500 mg tab	6.50
Mefenamic Acid 500 mg cap	6.00
Metformin 500 mg tab	6.00
Methyldopa 250 mg tab	39.00
Metoclopramide 10 mg tab	10.00
Metoclopramide 10 mg/ ml amp	58.00
Metoprolol 100 mg tab	8.00
Metronidazole 250 mg/ 60 ml susp	50.00



Metronidazole 500 mg IV	150.00
Metronidazole 500 mg tab	10.00
Midazolam 5 mg/ ml amp	245.00
Minisol PNSS 100 ml	125.00
Montelukast 10 mg tab	15.00
Montelukast 4 mg tab	10.00
MTV amp	363.00
MTV cap	10.00
Mupirocin cream	325.00
Nicardipine amp	950.00
Norepinephrine amp	1395.00
Nystatin oral drops	295.00
Omeprazole 20 mg cap	35.00
Omeprazole 40 mg cap	45.00
Omeprazole 40 mg vial	195.00
Opigesic 125 mcg supp.	22.00
Opigesic 250 mcg supp.	24.00
ORS sachet	45.00
Oxytocin 10 "iu"/ml	60.00
Paracetamol 15 ml drops	30.00
Paracetamol 250 mg/60 ml syr	35.00
Paracetamol 300 mg/ 2 ml amp	50.00
Phenobarbital 130 mg/ ml amp	258.00
Phenytoin amp	1027.00
Phenytoin tab	36.00
Potassium chloride 20 ml amp	75.00
Potassium chloride 600 mg tab	24.00
Prednisone 20 mg tab	26.00
Prednisone 5 mg tab	15.00
Propofol 10 mg/ ml amp	681.00
Ranitidine HCL 25 mg/ ml amp	68.00
Ranitidine HCL tab	6.00





Rifampicin 450 mg cap	10.00
Rifaximin 20 mg cap	82.00
Rocuronium HCL amp	684.00
Rosuvastatin 10 mg tab	29.00
Rosuvastatin 20 mg tab	39.00
Roxithromycin 150 mg tab	40.00
Salbu. + Ipratropium neb	50.00
Salbutamol 5 mg/ ml syr	103.00
Salbutamol neb	28.00
Salmeterol + fluticasone puff	514.00
Sevoflurane 250 ml	1700.00
Silver sulfadiazine oint	310.00
Simvastatin 20 mg tab	9.00
Simvastatin 40 mg tab	15.00
Sodium bicarbonate 650 mg tab	2.00
Sodium bicarbonate amp	250.00
Sodium chloridde 2.5 mg/ ml vial	85.00
Sodium chloride 1 g tab	6.00
Sterile water for injection 20 ml	50.00
Sterile water for irrigation 1L	455.00
Sucralfate 1 g tab	50.00
Terbutaline 2 mg tab	5.00
Terbutaline 2.5 mg tab	8.00
Terbutaline sulphate amp	250.00
Tetagam	2100.00
Tetanus Antitoxin amp (ATS)1500	195.00
Tetanus toxoid amp	195.00
Tramadol 100 mg/ ml amp	80.00
Tramadol 50 mg cap	26.00
Tranesamic acid 500 mg amp	130.00
Tranesamic acid 500 mg cap	10.00
Telmisartan + HCTZ tab	37.00



Tetracaine HCL	760.00
Trimetazidine 35 mg tab	25.00
Ursodeoxycholic acid tab	75.00
Verapamil amp	228.00
Vitamin B complex amp	363.00
Vitamin B complex tab	6.50
Vit K amp	60.00
Voluven bot	185.00
Vitadex bottle 500 ml	755.00

# CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

## **Mandate:**

*Republic Act 5416, known as the Social Welfare Act of 1968, created the Department of Social Welfare, placing it under the executive branch of government. In 1976, the Department of Social Welfare was renamed Department of Social Services and Development (DSSD) through Presidential Decree No. 994. This was signed into law by President Ferdinand E. Marcos and gave the department an accurate institutional identity.*

*The Social Welfare Agency started its operation in Bago in year 1963 as a division under the Mayor's Office with 1 local Social Worker staff in the person of Ma. Clara C. Villanueva and Ms. Leny Regalado from the National Office as her national counterpart. The office was located at the second floor of Bago City Public Market.*

*In 1977 the City of Bago created and established the Office of the City Social Services and Development with Ma. Clara G. Villanueva as City Government Assistant Department 1 with 4 Social Welfare Officer Personnel.*

*On June 2, 1978, the DSSD was renamed Ministry of Social Services and Development (MSSD) in line with the change in the form of government.*

*The MSSD was reorganized and renamed Department of Social Welfare and Development (DSWD) through Executive Order 123, which was signed by President Corazon C. Aquino. Executive Order No. 292, also known as the Revised Administration Code of 1987, established the name, organizational structure and functional areas of responsibility of DSWD and further defined its statutory authority.*

*The passage of Republic Act No. 7160 otherwise known as the Local Government Code of 1991 effected the devolution of DSWD's basic services to the local government units.*

*Today the CSWDO remain dedicated in doing its commitment to serve and enhance the social functioning of disadvantaged individuals, families and communities in effectively implementing programs, projects and services toward empowerment of different sectors in coordination with other national and local agencies both private and government organizations.*



# **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE**

## **External Services**



## 1. Admission to Temporary Shelter/ Center Based Services

The City Social Welfare and Development Office through the Crisis Center for Women and Children provides temporary shelter to women and children who are at risk and victims of abuses. It provides protection and a safe haven from the abuser and perpetrators.

***(Ang City Social Welfare and Development Office paagi sa Crisis Center para sa Kababaihan kag Kabataan nga naga hatag sang temporary nga pasilungan para sa mga kababaihan kag kabataan nga possible mabiktima sang abuso. Ini gahatag sang proteksyon kag seguridad batok sa ila manog abuso.)***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Women and Children who are at risk and victims of gender-based violence.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Referral from the Barangay/VAW-C Desk Officer/WCPD		Client's Residential Barangay/WCPD		
<b>Document 2</b> Blotter Report		WCPD/PNP		
<b>Document 3</b> Medico-legal Report		CHO		
<b>Document 4</b> Birth certificate and other pertinent documents		Local Civil Registrar – Bago City Philippine Statistics Authority (PSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents and answer interview.  <b><i>Igapasa/submit ang mga dokumento kag magsabat ukon mag hatag sang mga insakto kag kinahanglanon nga mga impormayon.</i></b>	1.1 Receive and assess documents. 1.2 Interview, validate thru collateral interview and established eligibility.  <b><i>Pagabatunon, husisaon kag i-assess ang mga dokumento. Maga-interview kag maga validate para ma establisar sang eligibility sang kliyente.</i></b>	None	20 minutes	<i>Maria Riza S. Borbon</i> Social Welfare Officer III  <i>Darel L. Jayme</i> Social Welfare Officer II



<p>2.1 Admission and orientation.</p> <p>2.2 Attend orientation, get instruction and house rules before admission to the center.</p> <p><b>Magasulod sa center para sa temporary nga shelter/ilistaran kag mamati sa mga orentasyon kag instruction sang Social Worker.</b></p>	<p>2. Admit client to the Center and conduct Orientation, give instructions and House Rules.</p> <p><b>Paga batunon kag pasudlon sa center ang kliyente para matagaan temporary nga istaran. Maga hatag man sang oryentasyon sa pagdumalahan sa sulod sang center.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Maria Riza S. Borbon</i> Social Welfare Officer III</p> <p><i>Darel L. Jayme</i> Social Welfare Officer II</p>
<b>TOTAL:</b>		<p>None</p>	<p>30 minutes</p>	



## 2. Application For Administrative Adoption (R.A. 11222 – Simulated Birth Rectification Act of 2019)

The City Social Welfare and Development Office helps in the facilitation and assessment of documents needed for the application and approval of Administrative Adoption of the RA 11222 - Simulated Birth Rectification Act of 2019.

***(Ang City Social Welfare and Development Office naga bulig sa pagpalakat kag pag assess sang mga dokumento nga kinahanglanon para sa aplikasyon kag maaprubahan ang Administrative Adoption ukon ang RA 11222 - Simulated Birth Rectification Act.)***

<b>Office or Division:</b>	City Social Welfare and Development Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Individuals / Family that did a simulation of a birth record of a child and treated him/her as her their own child.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> Authenticated copy of Simulated Birth Certificate of the child; birth record of the adopter	Philippine Statistics Authority (PSA)
<b>Document 2</b> Notarized Affidavit of Admission (if the simulation of the birth was done by a third person)	Forms available at CWDO/SWDO/ARRS? Regional Office
<b>Document 3</b> Certification issued and signed from Punong Barangay (stating that the petitioner is a bonafide resident, the has been living w/ the petitioner for at least 3 years prior to March 29, 2019, the petitioner is indigent if applicable)	Punong Barangay where the petitioner resides
<b>Document 4</b> Notarized affidavit of at least two disinterested persons	Forms available at CWDO/SWDO/ARRS? Regional Office
<b>Document 5</b> Original copy of CDCLAA issued by DSWD (except for adult or relative within 4 <sup>th</sup> degree of consanguinity/ affinity)	CSWDO
<b>Document 6</b> Oldest and recent photograph of the prospective adoptee and the petitioner taken within the last three months prior to the filing of the petition.	Petitioner's copy of the oldest and recent photography
<b>Document 7</b> Certificate of Attendance as proof of attending the pre-adoption for a / seminar.	Regional Officer (ARRS)
<b>Document 8</b>	PSA, Local civil Registrar



Marriage certificate of Adopter, Decree of Annulment, Declaration of Nullity of Marriage / Decree of legal Separation.				
<b>Document 9</b> Latest Physical/Medical Evaluation of the adopter by a duly licensed physician		Physician		
<b>Document 10</b> Psychological Evaluation of Adopter duly signed by a licensed psychologist (if applicable)		Psychologist		
<b>Document 11</b> Latest NBI/Police clearance		NBI/Police		
<b>Document 12</b> Latest income tax return or any documents (certificate of employment, bank certificate or SALN)		BIR, Bank, Office of Employment		
<b>Document 13</b> Authenticated Copy of Negative Certification of Birth (to serves as basis in the late registration and issuance of rectified birth record)		Philippine Statistics Authority (PSA)		
<b>Document 14</b> Certified true copy of receipts as proof of payment of the socialized fees in SWDO or DSWD Field Office.		SWDO/DSWD Field Office		
<b>Document 15</b> Consent from appropriate persons (a) prospective adoptee if ten years older (b) petitioners legitimate and adopted (c) the petitioner illegitimate children ten years and above (d) spouse of the adoptee		Children of the Petitioner		
In case the petitioner is a foreign national married to a Filipino he/she must submit the ff. <ul style="list-style-type: none"> <li>• Residence in the Philippines for at least three continues years.</li> <li>• Certification of legal capacity to adopt in his/her country and his/her government allows the adoptee to enter his/her country as his/her adopted son or daughter.</li> </ul>		Client's Residential Barangay Country of Origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit requirements for verification.	1.1 For review, evaluation and verification.	None	30 minutes	<i>Maria Riza S. Borbon Social Welfare Officer III</i>
1.2 Take verified documents for submission to DSWD FO VI.	1.2 Release of the verified documents			





<p><b>Matapos ma-verify ang mga dokumento sang CSWD palihog dal-on ini sa DSWD FO VI kag ipasa ang mga dokumento para ma aprubahan ang gina pangayo nga petisyon.</b></p>	<p>and instruct Petitioner to submit it to the DSWd FO VI in Iloilo City.</p> <p><b>Ang mga gin pasa nga dokumento paga husisaon kung naga kaangay kag intsakto</b></p>			
<b>TOTAL:</b>		None	30 minutes	
<p><i>Note: Petitioner to submit verified documents to DSWD FO VI for further verification before it will be submitted to the DWSD Central office for the issuance of the Decree/ finality of the petition. Kindly wait for at least 70 days.</i></p>				



### 3. Application for Legal Adoption (Non-Relative Adoption)

The City Social Welfare and Development Office helps in the facilitation, assessment and preparation of documents needed for the application and approval for domestic adoption.

*(Ang City Social Welfare and Development Office naga bulig sa pagpalakat, pag assess kag preparar sang mga dokumento nga kinahanglanon para sa pag apply kag ma-aprubahan ang adoption.)*

<b>Office or Division:</b>	City Social Welfare and Development Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Prospective Adoptive Parents (PAP's)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Prospective Adoptive Parents (PAP's)</b>		
<b>Document 1</b> Authenticated Marriage Certificate (SECPA)	<b>Document 2</b> Authenticated Birth Certificate of couple (SECPA)	Philippine Statistics Authority (PSA)
<b>Document 3</b> Health Certificate of couple and other family members and when appropriate psychological evaluation		
<b>Document 4</b> Latest income tax return or any documents showing financial capacity	Any government/ private physician	
<b>Document 5</b> Written consent to the adoption by the legitimate / illegitimate children who are at least 10 y.o. and above	BIR / Bank / Business License	
<b>Document 6</b> Police / NBI Clearance	Client's written consent	
<b>Document 7</b> Written Document of Three Character References who have known the applicant for almost three years	PNP/NBI	
<b>Document 8</b> 3x5 sized pictures of the applicant and his/her immediate family taken within the last three months	Petitioner	
<b>Document 9</b> Certificate of attendance to pre-adoption fora or seminars	Photography Studio	
<b>Document 10</b>	DSWD FO VI	
	CSWDO	



Home Study Report				
<b>For: Adoptive Child</b>				
<b>Document 1</b> Birth Certificate or Foundling Certificate (SECPA)		Philippine Statistics Authority (PSA)		
<b>Document 2</b> Medical Certificate		Any government/ private physician		
<b>Document 3</b> Decree of Abandonment/ Deed of Voluntary Commitment / Affidavit of Consent		CSWDO (DVC Form available at Crisis Center / Court/ Client		
<b>Document 4</b> Death Certificate of mother or father, if applicable		Philippine Statistics Authority (PSA)		
<b>Document 5</b> Photograph- Family Picture		Photography Studio		
<b>Document 6</b> Child Study Report		CSWDO		
<b>Document 7</b> Psychological Evaluation		Any Psychological/ Psychiatric Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Inquiries on Legal Adoption. Inquire about Legal Adoption. Attend orientation about adoption.</p> <p>1.2 Receive checklist of requirements for prospective adoptive parents/child sought to be Adopted.</p> <p><b>Magahusisa kag pamangkutanon parti sa Legal Adoption.</b></p>	<p>1.1 Conduct orientation about Adoption.</p> <p>1.2 Provision of Checklist of Requirements for PAPs (Prospective Adoptive Parents /Child Sought to be Adopted).</p> <p><b>Magahatag sang impormasyon kag mga proseso parti Adoption, maga hatag man counseling kung kinahanglanon.</b></p>	None	1 hour and 30 minutes	<i>Maria Riza S. Borbon Social Welfare Officer III</i>



	<b>Magahatag sang listahan sang mga requirements kag application form nga paga fill-upan sang prospective adoptive parents kag maga patigayon/magahatag man sang counseling.</b>			
<p>2.1 Comply and submit to CSWDO all necessary requirements for the preparation of Child Study Report to be submitted to DSWD FO VI.</p> <p>2.2 Wait for the scheduled home visitation.</p> <p><b>Iga submit ang mga dokumento sa CSWDO para sa paga himuon nga Child Study Report, nga iga submit sa DSWD-FO VI para i-review kag maka kuha sang CDCLAA nga kinahanglanon sa pag file adoption sa Korte. Hulaton ang na—schedule nga home visitation.</b></p>	<p>2.1 Receive, review, evaluate, verify and validate submitted documents/ requirements.</p> <p>2.2 Inform client that home visitation will be scheduled.</p> <p><b>Paga husisaon kung naga kaangay, intsakto kag kompleto nga mga gin pasa/ sumite nga mga dokumento kag paga hambalan ang kliyente nga maga bisita sa panimalay para sa dugang nga kinahanglanon nga impormasyon.</b></p>	None	30 minutes	<i>Maria Riza S. Borbon Social Welfare Officer III</i>
<p>3. Home visitation and collateral interview.</p> <p><b>Maga-conduct sang home visitation kag collateral interview.</b></p>	<p>3.1 Conduct home visitation and gather collateral information as well as supporting documents.</p> <p>3.2 Conduct Counseling.</p> <p>3.3 Preparation of Child Study Report.</p>	None	<p>3 months</p> <p>Administrative Order 12 series of 2011 – guidelines of the Issuance of DSWD Certification</p>	<i>Maria Riza S. Borbon Social Welfare Officer III</i>



	<p>3.4 Submit all documents to DSWD FO VI for review and issuance of Certification Declaring that the Child is Legally Available for Adoption (CDCLAA).</p> <p><b><i>Maga bisita sa panimalay sang kliyente para makakuha sng dugang kag nagakaigo nga impormasyon upod man sa iban nga mga kinahanglanon nga dokumento.</i></b></p> <p><b><i>Magahatag counseling.</i></b></p> <p><b><i>MAGapreparar sang Child Study Report.</i></b></p> <p><b><i>Igapasa sa DSWD FO VI ang tanan nga dokumento para maka kuha sang Certification Declaring that the Child is Legally Available for Adoption (CDCLAA).</i></b></p>		<p>Declaring A Child is Legally Available for Adoption</p>	
<b>TOTAL:</b>		None	16 months	
<p><b>Note:</b> Petitioner to wait for the issuance of Certificate Declaring the Child is Legally Available for Adoption (CDCLAA) from the DSWD.</p>				



*Upon receipt of the CDCLAA, Social Worker to prepare and present Petitioner for matching conference at the DSWD FO VI and wait for the issuance of Affidavit of Consent to Adoption and Pre-Placement Authority (ACA-PAPA).*

*Upon receipt of the ACA-PAPA, Social Worker to conduct further data gathering in preparation of the Home Study Report.*

*Petitioner to submit petition for adoption in court upon completion of documents (CDCLAA, Home Study Report, Updated Child Study Report, ACA-PAPA)*



#### 4. Application for Legal Adoption (Relative Adoption)

The City Social Welfare and Development Office helps in the facilitation, assessment and preparation of documents needed for the application and approval for domestic adoption. The Regional Trial Court – Bago City (RTC Br. 62) has yet to hire a Social Worker, thus the petition for relative adoption goes back to CSWDO for the preparation of Child and Home Study Report.

***(Ang City Social Welfare and Development Office naga bulig sa pasilitar, husisa kag preparar sang mga dokumento nga kinahanglanon para sa pag apply kag ma-aprubahan ang adoption tungod wala pa sang Social Worker ang Regional Trial Court sa Bago City, ang petisyon para sa relative adoption gina balik sa CSWDO para sa pag ubra sang Child kag Home Study Report.)***

<b>Office or Division:</b>	City Social Welfare and Development Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Prospective Adoptive Parents (PAP's)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Prospective Adoptive Parents (PAP's)</b>		
<b>Document 1</b> Authenticated Marriage Certificate (SECPA)	Philippine Statistics Authority (PSA)	
<b>Document 2</b> Authenticated Birth Certificate of couple (SECPA)		
<b>Document 3</b> Health Certificate of couple and other family members and when appropriate psychological evaluation	Any government/ private physician	
<b>Document 4</b> Latest income tax return or any documents showing financial capacity	BIR / Bank / Business License	
<b>Document 5</b> Written consent to the adoption by the legitimate / illegitimate children who are at least 10 y.o. and above	Client's written cosent	
<b>Document 6</b> Police / NBI Clearance	PNP/NBI	
<b>Document 7</b> Written Document of Three Character References who have known the applicant for almost three year.	Petitioner	
<b>Document 8</b> 3x5 sized pictures of the applicant and his/her immediate family taken within the last three months	Photography studio	



<b>Document 9</b> Certificate of attendance to pre-adoption fora or seminars		DSWD FO VI		
<b>Document 10</b> Home Study Report		CSWDO		
<b>For: Adoptive Child</b>				
<b>Document 1</b> Birth Certificate or Foundling Certificate (SECPA)		Philippine Statistics Authority (PSA)		
<b>Document 2</b> Medical Certificate		Any government/ private physician		
<b>Document 3</b> Decree of Abandonment/ Deed of Voluntary Commitment / Affidavit of Consent		CSWDO (DVC Form available at Crisis Center / Court/ Client		
<b>Document 4</b> Death Certificate of mother or father if applicable		Philippine Statistics Authority (PSA)		
<b>Document 5</b> Photograph- Family Picture		Copy of family picture/photography or photography studio		
<b>Document 6</b> Child Study Report		CSWDO		
<b>Document 7</b> Psychological Evaluation		Any Psychological/ Psychiatric Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inquiries on Legal Adoption.</p> <p>Attend orientation about adoption and counseling.</p> <p>Get copy of adoption checklist.</p> <p><b>Magahusisa kag pamangkutanon parti sa Legal Adoption, mag-attend sang orientation kag kuha-on ang kopya sang adoption checklist.</b></p>	<p>1.1 Conduct orientation about Adoption and may include counseling.</p> <p>1.2 Provision of checklist of adoption.</p> <p><b>Magahatag sang impormasyon kag mga proseso parti Adoption, magahatag man counseling kung kinahanglanon.</b></p> <p><b>Magahatag sang checklist sang mga kinahanglanon nga dokumento sa pag proseso sang Adoption.</b></p>	None	1 hour	<p><i>Maria Riza S. Borbon</i> Social Welfare Officer III</p>





<p>2. Comply and submit all necessary requirements for assessment/ verification and validation.</p> <p><b><i>Ipasaa/i-submit ang mga kinahanglanon nga dokumento para ma husisa kag ma-verify kung insakto kag kompleto.</i></b></p>	<p>2. Received, review, evaluate, verify and validate submitted documents/ requirements.</p> <p><b><i>Paga husisaon kung naga kaangay, insakto kag kompleto ang mga gin pasa/ submit nga mga dokumento.</i></b></p>	None	30 minutes	<p><i>Maria Riza S. Borbon Social Welfare Officer III</i></p>
<p>3. Submit documents to Court to file petition for Adoption.</p> <p><b><i>Iga-submit ang mga dokumento sa Korte sa pag file sang petition sa Adoption.</i></b></p>	<p>3.Wait for the Court Order to conduct home visitation and prepare home and child study report.</p> <p><b><i>Maga-hulat sa Court Order nga mahimo mag home visit kag mag-prepare child study report.</i></b></p>	None	6 months	<p><i>Maria Riza S. Borbon Social Welfare Officer III</i></p>



<p>4. Wait for home visitation and Interview.</p> <p>Answer interview and give collateral information and submit documents.</p> <p><b><i>Maga hulat sa schedule sang home visitation kag maghatag dugang nga impormasyon nga paga kinhanglan. Sabton ang interview kag i-submit ang mga dokumento.</i></b></p>	<p>4. Upon receipt of Court Order, will conduct home visitation and gather collateral information as well as supporting documents.</p> <p>4.1 Preparation of Child Study Report for submission to the court.</p> <p><b><i>Maga bisita sa panimalay sang kliyente para makakuha sang dugang kag nagakaigo nga impormasyon upod man sa iban nga mga kinanglanon nga dokumento.</i></b></p> <p><b><i>Maga-preparar sang Child Study Report nga inugpasa sa korte.</i></b></p>	<p>None</p>	<p>7 days upon receipt of court order ...</p> <p>1 month upon receipt of court order.</p>	<p><i>Maria Riza S. Borbon Social Welfare Officer III</i></p>
<p><b>TOTAL:</b></p>			<p>7 months and 7 days and 1 hour and 30 minutes</p>	



## 5. Application for Permit of Minors Travelling Abroad (MTA)

The Travel clearance/permit is a document issued by the Department of Social Welfare and Development to a Filipino child aged below 18 years of age, regardless of civil status, leaving the Philippines alone or with someone other than his or her parents. Philippine law requires minor children who are travelling abroad without their parents to obtain DSWD Travel Clearance which is specified under the Special Protection of Children against Abuse, Exploitation and Discrimination Act and the Philippine Passport Act of 1996 to safeguard Filipino children against trafficking.

Application should be made with the Office of the DSWD by a relative or representative authorized by the parents.

The City Social Welfare and Development Office helps in the facilitation and assessment of documents needed for approval and release of Minor's Travel Permit in the DSWD FO VI, Iloilo.

***(Ang Travel Clearance/Permit amo ang dokumento nga gina hatag sang DSWD sa kabataan naga edad 18 panubo, kung anu man ang iya status sibil, nga maga halin ukon maga byahe sagwa sang Pilipinas nga indi kaupod ang iya ginhikanan. Ang layi sang Pilipinas naga sangkad/hangyo nga ang minor de edad nga maga byahe sa iban nga pungsod nga wala upod nga ginhikanan, maga kuha gid sang Travel Clearance/Permit nga naka saad sa Special Protection of children against Abuse and Exploitation and Discrimination Act kag sa Philippine Passport Act of 1996, ini amu ang maga hatag kaluwasan sa mga kabataan laban sa trafficking.***

***Ang aplikasyon amo mahimo sa opisina sang DSWD kag ang mahimo mag apply amo ang paryente ukon representative nga gin authorisahan sang ginhikanan.***

***Ang City Social Welfare and Development Office naga bulig facilitate kag husisa sang mga dokumento nga kinahanglanon para ma aprubahan kag mahatag sang DSWD FO VI ang Minor's Travel Permit.)***

<b>Office or Division:</b>	City Social Welfare and Development Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Minors travelling outside the country whose companion are other than the parents/legal guardian.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Document 1</b> Duly accomplished application form	CSWDO	
<b>Document 2</b> Birth Certificate of Minor (SECPA)	Philippine Statistics Authority (PSA)	
<b>Document 3</b> Marriage Contract of Parents (SECPA)	Philippine Statistics Authority (PSA)	
<b>Document 4</b>	Philippine Statistics Authority (PSA)	



Authenticated certificate of no marriage (CENOMAR) of the minor's mother with attached Solo Parent ID)				
<b>Document 5</b> Duly notarized /authenticated affidavit of consent of both parents (indicate place destination, travel companion, relationship, purpose of travel, waiver)		Notary Public/ Lawyer		
<b>Document 6</b> Duly notarized affidavit of support and copy of proof of financial capacity of sponsoring person		Embassy/ Consulate		
<b>Document 7</b> Photocopy of passport (minor/travelling companion)		Department of Foreign Affairs (DFA)		
<b>Document 8</b> 2 pcs original colored passport size photo taken within six months		Photography studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification and filled up/ accomplished application form.  <b><i>Palihog ipasa ang mga dokumento kag mag-fill up sang application form.</i></b>	1. Receive, review, evaluation and verify documents and give/provide application form.  <b><i>Batuon, husisaon kag beripikahon ang mga gin pasa nga dokumento kag maghatag sang application form.</i></b>	None	25 minutes	<i>Maria Riza S. Borbon, Social Welfare Officer III</i>  <i>or</i> <i>Darel L. Jayme Social Welfare Officer II</i>
2. Take the verified documents.  <b><i>Pagabatunon/ pagakuhaon ang mga dokumento nga gin husisa kag beripika.</i></b>	2. Release of verified documents.  <b><i>Igahatag balik ang mga dokumento nga na beripika, insakto kag kompleto kag paga hambalan ang kliyente nga i i-submit sa DSWD FO VI sa Iloilo City nga amu ang ma aprobar kag</i></b>	None	5 minutes	<i>Maria Riza S. Borbon, Social Welfare Officer III</i>  <i>or</i> <i>Darel L. Jayme Social Welfare Officer II</i>



	<b>maghatag sang MTA.</b>			
<b>TOTAL:</b>			30 minutes	
<b>NOTE:</b> Travel to DSWD FO VI, Iloilo City to submit the complete and verified documents and get the clearance/permit of minors travelling abroad.				



## 6. Application of Solo Parent ID Card

Provision of Solo Parent Identification Card to avail and claim the benefits of seven-day parental leave, flexible work schedule, health benefits and their children's educational privileges as stipulated in RA 8972.

*(Paghatag sang Solo Parent Identification Card para makuha kag mabaton ang mga benepisyo nga pito ka adlaw nga parental leave, flexible work schedule, mga benepisyo sa medical kag mga pribilehiyo para sa edukasyon sang ila kabataan nga naka saad sa RA 8972.)*

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Solo Parent resident of Bago City who are qualified to apply for the ID as specified in RA 8972	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Document 1</b> 1 original or certified true copy of Birth Certificate of minor child or children	Client's file/ LCR/ PSA	
<b>Document 2</b> 1 Copy of any of the following proof of being solo parent:  2.1 Death Certificate of husband/wife (date of death should be 1 year ago prior to the application) 2.2 Court Order or Certificate of Detention (for incarcerated husband or wife) 2.3 Affidavit of Circumstance (for separated couple) 2.4 Certificate of annulment	2.1 LCR/ PSA  2.2 RTC/ MTC/BJMP  2.3 Notary Public  2.4 RTC/MC	
<b>Document 3</b> 1 copy of Solo Parent Barangay Certification	Client's Residential Barangay/ Barangay Solo Parent President	
<b>Document 4</b> 1 copy of ITR/ Certificate of Employment for employed applicant	Client's Employer	
<b>Document 5</b> 2 pieces 1 x 1 picture	Photography studio	
<b>Document 6</b> 1 copy of Fire Certification in case of Fire Victim	Bureau of Fire Protection	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of Requirements. Kindly submit all required documents for assessment and evaluation.</p> <p><b><i>Palihog ipasa ang tanan nga mga kinakahanglanon nga requirements para sa assessment and evaluation.</i></b></p>	<p>1. Evaluate and assess the completeness and correctness of submitted documents.</p> <p><b><i>Ang mga gin pasa nga dokumento iga-evaluate.</i></b></p>	None	5 minutes	<p><i>Jezeanie A. Endrada, RSW Social Welfare Officer I</i></p>
<p>2. Fill up application form and provide pertinent information during interview.</p> <p><b><i>Palihog sabat kag maghatag sang impormasyon nga gina pangayo.</i></b></p>	<p>2.1 Provide application form and conduct intake interview for the preparation of Case Study Report and Certificate of Eligibility.</p> <p><b><i>Maga-interview kag magakuha sang impormasyon nga gina kinahanglan para sa pag ubra sang Case Study Report kag Certificate of Eligibility.</i></b></p> <p>2.2 Instruct client to return after 30 days for the release of her Solo Parent ID.</p> <p><b><i>Paga tugunan ang kliyente nga magbalik matapos ang 30 kaadlaw para sa pag kuha sang iya Solo Parent ID.</i></b></p>	None	20 minutes	<p><i>Jezeanie A. Endrada, RSW Social Welfare Officer I</i></p>



<p>3. Kindly wait for thirty (30) days while your documents and solo parent ID is being processed and prepared.</p> <p><b><i>Magahulat sang tatlo kaadlaw samtang gina proseso kag gina preparer ang imo solo parent ID Card. Mahimo nga mag bisita ang social worker sa imo panimalay para matul-id ang imo sitwasyon kon kinahanglanon.</i></b></p>	<p>3.1 Preparation of Social Case Summary Report. (May Conduct Home Visitation and Collateral Interviews for further evaluation.)</p> <p><b><i>Maga-preparar kag maga-ubra sang Social Case Summary Report. Maga kuha dugang nga impormasyon sa kumunidad ukon maga bisita sa panimalay sang kliyente.</i></b></p> <p>3.2 Prepare and Print Solo Parent ID.</p> <p><b><i>Iga-ubrahon kag i-print ang Solo Parent ID.</i></b></p>	None	<p>30 days</p> <p>Article 4 section 10 of RA 8972 IRR</p>	<p><i>Jezanie A. Endrada, RSW Social Welfare Officer I</i></p>
<p>4. Claim your Solo Parent ID Card and sign in the logbook.</p> <p><b><i>Palihog magpirma sa aton logbook sa pagkuha sang imo Solo Parent ID Card.</i></b></p>	<p>4. Record the release of Solo Parent ID on the logbook to be received by the client.</p> <p><b><i>I-record sa logbook kag i-release ang Solo Paren ID sa kliyente.</i></b></p>	None	5 minutes	<p><i>Jezanie A. Endrada, RSW Social Welfare Officer I</i></p>
<b>TOTAL</b>		None	30 days and 30 minutes	





## 7. Applying for Computer Literacy Program

Provides out-of-school youth with hands-on computer literacy training on encoding and develop their self-employable skills. A six-month training program which does not only widen the student's knowledge on computer and exposure to the office environment, but also teaches students with Life Skills that focus on the total well-being of the student.

***(Nagahatag sa mga out-of-school youth sang hands-on computer literacy training sa encoding sa diin sila naga angkon sang kinaadman para hapos makakita ubra. Ang anum ka bulan nga programa indi lamang naga hatag sang kaalam sa computer kag paghasa sa pag ubra sa isa ka opisina kondi naga tudlo man sa mga estudyante sang Life Skills nga naga hatag igtalupangod sa ila ikaayo).***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Out of School Youth, Unemployed youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Prospective Adoptive Parents (PAP's)</b>				
<b>Document 1</b> PYAP Membership/ Certification		Client's Residential Barangay		
<b>Document 2</b> High School Diploma/ ALS Certificate		DepEd/School Attended		
<b>Document 3</b> Bio Data with 1 pc. 1x1 picture		Photography Studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Requirements.  <b><i>Palihog ipasa ang mga requirements.</i></b>	1. Received, Evaluate submitted documents/requirements.  <b><i>Pagabatunon kag husisa sang mga dokumento nga gin submit.</i></b>	None	5 minutes	<i>Andrea A. Gerona Computer Operator I</i>
2.1 Interview and filled-up registration form.  2.2 Wait of the schedule of the training.  <b><i>Mag hatag sang importasyon nga gina pangayo sa interview para marehistro.</i></b>	2.1 Conduct interview and provide a copy of the registration form.  2.2 You will be instructed to wait for the schedule of admission.	None	20 minutes	<i>Andrea A. Gerona Computer Operator I</i>



<p><b><i>Maga hulat sa masunod nga schedule sang training.</i></b></p>	<p><b><i>Maga interview kag mag hatag sang registration form nga fill – upan sang aplikante.</i></b></p> <p><b><i>Pagkatapos, maga instruct nga mag hulat kung san-o ang schedule sang training.</i></b></p>			
<b>TOTAL:</b>		None	25 minutes	
<p><i>Note: Upon notification, you are expected to attend the 2-hour program orientation together with the other applicants before the admission to SCALA Program.</i></p>				



## 8. Availment of Point of Service (PoS) of the Philippine Health Insurance (PhilHealth)

Point of Service (POS) refers to the program provided by the General Appropriation Act (GAA) 2017 to register non PhilHealth members into the National Health Insurance Program (NHIP) thereby providing them immediate entitlement to PhilHealth benefits.

The City Social Welfare and Development Office in coordination with the Bago City Hospital assist in/out patient to avail this services.

***(Ang Point of Service ukon POS amu ang isa ka programa nga gin hatag pamaagi sa General Appropriation Act 2017 para ma rehistro sa NHIP ang mga indi myembro sang Philhealth kag maagum ang mga benipisyo nga nakalakip diri.***

***Ang Opisina sang City Social Welfare and Development kaupod ang Bago City Hospital naga bulig assist sa mga pasyente nga maga avail sang ini nga serbisyo.)***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Patient, or in cases where the patient is a minor, the parent or guardian who is not yet a PhilHealth member and is classified as financially incapable.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Certificate of Indigency		Client's Residential Barangay		
<b>Document 2</b> Birth Certificate of Patient / Marriage Contract / Baptismal Certificate		Local Civil Registrar/ Church		
<b>Document 3</b> Valid ID of the person processing		Pag-ibig, SSS, GSIS, Student, Company, Postal Office, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identification of Qualified POS Patients.  Kindly proceed to the person in charge of Philhealth (Hospital) for verification of membership.  <b><i>Palihog kadto sa personnel nga in-charge sang</i></b>	1.1 Verification through IHCP portal whether or not patient is already a member or dependent and eligible to avail of benefits.  1.2 For Non-PhilHealth members, patient will be instructed to proceed	None	5 minutes	<i>Hospital Personnel</i>



<p><b>Philhealth para sa verification.</b></p>	<p>to the Medical Social Work Section /WCPU.</p> <p><b>Maga-verify sa IHCP portal kung myembro ukon indi ang pasyente kag kung ini isa ka dependent kag qualipikado nga mka avail sa ini nga benepisyo.</b></p> <p><b>Kung indi myembro sang PhilHealth, maga hatag instruction nga mag kadto sa Medical Social Work Section /WCPU.</b></p>			
<p>2. Proceed to the MSWS/WCPU and Submit documents.</p> <p><b>Palihog dal-on ang mga dokumento kag ipasa ang mga document para maaprobahan kag mahatagan sang Philhealth Certification.</b></p>	<p>2. Receive documents and conduct interview and assessment to Non-PhilHealth members using the assessment tool prescribed by the DOH.</p> <p><b>Pagabatunon ang dokumento nga gin submit kag maga-interview sa indi myembro sang Philhealth pamaagi ukon gamit ang assessment tool sang DOH.</b></p>	None	40 minutes	Darel L. Jayme Social Welfare Officer II
<p>3. Releasing of PhilHealth Certification.</p> <p>Get Philhealth Certification.</p> <p><b>Palihog hulaton ang Philhealth</b></p>	<p>3. 1 Social Worker will provide certification whether patient is capable or incapable based on the Assessment Tool.</p>	None	5 minutes	Darel L. Jayme Social Welfare Officer II



<p><b>Certification kag ihatag sa tawo nga in-charge sang Philhealth sa hospital.</b></p> <p><b>Kuha-on ang Philhealth certification.</b></p>	<p>3.2 Will instruct patient to return to the PhilHealth (Hospital) Desk.</p> <p><b>Ang Social Worker maga hatag sang Certification Basis Assessment Tool kung ang pasyete may ikasarang ukon wala.</b></p>			
<p>4.Proceed to Philhealth (Hospital) Desk. Get MDR or MDR Claim Slip.</p> <p><b>Palihog magkadto sa PhilHealth Desk sang ospital. Kuha-on ang MDR/MDR Claim Slip.</b></p>	<p>4. Provide MDR or MDR Claim Slip.</p> <p><b>Magahatag sa kliyente sang MDR ukon MDR Claim Slip.</b></p>	None	5 minutes	<i>Hospital Personnel</i>
<b>TOTAL:</b>		None	55 minutes	



## 9. Emergency Assistance for Victims of Natural and Human Induced Disasters

Emergency Shelter Assistance is provided to families whose houses are either totally or partially damaged caused by natural and human induced disasters. An amount of PHP 10, 000.00 for totally damaged houses and PHP 5,000.00 for the partially damaged houses is extended.

*(Ang Emergency Assistance amu ang gina hatag sa mga pamilya kung sa diin ang mga balay amu ang nahalitan partial ukon naubos kalaguba bangod sa natural kag human induced disasters. Ang kantidad nga PHP 10, 000.00 ang ginahatag para sa balay nga naubos kalaguba kag PHP 5,000.00 para sa partial nga naguba nga balay.)*

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individual/ Family residents of Bago City who are victims of natural or human induced disaster			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of Barangay Certification as to the extent of damaged of household whether partially or totally		Client's Residential Barangay		
<b>Document 2</b> 1 copy of Barangay Certificate of Indigence		Client's Residential Barangay		
<b>Document 3</b> 1 copy of printed picture of damaged house		Client's Residential Barangay		
<b>Document 4</b> 1 copy of Barangay Damage Assessment and Needs Analysis Report with City Disaster Risk Reduction and Management Officer Approval		BDRRM/ CDRRMO		
<b>Document 5</b> 1 photocopy of valid ID		Photo Studi		
<b>Document 6</b> 1 copy of Fire Certification in case of Fire Victim		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration, submission of documents and answer interview.	1. Receive, review, verify documents/ requirements and conduct interview.	None	10 minutes	<i>Joemil G. Galve, RSW Social Welfare Officer I</i>



<p>Register your name on the logbook and submit documents.</p> <p><b><i>Palihog sulat sang imo ngalan kag kinahanglanon sa logbook kag ipasa ang mga dokumento.</i></b></p> <p><b><i>Magsabat sa interview kag maghatag sang impormayon nga kinahanglanon.</i></b></p>	<p>Give the logbook to the client.</p> <p><b><i>Pagabatunon kag husisaon ang mga dokumento kag magkuha sang mga kinahanglanon nga impormasyon. Ihatag ang logbook sa kliyente.</i></b></p>			
<p>2. Sign Certificate of Eligibility.</p> <p><b><i>Maga pirma sa Certificate of Eligibility.</i></b></p>	<p>2.1 Prepare and hand in Certificate of Eligibility (CE) and affixed client's signature.</p> <p><b><i>Maga interview kag mag kuha sang impormasyon nga kinahanglanon kag maga preparer sang Certificate of Eligibility nga paga pirmahan sang kliyente.</i></b></p> <p><b><i>Pagapaulion ang kliyente.</i></b></p>	None	10 minutes	Joemil G. Galve, RSW Social Welfare Officer I
	<p>3. Validation</p> <p>Social Worker will conduct validation thru area visitation.</p> <p><b><i>Maga-conduct ang Social Worker sang validation pamaagi sang area visitation.</i></b></p>	None	3 hours	<p>Jodelyn S. Responde, RSW Social Welfare Officer I</p> <p>Joemil G. Galve, RSW Social Welfare Officer I</p> <p>Jezenie A. Endrada, RSW Social Welfare Officer I</p>



	4. Approval of Certificate of Eligibility (CE).  <b><i>Paga-aprobahan sang CSWDO kag sang City Mayor ang Certificate of Elegibility.</i></b>	None	10 minutes	<i>Leah Pilipina B. Canayon</i> <b>CSWDO</b>  <i>City Mayor</i>
	5. Prepare voucher, obligation request and process documents.  <b><i>Magapreparar sang voucher, obligation request kag ipa-process ang dokumento.</i></b>	None	10 minutes	<i>Ryan Lloyd V. Abellar</i> <b>Clerk I</b>  <i>Sheila D. Rizaldo</i> <b>Statistician Aide</b>
<b>TOTAL:</b>		None	3 hours and 40 minutes	
<i>Note: Documents are forwarded tp CDRRMO, City Budget Office, City Accountant's Office, City Mayor's Office and City Treasurer's Office for processing.</i>				
<i>Kindly return to CSWDO, upon notification, present your valid ID and secure note to release before claiminh your financial assistance at the Cashier's Office.</i>				





## 10. Issuance of Certificate of Indigency

Indigent Individuals/Families who are bonafied residents of Bago City may request for the issuance of Certificate of Indigency at the City Social Welfare and Development Office in availing programs and services that are available in other institutions as such to avail free legal assistance to Public Attorney's Office, etc.

***(Ang mga pigado nga indibidwal/pamilya nga residente sang Ciudad sng Bago mahimo maka mangayo sang Certificate of Indigency nga kinahanglanon para maka pangayu serbisyo sa iban nga mga institusyon pareho sang Public Attorney's Office.)***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Indigent Families/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies of original Certificate of Indigence and Residency from the Punong Barangay		Client's Residential Barangay		
<b>Document 2</b> Valid ID		Pag-ibig, SSS, GSIS, PSA, Post Office		
<b>Document 3</b> 3 copies of Claimant's Valid Identification Card		Pag-ibig, SSS, GSIS, PSA, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration and submission of documents.  Register your name on the logbook and submit documents.  <b><i>Palihog sulat sang imo ngalan kag kinahanglanon sa logbook kag i-submit ang mga dokumento.</i></b>	1. Receive, review and verify documents/ requirements. Refer client to assigned personnel/social worker.  Give the logbook to the client.  <b><i>Pagabatunon kag husisaon ang mga dokumento kag kung ano ang kinahanglanon sang kliyente kag i-refer sa personnel/social worker. Ihatag ang logbook sa kliyente.</i></b>	None	5 minutes	<i>April J. Miraflores Day Care Worker I</i>
2. Interview. Please provide	2. Conduct interview, assessment,	None	20 minutes	<i>Sheila A. Rizaldo Statistician Aide</i>



<p>information needed during interview.</p> <p><b>Maghatag sang kinahanglanon nga impormasyon sa interview.</b></p>	<p>validation and prepare Certificate of Indigency.</p> <p><b>Maga-kuha sang kihanhanglanon nga impormasyon kag i-preparar and Certificate of Indigency.</b></p>			<p>Or</p> <p><i>Ryan Lloyd A. Abellar</i> Clerk I</p>
<p>3. Receive Certificate of Indigency.</p> <p><b>Batunon ang Certificate of Indigency.</b></p>	<p>3. Approve and release Certificate of Indigency.</p> <p><b>Aprobahan ang Certificate of Indigency kag ihatag sa kliyente.</b></p>	None	5 minutes	<p><i>Sheila A. Rizaldo</i> Statistician Aid</p> <p>Or</p> <p><i>Ryan A. Abellar</i> Clerk I</p>
<b>TOTAL:</b>		None	30 minutes	



## 11. Issuance/ Preparation of Social Case Study/Summary Report

Social Case Study Report is being issued to individual/ families in crisis situation for the purpose of referral to other Government, Non-Government and other welfare agencies providing financial, medical, educational, burial assistance, etc.

***(Ang Social Case Study/Summary/Study Report gina issue sa indibidual ukon pamilya nga ara sa krisis sa tinutuyo nga pag refer sa iban nga Government, Non-Government kag iban pa nga Welfare Agencies nga nagahatag pinansyal, medikal, pang-edukasyon, kag bulig pang lubong.)***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals and Families in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies of original Certificate of Indigence from the Punong Barangay		Client's Residential Barangay		
<b>Document 2</b> Submit 3 copies (1 original, 2 Certified True Copy) of the following:  For Medical Assistance Updated Doctor's Medical Abstract/Certificate Hospital Bill/Statement of Account of upcoming treatment (e.g. Hemodialysis, Chemotherapy, etc)  For Burial Assistance: Death Certificate Statement of Account from funeral parlor Transfer of Cadaver, if necessary		Hospital/ Clinic/City Health/Attending Physician  LCR Funeral Parlor LGU where the deceased came/died		
<b>Document 3</b> 3 copies of Claimant's Valid Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration and submission of documents.	1. Receive, review and Verify documents/ requirements. Refer client to assigned Personnel/Social	None	5 minutes	April J. Miraflores Day Care Worker I



<p>Register your name on the logbook and submit documents.</p> <p><b><i>Palihog sulat sang imo ngalan kag kinahanglanon sa logbook kag i-submit ang mga dokumento.</i></b></p>	<p>Worker. Give logbook to client.</p> <p><b><i>Pagabatunon kag husisaon ang mga dokumento kag kung anu ang kanahanglanon sang kliyente kag i-refer sa Personnel/ Social Worker. Ihatag ang logbook sa kliyente.</i></b></p>			
<p>2. Interview. Provide information needed during interview.</p> <p>Attend counseling if necessary.</p> <p>Receive instruction on the schedule of release of Social Case Study/ Summarray Report (SCSR).</p> <p><b><i>Maghatag sang kinahanglanon nga impormasyon kag maga pirma sa Certificate of Eligibility.</i></b></p> <p><b><i>Mag-attend sa counseling kag hulaton ang instruction sa schedule sang release sang Social Case Study/ Summarray Report (SCSR).</i></b></p>	<p>2.1 Intake interview, Assessment and Validation. Counseling maybe provided if necessary.</p> <p>2.2 Established eligibility and prepare Certificate of Eligibility to be signed by the client.</p> <p>2.3 Instruct client when to go back after 3 days for the release of his/her Social Case Study/Summarray Report (SCSR).</p> <p><b><i>Maga kuha impormasyon paagi sa pag interview kag maga-preparar sang Certificate of Eligibility nga paga pirmahan sang kliyente. Kung kinahanglanon, maga hatag man counseling.</i></b></p> <p><b><i>Pahibaluon ang sang</i></b></p>	<p>None</p>	<p>15minutes</p>	<p><i>Jona V. Emilia Social Welfare Officer IV</i></p> <p><i>Or</i></p> <p><i>other Social Workers</i></p>



	<p><b>proseso kag pabalikon sa ikatlo kaadlaw sa pagkuha sang iya gina pangayu nga SCSR.</b></p>			
<p>3. Home Visitation and Processing.</p> <p>Be available during the home veisitation for assessment and validation and wait for the approval of eligibility &amp; Social Case Summary Report.</p> <p><b>Magahulat sang tatlo (3) ka adlaw samtang gina proseso kag ginapreparar ang imo SCSR. Kung kinahanglanon, maga bisita ang Social Worker sa imo panimalay kag komunidad agud mahibaluan ang imo sitwasyon kag makakuha sang dugang nga imporyasyon.</b></p>	<p>3. Conduct home visitation for further assessment and validation, and provide counseling if needed.</p> <p>3.2 Prepare Social Case Summary.</p> <p>3.3 Submit to CSWDO for review and recommendation.</p> <p>3.4 Approval of Eligibility and Social Case Summary Report.</p> <p><b>Kung kinahanglanon, maga hikutar sa pag home visit para maka kuha sang dugang nga impormasyon kag ma-validate ang sitwasyon ukon sirkumstanya sang kliyente.</b></p> <p><b>Maga preparer kag maga-ubra sang SCSR kag i-submit sa CSWDO para ma review kag rekomendasyon.</b></p> <p><b>Aprobahan ang CE kag SCSR.</b></p>	<p>None</p>	<p>3 days</p>	<p><b>Jodelyn S. Responde, RSW Social Welfare Officer I</b></p> <p><b>Joemil G. Galve, RSW Social Welfare Officer I</b></p> <p><b>Jezanie A. Endrada, RSW Social Welfare Officer I</b></p>



<p>4. Kindly return to CSWDO for the release of your approved Social Case Summary Report (SCSR) and Certificate of Eligibility.</p> <p><b><i>Palihog balik sang imo aprobado nga Case Summary Report kag Certificate of Eligibility.</i></b></p>	<p>4. Release of Approved Case Study/Summary Report and Certificate of Eligibility (Referrals to other welfare agencies).</p> <p><b><i>Iga-release ang aprobado nga Social Case Study Report kag Certificate of Eligibility.</i></b></p>	None	5 minutes	<p><i>Jodelyn S. Responte, RSW Social Welfare Officer I</i></p> <p><i>Joemil G. Galve, RSW Social Welfare Officer I</i></p> <p><i>Jezanie A. Endrada, RSW Social Welfare Officer I</i></p>
<b>TOTAL:</b>		None	3 days and 25 minutes	



## 12. Issuance of Person With Disability (PWD) ID Card and Purchase Slip Booklet (Mandated under RA9442)

Provision of PWD ID and Purchase Slip Booklet to avail the benefits/discounts for transportation, medicals, hotels and restaurants, basic prime commodities, etc., as stipulated in the IRR of RA 9442.

***(Paghatag sang PWD ID kag Purchase Slip Booklet para makuha kag mabaton ang mga benepisyo / diskuwento sa transportasyon, medikals, hotel kag restaurant, basic nga balaklon kag kinahanglanon, etc., nga naka saad sa IRR sang RA 9442.)***

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Person with Disability in the City of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 2 pieces 1x1 picture		Photography Studio		
<b>Document 2</b> 1 photocopy of valid ID		Photography Studio		
<b>Document 3</b> 1 copy of Barangay Clearance		Client's Residential Barangay		
<b>Document 4</b> Medical Certificate or Certificate of Disability		Client's Physician/ City Health Office		
<b>Document 5</b> 1 copy of PWD registry Form completely filled up		PDAO/ CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.  <b><i>Personal nga ipasa ang mga dokumento nga gina pangayo.</i></b>	1. Evaluate and validate the completeness and correctness of the submitted requirements.  <b><i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i></b>	None	5 minutes	<i>Jodelyn S. Responte, RSW Social Welfare Officer I</i>  or  <i>any CSWDO/ PDAO Personnel</i>



2.1 Fill-up PWD Registry Form with complete information of the applicant.	2.1 Submit the PWD registration form at PDAO and wait for the issuance of PWD ID card.	None	15 minutes	<i>Dorel Padilla PDAO Head</i>
2.2 Receive the PWD ID Card.	2.2 Release PWD ID Card.			<i>or</i>
<i>Magsulat sang kumpleto nga personal impormasyon sa PWD registry from.</i>	<i>Ipasa ang registration form kag palihog maghulat nga mahuman and PWD ID.</i>			<i>any PDAO Personnel</i>
<i>Batunon ang PWD ID Card.</i>	<i>I-release ang PWD ID Card.</i>			
<b>TOTAL:</b>		None	20 minutes	





### 13. Outright Cash Assistance for Medical/ Burial

This service provides medical/burial assistance to persons/families in crisis situations, specifically those belonging to the informal sector and other poor, vulnerable, and disadvantaged individuals. The City Gov't places *emphasis in ensuring that indigent and vulnerable individuals are provided with the necessary assistance to help them cope during crisis situations. A reasonable amount is provided/augmented for the medical needs and an amount of PHP 3, 500.00 is extended to the bereaved families.*

***(Ang ini nga serbisyo medical/burial naga hatag bulig para sa mga tawo / pamilya nga naga atubang sa kabudlayan, particular ang mga naga kabilang sa impormal nga sector, mahuyang, kag disadvantaged nga mga indibidwal. Ang syudad naga hatag igtalupangod para masigurado nga ang mga pigado kag mahuyang nga mga indibidwal, mahatagan sang naga kaangay nga bulig para maatubang ang ila krisis/kabudlayan.***

***(May naga kaigo nga kandidate ang gina hatag para sa bulig medical/kinahanglanon medical, samtang ang bulig para sa mga Pamilya nga nalisdan/namatyan amu ang maga baton sang PHP 3, 500.00.)***

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals and Families in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 2 copies of Certificate of Indigence/ Death from the Punong Barangay		Client's Residential Barangay		
<b>Document 2</b> For Medical Assistance, submit: (2 copies of Doctor's Prescription/Medical Certificate)  For Burial Assistance, submit: (2 copies of Certified True Copy of Death Certificate Transfer of Cadaver in case death outside Bago City		Attending Physician/Hospital/CHO  Local Civil Registrar/Funeral Parlor		
<b>Document 3</b> 2 copies of Claimant's Valid Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration and submission of documents	1. Receive, review and verify documents/ requirements. Refer client to assigned	None	5 minutes	April J. Miraflores Day Care Worker I



<p>Register your name on the logbook and submit documents.</p> <p><b><i>Palihog sulat sang imo ngalan kag kinahanglanon sa logbook kag i-submit ang mga dokumento.</i></b></p>	<p>Personnel/ Social Worker.</p> <p>Give Logbook to client</p> <p><b><i>Pagabatunon kag husisaon ang mga dokumento kag kung anu ang kanahanglanon sang kliyente kag i-refer sa Personnel/Social Worker. Ihatag ang logbook sa kliyente.</i></b></p>			<p>or</p> <p><i>CSWDO front desk personnel</i></p>
<p>2. Interview. Please provide information needed during the interview.</p> <p>For burial assistance, kindly sign certificate of Eligibility.</p> <p><b><i>Maghatag sang kinahanglanon nga impormasyon kag mag pirma sang CE.</i></b></p>	<p>2.1 Conduct interview, assessment, validation and prepare Certificate of Eligibility and affixed client signature (for burial assistance and Family Date Form and Certification for outright Medical assistance).</p> <p><b><i>Magakuha sang kihanhanglanon, nga impormasyon kag i-preparar ang Certificate of Eligibility nga paga papirmahan sa kliyente para sa burial assistance kag Family Data Form kag Certification naman para sa medikal/reseta.</i></b></p> <p>2.2 Instruct client to go the City Mayor's Office for the approval of their Certificate of</p>	None	10 minutes	<p><i>Sheila D. Rizaldo Statistician Aide</i></p> <p>or</p> <p><i>CSWDO front desk personnel</i></p>



	<p>Eligibility (for the Burial Assistance) and preparation of petty cash voucher (for the medical assistance).</p> <p><b><i>Paga hambalan ang kliyente nga dal-on ini nga mga dokumento kag makadto sa City Mayor's Office para ma-aprobahan ang Certificate of Eligibility/ maubrahan ang petty cash voucher.</i></b></p>			
<p>3. Kindly proceed to the City Mayor's Office and present your documents.</p> <p><b><i>Palihog magkadto sa City Mayor's Office kag ipakita ang imo mga dokumento para ma-aprobahan ang imo Certificate of Eligibility/ mahimuan Petty Cash Voucher.</i></b></p>	<p>3.1 Receive documents.</p> <p>3.2 Preparation and issuance of Petty Cash Voucher Issuance (Medical Assistance).</p> <p>Approval of Certificate of Eligibility (Funeral Assistance).</p> <p><b><i>Batunon ang dokumento kag i-preparar ang Petty Cash Voucher kag ihatag sa kliyente</i></b></p> <p><b><i>Paabruhan ang CE.</i></b></p>	None	20 minutes	CMO Personnel



<p>4. For Medical Assistance - Please proceed to City Treasurer's Office for the release of your financial assistance.</p> <p>For Burial Assistance – Please go back to CSWDO to claim your financial assistance.</p> <p><b><i>Palihog mag kadto sa City Treasurer's Office para sa pagkuha sang imo financial assistance para sa medikal ukon sa CSWDO para sa burial.</i></b></p>	<p>4. Release of Cash Assistance</p> <p><b><i>Magahatag sang Cash Assistance.</i></b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Luni T. Pahilanga, Disbursing Officer II, City Treasurer's Office</i></p> <p><i>Jona V. Emilia, RSW Social Welfare Officer IV</i></p>
<b>TOTAL:</b>		None	40 minutes	



## 14. Provision of Assistance to Individuals and Families in Crisis Situation

Assistance to Individual in Crisis Situation (AICS) serves as a social safety net or stop-gap measure to support the recovery of individuals and families suffering from unexpected life event or crisis. The provision of psychosocial intervention and/or direct/material assistance may enabling them to meet their basic needs in the form of food, transportation, medical, educational and burial assistance.

*(Ang AICS naga serbe nga tabang (social safety net) ukon minadali nga pamaagi para maka suporta sa pag recover sang isa ka indibidwal kag pamilya nga naga antos ukon nagaagi sa mga kabudlayan o krisis. Ang paghatag sang psychosocial intervention kag direkta/ material nga bulig amu ang maka tabang para matatapan ang ila mga kinahanglanon sa pagka-on, transportasyon, medical, edukasyon kag bulig sa mga namatyan.)*

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals and Families in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 2 copies of original Certificate of Indigence from the Punong Barangay		Client's Residential Barangay		
<b>Document 2</b> Submit 3 copies (1 original, 2 Certified True Copy) of the following:  For Medical Assistance Updated Doctor's Medical Abstract/Certificate  For Burial Assistance: Death Certificate Statement of Account from funeral parlor		Hospital/ Clinic/City Health/Attending Physician  LCR		
<b>Document 3</b> 2 copies of Claimant's Valid Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration, submission of documents and interview. Register your name on the logbook and submit documents.	1. Give client the logbook. receive, review and verify documents/ requirements. Refer client to assigned	None	5 minutes	April J. Miraflores Day Care Worker / or



<p><b><i>Palihog sulat sang imo ngalan kag kinahanglanon sa logbook kag i-submit ang mga dokumento.</i></b></p> <p><b><i>Maga sabat sa interview kag maghatag sang impormayon nga kinahanglanon.</i></b></p>	<p>Personnel/ Social Worker.</p> <p><b><i>lhatag sa kliyente ang logbook kag pagabatunon kag husisaon ang mga dokumento kag kung ano ang kanahanglanon sang kliyente kag i-refer sa Personnel/ Social Worker.</i></b></p>			<p>CSWDO front desk personnel</p>
<p>2. Interview and Assessment.</p> <p>Provide pertinent information during the interview.</p> <p>Attend counseling if necessary.</p> <p>Get instruction for the scheduled release of financial assistance.</p> <p><b><i>Palihog hatag sang mga impormasyon nga kinahanglanon. Mag-attend sa counseling kag magbaton sang mga instructions para sa schedule sa pag-release sang financial assistance.</i></b></p>	<p>2.1 Intake interview and assessment, counseling maybe provided if necessary.</p> <p>2.2 Instruct client when to go back for the release of his/her Financial Assistance.</p> <p><b><i>Magakuha sang kinahanglanon nga impormasyon paagi sa interview kag ma-assess ang sitwasyon sang kliyente.</i></b></p> <p><b><i>Pabal-on ang kliyente nga mag-balik matapus ang isa ka semana.</i></b></p>	<p>None</p>	<p>20 minutes</p>	<p>Joemil G. Galve, RSW Social Welfare Officer I</p> <p>Jodelyn S. Responte, RSW Social Welfare Officer I</p> <p>Jezanie A. Endrada, RSW Social Welfare Officer I</p>
	<p>3.1 Conduct home visitation if needed, for further assessment and validation.</p> <p>3.2 Prepare, encode Social Case Summary Report.</p>	<p>None</p>	<p>2 days</p>	<p>Joemil G. Galve, RSW Social Welfare Officer I</p> <p>Jodelyn S. Responte, RSW Social Welfare Officer I</p>



	<p>3.3 Submit to CSWDO for review and recommendation. (Revision if there's findings.)</p> <p>3.4 Approval of Eligibility and Social Case Summary Report.</p> <p>3.5 Preparation of Voucher and Obligation Request.</p> <p><b><i>Kung kinahanglanon, maga home visit sa kliyente para makakuha sang dugang nga impormasyon kag mahangpan ang sitwasyon/ sirkumstanya.</i></b></p> <p><b><i>Iga-preparar kag paga encode ang SCSR kag i-submit sa CSWDO para ma-review kag maka hatag rekomendasyon.</i></b></p> <p><b><i>Paga-aprobahan and Certificate of Eligibility kag SCSR.</i></b></p> <p><b><i>Maga preparar sang voucher kag obligation request kag i-proseso.</i></b></p>			<p><i>Jezanie A. Endrada, RSW Social Welfare Officer I</i></p>
<b>TOTAL:</b>		None	2 days and 25 minutes	



*Note: Documents are forwarded to City Budget Office, City Accountant's Office, City Mayor's Office and City Treasurer's Office for processing.*

*Kindly return to CSWDO, upon notification, present your valid ID and secure not to release before claiming your financial assistance at the Cashier's Office.*





## 15. Provision of Assistive Devices

This service provides Person with Disabilities (PWDs) to acquire assistive devices that would aid his/ her mobility. The City Government adheres to the national laws and mandate that protect and promote the rights and welfare of PWDs by allotting a yearly budget to purchase assistive devices that can be used to aid the mobility of the user. Wheelchairs, canes and crutches are available upon submission of the necessary documents required to support the need of the patient to use a device. Priority is given to the less privileged individuals who cannot afford to provide for his/her own.

*(Ang ini nga serbisyo nagahatag sa tawo nga may sablag/deperensya sa lawas nga makaangkon sang gamit pangsuporta. Ang aton gobyerno nagapatuman sang pungsodnon nga layi kag mando para ipatuman ang pag protektar kag pagtib-ong sang kinamatarung sang tawo nga may kasablagan paagi sa pag-alokar sang pundo para makabakal sang gamit pangsuporta sa ila. Ang wheelchair, baston kag saklay mahimo maangkon sa pag-pasa sang kinahanglanon nga papeles sa pagpamatuod nga ini kinahanglan sang tawo nga may sablag. Ginatagaan importansiya ang tawo nga mga pigado kag wala ikasarang sa pagbakal sini.)*

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Person with Disability Residents of Bago City who are in need of assistive devices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> 1 copy of original certificate of indigency		Client's Residential Barangay		
<b>Document 2</b> 1 copy of original medical certificate with statement of patient's need for assistive device		Patient's doctor/ CHO		
<b>Document 3</b> 1 printed whole-body picture of the patient		Client		
<b>Document 4</b> 1 photocopy of valid id of claimant		PSA, Post Office, SSS, GSIS, Pag-ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo.</i>	1. Evaluate and assess the completeness and correctness of submitted documents/ requirements.	None	5 minutes	<i>Jodelyn S. Respante, RSW Social Welfare Officer I</i>



	<b>Ang mga gin pasa nga dokumento iga-evaluate.</b>			
2. Provide information during interview and read the agreement on the availment of the assistive device/s.  <b>Pagkatapos makumpleto ang mga papeles pagabasahon kag intyendihon ang kasugtanan. Matapos sini, ang gamit pangsuporta pwede na mabaton.</b>	2. Conduct interview and provide assistive device agreement.  <b>Maga kuha sang kinahanglanon nga impormasyon paagi sa pag interview kag igahatag sa kliyente ang Assistive Device Agreement.</b>	None	10 minutes	<i>Jodelyn S. Responte, RSW Social Welfare Officer I</i>
3. Accept assistive device/s.  <b>Pagabatunon ang Assistive Device/s.</b>	3. Turn over assistive devices.  <b>Igahatag ang Assistive Device/s.</b>	None	5 minutes	<i>Jodelyn S. Responte, RSW Social Welfare Officer I</i>
<b>TOTAL:</b>		None	20 minutes	



## 16. Validation of Applicants for Social Pension for Non-Pensioners and Indigent Older Persons

The Qualified to receive the P500 monthly stipend are Senior Citizens who are frail, sickly, or have disabilities; are not receiving pension from Social Security System (SSS), Government Service Insurance System (GSIS), or Veterans Pension; and do not have a permanent source of income or regular support from relatives.

The pension is distributed every quarter through cash payment by the DSWD FO VI and the CSWDO.

***(Ang qualified nga maga baton sang P500 nga bulanan nga stipend amu ang mga Senior Citizens (Tigulang naga edad 60 anyos pataas), nga mahuyang, masakiton, kag wala sang ginabaton nga pensyon halin sa Social Security System (SSS), Government Service Insurance System (GSIS), ukon Veterans Pension; kag ang kutob sa mga wala permanente nga gina kuhaan sang kita ukon regular na suporta halin sa mga paryente.***

***Ang pensyon gina hatag sang DSWDO FO VI ukon CSWDO sa kada ikatlo nga bulan/quarterly kag ini paagi sa pag hatag cash payment.)***

<b>Office or Division:</b>	Office of the City Social Welfare and Development Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Senior Citizens in Bago City who are not receiving pension from the GSIS, SSS and others, not receiving regular support from the family and no regular source of income (DSWD MC-4, s.2019)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 photocopy of OSCA issued ID	OSCA			
<b>Document 2</b> 1 copy of Barangay Certificate of indigence	Client's Residential Barangay			
<b>Document 3</b> 1 copy of Filled up Validation Form	Office of the Senior Citizens Affairs (OSCA)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirement for validation and evaluation.  <b><i>Personal nga ipasa ang mga dokumento nga gina pangayo para sa validation kag evaluation.</i></b>	1. Evaluate and validate the completeness and correctness of submitted requirements/ documents.	None	10 minutes	<i>Jona V. Emilia, Social Welfare Officer IV</i>  Or <i>any CSWDO Front desk Personnel</i>



	<b>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</b>			
	2. Submit documents to DSWD FO VI.  <b>Ipasa ang mga dokumento sa DSWD FO VI.</b>	None	10 minutes	<i>Jona V. Emilia Social Welfare Officer IV</i>
	<b>TOTAL:</b>	None	20 minutes	
<i>Note: Kindly wait for 30 days while your documents are submitted to and validated by DSWD FO VI. Documents are submitted at the DSWD FO VI. You will then be informed through your Barangay Officials or Senior Citizens Office if your are on the list of SocPen priority.</i>				

# LOCAL CIVIL REGISTRAR

## **Mandate:**

*Problems regarding registration of birth, marriages and death. Come to the Office of the Local Civil Registrar and we are happy to help you promptly.*

*This office has been mandated by R.A. 3753 to register births, marriages and deaths, and other registrable decrees such as annulment, legal separation, adoption, change of names, migrant petitions and out-of-town registration. There are roving team that will bring services nearer to you.*

## **Services Available:**

- *Issuance of certified true copy of births, marriages and deaths and also issuance of "no record" certification.*
- *Receipt for application for marriage licenses and other registrable Documents.*
- *Issuance of marriage licenses.*
- *Facilitate out-of-town registration*
- *Change in first names or correction of clerical errors (R.A. 9048 & 10172).*
- *Facilitate documents (birth, marriage & death) for verification at PSA thru BREQS program.*



# **LOCAL CIVIL REGISTRAR**

## **External Services**



## 1. Application for Registration of Birth, Marriage And Death

This office has been mandated by RA 3753 to register births, marriages, deaths and other registrable decrees such as annulment, legal separation, adoption, change of names and clerical errors among other. Also accept out-of-town registration and extends roving registration to far-flung barangays for those persons who cannot come to our office.

***(Ang ini nga opisina ay mandated sa RA 3753 para mag rehistro sang pagkatawo sang bata, ang nagpakasal, ang nagakapatay kag ang mga papeles nga gin aprobahan sang korte parehas sang pagbulagay sang mag-asawa nga legal, pagkuha sang bata nga may pahanugot sa korte, pag-illis sang sala nga ngalan kag iban pa nga letra sa papeles sang kinatawhan. Amo man nga pagparehistro sa iban nga lugar nga subong diri naga istar sa syudad sang Bago kag nagakadto man sa malayo nga barangay sakop sang Bago sa pag rehistro sa mga tao nga indi makakadto sa amon opisina.)***

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Residents of Bago City who are born in this City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of Marriage contract of parents	Owner's copy / LCR place of marriage			
<b>Document 2</b> 1 copy of baptismal certificate	Church			
<b>Document 3</b> For late registration: Verification at Philippine Statistics Authority	PSA, Bacolod City			
<b>Document 4</b> For registrable documents	Client request from Court (RTC)			
<b>Document 5</b> 1 copy Certificate of Finality from court Certified True Copy	Client request from Court (RTC)			
<b>Document 6</b> 1 copy Decision from Court	Client request from Court (RTC)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements. Submit data and supporting papers then fill up and sign the forms for registration.  <b><i>lpasa ang mga kinahanglan nga data kag mga papeles kag magpirma sa pormas.</i></b>	1. Receive and evaluate requirements as to the required documents and give the client the registration form  <b><i>Gina assess kag iga evaluate and mga dokumento kung</i></b>	None	5 minutes	<i>Rachel L. Herbolario, Registration Officer I</i>  or  <i>any LCR staff</i>



	<b>Kumpleto kag papirmahon ang kliyente sa birth forms.</b>			
2. Please wait for your name to be verified.  <b>Pwede lang nga hulaton ang certificate nga issue sang office.</b>	2. Staff will first verify the name in the computer and in the registry book and if positive it will be released to the client if negative advised them to file late registration.  <b>Ang staff mangita sa computer kag registry book.</b>	None	10 minutes	<i>Alma D. Obsena Statistician I</i>  <i>or</i> <i>any LCR Staff</i>
3. Payment of required fees and Bring Official Receipt to the LCR Office.  <b>Magbayad sa City Treasurer's Office sang nagakaigo nga balayran kag ihatag sa LCR office ang resibo.</b>	3. Receive payment and release official receipt.  <b>Batunon ang bayad kag i-release ang official receipt.</b>	PHP 80.00	15 minutes	<i>Lallaine S. Pereira Revenue Collection Clerk III City Treasurer's Office</i>
4.1 Submit official receipt and wait for the preparation of your certification  4.2 Receive the certification.  For clients who wants to request for Batch Query System (BREQS) Certificate. Please pay the Required Fees for facilitation and payment to the PSA.  Wait for the call on the release of BREQS.	4.1 Receive Official Receipt and prepare the Certification  4.2 Release of the certification.  BREQS verification form will be submitted to PSA Bacolod and the result will be given to the client upon release.  Inform the client that it will take at least 3 days for the PSA result.  <b>Batunon ang official receipt kag ipreparar ang certification.</b>	None  PSA- PHP 155.00 City  Counterpart- PHP 50.00	5 minutes	<i>Gemma E. Jose Computer Operator I</i>





<p><b><i>Ipasa ang official receipt kag hulaton an certification.</i></b></p> <p><b><i>Batunon ang certification.</i></b></p> <p><b><i>Ang mga kliyente nga gusto mag-request sang ila birth, marriage kag death certificate paagi sa BREQS palihog bayad ang nagakaigo nga balayran.</i></b></p> <p><b><i>Maghulat sang tawag kung i-release na ang BREQS.</i></b></p>	<p><b><i>I-release ang certification.</i></b></p> <p><b><i>Ang verification form paagi sa BREQS ipasa sa PSA Bacolod kag gilayon ihatag sa kliyente kung ma-release na pagkatapos sang tatlo (3) ka adlaw.</i></b></p>			
<b>Total:</b>		35 minutes		



## 2. Registration for Change of First Name and Correction of Clerical Error

Republic Act 9048 is an act authorizing the City Civil Registrar to Correct a Clerical or Typographical Error in an entry and/or Change of First Name or Nickname and/or Change of Gender in the Civil Registrar without need of a Judicial Order.

*(Republic Act 9048 naga- authorize sa City Civil Registrar sa pag- korek sang mga sala nga Clerical or Typographical Error nga nag gwa sa pormas sang kinatauhan sang isa ka tawo kag pag- ilis man sang una nga ngalan kag sa pag-ilis sang sala nga pagkatao nga indi kinahanglan mag-agi sa korte.)*

<b>Office or Division:</b>	Local Civil Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	Residents of Bago City who are born in this City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For <b>CLERICAL ERROR:</b>		
<b>Document 1</b> 1 copy of Birth Certificate in SECPA	PSA	
<b>Document 2</b> 1 copy of Baptismal Certificate	Church where the clients was baptized.	
<b>Document 3</b> Copy of School Records/Voter's Affidavit	School where the client graduated/COMELEC	
<b>Document 4</b> Copy of SSS E-1 Record	SSS office, Bago Branch	
<b>Document 5</b> Copy of Police	Local PNP	
<b>Document 6</b> Copy NBI Clearance	NBI, Bacolod Branch	
<b>Document 7</b> Copy of Marriage contract of parents	PSA/City where the client had their wedding	
<b>Document 8</b> Copy of Birth Certificate/Voter's Certification	Client's Place of Birth/COMELC	
For <b>CHANGE of FIRST NAME:</b>		
<b>Document 1</b> 1 copy of Birth Certificate in SECPA	PSA	
<b>Document 2</b> 1 copy of Baptismal Certificate	Church where the clients was baptized.	
<b>Document 3</b> Copy of Police Clearance	Local PNP	
<b>Document 4</b> Copy of NBI Clearance	NBI, Bacolod Branch	
<b>Document 5</b> Affidavit of Unemployment/Certificate of Employment	Client's Employer/Notary Public	
<b>Document 6</b>	Publishing house	



2-week publication in any local newspaper of general circulation.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Requirements and receive assessment of fees.</p> <p><b>Magpasa sang kinahanglanon na papeles.</b></p>	<p>1. Receive, review &amp; asses the documents.</p> <p>Prepare and release assessment of fees.</p> <p><b>Batunon i-review kag i-asses ang ginpasa nga mga dokumento.</b></p>	None	5 minutes	<i>Meriam L. Huerva, City Civil Registrar</i>
<p>2.1 Payment of Fees Proceed to the City Treasurer's Office for the payment of fees.</p> <p>2.2 Receive official receipt.</p> <p><b>Magbayad sang nagakaigo nga balayran kag batunon ang official receipt.</b></p>	<p>2. Receive payment and release Official Receipt.</p> <p><b>Batunon ang bayad kag irelease ang resibo.</b></p>	<p>CCE- PHP 1,000</p> <p>CFN- PHP 3,000</p>	15 minutes	<i>Lallaine S. Pereira Revenue Collection Clerk III City Treasurer's Office</i>
<p>3. Present the Official Receipt.</p> <p>Sign the Petition Forms and submit to the Officer in Charge.</p> <p>Receive instructions from the LCR staff on the number of days for the approval of the release of the document.</p> <p><b>Ipakita ang official receipt.</b></p> <p><b>Ang kliyente maga-pirma sa Petition Forms.</b></p>	<p>3. Receive Official Receipt and give copy of the petition form to the client.</p> <p>Advised that papers will be sent to PSA Legal Division, Manila for approval and will be sent back to LCR office.</p> <p><b>Ang kliyente gina pahibalo nga ang papeles ipadala sa PSA Legal Division in Manila for approval kag ibalik diri sa LCR Office.</b></p>	None	10 minutes	<i>Meriam L. Huerva, City Civil Registrar</i>
<b>Total:</b>			30 minutes	



### 3. Registration for Correction of Clerical Error of Gender/Sex and in the Month and Day in the Date of Birth

Republic Act 10172 is an act authorizing the City Civil Registrar to Correct a Clerical Error in the Birth Certificate of Gender/Sex and in the Month and Day (in the date of birth) without need of a Judicial Order.

***(Republic Act 10172 naga- authorize sa City Civil Registrar sa pag korek sang mga Clerical Error sa Birth Certificate sang Kasarian, Bulan kag Adlaw (petsa sang kinatauhan) nga indi kinahanglan mag-agi sa korte.)***

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Residents of Bago City who are born in this City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Clerical Error (RA 10172) Requirements:</b>				
<b>Document 1</b> Copy of Birth Certificate from PSA and Local copy	PSA			
<b>Document 2</b> Copy of Baptismal Certificate/Earliest school records (elementary)	Church where the client was baptized			
<b>Document 3</b> Copy of Voter's Affidavit/GSIS or SSS record (if any)	GSIS, SSS, COMELEC offices			
<b>Document 4</b> Copy of Police and NBI Clearance	Local PNP and NBI, Bacolod Branch			
<b>Document 5</b> Medical records and Laboratory results	Laboratory Center			
<b>Document 6</b> If employed: Certificate of Employment If unemployed: Affidavit of unemployment	Concerned Employer Affidavit of Unemployment			
<b>Document 7</b> 2-week publication to any newspaper of general circulation	Newspaper company			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements for assessment.  <b><i>Magpasa kinahanglanon sang nga papeles.</i></b>	1. Review & Asses requirements  <b><i>I-review kag i-asses ang mga papeles nga ginpasa.</i></b>	None	10 minutes	<i>Meriam L. Huerva, City Civil Registrar</i>



<p>2. Payment of Fees.</p> <p><b>Magabayad sa City Treasurer's Office sang nagakaigo nga balayran.</b></p>	<p>2. Accept the Official Receipt</p> <p><b>Batunon ang resibo nga gin bayaran sang kliyente.</b></p>	<p>Php 3,000.00</p>	<p>5 minutes</p>	<p><i>Lallaine S. Pereira Revenue Collection Clerk III City Treasurer's Office</i></p>
<p>3.1 Clients will sign Petition Form.</p> <p>3.2 Wait for the document to be approved and call from LCR Office.</p> <p><b>Magpirma sang Petition Form. Palihog maghulat sang dokumento nga ma-approve kag tawag nga magahalin sa LCR Office.</b></p>	<p>3.1 Clients are advised that papers will be sent to PSA Legal Division in Manila for approval and will be sent back to LCR Office.</p> <p>3.2 Inform client upon receipt of approved document.</p> <p><b>Ipabalo sa kliyente nga ang papeles ipadala sa PSA Legal Division sa Manila para ma-aprubahan kag ibalik diri sa LCR Office. Pag baton sang gin aprobahan nga dokumento gilayon maga pabalo ang opisina sang LCR.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Meriam L. Huerva, City Civil Registrar</i></p>
<p style="text-align: right;"><b>Total:</b></p>			<p>25 minutes</p>	



# CITY TREASURER'S OFFICE

**Mandate:**

*Under existing laws, our Office of the City Treasurer enjoys fiscal autonomy in strengthening economic and financial capabilities of our local government unit. We exercise the power to create our own sources of revenue and to levy taxes, fees and charges which shall accrue exclusively to the city. Thus, we ensure with transparency and promptness in our function of fund management through proper collection, remittance, safekeeping and authorized disbursement observing accounting and auditing rules and regulation.*



# **CITY TREASURER'S OFFICE**

## **External Services**





## 1. Acceptance of Payment

Official receipts are issued to individuals who need to pay for certified seeds, BAC Accreditation, bid documents and performance bond.

**(Ang official receipt gina issue sa mga indibidwal nga magabayad para sa certified seeds, BAC accreditation, bid documents kag performance bonds.)**

<b>Office or Division:</b>	City Treasurer's Office – Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business			
<b>Who may avail:</b>	Clients, and Suppliers/Contractors of the City Government of Bago.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Quantity and Amount to be paid for Certified Seeds (Payment order)		City Agriculture Office		
<b>Document 2</b> Amount to be paid for accreditation, bid documents and performance bond		BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit amount to be paid.  <b><i>Ihatag ang kantidad nga kinahanglan bayaran.</i></b>	1. Receive exact amount of payment.  <b><i>Batunon ang eksakto nga kantidad nga gin bayad.</i></b>	None	5 minutes	<i>Lida A. Oquiana Cashier IV</i>  CASH DIVISION
2. Claim your official receipt.  <b><i>Kuha-on ang imo official receipt.</i></b>	2. Issue official receipt of payment.  <b><i>Mag-issue sang official receipt.</i></b>	Based on amount to be paid.	5 minutes	<i>Lida A. Oquiana Cashier IV</i>  CASH DIVISION
<b>TOTAL:</b>		Based on amount to be paid	10 minutes	



## 2. Availment of Market Block/ Stall for Lease (New)

Vacant market block/stall in the City public market is made available for lease to qualified applicants.

**(Ang bakante nga bloke/puwesto sa City public market pwede nga paga arkilahan sang qualified nga aplikante para sa iya negosyo.)**

<b>Office or Division:</b>	City Treasurer's Office – Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stallholders, Peddlers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Application Form	Market Division Office			
<b>Document 2</b> Cedula/Community Tax Certificate	License Division - City Treasurers Office			
<b>Document 3</b> Notice of Award	Client			
<b>Document 4</b> 1 Valid ID (Original/Photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.  <b><i>Ipasa ang kompleto nga mga dokumento.</i></b>	1.1 Receive the required documents for verification and instruct the client to return on the 3 <sup>rd</sup> day to claim the contract of lease.  <b><i>Batunon ang ginpasa nga mga dokumento kag hatagan instructions ang kliyente nga magbalik sa ika tatlo (3) nga adlaw sa pagkuha sang contract of lease.</i></b>	None	15 minutes	<i>Joemar M. Bimbao Market Specialist I</i>  <i>Ryan A. Makilan Revenue Collection Clerk II</i>  MARKET DIVISION



	1.2 Prepare Contract of Lease.  <i>I-preparar ang "Contract of Lease".</i>	None	2 days, 7 Hours, and 30 minutes	<i>Joemar M. Bimbao Market Specialist I</i>  <i>Ryan A. Makilan Revenue Collection Clerk II</i>  MARKET DIVISION
2. Claim your "Contract of Lease".  <i>Batunon ang imo contract of lease.</i>	2. Release/Issue the "Contract of Lease".  <i>I-release ang "Contract of Lease".</i>	None	15 minutes	<i>Joemar M. Bimbao Market Specialist I</i>  <i>Ryan A. Makilan Revenue Collection Clerk II</i>  MARKET DIVISION
<b>TOTAL:</b>		None	3 days	



### 3. Issuance of Community Tax Certificate or Cedula (Individual & Corporate)

A COMMUNITY TAX CERTIFICATE (Cedula) is a legal identity document issued by cities and municipalities to all persons that have reached the age of majority (18 years old and above), used to almost all public and private transactions and especially when taking an oath to any position in the government. It is only valid within the year it is issued.

*(Ang CEDULA isa ka legal nga dokumento nga gina issue sang syudad kag munisipyo sa tanan nga pumuluyo nga ang edad naglab-ot sa dice-otso anyos (18) pasaka, ini gina usar sang kalabanan sa tanan nga pang publiko kag pribado nga transaksyon kag labi na gid kun mag panumpa sa ano man nga posisyon sa gobyerno. Ini mangin valid sa sulod sang tuig sang pag-issue.)*

<b>Office or Division:</b>	City Treasurer's Office – License Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business	
<b>Who may avail:</b>	General Public (18 years old & above and residing in Bago City) Businesses in the City of Bago.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For <b>Individual</b>		City Treasurer's Office / Negosyo Center
<b>Document 1</b> Personal Data Form (Fill-up 1 copy)		Information Desk / Collector's Window
<b>Document 2</b> Any of the following: • Valid ID • Voter's Affidavit • Barangay Clearance		• BIR, Post Office, DFA, PSA, SSS, GSIS, • COMELEC Office • Barangay of Residence
For <b>New Business/Corporation</b>		Negosyo Center, MYTMCCC
<b>Document 1</b> Total Assessed Value of all Corporate-owned real properties		City Assessor's Office, Bago City Hall
<b>Document 2</b> Capital Investment of the new business		Client/Business Owner
For <b>Old Business/Corporation (Renewal)</b>		Negosyo Center, MYTMCCC
<b>Document 1</b> Total Assessed Value of all Corporate-owned real properties		City Assessor's Office, Bago City Hall
<b>Document 2</b>		Client/Business Owner



Certified Income Statement / Gross receipts for the preceding calendar year				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Individual Community Tax Certificate</b>				
1. Proceed to window 3 or 4 for Cedula/CTC and submit required documents.  <b>Mag kadto sa window 3 or 4 nga gina bayaran Cedula kag ipasa ang mga dokumento nga gina pangayo.</b>	1. Evaluate the submitted documents, interview the client for needed information, and assess the client's due tax.  <b>Iga-evaluate ang gin pasa nga mga dokumento nga may upod nga malip-ot nga interview, kag i-assess ang balayran sang kliyente.</b>	None	10 minutes	<i>Emee T. Alvarez Revenue Collection Clerk II</i>  <i>Janeth M. Montaño Revenue Collection Clerk II</i>  LICENSE DIVISION
2. Pay the tax due and claim your Community Tax Certificate/Cedula.  <b>Magbayad kag kuha-on ang imo cedula.</b>	2. Collects the tax payment then generate and release the Community Tax Certificate/Cedula.  <b>Batunon ang bayad, iprint kag ihatag ang cedula.</b>	(See Community Tax Table)	20 minutes	<i>Emee T. Alvarez Revenue Collection Clerk II</i>  <i>Janeth M. Montaño Revenue Collection Clerk II</i>  LICENSE DIVISION
<b>TOTAL:</b>		Based on assessment (See Community Tax Table)	30 minutes	



For Corporation/Business (Old/New)				
<p>1. Proceed to the window 1 intended for Cedula/CTC and submit required documents.</p> <p><b>Mag kadto sa window 1 nga gina bayaran cedula kag ipasa ang mga dokumento nga gina pangayo kag magsabat sa pamangkot.</b></p>	<p>1. Evaluate the submitted documents, interview the client for needed information, and assess the client's tax due.</p> <p><b>Iga-evaluate ang ginpasa nga mga dokumento nga may upod nga interview, kag e assess ang balayran sang kliyente.</b></p>	None	10 minutes	<p><i>Maria Gracia C. Boncalon</i> Revenue Collection Clerk II</p> <p>LICENSE DIVISION (Negosyo Center)</p>
<p>2. Pay the tax Due and claim your Community Tax Certificate/Cedula.</p> <p><b>Magbayad kag kuha-on ang imo cedula.</b></p>	<p>2. Collects the tax payment then generate and issue the Community Tax Certificate/Cedula.</p> <p><b>Batunon ang bayad, i-print kag ihatag ang cedula.</b></p>	(See Community Tax Table)	20 minutes	<p><i>Maria Gracia C. Boncalon</i> Revenue Collection Clerk II</p> <p>LICENSE DIVISION (Negosyo Center)</p>
<b>TOTAL:</b>		Based on assessment (See Community Tax Table)	30 minutes	



### Community Tax Table

Community Tax Certificate - Individual	
<b>Basic Community Tax</b>	PHP 5.00 voluntary or exempted PHP 1.00
<b>Annual Additional Tax</b> from Salaries/gross receipt/earnings derived from exercise of profession /occupation	<i>(Not to exceed PHP 5,000.00)</i> PHP 1.00 for every PHP 1,000.00
Income from real property	PHP 1.00 for every PHP 1,000.00
<b>Total</b>	<b>Basic Community Tax + Gross Earnings + Income from real property</b>
Community Tax Certificate - Corporation	
<b>Basic Community Tax</b>	PHP 500.00
<b>Additional Community Tax</b> a. worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws, found in the assessment rolls of this city where the real property is situated b. Gross receipts or earnings derived by it from its business in the Philippines during the preceding year	<i>(Not to exceed PHP 10,000.00)</i> a. PHP 2.00 for every PHP 5,000.00 worth  b. PHP 2.00 for every PHP 5,000.00
<b>Total</b>	<b>Basic Community Tax + Additional Community Tax</b>



#### 4. Issuance of Motorized Tricycle Operator's Permit (MTO/ Franchise)

Tricycle Franchise is issued to owners of motorized tricycles or tricycles-for-hire operating within the jurisdiction of Bago City. This service is provided for both new applicants as well as old franchise holders. A franchise is issued together with a Mayor's Permit.

Note: Franchise Permits are renewable every year while a Mayor's Permit expires every December 31<sup>st</sup>.

***(Ang tricycle franchise gina issue sa nagapanag-iya sang trisikol o trisikol nga gina pabiyahe sa sakop lang sang Bago City. Ini nga serbisyo para sa bag-o nga aplikante sang franchise kag subong man sa daan. Ang franchise gina issue kaupod sang Mayor's Permit.***

***Tandaan: Ang permit sang franchise gina renew kada tuig kag ang Mayor's Permit ma-expire kada Disyembre 31.)***

<b>Office or Division:</b>	City Treasurer's Office – License Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Tricycle Franchise Operator	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Document 1</b> Completely Filled-up Application Form	Client (Application Form is available at City Treasurer's Office)	
<b>Document 2</b> Original Barangay Clearance	Client's Residential Barangay	
<b>Document 3</b> Cedula (for Franchise)	City Treasurer's Office	
<b>Document 4</b> T.O.D.A. Clearance	Client's respective association or T.O.D.A.	
<b>Document 5</b> Solid Waste Certificate (RA 9003)	Client's Residential Barangay	
<b>Document 6</b> O.R./C.R. (Original or Photocopy)	Client	
<b>Document 7</b> COMELEC I.D./ Voter's Certification	COMELEC Office, Old DPWH Building, Brgy.Poblacion, Bago City	
<b>Document 8</b> X-ray Result/Stool Exam Result	Medical Laboratory / Hospital	
<b>Document 9</b> Road Safety Maintenance Certificate/Attendance	Traffic Division, City Mayor's Office	
<b>Document 10</b> SSS Clearance	Social Security Office, Bago City	





<b>Document 11</b> Old Franchise Documents (for renewal) & Mayor's Permit (Original Copy)		Client / Franchise Owner/Operator		
<b>Document 12</b> Valid Driver License (Photocopy)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up application form & requirements.  <i>Ipasa ang mga dokumento nga kinahanglanon.</i>	1. Evaluate and validate requirements as to completeness while interviewing client.  <i>I-evaluate ang mga gin pasa nga dokumento upod sang malip-ot nga interview.</i>	None	15 minutes	<i>Adrian O. Tayongtong</i> Bill Collector  LICENSE DIVISION
	2. Issuance of various clearances.  <i>Pag-issue sang mga clearances.</i>  Sanitary Clearance  Environmental Clearance  Fire Safety Inspection Certificate (FSIC)	PHP 50.00  2% of amount due  PHP 500.00 or 15% of the amount due, whichever is higher	30 minutes	<i>Kenneth P. Amarilla</i> Sanitation Inspector I / CHO  <i>Vicente D. Mesias</i> CENRO I/CEMO <i>Ronie R. Castillo</i> Carpenter I/CEMO  <i>City Fire Marshal</i> Bago City Fire Station
	3. Encoding the data and generating of Tax Order of Payment.	None	30 minutes	<i>Adrian O. Tayongtong</i>



	<b>Pag encode sang mga data kag pag print sang Tax Order of Payment.</b>			Revenue Collection Clerk II  LICENSE DIVISION
2. Pay the amount due.  <b>Magbayad sang Fire Code Fee.</b>	4. Accept payment for Fire Code Fee and printing of FSIC.  <b>Batunon ang bayad sa Fire Code Fee kag i-generate ang FSIC.</b>		15 minutes	City Fire Marshal Bago City Fire Station
	5. Receive payment for tax, fees and other charges.  <b>Batunon ang bayad sa tax, fees, and other charges.</b>	New/ Renewal/ Transfer of Ownership PHP 897.00  Change Motor PHP 335.00	15 minutes	Adrian O. Tayongtong Revenue Collection Clerk II  LICENSE DIVISION
3. Wait for the official receipt, approved Business Permit to Operate, and sign on the logbook.  <b>Hulata ang official receipt, approved Business Permit to Operate, kag magpirma sa logbook.</b>	6. Generate and Issue the Permit to Operate.  <b>I-print kag iga-issue ang Permit to Operate.</b>	None	20 minutes	Adrian O. Tayongtong Revenue Collection Clerk II  LICENSE DIVISION
	<b>TOTAL:</b>	New/ Renewal/ Transfer of Ownership PHP 897.60 + FSIC Fee  Change Motor PHP 335.00 +FSIC Fee	2 Hours	



Fees for <b>New Registration / Renewal or Registration / Transfer of Ownership</b>	
Driver's Permit	- PHP 75.00
Franchise Fee	- PHP 150.00
Filing Fee	- PHP 300.00
HCF	- PHP 50.00
Mayor's Permit	- PHP 75.00
Occupational Tax	- PHP 30.00
Registration Fee	- PHP 75.00
Sale of Sticker	- PHP 50.00
Supervision & Regulatory Fee	- PHP 75.00
Environmental Fee	- 2% of total due or PHP 880.00 x 0.02 = PHP 17.60
<b>Total</b>	- <b>PHP 897.60</b>
Fees for <b>Change Motor</b>	
Driver's Permit	- PHP 75.00
HCF	- PHP 50.00
Mayor's Permit	- PHP 75.00
Occupational Tax	- PHP 30.00
Registration Fee	- PHP 75.00
Sale of Sticker	- PHP 50.00
<b>Total</b>	- <b>PHP 355.00</b>
Plus: Penalties/surcharge for expired/un-renewed Franchise & Mayor's Permit (Rates are based on the approved Local Revenue Code of Bago City)	



## 5. Issuance of Official Receipt for Various Fees and Charges

The issuance of documents or the availment of service(s) being offered by the City to the client must pay the corresponding fee or charge. The City Treasurer's Office issues the Official Receipt as a proof of payment made by the client.

***(Ang pag issue sang dokumento ukon pag gamit sang serbisyo nga gina tanyag sang syudad sa mga kliyente dapat mag bayad sang nahangdan nga fee or charge. Ang City Treasurer's Office ang maga issue sang official receipt para sa pagpamatu-od nga nakabayad ang kliyente.)***

<b>Office or Division:</b>	City Treasurer's Office – License Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC		
<b>Document 2</b> Statement of Account (if applicable)		Issuing office/agency		
<b>Document 3</b> Assessment of Taxes and Fees (if applicable)		Issuing office/agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents and respond to queries for verification.  <b><i>Ipasa ang mga kinahanglan nga dokumento. Sabton ang mga pamangkot para sa verification.</i></b>	1. Receive / evaluate the submitted requirements and assess necessary fees.  <b><i>Batunon / i-evaluate ang gin pasa nga requirements kag i-assess ang kinahanglan bayaran sang kliyente.</i></b>	See Annex A	15 minutes	<i>Liezl O. Perez</i> <i>Revenue Collection Clerk II</i>  <i>Princess Diane E. Sepida</i> <i>Revenue Collection Clerk II</i>  <i>Janne Marie A. Benavente</i> <i>Revenue Collection Clerk II</i>  LICENSE DIVISION



<p>2. Pay the legal fees and claim your original copy of official receipt.</p> <p><b><i>Magbayad kag kuhaon ang imo original nga official receipt.</i></b></p>	<p>2. Collect the payment and issues the original copy of official receipt to the client.</p> <p><b><i>Batunon ang bayad kag ihatag ang original nga official receipt sa kliyente.</i></b></p>	<p>“See Annex A”</p>	<p>15 minutes</p>	<p><i>Liezl O. Perez</i> Revenue Collection Clerk II</p> <p><i>Princess Diane E. Sepida</i> Revenue Collection Clerk II</p> <p><i>Janne Marie A. Benavente</i> Revenue Collection Clerk II</p> <p>LICENSE DIVISION</p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p>See Annex A</p>	<p>30 minutes</p>	



## 6. Issuance of Real Property Tax Clearance

The issuance of Real Property Tax Clearance is a service given the individuals who have cleared their payment on real property/ies in the City of Bago.

***(Ang pag-issue sang Tax Clearance sang Land Tax gina hatag sa mga indibidwal nga nakabayad sang ila mga propyedad sa syudad sang Bago.)***

<b>Office or Division:</b>	City Treasurer's Office – Land Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client G2B – Government to Business			
<b>Who may avail:</b>	Owners of real properties which are located in the City of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Official Receipt of Updated Payment of Real Property Tax		Cash Division, City Treasurer's Office		
<b>Document 2</b> Tax Clearance Receipt with Documentary Stamp		License Division – City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Official Receipt of Updated Payment to Land Tax Division.  <b><i>Ipresenta ang official receipt of updated payment sa Land Tax Division.</i></b>	1. Verify if the Official Receipt is updated.  <b><i>Usisa-a kag validate ang official receipt kung updated.</i></b>	None	5 minutes	<i>Lindsay Anne F. Dumaran</i> <i>Bill Collector</i>  <i>Elsa M. Dulaca</i> <i>Revenue Collection Clerk II</i>  <i>Alejandro G. Sano</i> <i>Bill Collector</i>  LAND TAX DIVISION
2.1 Pay the Tax Clearance Receipt and Documentary Stamp to window 1 or 2, License Division.  2.2 Get official receipt.	2. Collects the necessary fees and issues the original copy of Official Receipt to the client.  <b><i>Batunon ang bayad kag ihatag ang</i></b>	PHP 50.00 per Owner – Real Property Tax Clearance  PHP 30.00 – Documentary Stamp	15 minutes	<i>Liezl O. Perez</i> <i>Revenue Collection Clerk II</i>  <i>Princess Diane E. Sepida</i> <i>Revenue Collection Clerk II</i>



<p><b><i>Magbayad sa License Division sang Tax Clearance kag documentary stamp.</i></b></p> <p><b><i>Kuha-on ang official receipt.</i></b></p>	<p><b><i>original nga official receipt sa kliyente.</i></b></p>			<p><i>Janne Marie A. Benavente Revenue Collection Clerk II</i></p> <p>LICENSE DIVISION</p>
<p>3. Return to Land Tax Division and present the official receipt, then claim your Real Property Tax Clearance.</p> <p><b><i>Magbalik sa Land Tax Division kag ipakita ang imo official receipt kag kuha-a ang imo nga Real Property Tax Clearance.</i></b></p>	<p>3. Verify the official receipt, then issue the Real Property Tax Clearance.</p> <p><b><i>Usisa-a ang official receipt, kag i isyu ang Real Property Tax Clearance.</i></b></p>	None	5 minutes (per Lot)	<p><i>Lindsay Anne F. Dumaran Bill Collector</i></p> <p><i>Elsa M. Dulaca Revenue Collection Clerk II</i></p> <p><i>Alejandro G. Sano Bill Collector</i></p> <p>LAND TAX DIVISION</p>
<b>TOTAL:</b>		PHP 80.00	25 minutes (per Lot)	



## 7. Issuance of Statement of Real Property Tax

The Issuance of Statement of Real Property Tax (RPT) is a service given to individuals who own real property/ies in the City of Bago. RPT is due and payable on the 1st day of January, however, at the discretion of the taxpayer, the same can be paid without interest/ penalties in quarterly installments:

- ✓ Before March 31 (1<sup>st</sup> Quarter)
- ✓ On or before June 30 (2<sup>nd</sup> Quarter)
- ✓ On or before September 30 (3<sup>rd</sup> Quarter)
- ✓ On or before December 31 (4<sup>th</sup> Quarter)

***(Ang pag-issue sang Statement of Real Property Tax (RPT) isa ka serbisyo nga gina hatag sa mga indibidwal nga nagapanag-iya sang mga propyedad sa syudad sang Bago. Ang RPT gina bayaran kada una nga adlaw sang Enero, ugaling, sa discrision sang taxpayer, pareho man ang mabayran nga wala interest/penalties sa apat ka installments:***

- ✓ ***Antes mag-Marso 31 (1<sup>st</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Hunyo 30 (2<sup>nd</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Setyembre 30 (3<sup>rd</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Disyembre 31 (4<sup>th</sup> quarter)***

<b>Office or Division:</b>	City Treasurer's Office - Land Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business			
<b>Who may avail:</b>	Owners of real properties which are located in the City of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Any of the following: <ul style="list-style-type: none"> <li>• Real Property Owner's Name</li> <li>• Previous Receipt</li> <li>• Lot Number</li> <li>• Land Title</li> </ul>		Client / Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a print out of statement of Real Property Tax by providing the requirements needed.  <b><i>Magpangayo sang print out sang Statement of Real</i></b>	1. Generate a Statement of Real Property Tax.  <b><i>Maghimo sang Statement of Real Property Tax.</i></b>	None	10 minutes (per Lot)	<b><i>Elsa M. Dulaca</i></b> <i>Revenue Collection Clerk II</i>  <b><i>Lindsay Anne F. Dumaran</i></b> <i>Bill Collector</i>  <b><i>Alejandro G. Sano</i></b> <i>Bill Collector</i>





<b><i>Property Tax paagi sa paghatag sang nagaka-angay nga requirements.</i></b>				LAND TAX DIVISION
2. Receive the requested copy of Statement of Real Property Tax.  <b><i>Batunon ang gin pangayo nga kopya sang Statement of Real Property Tax.</i></b>	2. Give the printed Statement of Real Property Tax to the client.  <b><i>Ihatag ang gin print nga Statement of Real Property Tax sa kliyente.</i></b>	None	5 minutes	<i>Lindsay Anne F. Dumaran Bill Collector</i>  <i>Elsa M. Dulaca Revenue Collection Clerk II</i>  <i>Alejandro G. Sano Bill Collector</i>  LAND TAX DIVISION
<b>TOTAL:</b>		None	15 minutes (per Lot)	



## 8. Issuance of Tax Certificate (BIR Form 2307)

A certificate issued for the computed tax withheld of all suppliers and contractors of the City Government of Bago, upon their request.

**(Ang pag compute kag pag issue sang tax withheld certificate sa tanan nga naga request nga supplier kag contractor sang local nga gobyerno sang syudad.)**

<b>Office or Division:</b>	City Treasurer's Office – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers, and Contractors of the City Government of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Request BIR Form 2307 from CTO Administrative Division.  1.2 Answer interview.  <b>Magkadto sa City Treasurer's Office – Administrative Division kag mag request sang BIR Form 2307.</b>  <b>Sabta ang interview.</b>	1. Receive the request and generate the BIR Form 2307.  <b>Batunon ang request kag iproseso ang gina pangayo nga BIR Form 2307.</b>	None	5 minutes	<i>Luni T. Pahilanga</i> <i>Disbursing Officer II</i>  ADMINISTRATIVE DIVISION
2. Sign the receiving logbook and claim the requested BIR Form 2307.  <b>Magpirma sa receiving logbook kag batunon ang gin pangayo nga BIR Form 2307.</b>	2. Generate and issue the requested BIR Form 2307 to the client.  <b>Iprint kag iga-isyu ang gin pangayo nga tax certificate sa kliyente.</b>	None	10 minutes	<i>Luni T. Pahilanga</i> <i>Disbursing Officer II</i>  ADMINISTRATIVE DIVISION
<b>TOTAL:</b>		None	15 minutes	



## 9. Issuance of Various Certification

This service includes issuance of certificate for “Lost/Missing Official Receipt paid by client, for “Closure of Business”, for “No Record” (Business), and for “Transfer of Ownership of Business”.

***(Lakip sa ini nga serbisyo ang pag-issue sang certificate para sa nadula nga official receipt nga gin bayaran sang kliyente, para sa Closure of Business, No Record (Business), ukon Transfer of Ownership of Business.)***

<b>Office or Division:</b>	Business One Stop Shop, License Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2C - Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent	Client			
<b>Document 2</b> Mayor’s Permit	Client			
<b>Document 3</b> Business Plate	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.  <b><i>Personal nga ipasa ang mga dokumento nga gina pangayo.</i></b>	1. Verify and validate as to exact request and interview client.  <b><i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i></b>	None	5 minutes	<i>Kitchie J. Alvarado</i> Cashier II/BPLO-Designate  LICENSE DIVISION
2. Pay the amount due.  <b><i>Magbayad nagakaigo balayran. sang nga</i></b>	2. Accept payment of tax due and print the official receipt.  <b><i>Batunon ang husto nga bayad kag i-print ang official receipt.</i></b>	PHP 50.00	5 minutes	<i>Sonny Mie G. Taleon</i> Revenue Collection Clerk II  <i>Princess Diane E. Sepida</i> Revenue Collection Clerk II



				<p><i>Liezl O. Perez</i> Revenue Collection Clerk II</p> <p><i>Janne Marie A. Benavente</i> Revenue Collection Clerk II</p> <p>LICENSE DIVISION</p>
<p>3. Receive the certification and official receipt.</p> <p><b><i>Batunon ang certification kag ang official receipt.</i></b></p>	<p>3. Release/Issue the certification and official receipt.</p> <p><b><i>Iga-issue ang certification kag ang official receipt.</i></b></p>	None	10 minutes	<p><i>Ma. Emie N. Sepanton</i> Revenue Collection Clerk II</p> <p>LICENSE DIVISION</p> <p><i>Criselda C. Gonzales</i> Revenue Collection Clerk I</p> <p>ADMINISTRATIVE DIVISION</p>
<b>TOTAL:</b>		PHP 50.00	20 minutes	



## 10. Payment for Market Block/ Stall Rentals

Rental fee is collected for the privilege of using public market facilities.

**(Ang renta gina sukot para sa pribilehiyo sa pag gamit sa pasilidad sang tiendahan sang publiko.)**

<b>Office or Division:</b>	City Treasurer's Office - Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stallholders, Peddlers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Proof of payment or Official Receipt for last period covered (Original/Photocopy)		BPLO, Cash Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the official receipt for the last payment made and request assessment form.  <b><i>Ipakita ang official receipt sang ulihi nga bayad kag mag pangayo sang assessment form.</i></b>	1. Verify the presented official receipt and assess the payment.  <b><i>Usisa-on ang gin pakita nga official receipt kag i-assess ang balayran.</i></b>	None	10 minutes	<i>Ryan A. Makilan</i> Revenue Collection Clerk II  <i>Emmanuel Q. Baylen</i> Revenue Collection Clerk II  <i>Raymund C. Bacule</i> Revenue Collection Clerk II  MARKET DIVISION
2. Pay the corresponding fee and get your official receipt.  <b><i>Bayaran ang nagakaigo nga balayran kag kuha-on ang imo official receipt.</i></b>	2. Receive the payment and issue the official receipt.  <b><i>Batunon ang bayad kag ihatag ang original nga official receipt.</i></b>	Refer to market block / stall daily rental	5 minutes	<i>Ryan A. Makilan</i> Revenue Collection Clerk II  <i>Emmanuel Q. Baylen</i> Revenue Collection Clerk II  <i>Raymund C. Bacule</i> Revenue Collection Clerk II  MARKET DIVISION
<b>TOTAL:</b>		Base on assessment	15 minutes	



## 11. Payment of Real Property Tax

The issuance of official receipt for payment of Real Property Tax (RPT) is a service given to individuals who own real property/ies in the City of Bago. RPT is due and payable on the 1st day of January, however, at the discretion of the taxpayer, the same can be paid without interest/ penalties in 4 equal installments:

- ✓ Before March 31 (1<sup>st</sup> Quarter)
- ✓ On or before June 30 (2<sup>nd</sup> Quarter)
- ✓ On or before September 30 (3<sup>rd</sup> Quarter)
- ✓ On or before December 31 (4<sup>th</sup> Quarter)

***(Ang service nga pag-issue sang official receipt para sa payment sang Land Tax gina hatag sa mga indibidwal nga nagapanag-iya sang mga propyedad sa syudad sang Bago. Ang Real Property Tax gina bayran kada una nga adlaw sang Enero, ugaling, sa discretion sang taxpayer, pareho man ang mabayran nga wala interest/penalties sa apat ka-equal nga installments:***

- ✓ ***Antes mag-Marso 31 (1<sup>st</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Hunyo 30 (2<sup>nd</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Setyembre 30 (3<sup>rd</sup> quarter)***
- ✓ ***Sa adlaw ukon antes mag-Disyembre 31 (4<sup>th</sup> quarter).***

<b>Office or Division:</b>	City Treasurer's Office – Land Tax Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2B – Government to Business	
<b>Who may avail:</b>	Owners of real properties which are located in the City of Bago	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>Document 1</b> Any of the following: <ul style="list-style-type: none"> <li>• Real Property Owner's Name</li> <li>• Previous Receipt</li> <li>• Lot Number</li> <li>• Land Title</li> </ul>	Client / Owner of Real Property
	<b>Document 2</b> Statement of Real Property Tax	Land Tax Division – City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Ask for a print out of statement of Real Property Tax by providing the requirements needed.</p> <p><b>Magpangayo sang print out sang Statement of Real Property Tax paagi sa paghatag sang nagaka-angay nga balasehan.</b></p>	<p>1. Generate a Statement of Real Property and provide a copy to the client.</p> <p><b>Maga generate sang Statement of Real Property Tax kag maghatag kopya sa kliyente.</b></p>	None	15 minutes	<p><i>Elsa M. Dulaca</i> Revenue Collection Clerk II</p> <p><i>Lindsay Anne F. Dumaran</i> Bill Collector</p> <p><i>Alejandro G. Sano</i> Bill Collector</p> <p>LAND TAX DIVISION</p>
<p>2. Pay the tax due and claim your official receipt.</p> <p><b>Magabayad sang tax due kag kuha-on ang imo official receipt.</b></p>	<p>2. Process the payment on the system and generate the Official Receipt, then release the original copy of official receipt.</p> <p><b>I-process ang bayad kag ihatag ang official receipt.</b></p>	See Real Property Tax Table	10 minutes	<p><i>Elsa M. Dulaca</i> Revenue Collection Clerk II</p> <p><i>Lindsay Anne F. Dumaran</i> Bill Collector</p> <p><i>Alejandro G. Sano</i> Bill Collector</p> <p>LAND TAX DIVISION</p>
<b>TOTAL:</b>		See Real Property Tax Table	25 minutes	



### Real Property Tax Table

Per Notice of Assessment from City Assessor's Office or Statement of RPT Due	
Basic Tax	2% of Assessed Value
SEF	1% of Assessed Value
<b>Total</b>	<b>Basic Tax + SEF</b>
Discount for Advance and Prompt Payments on properties without any delinquency	
Twenty percent (20%) discount if taxes are paid in full before January 1	
Payment made in full after January 1 but before the end of the first quarter shall be entitled to a discount of ten percent (10%) of the accrued tax for the first quarter and twenty percent (20%) for the remaining quarters	
Interests on Unpaid Real Property Tax	
Failure to pay the real property tax or any other tax levied under this Article upon the expiration of the periods as provided in Sec. 21.05, shall subject the taxpayer to the payment of interest at the rate of two percent (2%) per month on the unpaid amount or a fraction thereof, until the delinquent tax shall have been fully paid. In no case shall the total interest on the unpaid tax or portion thereof exceed thirty-six (36) months.	





## 12. Payment of Released Payrolls (LSB, National Agency Employees, Scholars)

Payment of released payrolls is rendered to individuals for their salaries, allowances, bonuses, overtime, labor, scholarship grants, LSB and national agencies' City allowance.

***(Pag bayad sa payroll sang mga indibidwal para sa ila sweldo, allowances, bonuses, overtime, labor, scholarship, kag allowance sang LSB kag empleyado sang national nga ahensya sang gobyerno halin sa syudad).***

<b>Office or Division:</b>	City Treasurer's Office – Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	LSB, National Government Employees, Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Authorization from concerned agencies		Concerned agencies, individuals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Form a line in accordance to the City's safety protocol, sign the payroll, and receive your claims.  <b><i>Mag linya suno sa safety protocol sang syudad, mag pirma sa payroll, kag batunon ang imo kuluha-on.</i></b>	1. Release payment to concerned individuals, provided payrolls are duly signed by them.  <b><i>Ihatag ang bayad sa indibidwal kon naka pirma na ini sa payroll.</i></b>	None	5 minutes	<i>Leda F. Famoso</i> Cashier III  <i>Bernadette S. Sinconieque</i> Cashier I  <i>Nenita O. Dormido</i> Disbursing Officer II  <i>Marie Jane G. Montinola</i> Disbursing Officer II  CASH DIVISION
<b>TOTAL:</b>		None	5 minutes	



### 13. Registration of Business/ Application/ Renewal of Business Permit to Operate

One-Stop Shop is an annual activity of this local government unit which brings all agencies involved in the process in one venue. This is to provide stakeholders and applicants ease in renewing or applying for their business permits. It is usually held during the month of January when most business permits are renewed.

*(Ang One-Stop Shop isa ka tuigan nga activity sang lokal nga gobyerno nga naga dala sang tanan nga ahensya sa pag-ugyon sa pag prosesong sang ila business permit sa isa lang ka lugar. Ini nagapahapos sa mga negosyante kag aplikante sa pag renew o pagkuha sang ila business permit. Ini sing masami gina hiwat sa bulan sang Enero kon sa diin tanan nga business permit gina renew.)*

<b>Office or Division:</b>	BUSINESS ONE STOP SHOP	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Businessmen	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For New Business Registration</b>		
<b>Document 1</b> Completely Filled-up Application Form for Business	Client (Application Form is available at Negosyo Center)	
<b>Document 2</b> Cedula/Community Tax Certificate	Negosyo Center, MYTMCCC	
<b>Document 3</b> Any of the Following: <ul style="list-style-type: none"> <li>• DTI Registration (Single Proprietor)</li> <li>• SEC Registration (Corporation)</li> <li>• CDA Certificate of Registration Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>• Negosyo Center, MYTMCCC</li> <li>• Security &amp; Exchange Commission Office</li> <li>• Cooperative Development Authority Office</li> </ul>	
<b>Document 4</b> Lessor's Permit (If Renting)	Property Owner	
<b>Document 5</b> Tax Declaration of Property (If Owned and Renting)	City Assessor's Office, Bago City Hall	
<b>Document 6</b> Real Property Tax Clearance	City Treasurer's Office, Bago City Hall	
<b>Document 7</b> X-ray Result/Stool Exam Result	Medical Laboratory/Hospital	
<b>Additional Requirements deem applicable as to Type of Business of New Business:</b>		
<b>Document 8</b> Building Permit/Occupancy Permit	City Engineer's Office, Bago City Hall	
<b>Document 9</b>	Medical Laboratory	



Certification issued by Source Level III Water Association	
<b>Document 10</b> Certification of BACIWAD/National Water Regulatory Board	Medical Laboratory
<b>Document 11</b> Environment Compliance Certificate / Certification of Non-Coverage	DENR
<b>For Renewal of Business Registration</b>	
<b>Document 1</b> Completely Filled-up Application Form for Business Renewal	Client (Application Form is available at Negosyo Center)
<b>Document 2</b> Cedula/Community Tax Certificate	Negosyo Center, MYTMCCC
<b>Document 3</b> Any of the Following: <ul style="list-style-type: none"> <li>• DTI Registration (Single Proprietor)</li> <li>• SEC Registration (Corporation)</li> <li>• CDA Certificate of Registration Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>• Negosyo Center, MYTMCCC</li> <li>• Security &amp; Exchange Commission Office</li> <li>• Cooperative Development Authority Office</li> </ul>
<b>Document 4</b> Lessor's Permit (If Renting)	Property Owner
<b>Document 5</b> Tax Declaration of Property (If Owned and Renting)	City Assessor's Office, Bago City Hall
<b>Document 6</b> Real Property Tax Clearance	City Treasurer's Office, Bago City Hall
<b>Document 7</b> X-ray Result/Stool Exam Result	Medical Laboratory/Hospital
<b>Document 8</b> Audited Financial Statement and/or Monthly, Quarterly VAT Returns or Certified Gross Sales for the Previous Year	Client
<b>Document 9</b> Photocopy of previous Business Permit and Receipt, Fire Inspection Cert., Sanitary Permit, Zoning Clearance, Environmental Clearance	Taxpayer's Copy, Client
<b>Additional Requirements deem applicable as to Type of Business:</b>	
<b>Document 10</b> Building Permit/Occupancy Permit	City Engineer's Office, Bago City Hall
<b>Document 11</b> Physio-Chemical Laboratory Result from Level III Water Association	Medical Laboratory



<b>Document 12</b> Water Bacteriological Test Result (Raw /Finish Product)		Medical Laboratory		
<b>Document 13</b> Certification from Veterinary Office		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up application form and requirements. Answer questions asked during the interview.  <i>Ipasa ang mga dokumento nga gina pangayo kag sabton ang mga pamangkot.</i>	1. Evaluate and validate requirements as to completeness while interviewing client.  <i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i>	None	30 minutes	<i>Kitchie J. Alvarado</i> <i>Cashier II/BPLO-Designate</i>  LICENSE DIVISION  <i>or</i>  <i>any BOSS Personnel</i>
	2. Issuance of various clearances.  <i>Pag-issue sang sari-sari nga clearances.</i>  Barangay Clearance  Zoning Clearance  CEO/OBO Clearance  Sanitary Clearance	Based on the Gross Sales of the Preceding Year  Penalty 25% of the amount due Surcharge 2% per month of the amount due but not more than 24%	1 hour	<i>Brgy. Clerk</i> <i>Engr. Edgar L. Cadena</i> <i>Engineer III / CEO</i>  <i>Engr. Carlo Benjamin Gaspan</i> <i>Engineer.I / CEO</i>  <i>Charlie Tambanillo</i> <i>Sanitation</i> <i>Inspector III/ CHO</i>



	Environmental Clearance			Engr. Dar B. Licañel Environmental Mgmt. Specialist I/ CEMO
	3. Encoding of Data and Printing of Tax Order of Payment.  <b>Pag encode sang mga detalye kag pag print sang Tax Order of Payment.</b>		25 minutes	Kitchie J. Alvarado Cashier II/BPLO-Designate  LICENSE DIVISION
2. Pay the Amount Due.  <b>Magbayad sang eksakto nga balayran.</b>	4. Accept payment for Fire Code Fee and printing of FSIC  <b>Batunon ang bayad sa Fire Code Fee kag i-print ang FSIC.</b>		30 minutes	F/Insp. Jun Michael A. Manuel Fire Marshal / BFP  FO3 Raymon Clamano, BFP  SFO2 Annie Rose Limsiaco, BFP
	5. Accept payment of tax, fees and other charges.  <b>Batunon ang bayad sa tax, fees and other charges.</b>	Based on the Gross Sales of the Preceding Year  (See Annex A)	30 minutes	Maria Gracia C. Boncalon Revenue Collection Clerk II  Sonny Mie G. Taleon Revenue Collection Clerk II  LICENSE DIVISION
3. Receive the official receipt, approved Business Permit to Operate, and sign the logbook.  <b>Kuha-on ang imo official receipt, Business Permit to Operate, kag magpirma sa logbook.</b>	6. Generate and issue the Business Permit to Operate.  Give logbook to client for signing.  <b>I-print kag ihatag ang Business Permit to Operate.</b>	None	5 minutes	Kitchie J. Alvarado Cashier II/BPLO-Designate  Ma. Emie N. Sepanton Revenue Collection Clerk II  LICENSE DIVISION



	<b><i>Papirmahon ang kliyente sa logbook.</i></b>			
	<b>TOTAL:</b>	Based on Local Revenue Code and Assessment <i>(See Annex A)</i>	3 Hours	



## 14. Releasing of Check

Checks are issued for financial assistance of indigent Bagonhon individuals, PhilHealth refunds from hospitalization in Bago City Hospital, employee refunds from their loans, honoraria of service rendered for the City, payments to suppliers for goods and services.

***(Ang tseke gna issue sa mga Bagonhon nga naga-kinahanglan sang bulig pinansyal, Philhealth refund halin sa Bago City Hospital, refund sa loan sang empleyado, honoraria sa serbisyo para sa syudad, kag bayad sa serbisyo kag produkto sang mga supplier sang syudad.)***

<b>Office or Division:</b>	City Treasurer's Office – Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business			
<b>Who may avail:</b>	Clients and Suppliers/Contractors of the City Government of Bago.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Government Issued Identification Card, Notice to release for Financial Assistance		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-big OSCA, DSWD		
<b>Document 2</b> Special Power of Attorney/Authorization Letter		Citizen or Client being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.  <b><i>Ipasa ang gina pangayo nga mga dokumento.</i></b>	1. Check the requirement and proper identification.  <b><i>Usisa-on ang gin pasa nga mga dokumento.</i></b>	None	5 minutes	<i>Rhea B. Decatoria Clerk III</i>  CASH DIVISION
2. Sign the logbook and voucher, and claim your check.  <b><i>Magpirma sa logbook kag voucher, kag kuha-on ang imo tseke.</i></b>	2. Give logbook to client for signature. Release check and ensure voucher is signed by client.  <b><i>Papirmahan ang logbook sa kliyente kag ihatag ang tseke matapos siguraduhon nga napirmahan ang voucher.</i></b>	None	5 minutes /check	<i>Rhea B. Decatoria Clerk III</i>  CASH DIVISION
<b>TOTAL:</b>		None	10 minutes	



## 15. Renewal of Market Block/ Stall Lease Contract

The renewal of Market Block/Stall Lease Contract is required annually for registered leaseholders in the city public market.

***(Ang pag renew sa Market Block/Stall Lease Contract gina kinahanglan kada tu-ig sa mga rehistrado nga mga leaseholders sa publiko nga tiendahan sang syudad.)***

<b>Office or Division:</b>	City Treasurer's Office - Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stallholders, Peddlers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Old Contract (previous year)		City Treasurer's Office, Market Division		
<b>Document 2</b> Cedula/Community Tax Certificate or 1 Valid ID		License Division - City Treasurer's Office Appropriate Government Agency		
<b>Document 3</b> Proof of full payment/O.R. for the previous year		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to public market office and request for your updated assessment.  <b><i>Magkadto sa opisina sang public market dala ang kinahanglanon nga mga dokumento kag ipa assess ang imo balayran.</i></b>	1. Receive the submitted required documents and assess the necessary payment.  <b><i>Batunon ang gin pasa nga mga kinahanglanon nga dokumento kag i-assess ang balayran.</i></b>	None	15 minutes	<b><i>Joemar M. Bimbao Market Specialist I  Ryan A. Makilan Revenue Collection Clerk II  MARKET DIVISION</i></b>
2. Pay the amount due and get your official receipt.  <b><i>Magbayad sang nagakaigo nga balayran kag batunon ang imo official receipt.</i></b>	2. Receive the payment and issue the original copy of Official Receipt to the client.  <b><i>Batunon ang bayad kag ihatag ang original nga official receipt sa kliyente.</i></b>	Base on assessment of your block/stall.	10 minutes	<b><i>Ryan A. Makilan Revenue Collection Clerk II  MARKET DIVISION</i></b>





	<p>3. Prepare Contract of Lease.</p> <p><i>I-preparar ang "Contract of Lease".</i></p>	None	2 days, 7 Hours, and 30 minutes	<p><i>Joemar M. Bimbao</i> <i>Market Specialist I</i></p> <p><i>Ryan A. Makilan</i> <i>Revenue Collection Clerk II</i></p> <p>MARKET DIVISION</p>
<p>3. Claim your "Contract of Lease".</p> <p><i>Batunon ang imo "Contract of Lease".</i></p>	<p>4. Release/Issue the "Contract of Lease".</p> <p><i>Iga-issue ang "Contract of Lease".</i></p>	None	5 minutes	<p><i>Joemar M. Bimbao</i> <i>Market Specialist I</i></p> <p><i>Ryan A. Makilan</i> <i>Revenue Collection Clerk II</i></p> <p>MARKET DIVISION</p>
<b>TOTAL:</b>		Base on assessment	3 days	



## 16. Transfer of Rights Due to Discontinuance of Business/Death

Transfer of rights to lease block/stall by the registered public market block/stall holder to another person due to discontinuance of business or due to death of leaseholder.

**(Ang pagsaylo sang panag-iya sa renta sang block/stall sang isa ka rehistrado nga block/stall holder sa iban nga tawo bangud sa pag untat sang Negosyo ukon bangud sa kamatayon sang leaseholder.)**

<b>Office or Division:</b>	City Treasurer's Office - Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Legitimate Block/Stall holder			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Due to Discontinuance of Business</i>				
<b>Document 1</b> Community Tax Certificate/Cedula or Valid ID (1 Original/Photocopy)		License Division-City Treasurers Office / Appropriate Government Agency		
<b>Document 2</b> Waiver (Transfer of Rights)		Current Leaseholder		
<i>Due to Death</i>				
<b>Document 1</b> Death Certificate (Original/Photocopy)		Local Civil Registrar		
<b>Document 2</b> Application for New		CTO - Market Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete required documents.  <b><i>Ipasa ang kompleto nga gina pangayo nga mga dokumento.</i></b>	1. Receive the submitted required documents for verification.  <b><i>Batunon ang gin pasa nga mga gina pangayo nga dokumento.</i></b>	None	15 minutes	<i>Joemar M. Bimbao Market Specialist I</i>  <i>Ryan A. Makilan Revenue Collection Clerk II</i>  MARKET DIVISION
2. Pay the amount due and get your official receipt.  <b><i>Magbayad nagakaigo sang bayran kag</i></b>	2. Receive the payment and issue official receipt.  <b><i>Batunon ang bayad kag ihatag ang original nga official receipt.</i></b>	PHP 10,000.00 - for family member up to second degree of	10 minutes	<i>Ryan A. Makilan Revenue Collection Clerk II</i>  MARKET DIVISION



<p><b>batunon ang imo official receipt.</b></p>		<p>consanguinity</p> <p>PHP 1,000.00 per square meter for not family related person</p>		
	<p>3. Prepare Contract of Lease.</p> <p><b>I-preparar ang "Contract of Lease".</b></p>	<p>None</p>	<p>2 days, 7 Hours, and 30 minutes</p>	<p><i>Joemar M. Bimbao Market Specialist I</i></p> <p><i>Ryan A. Makilan Revenue Collection Clerk II</i></p> <p>MARKET DIVISION</p>
<p>3. Claim your "Contract of Lease".</p> <p><b>Batunon ang imo "Contract of Lease".</b></p>	<p>4. Release/Issue the "Contract of Lease".</p> <p><b>Iga-issue ang "Contract of Lease".</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Joemar M. Bimbao Market Specialist I</i></p> <p><i>Ryan A. Makilan Revenue Collection Clerk II</i></p> <p>MARKET DIVISION</p>
<p><b>TOTAL:</b></p>		<p>PHP 10,000.00 - for family member up to second degree of consanguinity</p> <p>PHP 1,000.00 per square meter for not family related person</p>	<p>3 days</p>	



# **CITY TREASURER'S OFFICE**

## **Internal Services**



## 1. Acceptance of Payment

Official receipts are issued to individuals who need to pay for employee refund.

***(Ang official receipt gina issue sa mga indibidwal nga magabayad para sa employee refund.)***

<b>Office or Division:</b>	City Treasurer's Office – Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Bago.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Amount of payment for employee to refund		City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay amount to be paid.  <b><i>Bayari ang kantidad nga i-refund/ibalik.</i></b>	1. Receive payment of refund.  <b><i>Batunon ang bayad sa refund.</i></b>	Based on amount to be paid.	5 minutes	<i>Lida A. Oquiana</i> Cashier IV  CASH DIVISION
2. Claim your official receipt.  <b><i>Kuha-a ang imo official receipt.</i></b>	2. Issue official receipt of payment.  <b><i>Mag issue sang official receipt.</i></b>	None	5 minutes	<i>Lida A. Oquiana</i> Cashier IV  CASH DIVISION
<b>TOTAL:</b>		Based on amount to be paid.	10 minutes	



## 2. Issuance of Accountable Forms with Money Value

The issuance of Accountable Forms is a service given to Bago City Accountable Officers, appointed Barangay Treasurers and SK Treasurers.

***(Ang pag issue sang dokumento ukon pag pulos sang serbisyo nga gina tanyag sang syudad sang Bago sa mga kliyente nga gusto maka baton sini dapat mag bayad sang nagakaigo nga balayran. Ang City Treasurer's Office ang maga issue sang Official Receipt para sa pagpamatu-od nga nakabayad ang kliyente.)***

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Bago City Bonded Accountable Officers, Barangay Treasurers of this City, SK Treasurers of this City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Barangay/SK Treasurers</b>				
<b>Document 1</b> Requisition and Issuance Slip (RIS)	Barangay Captain of your respective barangay.			
<b>Document 2</b> Reports of Collections and Deposits (RCD)	Barangay Treasurer			
<b>For Bonded City Officials/Employees</b>				
<b>Document 1</b> Requisition and Issuance Slip (RIS)	Accountable Forms In-charge – City Treasurer's Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Barangay/SK Treasurers</b>				
1. Submit duly approved Requisition and Issuance Slip (RIS) and attached Report of Collections and Deposits (RCD).  <b><i>Ihatag ang na aprobahan nga Requisition and Issuance Slip (RIS) kag Report of Collections and Deposits (RCD).</i></b>	1. Check and verify the submitted Requisition and Issuance Slip (RIS) and Report of Collections and Deposits (RCD) with the included Accountable Forms.  <b><i>Batunon kag pamatud-an ang ginpasa nga Requisition and Issuance Slip (RIS) kag Report of</i></b>	None	15 minutes	<i>Criselda C. Gonzales Revenue Collection Clerk I</i>  ADMINISTRATIVE DIVISION



	<b>Collections and Deposits (RCD).</b>			
<p>2. Pay the accountable forms requested.</p> <p><b>Magbayad sang husto nga bili kag kuha-on ang imo original nga official receipt.</b></p>	<p>2. Collect the payment and issue the official receipt.</p> <p><b>Batunon ang bayad kag ihatag ang original nga official receipt sa kliyente.</b></p>	<p>Community Tax Certificate – PHP 100.00/stub</p> <p>Accountable Forms 51 – PHP 150.00/stub</p>	15 minutes	<p><i>Lida A. Oquiana</i> Cashier IV</p> <p>CASH DIVISION</p>
<p>3. Present your official receipt and sign the receiving logbook, RIS column, and claim the accountable forms</p> <p><b>Ipakita ang imo official receipt, magpirma sa logbook kag sa imo bahin sa RIS kag kuha-on ang gin request nga accountable forms.</b></p>	<p>3. Check the OR, record the OR Number of the accountable forms and release the accountable forms.</p> <p><b>Pamatud-an ang official receipt kag ilista sa logbook ang official receipt number sang iga-issue nga mga accountable forms kag ihatag ang gin request nga accountable forms.</b></p>	None	15 minutes	<p><i>Criselda C. Gonzales</i> Revenue Collection Clerk I</p> <p>ADMINISTRATIVE DIVISION</p>
	<b>TOTAL:</b>	<p>Community Tax Certificate – PHP 100.00/stub</p> <p>Accountable Forms 51 – PHP 150.00/stub</p>	45 minutes	



**Issuance of Accountable Forms with Money Value (cont.)**

<b>For Bonded City Officials/Employees</b>				
<p>1. Submit duly approved Requisition and Issuance Slip (RIS) and attached Report of Collections and Deposits (RCD).</p> <p><b><i>Ihatag ang na aprobahan nga Requisition and Issuance Slip (RIS) kag Report of Collections and Deposits (RCD).</i></b></p>	<p>1. Check and verify the submitted Requisition and Issuance Slip (RIS) and Report of Collections and Deposits (RCD).</p> <p><b><i>Batunon kag pamatud-an ang ginpasa nga Requisition and Issuance Slip (RIS) kag Report of Collections and Deposits (RCD).</i></b></p>	None	10 Minute	<p><i>Criselda C. Gonzales Revenue Collection Clerk I</i></p> <p>ADMINISTRATIVE DIVISION</p>
<p>2. Claim the requested accountable forms and sign the receiving logbook and the RIS.</p> <p><b><i>Kuha-a ang gin request nga accountable forms kag mag pirma sa log book kag sa imo bahin sa (RIS).</i></b></p>	<p>2. Record the OR No. of the accountable forms to be issued and release the requested accountable forms.</p> <p><b><i>I-lista sa logbook ang official receipt number sang iga-issue nga mga accountable forms kag ihatag ang gin request nga accountable forms.</i></b></p>	None	10 Minute	<p><i>Criselda C. Gonzales Revenue Collection Clerk I</i></p> <p>ADMINISTRATIVE DIVISION</p>
<b>TOTAL:</b>		None	20 minutes	





### 3. Issuance of Tax Certificate (BIR Form 2316)

A certificate issued for the computed tax withheld of all employees of the City Government of Bago, upon their request.

*(Ang pag compute kag pag issue sang tax withheld certificate sa naga request nga empleyado sang local nga gobyerno sang syudad sang Bago.)*

<b>Office or Division:</b>	City Treasurer's Office – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Bago,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 Valid ID	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Request BIR Form 2316 from CTO Administrative Division.  1.2 Answer interview.  <b>Magkado sa City Treasurer's Office – Administrative Division kag mag request sang BIR Form 2316.</b>  <b>Sabta ang interview.</b>	1. Receive the request and generate the BIR Form 2316.  <b>Batunon ang request kag i-proseso ang gina pangayo nga BIR Form 2316.</b>	None	5 minutes	<i>Luni T. Pahilanga</i> <i>Disbursing Officer II</i>  ADMINISTRATIVE DIVISION
2. Sign the receiving logbook and claim the requested BIR Form 2316.  <b>Magpirma sa receiving logbook kag batunon ang ginpangayo nga BIR Form 2316.</b>	2. Generate and issue the requested BIR Form 2316 to the client.  <b>I-print kag i-issue ang gin pangayo nga tax certificate sa kliyente.</b>	None	10 minutes	<i>Luni T. Pahilanga</i> <i>Disbursing Officer II</i>  ADMINISTRATIVE DIVISION
<b>TOTAL:</b>		None	15 minutes	



#### 4. Payment of Released Payrolls

Payment of released payrolls is rendered to individuals for their salaries, allowances, bonuses, overtime, labor, scholarship grants, LSB and national agencies' City allowance.

***(Pagbayad sa payroll sang mga indibidwal para sa ila sweldo, allowances, bonuses, overtime, labor, scholarship, kag allowance sang LSB kag empleyado sang national nga ahensya sang gobyerno halin sa syudad).***

<b>Office or Division:</b>		City Treasurer's Office – Cash Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of the City Government of Bago.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Authorization from concerned agencies		Concerned agencies, individuals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Form a line in accordance to the City's safety protocol, sign the payroll, and receive your claim.  <b><i>Mag linya suno sa safety protocol sang syudad, mag pirma sa payroll, kag batunon ang imo kuloha-on.</i></b>	1. Release payment to concerned individuals, provided payrolls are duly signed by them.  <b><i>Ihatag ang bayad sa indibidwal kon naka pirma na ini sa payroll.</i></b>	None	5 minutes	<i>Leda F. Famoso</i> <i>Cashier III</i>  <i>Bernadette S. Sinconieque</i> <i>Cashier I</i>  <i>Nenita O. Dormido</i> <i>Disbursing Officer II</i>  <i>Marie Jane G. Montinola</i> <i>Disbursing Officer II</i>  CASH DIVISION
<b>TOTAL:</b>		None	5 minutes	



## 5. Releasing of Check

Checks are issued for financial assistance of indigent Bagonhon individuals, PhilHealth refunds from hospitalization in Bago City Hospital, employee refunds from their loans, honoraria of service rendered for the City, payments to suppliers for goods and services.

***(Ang tseke gina issue sa mga Bagonhon nga naga-kinahanglan sang bulig pinansyal, Philhealth refund sa halin sa Bago City Hospital, refund sa loan sang empleyado, honoraria sa serbisyo para sa syudad, kag bayad sa serbisyo kag baligya sang mga supplier sang syudad.)***

<b>Office or Division:</b>	City Treasurer's Office – Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Bago.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Government Issued Identification Card, Notice to release for Financial Assistance		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-big OSCA, DSWD		
<b>Document 2</b> Special Power of Attorney/Authorization Letter		Citizen or Client being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.  <b><i>Ipasa ang gina pangayo nga mga dokumento.</i></b>	1. Check the requirement and proper identification.  <b><i>Usisa-on ang ginpasa nga mga dokumento.</i></b>	None	5 minutes	<i>Rhea B. Decatoria Clerk III</i>  CASH DIVISION
2. Sign the logbook and voucher, and claim your check.  <b><i>Magpirma sa logbook kag voucher, kag kuha-on ang imo tseke.</i></b>	2. Give logbook to client for signature. Release check and ensure voucher is signed by client.  <b><i>Papirmahan ang logbook sa kliyente kag ihatag ang tseke matapos siguraduhon nga napirmahan ang Voucher.</i></b>	None	5 minutes /check	<i>Rhea B. Decatoria Clerk III</i>  CASH DIVISION
<b>TOTAL:</b>		None	10 minutes	



# **ANNEX "A"**

## **CITY TREASURER'S OFFICE**



## Fees / Taxes to be Paid

### GRADUATED TAX ON BUSINESS

**Imposition of Tax.** There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective business within the City a graduated business tax in the amounts hereafter prescribed:

- a) On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

Amount of Gross Sales/Receipts For the Preceding Calendar Year:	Amount of Tax per Annum
Less than 50,000.00	2,041.90
50,000.00 or more but less than 75,000.00	3,267.00
75,000.00 or more but less than 100,000.00	4,083.75
100,000.00 or more but less than 150,000.00	5,445.00
150,000.00 or more but less than 200,000.00	6,806.25
200,000.00 or more but less than 300,000.00	9,528.50
300,000.00 or more but less than 500,000.00	13,612.50
500,000.00 or more but less than 750,000.00	19,800.00
750,000.00 or more but less than 1,000,000.00	24,750.00
1,000,000.00 or more but less than 2,000,000.00	34,031.25
2,000,000.00 or more but less than 3,000,000.00	40,837.50
3,000,000.00 or more but less than 4,000,000.00	49,005.00
4,000,000.00 or more but less than 5,000,000.00	57,172.50
5,000,000.00 or more but less than 6,500,000.00	60,328.10
6,500,000.00 or more	At a rate of one percent (1%)

The preceding rates shall apply only to amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Article.

- b) On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Calendar Year:	Amount of Tax per Annum
Less than 50,000.00	1,633.50
50,000.00 or more but less than 75,000.00	2,450.25
75,000.00 or more but less than 100,000.00	3,267.00
100,000.00 or more but less than 150,000.00	4,628.25
150,000.00 or more but less than 200,000.00	5,989.50
200,000.00 or more but less than 300,000.00	8,167.50
300,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	16,335.00
750,000.00 or more but less than 1,000,000.00	21,780.00
1,000,000.00 or more but less than 2,000,000.00	24,750.00
2,000,000.00 or more	At a rate of one percent (1%)



d) On retailers.

Gross Sales/Receipts for the Preceding Year:	Amount of Tax per Annum
More than P 50,000 but not over P400,000.00	3%
More than P400,000.00	1 ½%

The rate of three percent (3%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of one and one-half percent (1 1/2%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P 400,000.00).

However, barangays with their duly adopted Revenue Code shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Fifty Thousand Pesos (P50,000.00) subject to existing laws and regulations, otherwise the same shall be collected by the city.

e) On contractors and other independent contractors, in accordance with the following schedule:

Gross Sales/Receipts for the Preceding Calendar Year:	Amount of Tax per Annum
Less than 100,000.00	3,267.00
100,000.00 or more but less than 150,000.00	4,900.50
150,000.00 or more but less than 200,000.00	6,534.00
200,000.00 or more but less than 250,000.00	8,984.25
250,000.00 or more but less than 300,000.00	11,434.50
300,000.00 or more but less than 400,000.00	15,246.00
400,000.00 or more but less than 500,000.00	20,418.75
500,000.00 or more but less than 750,000.00	22,893.75
750,000.00 or more but less than 1,000,000.00	25,368.75
1,000,000.00 or more but less than 2,000,000.00	28,462.50
2,000,000.00 or more	At a rate of one percent (1%)

For purposes of this section, the tax on general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term.

Upon completion of the project, the taxes shall be recomputed on the basis of the gross receipts for the preceding calendar years and the deficiency tax, if there be any, shall be collected as provided in this Code or the excess tax payment shall be refunded.

f) On banks and other financial institutions, at the rate of one percent (1%) of the gross receipts of the preceding calendar year derived from interests, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.

g) On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of Three Hundred Pesos (P300.00) per peddler annually.

Delivery trucks, vans or vehicles used by manufacturers, producers, wholesalers, dealers or retailers enumerated under Section 141 of R.A. 7160 shall be exempt from peddlers tax herein imposed.

The tax herein imposed shall be payable within the first twenty (20) days of January. An individual who will start to peddle merchandise or articles of commerce after January 20 shall pay the full amount of the tax before engaging in such activity.

h) On the following business at the rate of 2.2% on sales/gross receipts of the preceding year but not less than that amount set opposite each.

(h.1) On cafes, cafeterias, ice cream and other refreshment parlor, restaurants, soda fountain bars, carinderias and food caterers:



With Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than ₱10,000.00	₱300.00
₱10,000.00 or more but less than ₱50,000.00	₱450.00
₱50,000.00 or more but less than ₱100,000.00	₱675.00
₱100,000.00 or more	At a rate of 1 percent (1%)

(h.2) On privately-owned markets, wharves, ports:

With Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than ₱100,000.00	₱3,300.00
₱100,000.00 or more but less than ₱500,000.00	₱4,950.00
₱500,000.00 or more	At a rate of 1 percent (1%)

In case of a newly started privately owned market, the tax for the quarter in which the business starts to operate shall be ₱500.00. In the succeeding quarter, the tax shall be based on the gross receipts of the preceding quarter.

(h.3) On real estate dealers/brokers, subdivision operators and lessors of real estate:

1.1 Subdivision Operator	Amount of Tax per Annum
<b>Per Square Meter</b>	₱1.00
<i>(The tax shall be computed on the basis of the total area of the remaining lots titled in the name of the subdivision operator.)</i>	
1.2 Lessors of Real Estate	Amount of Tax per Annum
With Gross Receipts in the Preceding Year in the amount of:	Amount of Tax per Annum
Less than ₱100,000.00	₱500.00
₱100,000.00 or more but less than ₱250,000.00	₱750.00
₱250,000.00 or more but less than ₱500,000.00	₱1,125.00
₱500,000.00 or more	At a rate of 1 percent (1%)

(h.4) On private cemeteries and memorial parks:

with Land Area of	Amount of Tax per Annum
Less than 2 hectares	₱1,650.00
2 hectares to 5 hectares	₱2,475.00
5 hectares or more	₱3,712.50

(h.5) On boarding houses with accommodation for:

	Amount of Tax per Annum
Less than ten (10) boarders	₱300.00
Ten (10) to nineteen (19) boarders	₱450.00
Forty (40) boarders or more	₱1,012.50
Forty (40) boarders or more	₱1,012.50

(h.6) On the business of dealers in fermented liquors, distilled spirits, wine and tuba:

	Amount of Tax per Annum
Dealers, distributors of imported wines	₱2,640.00
Dealers, distributors of domestic wines	₱1,320.00
Retailers of imported wines	₱660.00
Retailers of domestic wines	₱330.00
Retailers of vino liquors (Mallorca and medicinal wines)	₱165.00
Retailers of fermented liquor (beer)	₱264.00
Wholesaler of fermented liquor (beer)	₱660.00
Retailers of tuba, bahalina, guhang, basi and tapuy	₱165.00



Wholesaler of tuba, bahal, guhang, basi and tapuy	₱660.00
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(h.7) On tobacco dealers:

	Amount of Tax per Annum
Retail leaf of tobacco dealers (dinahon)	₱165.00
Wholesale leaf of tobacco dealers (mianso or penaldo)	₱660.00
Retail manufactured tobacco dealers, cigars and cigarettes	₱165.00
Wholesale manufactured tobacco dealers, cigars and cigarettes	₱660.00

(h.8) On amusement places/places of assembly:

	Amount of Tax per Annum
Day and Night Club	₱16,500.00
Day Club or Night Club	₱9,900.00
Cocktail Lounge or Bar	₱4,950.00
Cabaret or Dance Hall	₱6,600.00
Bath house, swimming pool, resort and other similar places	₱5,000.00
Skating rink	₱3,300.00
Steam bath, sauna, and other similar establishment or cubicle	₱3,000.00
Billiard or pool hall:	
• For the first table	₱330.00
• For each additional table	₱132.00
Bowling alley:	
• Automatic per lane	₱660.00
• Non-automatic per lane	₱528.00
Circus, carnival and the like:	
• Per day for the first ten (10) days	₱264.00
• Per day thereafter	₱33.00
Merry go round, roller coaster, ferris wheel, swing, shooting gallery and other similar contrivances for each contrivance:	
• Per day for the first ten (10) days	₱70.00
• Per day thereafter	₱14.00
Boxing stadium	₱1,980.00
• Per night	₱660.00
• Plus: An amusement tax per admission ticket payable to the City Treasurer the following working day	₱0.50
Cockpit	₱9,900.00
• Per ordinary cockfight (sultada)	₱20.00
• Per derby cockfight (sultada)	₱50.00
• Per day, national derby	₱825.00
• Per day, international derby	₱1,650.00
Race Track	₱1,000.00
Theater and Cinematographs:	
• Videohouse operators, per day	₱33.00
• Itinerant operators, per day	₱66.00
• With orchestra only, seating capacity of less than 500 persons	₱3,300.00
• With balcony and orchestra, seating capacity of 500-999 persons	₱4,125.00
• With balcony and orchestra, with seating capacity of 1,000 persons and more	₱6,600.00
• With lodge, balcony and orchestra	₱9,900.00
Plus: An amusement tax per admission ticket payable to the City Treasurer within twenty (20) days of the following month for which the tax is due as regards operators and within ten (10) days the following business day with respect to itinerant operators.	₱1.50

An additional tax of one hundred percent (100%) of the rates herein above fixed shall be imposed on air-conditioned theaters and cinematographs.





For purposes of this, sub-station video houses and itinerant operators shall be given the option to choose upon filing of the application for business license permit, the option to pay the tax hereof based either on the daily or annual rates, provided, that once chosen, the same shall be effective until the end of the year to which the tax corresponds.

(h.9) On Amusement Devices:

	Amount of Tax per Annum
Operation of Internet, per unit (Peso Net)	₱300.00
Each videoke machines	₱600.00

(h.10) On golf links and/or multi-recreation center ₱9,900.00

(h.11) On private detective or security agency ₱1,650.00

i) On business not elsewhere classified:

The same rates of graduated taxes, viz.:

Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax per Annum
Less than 50,000.00	₱1,237.00
50,000.00 or more but less than 100,000.00	₱2,970.00
100,000.00 or more but less than 250,000.00	₱8,167.00
250,000.00 or more but less than 500,000.00	₱18,562.00
500,000.00 or more	At a rate of one percent (1%)

- Travel agencies and travel agents
- Pension houses, motels, apartments, apartelles, and condominiums
- Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
- Operators of Cable Network System
- Operators of computer services establishment
- General consultancy services
- Rent-a-Car

All other similar activities consisting essentially of the sales of services for a fee.

j) On operators of public utility vehicles maintaining booking office, terminal, or waiting station for the purpose of carrying passengers from this city under a certificate of public convenience and necessity or similar franchises:

Air-conditioned buses	₱2,500.00 per unit/year
Buses without air conditioning	₱1,500.00 per unit/year
"Mini" buses	₱1,200.00 per unit/year
Vans	₱1,000.00 per unit/year
Jeepneys/Fieras/Tamaraws	₱700.00 per unit/year
Taxis	₱500.00 per unit/year
Motorized Tricycles	₱300.00 per unit/year

For purposes of this provision, mini buses shall have a maximum of 45 passengers seating capacity.

**Presumptive Income Level.** For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to validate the declarations of gross receipts of each business classification.

**Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline, and other petroleum products shall not be subject to any local tax imposed in this Article.

**Tax on Newly-Started Business.** In the case of a newly started business under this Article, the tax shall be one percent (1%) of the capital investment. In the succeeding calendar year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding calendar year or any fraction thereof, as provided in the pertinent schedules in this Article.



**Time of Payment.** The tax shall be paid once within the first twenty (20) days of January or in quarterly installments within the first twenty (20) days of January, April, July, and October of each year. The Sangguniang Panlungsod may, for a justifiable reason or cause, extend the time for payment of such taxes without surcharges or penalties, but only for a period not exceeding six (6) months.

**Surcharge for Late Payment.** Failure to pay the tax prescribed in this Article within the time required shall subject the taxpayer to a surcharge of twenty-five percent (25%) of the original amount of tax due, such surcharge to be paid at the same time and in the same manner as the tax due.

**Interest on Unpaid Tax.** In addition to the surcharge imposed herein, there shall be imposed an interest of two percent (2%) per month of the unpaid taxes, fees or charges including surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount or portion thereof exceed thirty-six (36) months.

### Mayor's Permit Fee on Business

**Imposition of Fee.** There shall be collected an annual fee for the issuance of a Mayor's Permit to operate a business, pursue an occupation or calling, or undertake an activity within the City of Baguio.

#### A. On businesses subject to graduated fixed taxes

1. Manufacturers, assemblers, repackers, processors, etc.	Amount of Tax per Annum
Bagoong, salted fish or dried fish	₱150.00
Bakery:	
• Mechanized	₱450.00
• Manual with ordinary oven	₱225.00
Bed and /or mattresses:	
• Mechanized	₱225.00
• Manual	₱150.00
Bottles/Bottling Plant	₱750.00
Boxes	₱150.00
Candles	₱150.00
Canned goods	₱150.00
Clothes and garment	₱150.00
Coconut Oil:	
• with more than 5 expellers	₱225.00
• with less than 5 expellers	₱150.00
Confectionary and candies	₱150.00
Concrete and hollow blocks	₱150.00
Copra meat	₱150.00
Edible and vegetable oils	₱450.00
Galvanized iron sheets and aluminum containers	₱750.00
Home Industries and Furniture	₱300.00
Ice, ice creams and frozen delights	₱150.00
Soap and cosmetics	₱450.00
Steel and iron products	₱750.00
Repacker	₱225.00
Rectifiers, brewers and distillers	₱750.00
Wines, liquors and distilled spirit compounders	₱1,500.00
Other manufacturers, assemblers, repackers and processors not mentioned above	₱750.00
2. On retailers, dealers, wholesalers and distributors:	Amount of Tax per Annum
Agricultural products	₱225.00
Autoparts	₱450.00
Drugs and cosmetics	₱750.00
Dry goods, clothes and textiles	₱150.00
General Merchandise:	



<ul style="list-style-type: none"> <li>Sari-sari (barangays)</li> <li>Sari-sari (Poblacion)</li> <li>Inside the public markets</li> </ul>	<p>₱75.00</p> <p>₱120.00</p> <p>₱150.00</p>
Glass wares	₱150.00
Groceries	₱300.00
Jewelries	₱450.00
Lumber/wood and construction materials:	
<ul style="list-style-type: none"> <li>All kinds</li> <li>Coco lumber</li> <li>Bamboos and its products and nipa shingles</li> </ul>	<p>₱450.00</p> <p>₱225.00</p> <p>₱120.00</p>
Lubricating oils and oil by-products	₱150.00
Liquified Petroleum Gas (LPG)	₱450.00
Kerosene, diesel and gasoline with filling station per pump:	
<ul style="list-style-type: none"> <li>Aviation Gasoline</li> <li>Special Gasoline</li> <li>Regular Gasoline</li> <li>Diesel</li> <li>Kerosene</li> </ul>	<p>₱1,500.00</p> <p>₱1,500.00</p> <p>₱1,500.00</p> <p>₱1,500.00</p> <p>₱1,500.00</p>
Vendors, buyers and dealers:	
<ul style="list-style-type: none"> <li>Chickens, fowls and eggs</li> <li>Fish vendors (with fixed stalls)</li> <li>Fish vendors (ambulant)</li> <li>Fruits, spices and vegetables</li> <li>Hogs</li> <li>Large cattle and other livestock</li> <li>Meat, fresh and preserved</li> <li>Plants and flower</li> </ul>	<p>₱50.00</p> <p>₱50.00</p> <p>₱50.00</p> <p>₱75.00</p> <p>₱75.00</p> <p>₱75.00</p> <p>₱75.00</p> <p>₱75.00</p>
Other business not mentioned above	₱75.00

3. On Exporters	Amount of Tax per Annum
	₱1,500.00

4. On essential commodities	the permit fees on the business of manufacturing, producing, importing, wholesaling and retailing of essential commodities not specified above shall be one-half (1/2) of the rates prescribed in this article.
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5. On rice and corn;	Amount of Tax per Annum
5.1 Palay, corn and other grains buyer/dealer	₱150.00
5.2 Rice and corn wholesaler	₱150.00
5.3 Rice and corn retailers	₱150.00

6. On cafes, cafeterias, and other caferies;	Amount of Tax per Annum
6.1 Cafes and cafeterias	₱150.00
6.2 Ice cream and other refreshment parlors	₱150.00
6.3 Carinderias and food caterers	₱150.00
6.4 Restaurants	₱150.00
6.5 Soda Fountain bars	₱150.00
6.6 Food stands for puto, popcorn, peanuts and other cooked foods	₱75.00
6.7 Gulaman, buko and juice stands	₱75.00

7. On contractors and service establishments;	Amount of Tax per Annum
7.1 Accounting service	₱750.00
7.2 Advertisement agencies	₱300.00
7.3 Arrastre service	₱750.00
7.4 Assaying laboratories/Barber shops	
<ul style="list-style-type: none"> <li>(a) With three chairs or less</li> <li>(b) With more than three chairs</li> <li>(c) Roving/ambulant barbers</li> <li>(d) Double the fees in a) and b) for air-conditioned shops</li> </ul>	<p>₱300.00</p> <p>₱375.00</p> <p>₱150.00</p>
7.5 Battery charging shops	₱150.00



7.6 Beauty Parlors:	
(a) With equipment	P300.00
(b) Manual	P150.00
(c) Travelling beauticians	P75.00
7.7 Belt and buckle shops	P75.00
7.8 Blacksmiths:	
(a) Manual	P300.00
(b) Mechanized	P375.00
7.9 Booking office for film exchange	P150.00
7.10 Breeding of gamecocks	P450.00
7.11 Breeding of race horses	P750.00
7.12 Brokerage	P750.00
7.13 Business agents	P750.00
7.14 Business management services	P750.00
7.15 Carpentry shops	P300.00
7.16 Cinematographic film owners, lessors or distributors, video tape coverage service	P300.00
7.17 Collecting agencies	P150.00
7.18 Commercial or immigration brokers	P750.00
7.19 Construction and/or repair shops;	
(a) motor vehicles, body building	P750.00
(b) Bicycles and tricycles	P300.00
(c) Animal drawn carts	P150.00
7.20 Drafting and architectural services	P750.00
7.21 Dyeing establishments	P150.00
7.22 Employment agencies	P750.00
7.23 Escort services	P750.00
7.24 Funeral service parlors	P750.00
7.25 Furniture repair shops	P200.00
7.26 Garages (Public Utility Vehicles)	
(a) Less than 10 buses	P300.00
(b) Less than 20 buses	P450.00
(c) Less than 30 buses	P600.00
(d) Less than 40 buses	P750.00
(e) Less than 50 buses	P900.00
(f) 50 buses and above	P1,500.00
7.27 General engineering, general building and specialty contractors, filling, demolition, salvage work and transfer or relocation	P750.00
7.28 Goldsmiths and silversmiths	P450.00
7.29 Hemp-grading establishments	P150.00
7.30 House and sign painters	P300.00
7.31 Ice and cold storage	P300.00
7.32 Indentor or indent services	P150.00
7.33 Janitorial services	P300.00
7.34 Judo-Karate schools	P300.00
7.35 Key smiths	P150.00
7.36 Lathe machine	P750.00
7.37 Laundry shops:	
(a) Manual	P150.00
(b) Mechanized	P300.00
7.38 Legal and other professional services	P750.00
7.39 Lumberyards	P300.00
7.40 Massage therapeutic clinic	P300.00
7.41 Meteography services	P150.00
7.42 Medical and dental clinic	P750.00
7.43 Messengerial services	P450.00
7.44 Milling services	P450.00
7.45 Mining services	P300.00
7.46 Motorized Tricycle	P75.00
7.47 Painting shops	P300.00
7.48 Parking lots:	



(a) One hectare or less	₱450.00
(b) More than one hectare	₱750.00
7.49 Pedicab operators or proprietors	₱60.00
7.50 Perma press - per unit	₱30.00
7.51 Persons engaged in the installation/distribution of:	
(a) Water Systems	₱300.00
(b) Gas or bio-gas system	₱300.00
(c) Electric light, heat and power:	
c.1 Installation	₱150.00
c.2 Distribution:	
Capacity in kilowatts	
• Less than 10,000 kilowatts	₱150.00
• 10,000 or more but less than 20,000	₱300.00
• 20,000 or more but less than 50,000	₱525.00
• 50,000 or more but less than 100,000	₱750.00
• For every 50,000 or fraction thereof in excess of 100,000 up to 1 million	₱1,500.00
• For every 50,000 or fraction thereof in excess of 1 million	₱1.50
(d) Sound system service	₱300.00
(e) Ordinary sound and light system	₱150.00
(f) Stereo sounds and disco lights	₱300.00
7.52 Photographic studios:	
(a) With gallery and photo enlarger	₱450.00
(b) With gallery without photo enlarger	₱300.00
(c) Developing center	₱450.00
(d) Roving photographer	₱200.00
7.53 Photostatic white and blue printing	₱450.00
7.54 Plastic lamination	₱300.00
7.55 Private hospital	₱750.00
7.56 Promotional services	₱750.00
7.57 Proprietors or operators of heavy equipment for hire	₱750.00
7.58 Proprietors of smelting plant	₱450.00
7.59 Proprietors of engraving and plating plants	₱450.00
7.60 Ferries & water transport services	₱300.00
7.61 Warehouse and bodegas	₱750.00
7.62 Purchasing agencies	₱450.00
7.63 Recapping plant	₱450.00
7.64 Recopying and duplicating services	
(a) Photo copying	₱300.00
(b) Mimeographing and typing service	₱450.00
(c) Scanner	₱300.00
7.65 Renting of equipment	
(a) Office equipment and furniture	₱150.00
(b) Bicycles, tricycles and skates	₱150.00
(c) Trucks and automobiles	₱750.00
(d) Heavy equipment	₱1,500.00
(e) Agricultural implements and tools	₱750.00
(f) Diving, skydiving and other athletic equipment	₱150.00
7.66 Repair shops for motor vehicles and engines	
(a) with shop area of more than 1,000 sq. meters	₱450.00
(b) with shop area of 500 sq. meter or more but less than 1,000 sq. meters	₱300.00
(c) with shop area of less than 500 sq. meters	₱150.00
(d) Welding shop:	
d.1 Electric welding	₱150.00
d.2 Acetylene welding	₱150.00
d.3 Soldering	₱150.00
7.67 Repair services:	
(a) Electronic equipment	₱300.00
(b) Household appliances	₱300.00
(c) Radios and amplifiers	₱300.00
7.68 Roasting of pigs and fowls	₱300.00
7.69 Sawmills:	



(a) Fixed establishments	P450.00
(b) Chainsaw operators per unit:	
b.1 With blade of more than 24 inches	P300.00
b.2 With blade of more than 12 inches but less than 24 inches	P150.00
b.3 With blade of 12 inches or less	P75.00
7.70 Sculptor shops	P150.00
7.71 Service stations (washing, greasing, lubricating)	P450.00
7.72 Shipyards for repair ships:	
(a) with shop area of 1 hectare or less	P300.00
(b) With shop area of more than one hectare	P450.00
7.73 Shoe repair shop/shine service:	
(a) Manual	P120.00
(b) Mechanized	P225.00
(c) Shine service/stand	P75.00
7.74 Shops for planing, surfacing or recutting of lumber	P75.00
7.75 Shops for shearing animals	P75.00
7.76 Slendering or body saloons	P300.00
7.77 Staples	P75.00
7.78 Stevedoring services	P300.00
7.79 Tailor or dress shops:	
(a) With more than three sewing machines	P225.00
(b) With three or less sewing machines	P150.00
7.80 Tinsmiths:	
(a) Mechanized	P150.00
(b) Manual	P75.00
7.81 Transportation terminals not owned by bus operators	P450.00
7.82 Upholstery shop and/or wood carving	P300.00
7.83 Vaciador and grinding shops or gristmills	P150.00
7.84 Vocational, driving and IBM schools	P300.00
7.85 Vulcanizing shops	P150.00
7.86 Warehousing, forwarding services	P300.00
7.87 Watch repair center shops:	
(a) Manual	P150.00
(b) Mechanized	P225.00
7.88 Other service establishments	P150.00
<b>8. On hotels and motels:</b>	<b>Amount of Tax per Annum</b>
8.1 Hotels	P450.00
8.2 Motels/inns/pension house	P225.00
8.3 Hotels, three star up	P300.00
8.4 Motels, three star up	P225.00
<b>9. On privately-owned public markets</b>	<b>Amount of Tax per Annum</b>
	P750.00
<b>10. On real estate dealers:</b>	<b>Amount of Tax per Annum</b>
10.1 Subdivision operators	P450.00
10.2 Lessor of real estate	P450.00
10.3 Real estate dealers	P450.00
<b>11. On privately-owned cemeteries and memorial parks:</b>	<b>Amount of Tax per Annum</b>
11.1 Commercial	P900.00
11.2 Family use	P600.00
<b>12. On lodging houses</b>	<b>Amount of Tax per Annum</b>
	P525.00
<b>13. On boarding houses</b>	<b>Amount of Tax per Annum</b>
	P525.00
<b>14. On operators of rice and corn mills:</b>	<b>Amount of Tax per Annum</b>
14.1 Corn mill, per 100 cavan capacity per 12 hrs.	P450.00



14.2 Rice mill, per 100 cavan capacity per 12 hrs.	₱450.00
14.3 Rice and corn mill, per 100 cavan capacity per 12 hrs.	₱450.00

15. On fishponds, fishpens or fish breeding grounds:	Amount of Tax per Annum
15.1 Fishponds, per hectare	₱150.00
15.2 Prawnponds, per hectare	₱225.00
15.3 Fish breeding grounds, per hectare	₱150.00
15.4 Prawn breeding grounds/establishment	₱225.00
15.5 Fishpens, per hectare	₱150.00

16. On pawnshops:	Amount of Tax per Annum
16.1 Principal Office	₱750.00
16.2 For each branch in the City	₱450.00

17. On banks and other financial institutions:	Amount of Tax per Annum
17.1 Finance and Investment companies	₱750.00
17.2 Commercial banks	₱900.00
17.3 Savings banks	₱750.00
17.4 Rural banks	₱600.00

18. On peddlers	Amount of Tax per Annum
18.1 Peddlers using motorized tricycles	₱120.00
18.2 Peddlers using vehicles	₱225.00
18.3 Peddlers using bicycles, pedicabs or tricycles	₱75.00
18.4 Other peddlers and howlers	₱75.00

**B. On businesses subject to two percent tax:**

1. On gross shops, financing and insurance establishments	Amount of Tax per Annum
1.a Money shop	₱450.00
1.b Lending investors	₱450.00
1.c Insurance companies	₱750.00

2. On the business of dealers in fermented liquors, distilled spirits and/or wines/tuba	Amount of Tax per Annum
a. Dealers/Distributors/Retailers of	
a.1 Imported Wines	₱675.00
a.2 Domestic Wines	₱375.00
a.3 Fermented Liquors (beer)	₱300.00
a.4 Tuba or the like	₱120.00

3. On tobacco dealers:	Amount of Tax per Annum
a. Retail dealer of tobacco leaf	₱120.00
b. Wholesale leaf tobacco dealer	₱225.00
c. Retail dealer of manufactured tobacco	₱225.00
d. Wholesale dealer of manufactured tobacco	₱375.00

4. On amusement places or amusement devices:	Amount of Tax per Annum
a. Day and night club	₱750.00
b. Day club or night club	₱450.00
c. Cocktail lounge or bars	₱600.00
d. Cabaret or dance hall	₱750.00
e. Bath houses and/or swimming pool, resort and other similar places	₱300.00
f. Skating rink	₱225.00
g. Steam bath, sauna bath and other similar establishment per cubicle	₱375.00
h. Billiard or pool hall:	
h.1 First table	₱375.00
h.2 For every additional table	₱375.00
i. Bowling alley:	
i.1 Automatic	₱525.00
i.2 Non-automatic	₱300.00
j. Circus, carnival or the like (each)	₱300.00
k. Merry-go-round, roller coaster, ferris wheel, swing, shooting gallery, and other similar contrivance for each contrivance	₱225.00



I. Boxing stadium	₱750.00
m. Boxing contest, per night	₱525.00
n. Cockpit	₱1,500.00
o. Race track	₱1,050.00
p. Theaters and cinemahouses:	
a) Theaters and cinemahouses	₱1,050.00
b) Itinerant operator	₱750.00
c) Videohouse or mini theater	₱450.00
<b>5. On amusement devices:</b>	<b>Amount of Tax per Annum</b>
a) Each karaoke machine	₱300.00
b) Each video tape machine or player	₱3,000.00
<b>6. On private detective agency</b>	<b>Amount of Tax per Annum</b>
	₱375.00
<b>7. On golf links</b>	<b>Amount of Tax per Annum</b>
	₱750.00
<b>8. Jai-alai / Bingo House</b>	<b>Amount of Tax per Annum</b>
a) With 25,000 or more person sitting capacity	₱1,500.00
b) With 12,500 to 24,999 person sitting capacity	₱1,200.00
c) With 8,001 to 12,499 person sitting capacity	₱900.00
d) With less than 8,000 person sitting capacity	₱750.00
<b>9. Bingo (On-line) Franchise</b>	<b>Amount of Tax per Annum</b>
	₱1,800.00
<b>10. On any business not otherwise specified in Sec 3A.01</b>	<b>Amount of Tax per Annum</b>
	₱300.00

**Time and Manner of Payment.** The fee for the issuance of a Mayor's Permit shall be paid to the City Treasurer upon application before any business or undertaking can be lawfully begun or pursued and within the first twenty (20) days of January of each year in case of renewal thereof.

For a newly-started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. When the business or activity is abandoned, the fee shall not be exacted for a period longer than the end of the calendar quarter, if the fee has been paid for a period longer than the current quarter and the business activity is abandoned, no refund of the fee corresponding to the unexpired quarter or quarters shall be made.

Failure to pay the tax prescribed in this Article, within the time required shall subject the taxpayer to a surcharge of twenty-five percent (25%) of the original amount of tax due, and an interest of two percent (2%) per month but not to exceed thirty-six (36) months to be paid at the same time and in the same manner as the tax due.

The city shall, upon presentation of satisfactory proof that the original of the permit has been lost, stolen or destroyed, issue a duplicate of the permit upon the payment of Fifty Pesos (P50.00).

**Posting of Permit.** Every permittee shall keep his permit conspicuously posted at all times in his place of business or office. If he has no place of business or office, he shall keep the permit in his person. The permit shall be immediately produced upon demand by the City Mayor, the City Treasurer or any of their duly authorized representatives.

An additional amount of P500.00, P300.00 & P100.00 plus P50.00 for stickers shall be charged for large, medium and small business respectively and is hereby imposed and included among the charges/fees to be paid by owners of stores, firms and other establishments doing business in Bago City at the time they apply for previous Mayor's Permit to cover the cost of business registration plates which will show the date, an area code, nature of business and establishment number among others.

Replacement of dilapidated plates shall be determined by the City Treasurer's Office and the amount of P500.00, P300.00 and P100.00 shall be required before a duplicate plate is issued.

Violation of this Section shall be punished with the following penalties to wit:





<b>a. No display of the plate</b>	<b>Fine</b>
1st Offense	P500.00
2nd Offense	P1,000.00
3rd Offense	P3,000.00 plus revocation of Business Permit
<b>b. For displaying dilapidated plate as determined by the City Treasurer's Office</b>	<b>Fine</b>
1st Offense	P500.00
2nd Offense	P1,000.00
3rd Offense	P3,000.00 plus revocation of Business Permit
<b>c. For displaying a counterfeit plate</b>	P5,000.00 plus revocation of Business Permit

#### **Situs of Tax**

In cases where there is a factory, project office, plant or plantation in pursuit of business, thirty percent (30%) of all sales recorded in the principal office shall be taxable by the city or municipality where the principal office is located and seventy percent (70%) of all sales recorded in the principal office shall be taxable by the city or municipality where the factory, project office, plant or plantation is located.

In case of a plantation located in a locality other than that where the factory is located, said seventy percent (70%) sales allocation shall be divided as follows:

Sixty percent (60%) to the city or municipality where the factory is located; and  
 Forty percent (40%) to the city or municipality where the plantation is located.

In cases where there are two (2) or more factories, project offices, plants or plantations located in different localities, the seventy percent (70%) sales allocation shall be pro-rated among the localities where such factories, project offices, plants and plantations are located in proportion to their respective volumes of production during the period for which the tax is due.

In addition to the surcharge imposed herein, there shall be imposed an interest of two percent (2%) per month of the unpaid taxes, fees or charges including surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount or portion thereof exceed thirty-six (36) months.

#### **Retirement of Business.**

Any person natural or juridical, subject to the tax on business under Article L, Chapter 2 of this Ordinance shall, upon termination of the business, submit a sworn statement of the gross sales or receipts for the current calendar year within thirty (30) days following the closure. Any tax due shall first be paid before any business or undertaking is fully terminated.

For the purposes hereof, termination shall mean that business operations are stopped completely. Any change in ownership, management and/or name of the business shall not constitute termination as herein contemplated. Unless stated otherwise, assumption of the business by any new owner or manager or re-registration of the same business under a new name will only be considered by the LGU concerned for record purposes in the course of the renewal of the permit or license to operate the business.

The City Treasurer shall see to it that the payment of taxes of a business is not avoided by simulating the termination or retirement thereof. For this purpose., the following procedural guidelines shall be strictly followed:

a. The City Treasurer shall assign every application for the termination or retirement of business to an inspector in his office who shall go to address of the business on record to verify if it is really not operating. If the inspector finds that the business is simply placed under a new name, manager and/or new owner, the City Treasurer shall recommend to the City Mayor the disapproval of the application of the termination or retirement of said business;

b. Accordingly, the business continues to become liable for the payment of all taxes, fees, and charges imposed thereon under existing local tax ordinance; and



c. In addition, in the case of a new owner to whom the business was transferred by sale or other form of conveyance, said new owner shall be liable to pay the tax or fee for the business and shall secure a new Mayor's permit therefore.

2. In case it is found that the retirement or termination of the business is legitimate and the tax paid during the current year be less than the tax due for the current year based on the gross sales or receipts, the difference in the amount of the tax shall be paid before the business is considered officially retired or terminated.
3. The permit issued to a business retiring or terminating its operation shall be surrendered to the City Treasurer who shall forthwith cancel the same and record such cancellation in his books.

**Death of Licensee.** When any individual paying a business tax dies, and the business is continued by a person interested in his estate, no additional payment shall be required for the residue of the term for which the tax was paid.

### Permit fee for the Storage of Flammable and Combustible Materials

**Imposition of Fee.** There shall be collected an annual permit fee for the storage of combustible materials at the rates as follows:

#### A. FLAMMABLE/COMBUSTIBLE LIQUIDS:

Class I-Flammable liquids with flashpoints at -6.67 degree Centigrade or below, such as gasoline, ether, carbon, bisolphide, naphtha, bensol (benzene), collodion and acetone, as follows:

STORAGE CAPACITY	LICENSE FEES
20 liters to 100 liters	₱ 10.00
Over 100 liters to 200 liters	₱ 12.00
Over 200 liters to 400 liters	₱ 24.00
Over 400 liters to 2,000 liters	₱ 48.00
Over 2,000 liters to 4,000 liters	₱ 72.00
Over 4,000 liters to 6,000 liters	₱ 100.00
Over 6,000 liters to 8,000 liters	₱ 120.00
Over 8,000 liters to 10,000 liters	₱ 144.00
Over 10,000 liters to 12,000 liters	₱ 192.00
Over 12,000 liters to 14,000 liters	₱ 240.00
Over 14,000 to 16,000 liters	₱ 288.00
Over 16,000 to 32,000 liters	₱ 360.00
Over 32,000 to 40,000 liters	₱ 480.00
Over 40,000 to 200,000 liters	₱ 720.00

CLASS II- For flammable liquids having flashpoint of above -6.67 degree Centigrade and below 22.8 degree Centigrade such as alcohol, amyl, tulouol, ethyl, acetate and like.

STORAGE CAPACITY	LICENSE FEES
From 20 liters to 100 liters	₱ 9.00
Over 100 liters to 200 liters	₱ 12.00
Over 200 liters to 400 liters	₱ 18.00
Over 400 liters to 2,000 liters	₱ 30.00
Over 2,000 liters to 4,000 liters	₱ 48.00
Over 4,000 liters to 20,000 liters	₱ 100.00
Over 20,000 liters to 100,000 liters	₱ 240.00
Over 100,000 liters to 200,000 liters	₱ 480.00
Over 200,000 liters	₱ 600.00

Class III- For liquids having flashpoint at 22.8 degrees Centigrade and below 93.3 degrees Centigrade such as kerosene, turpentine, thinner, prepared paints, varnish, cleaning solvent, polishing liquids, diesel oil, fuel oil and similar



STORAGE CAPACITY	LICENSE FEES
From 20 liters to 100 liters	5.00
Over 100 liters to 200 liters	8.00
Over 200 liters to 400 liters	12.00
Over 400 liters to 4,000 liters	30.00
Over 4,000 liters to 20,000 liters	90.00
Over 20,000 liters to 40,000 liters	120.00



**B. FLAMMABLE GASES**

- i. Acetylene, hydrogen, coal gas and other flammable materials in gasoline forms, including liquefied petroleum gas (LPG) and other compressed gases in liter water capacity:

i.a. For bulk storage:

STORAGE CAPACITY (in liters)	ANNUAL FEES (in PhP)
200 and below	₱ 20.00
Over 200 to 2,000	₱ 40.00
Over 2,000 to 8,000	₱ 80.00
Over 8,000 to 20,000	₱ 200.00
Over 20,000 to 200,000	₱ 400.00
For every 200,000 to 400,000	₱ 1,600.00
For every additional 4,000 liters or fraction thereof in excess of 400,000	₱ 10.00

i.b. For other than bulk storage

STORAGE CAPACITY (in liters)	ANNUAL FEES (in PhP)
60 and below	₱ 1.50
Over 60 to 100	₱ 2.00
Over 100 to 200	₱ 3.00
Over 200 to 400	₱ 4.00
Over 400 to 800	₱ 8.00
Over 800 to 1,200	₱ 12.00
Over 1,200 to 2,000	₱ 16.00
For every additional 400 liters water capacity in excess of 2,000	₱ 1.00

**FLAMMABLE/COMBUSTIBLE SOLIDS**

**CALCIUM CARBIDE**

STORAGE CAPACITY (in kilograms)	ANNUAL FEES( in PhP)
From 40 to 80	₱ 14.00
Over 80 to 200	₱ 18.00
Over 200 to 2,000.	₱ 36.00
Over 2,000 to 4,000	₱ 54.00
Over 4,000 to 20,000	₱ 72.00
20,000 to 40,000	₱ 90.00
40,000 to 200,000	₱ 135.00
Over 200,000	₱ 180.00

**PYROXYLIN (Nitrocellulose Films and Celluloid)**

STORAGE CAPACITY (in kilograms)	ANNUAL FEES ( in PhP)
From 40 to 80	₱ 12.00
Over 200 to 800	₱ 24.00
Over 800 to 2,000	₱ 48.00
Over 2,000 to 4,000	₱ 90.00
Over 4,000 to 12,000	₱ 180.00
Over 12,000 to 40,000	₱ 300.00
Over 40,000	₱ 600.00



**MATCHES**

STORAGE CAPACITY (in kilograms)	ANNUAL FEES ( in Php)
From 100 to 400	₱ 12.00
Over 400 to 2,000	₱ 60.00
Over 2,000 to 4,000	₱ 120.00
Over 4,000 to 20,000	₱ 240.00
Over 20,000	₱ 480.00

**NITRATE, PHOSPHORUS, BROMIDE SODIUM, FERRIC ACID, AND OTHER HAZARDOUS CHEMICALS OF EXPLOSIVE, CORROSIVE, OXIDIZING OR LACHRYMATORY PROPERTIES**

STORAGE CAPACITY (in kilograms)	ANNUAL FEES ( in Php)
From 20 to 100	₱ 12.00
Over 100 to 400	₱ 18.00
Over 400 to 2,000	₱ 45.00
Over 2,000 to 4,000	₱ 90.00
Over 4,000 to 20,000	₱ 134.00
Over 20,000	₱ 180.00

**SHREDDED COMBUSTIBLE MATERIALS SUCH AS WOOD SHAVING, EXCELSIOR, SAWDUST, KAPOK, STRAW, HAY, COMBUSTIBLE LOOSE FIBERS, SUCH AS COTTON WASTE (ESTOPA) SISAL, SAKUM, AND OTHER SIMILAR COMBUSTIBLE SHAVINGS AND FINE MATERIALS.**

STORAGE CAPACITY (in cubic meters)	ANNUAL FEES ( in Php)
From 0.25 to 3	₱ 12.00
Over 3 to 14	₱ 32.00
Over 14 to 28	₱ 54.00
Over 28 to 70	₱ 90.00
Over 70	₱ 139.00

**TAR, RESIN, WAXES, COPRA, RUBBER, CORK, BITUMINOUS COAL, AND SIMILAR COMBUSTIBLE MATERIALS:**

STORAGE CAPACITY (in kilograms)	ANNUAL FEES ( in Php)
From 200 to 400	₱ 14.00
Over 400 to 4,000	₱ 28.00
Over 4,000 to 20,000	₱ 54.00
Over 20,000	₱ 90.00

**Community Tax**

**Juridical Persons Liable to Community Tax** Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in this city shall pay an annual Community Tax of Five Hundred Pesos (P500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (P10,000.00) in accordance with the following schedule:

- a. For every Five Thousand (P5,000.00) Pesos worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws, found in the assessment rolls of this city where the real property is situated - Two (P2.00) Pesos; and
- b. For every Five Thousand (P5,000.00) Pesos of gross receipts or earnings derived by it from its business in the Philippines during the preceding year - Two (P2.00) Pesos.

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.



## Fees and other Charges

### Tax on Ambulant and Itinerant Amusement Operators

**Imposition of Tax.** There is hereby imposed a tax on ambulant and itinerant amusement operators during fiestas and fairs at the following rates:

Circus, carnivals, or the like per day	₱ 150.00 per day
Merry-Go-Round, roller coaster, ferris wheel, swing, shooting gallery and other similar contrivances per day	₱ 150.00 per day
Sports contest/exhibitions per day	₱ 150.00 per day

### Tax on Mining Operations

**Imposition of Tax.** There is hereby levied an annual tax at the rate of one percent (1%) based on the gross receipts for the preceding year of mining operations.

### Tax on Forest Concessions and Forest Products

**Imposition of Tax.** There is hereby imposed a tax on forest concessions and forest products at a rate of one percent (1%) of the annual gross receipts of the concessionaire during the preceding year.

### Permit Fee on Circus and Other Parades

**Imposition of Fee.** There shall be collected a Mayor's Permit Fee of P500.00 per day on every circus and P250.00 per day for parades using banners, floats or musical instruments carried on in this city.

### Fee for Sealing and Licensing of Weights and Measures

**Sealing and Testing of Instruments of Weights and Measures.** - All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every six (6) months by the official sealer who shall be City Treasurer or his duly authorized representative upon payment of fees required under this Article: Provided, That all instruments of weights and measures shall continuously be inspected for compliance with the provisions of this Article.

**Imposition of Fees.** Every person before using instruments of weights and measures within this city shall first have them sealed and licensed annually and pay therefor to the City Treasurer the following fees:

Type/Kind	Rate of Fee per Annum
(a) <u>Apothelary balance or scale</u> - 1,000 grams or less - Over 1,000 grams	₱ 120.00 ₱ 180.00
(b) <u>Platform / Digital scales</u> - 25 kilos or less - Over 25 up to 100 kilos - Over 100 up to 500 kilos - Over 500 up to 2,000 kilos - Over 2,000 kilos	₱ 30.00 ₱ 60.00 ₱ 75.00 ₱ 90.00 ₱ 105.00
(c) <u>Steelyards or "Espada type" scales</u> - 25 Kilos or less - Over 25 up to 100 kilos - Over 100 kilos	₱ 15.00 ₱ 30.00 ₱ 37.00
(d) <u>Clock type scales</u> - 5 kilos or less - Over 5 kilos up to 10 kilos - Over 10 kilos up to 50 kilos	₱ 22.50 ₱ 30.00 ₱ 37.50
(e) <u>Meter sticks</u>	₱ 30.00
(f) <u>Chain and tapes</u> - 100 meters or - Over 100 meters	₱ 30.00 ₱ 60.00
(g) For each and every re-testing and re-sealing of weights and measures instruments including gasoline pumps outside the office upon request of the owner or operator, an additional service charge of ₱ 30.00 for each instrument shall be collected.	



### Permit Fee on Film-Making and Video Tape Coverage

**Imposition of Fee.** There shall be collected the following permit fee from any person who shall go on location-filming within the territorial jurisdiction of this city.

Type/Kind	Rate of Fee Per Filming
a. Commercial movies	₱ 1,000.00 per day
b. Commercial advertisements	₱ 500.00 per day
c. Documentary film	₱ 500.00 per day
d. Videotape coverage	₱ 500.00 per day

In cases of filming activities conducted by students, duly sanctioned by their school, the same shall be exempted from payment of the fees herein provided.

**Time of Payment.** The fee imposed herein shall be paid to the City Treasurer upon application for the Mayor's Permit three (3) days before location-filming is commenced.

**Surcharge for Late Payment.** Failure to pay the fee prescribed in this Article within the time required shall subject the taxpayer to a surcharge of twenty-five percent (25%) of the original amount of fee due. Such surcharge to be paid at the same time and in the same manner as the original amount of fee due.

### Permit Fee for Agricultural Machinery and Other Heavy Equipment

**Imposition of Fees.** There shall be collected an annual permit fee at the following rates for each agricultural machinery or heavy equipment from non-resident operators of said machinery, renting out said equipment in this city.

Machinery/Equipment	Rate of Fee Per Annum
a. Hand tractors	₱ 500.00
b. Light Tractors	₱ 800.00
c. Bulldozer	₱ 1,000.00
d. Heavy Tractors	₱ 300.00
e. Forklift	₱ 300.00
f. Heavy Graders	₱ 300.00
g. Light Graders	₱ 150.00
h. Mechanized Threshers	₱ 500.00
i. Cargo Truck	₱ 1,000.00
j. Dump Truck	₱ 150.00
k. Road Rollers	₱ 300.00
l. Payloader	₱ 300.00
m. Primemovers/Flatbeds	₱ 300.00
n. Backhoe	₱ 300.00
o. Rock crusher	₱ 500.00
p. Batching Plant	₱ 500.00
q. Transit/Mixer Truck	₱ 300.00
r. Crane	₱ 500.00
s. Other agricultural machinery not enumerated above	₱ 500.00
t. Other heavy equipment not enumerated above	₱ 300.00

**Time and Manner of Payment.** The fee imposed herein shall be payable prior to the rental of the equipment upon application for a Mayor's permit.



**Permit Fee on Occupation or Calling Not Requiring Government Examination.**

**Imposition of Fee** – There shall be collected as annual fee at the rate prescribed hereunder for the issuance of Mayor's Permit to every person who shall be engaged in the practice of the occupation or calling not requiring government examination with the city as follows:

Occupation or Calling	Rate of Fee Per Annum
a) On employees and workers in generally considered "offensive and Dangerous Business Establishments"	₱ 300.00
b) On employees and workers in commercial establishment who cater or attend to the daily needs of the inquiring or paying public	₱ 100.00
c) On employees and workers in food or eatery establishment	₱ 100.00
d) On employees and workers in night or night and day establishment	₱ 200.00
e) All occupation or calling subject to periodic inspection, surveillance and/or regulations by the City Mayor, like animal trainer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, electrician, electronic technician, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur attendant mechanic, certified "hilot", painter, musician, pianist, photographer (itinerant), professional boxer, rig driver (cochero), waiter or waitress and welder	₱ 100.00
e.1) auctioneer, criminologist, club/floor manager, Forensic, electronic expert, private ballistic expert	₱ 200.00

**Exemption** – All professional who are subject to the Professional Tax Imposition pursuant to Section 139 of the Local Government Code; employees are exempted from payment of this fee.

**Surcharge for Late Payment.** - Failure to pay the fee prescribed in this article within the time prescribed shall subject a taxpayer to a surcharge of twenty-five percent (25%) of the original amount of the fee due, such surcharge shall be paid at the same time and in the same manner as the tax due.

**Permit Fee for the Conduct of Group Activities**

**Imposition of Fee.** Every person who shall conduct, or hold any program, or activity involving the grouping of people within the jurisdiction of this city shall obtain a Mayor's permit therefor for every occasion of not more than twenty-four (24) hours and pay the City Treasurer the corresponding fee in the following schedule:

Activity	Rate of Fee
1. Conferences, meetings, rallies, demonstrations and motorcades in outdoor, in parks, plazas, roads/streets	₱ 500.00 per day
2. Dances	₱ 500.00 per day
3. Coronation and ball	₱ 500.00 per day
4. Promotional sales	₱ 500.00 per day
5. Live Bands/Concerts	₱ 500.00 per day
6. Other Group Activities	₱ 300.00 per day

**Penalty.** Any violation of the provisions of this Article shall be punished by a fine of One Thousand Pesos (P1,000.00).

**Permit Fee of Possessors of Firearms**

**Imposition of Fee.** There shall be collected a fee of three hundred (P300.00) pesos for every firearm from every applicant to possess firearm or from every resident who had been authorized to possess firearms by the authorities either thru a regular license or special permit.

**Penalty.** Violation of this article shall be punished by a fine of Five Hundred (P500.00) or imprisonment of Two (2) months or both at the discretion of the Court.





#### **Permit Fee to Operate Transloading Station.**

**Imposition of Fees.** There shall be collected a fee of Three Thousand Pesos (P3,000.00) for issuance of Mayor's Permit to operate a Transloading Station within the territorial jurisdiction of the City of Bago.

**Time of Payment.** The fee imposed on this Article shall be paid to the City Treasurer upon application of the permit with the City Mayor.

**Penalty.** Any violation to the provisions of this Article shall be punished by a fine of Five Thousand Pesos (P5,000.00).

#### **Article U. Permit on Hauling and Trucking Services**

**Imposition of Fee.** There shall be collected from every person engaged in the business of hauling and trucking services, operating within the City of Bago a permit fee of Three Hundred Pesos (P300.00) per truck, per annum.

**Surcharge for Late Payment.** Failure to pay the fee required in this Article shall subject the taxpayer to a surcharge of twenty-five percent (25%) plus interest of two percent (2%) per month of the unpaid amount including the surcharges until such amount is fully paid but in no case shall the total interest on the unpaid amount or portion thereof exceed thirty-six (36) months.

**Penalty.** Any violation of the provisions of this Article shall be punished by a fine of One Thousand Pesos (P1,000.00).

#### **Fee for Registration of Religious, Civic, Social and/or Sports Organizations, Clubs, Associations or Fraternities**

**Imposition of Fee.** There shall be collected an annual registration fee of Five Hundred Pesos (P500.00) for every religious, civic, social and/or sports organizations, clubs, associations, federation or fraternities organized and/or operating in the City of Bago for purposes not contrary to laws, rules and regulations.

**Surcharge for Late Payment.** Failure to pay the fee prescribed in this Article within the time required shall subject the taxpayer to a surcharge of twenty-five percent (25%) of the original amount of fee due, such surcharge to be paid at the same time and in the same manner as the original fee due.

**Penalty.** Any violation of the provisions of this Article shall be punished by a fine of One Thousand Pesos (1,000.00).

#### **Permit Fee on the Establishment and Operation of Boarding Houses and Dormitories.**

**Issuance of License.** The following provisions shall govern the issuance of license to dormitories and boarding houses.

A graduated schedule of license fees shall be levied by the City Treasurer's Office depending on the capacity of boarders that can be accommodated by the dormitory or boarding house provided that the actual amount to be levied shall be determined from time to time by the Sanggunian Panlungsod. Unless otherwise provided, the schedule of license fees per annum shall be as follows:

1. Three Hundred Seventy Five Pesos (**P375.00**) for a dormitory/boarding house with a capacity of not more five (5) boarders.
2. Seven Hundred Fifty Pesos (**P750.00**) for a dormitory/boarding house with a capacity of more than five (5) but not more than fifteen (15) boarders.
3. One Thousand One Hundred Twenty Five Pesos (**P1,125.00**) for a dormitory/boarding house with a capacity of more than fifteen (15) but not more than twenty (20) boarders.
4. One Thousand Five Hundred Pesos (**P1,500.00**) for a dormitory/boarding house with a capacity of more than twenty (20) but not more than thirty (30) boarders.
5. Two Thousand Two Hundred Fifty Pesos (**P2,250.00**) for a dormitory/boarding house with a capacity of more than thirty (30) but not more than fifty (50) boarders.
6. Three Thousand Pesos (**P3,000.00**) for a dormitory/boarding house with a capacity of more than fifty (50) boarders.

#### **Responsibility for Observance of the Ordinance, Violations and Penalties Thereof. –**

The City Government shall revoke the owner and landlord/landlady's license if he/she failed to comply with any of the provisions thereof and subject further to the following fines:



First violation	written warning
Second violation	fine of One Thousand Pesos (P1,000.00) for violations as determined and recommended by the Task Force on Dormitories and Boarding Houses.
Third violation	fine of Three Thousand Pesos (P3,000.00) for violations as determined and recommended by the Task Force on Dormitories and Boardinghouses.

**SECTION Y. PERMIT FEE FOR BURIAL, CADAVER EXHUMATION, REMOVAL AND TRANSFER OF CADAVER.**

**Imposition of Fee.** There shall be collected fees for burial, cadaver exhumation, removal and Transfer of Cadaver, as follows:

Activity	Rate of Fee
1. Burial permit fee	P 30.00
2. Permit to Exhume	P 100.00
3. Transfer of cadaver to other Cities/Municipalities	P 100.00
4. Cremation	P 70.00
5. Each death certificate, changed or corrected	P 50.00
6. Duplicate burial permit	P 15.00
7. Entrance of Cadaver from other municipalities/cities	P 50.00



## SERVICE FEES

### Secretary's Fees

**Section 4A.01. Imposition of Fees.** There shall be collected the following fees from every person requesting for copies of official records and documents from the offices of this city.

Record/Document	Rate of Fee
1. For every page	₱ 10.00
2. For each certificate of correctness (with seal of Office) written on the copy or attached thereto.	
- 1st two copies	₱ 10.00
- For every additional copy	₱ 10.00
3. For certified copies of any papers, records, or entry of which any person is entitled to demand and receive a copy for each page	₱ 15.00
4. Photocopy or any other copy produced by copying machine per page	₱ 2.00

### Police', Mayor's and Prosecutor's Clearance Fee

**Imposition of Fee.** There shall be paid for each Police Clearance Certificate obtained from the Chief of Police of the Philippine National Police of this city the following fees:

Record/Document	Rate of Fee
a.) For domestic employment, scholarship, study grant and fire clearance	₱ 50.00
b.) For Change of Name	₱ 100.00
c.) For application for Filipino Citizenship	₱ 500.00
d.) For Passport or Visa Application	₱ 200.00
e.) For Firearms Permit Application	₱ 300.00
f.) For other purposes not specified above	₱ 50.00
g.) Mayor's and Police clearance to transfer or ship-out the following:	
1) Large animal per head	₱ 50.00
2) Hogs or pigs per head	₱ 50.00
3) Goats, sheep, dogs and other animals per head	₱ 50.00
4) Fowls:	
a) First 20 head	₱ 50.00
b) From 21 to 50 heads	₱ 100.00
c) From 51 or more	₱ 200.00
d) Gamecocks or Fighting cocks per head	₱ 50.00
5) Rice, Corn, Palay and other cereals per sack	₱ 5.00
6) Logs and Lumber per truck load or fraction thereof	
7) Sand, gravel, field stones, rocks, and other road materials per truck load	₱ 200.00
8) mineral ores, coal dolomites, or limestones per truck load	₱ 200.00
9) Organic fertilizer per sack 50 kls.	₱ 5.00
Request for additional copies shall be charged P 5.00/ page.	
The applicant for clearance to ship-out goods or products out of the city shall be required to present a clearance from the Barangay Captain or his representative of the barangay where the goods or product come from before the clearance applied shall be issued.	
h.) Police Blotter Report	₱ 50.00
i.) Other certifications	₱ 50.00



### Registration Fee for Barangay Micro Business Enterprises

**Imposition of Fee.** Any person, natural or juridical, cooperative or association having the qualifications as defined in Section 3(a) of RA No. 9178, may apply for registration as BMBE upon payment of P1,000.00 as administrative costs of registration and monitoring.

### Clearance or Certification Fee

**Imposition of Fee.** There shall be collected for the issuance of a clearance or certification by any office of the city government for whatever legal purposes for an amount of Fifty Pesos (P50.00).

### Parking Charges

**Imposition of Fees.** – The Sanggunian Panlungsod shall designate areas in Bago City as places for parking with pay. The fee to be collected on the parking spaces shall be five pesos (P5.00) for the first two hours or fraction thereof and two pesos (P2.00) for every additional hour or fraction thereof, provided that the total fee shall not exceed thirty-five pesos (P35.00) a day for a single vehicle. Furthermore, buses and trucks shall be charged ten pesos (P10.00) for the first two hours or fraction thereof and four pesos (P4.00) for every additional hour or fraction thereof, provided that the total fee shall not exceed seventy pesos (P70.00) for a single vehicle. An amount of thirty-five pesos (P35.00) shall be collected from the owner, operator, or driver of motor vehicle who loses his parking fee ticket and seventy pesos (P70.00) in the case of trucks and buses.

### Rental Fee on Mineral Lands

**Collection of Fee.** There shall be collected an annual rental fee from the lessee of mineral lands in this city for the exploration, development and exploitation and disposition of minerals from said lands covered by lease in accordance with the following rates:

Land	Rate of Fee
a. On coal-bearing public lands	Five pesos (P 5.00) per hectare or fraction thereof for each and every year for the first ten (10) years; and
	Ten pesos (P 10.00) per hectare or fraction thereof for each and every year thereafter during the lease period.
b. On public lands bearing quarry resources	Fifty pesos (P50.00) per hectare or fraction thereof for each and every year during the lease period
c. On all other mineral lands containing metallic or non-metallic minerals under existing mining laws and decrees.	Ten pesos (P10.00) per hectare, or a fraction thereof for each and every year during the lease period.

### Occupation Fee for Mining Claims

**Collection of Fee.** There shall be collected an annual occupation fee on locator, holder or occupant of mining claim in the amount of Fifty Pesos (P 50.00) per hectare or fractional part thereof, until the lease covering the mining claim shall have been granted.

## CITY CHARGES

### MARKET FEES

**Imposition of Fees.** - There hereby imposed on stall holders the corresponding maximum rental fee or fees per square meter of space or fraction thereof per day, as follows:

Stall/Area	Rental Fee
a.) Meat Section	P 5.00 per sq. meter or fraction per day
b.) Fish Section	P 5.00 per sq. meter or fraction per day
c.) Dry Goods Section	P 5.00 per sq. meter or fraction per day
d.) Grocery Section	P 5.00 per sq. meter or fraction per day
e.) Vegetables and Fruits Section	P 5.00 per sq. meter or fraction per day
f.) Eating place	P 5.00 per sq. meter or fraction per day



<p>g.) Poultry Products, Hogs &amp; Large Cattle Section</p> <p><u>Rate on the basis per head:</u></p> <p>1. chicken, ducks &amp; birds per head</p> <p>2. piglets per head</p> <p>3. cow/carabao per head</p> <p>4. Others</p>	<p>₱ 5.00 per sq. meter or fraction per day</p> <p>₱ 5.00</p> <p>₱ 10.00</p> <p>₱ 30.00</p> <p>₱ 5.00</p>
<p>h.) Flower Shop Section</p>	<p>₱ 5.00 per sq. meter or fraction per day</p>
<p>i.) Cold Storage Section</p>	<p>₱ 5.00 per sq. meter or fraction per day</p>



**RENTALS FOR FIXED BLOCKS, STALLS, BOOTHS AND TIENDAS** - The rentals for fixed blocks, stalls, booths and tiendas shall be paid daily and payment shall be made not later than the closing of each day. Licensee who close shop for the day shall pay the rental corresponding for the day. Blocks, shall and pay booth situated in the best location shall be assigned higher than favorably located.

**MARKET RENTALS**

**MA-AO PUBLIC MARKET**

Block/Stall	Rental Fees
1.) For market blocks facing south, main road	₱ 1.00 per sq. meter or fraction per day
2.) For any other market blocks	₱ 0.80 per sq. meter or fraction per day

**DON JORGE ARANETA PUBLIC MARKET**

Block/Stall	Rental Fees
1.) For market blocks at main entrance	₱ 0.75 per sq. meter or fraction per day
2.) For market blocks at main entrance, East and South	₱ 0.50 per sq. meter or fraction per day
3.) For any other market blocks	₱ 0.50 per sq. meter or fraction per day

**BAGO CITY PUBLIC MARKET**

Rentals on market blocks, fixed stalls and booths in the Poblacion, Bago City, shall be fixed by the day and payment shall be made not later than the closing of cash business day. Blocks, stalls, booths situated in the best location shall be assigned higher rates than those less favorably located.

Block/Stall	Rental Fees
1.) For market blocks located at main building facing Araneta Street, first floor	₱ 1.25 per sq. meter or fraction per day
2.) For market blocks located at main building, right and left side wing	₱ 1.00 per sq. meter or fraction per day
3.) For market blocks located at corner Westside, North end	₱ 1.00 per sq. meter or fraction per day
4.) For market blocks located at main the corner Westside, South end	₱ 1.00 per sq. meter or fraction per day
5.) For market blocks located at the main entrance, Westside	₱ 1.00 per sq. meter or fraction per day
6.) For market blocks located at second floor	₱ 1.25 per sq. meter or fraction per day
7.) For mezzanine floor located at main building facing Araneta Street	₱ 1.00 per sq. meter or fraction per day
8.) For mezzanine floor located at main building facing South, North & West	₱ 0.75 per sq. meter or fraction per day
9.) For other market blocks constructed on the Westside	₱ 1.25 per sq. meter or fraction per day
10.) For market blocks inside public market	₱ 1.50 per sq. meter or fraction per day
11.) Market fees for occupancy of open market premise a.) Bago City Public Market b.) Ma-ao Barrio Public Market c.) Ma-ao Central Public Market	₱ 5.00 per sq. meter per day ₱ 5.00 per sq. meter per day ₱ 5.00 per sq. meter per day
12.) <b>Market Entrance Fees</b> - In lieu of the regular market fees based on the space occupied, a market entrance fee may be imposed on all transient vendors or any commodity or merchandise being brought into the public market for sale on the basis weight, bundle, sacks, cans, carload or any other convenient unit measure. The amount of the entrance fee to be imposed shall not exceed the amount of market fee that would be collected if the fee were charged on the basis of space occupied by the said commodity or merchandise, as provided in the preceding section.	





The City of Bago shall impose and collect the following Fish Inspection Fees:

Fish / Sea Products	Fish Inspection Fees
1.) For fishes of having the length of six (6) inches or more and also alimango, kasag, locon, pasayan, and squids having an average weight of 25 kilograms. <u>P15.00</u> per box (caja, bañera, styropore container)	₱ 15.00 per box. (caja, bañera, styropore container)
2.) For the inspection of all other fishes and sea products including kalampay and hipon having an average weight of 25 kilograms, not included in number (1) above	₱ 10.00 per caja, bañera, styropore container

Agricultural products not sold on the day when the corresponding market entrance fee was paid shall be subject to market entrance fee of twenty-five (25%) percent of the original imposition, if still displayed or offered for sale the following day and thereafter, the same shall no longer be subject to market entrance fee until sold.

**Time and manner of payment.**

- a) For stalls - the fee for the rental of market stalls shall be paid to the City Treasurer or his duly authorized representative within the first twenty (20) days of each month. In case of a new lease, the lessee shall be required to pay an amount of equivalent to Five Thousand Pesos (P5,000.00) which is non-refundable and shall serve as goodwill bond.

**Surcharge for late or non - payment of fees.**

- a.) The lessee of a stall, who fails to pay the monthly rental fee within the prescribed period, shall pay a surcharge of twenty-five (25%) percent of the total rent due. Failure to pay the rental fee for the three (3) consecutive months shall cause automatic cancellation of the contract of lease of stall, without prejudice to suing the lessee for the unpaid rents of the expenses of the lessee. The stall shall be declared vacant and subject to adjudication.
- b.) Any person occupying space in the market premises without first paying the fee imposed in this article shall pay three times as such as the regular rate for the space occupied.
- c.) Any person occupying space in the market premises without first paying the fee imposed in this article shall pay three times as such as the regular rate for the space occupied.

**Penalty.** Any violation of the provisions of this article shall be punished by a fine of not less than One Thousand Pesos (P1,000.00) pesos but not exceeding Five Thousand (P5,000.00) pesos, or imprisonment of not less than One (1) month but not exceeding Six (6) months, or both, at the discretion of the Court.

**Slaughter and Corral Fees**

**Imposition of Fees.**

	Summary of Fees/Charges	
	Hog	Cattle/Carabao
Corral Fee	₱ 1.00/hd	₱ 2.00/hd
Ante Mortem	₱ 1.00/hd	₱ 4.00/hd
Post Mortem	₱ 0.25/kg	₱ 0.25/kg
Inspection Fee	₱ 5.00/hd	₱ 20.00/hd
Slaughter Fee	₱ 1.00/kg	₱ 1.00/kg
Permit fee to Slaughter	₱ 12.50/hd	₱ 30.00/hd





<b>Total Per Head</b>	<b>₱ 19.50/hd</b>	<b>₱ 56.00/hd</b>
<b>Total Per Kilo</b>	<b>₱ 1.25/kg</b>	<b>₱ 1.25/kg</b>

Additional Fees	Hog	Cattle/Carabao
Scale Fee	₱ 5.00/hd	₱ 10.00/hd
Facilities Fee	₱ 5.00/hd	₱ 10.00/hd
Entrails Fee (Water & Electricity)	₱ 5.00/hd	₱ 10.00/hd
Washing Fee (Pre & Post Slaughter)	₱ 5.00/hd	₱ 10.00/hd
Meat Delivery Fee / Hauling Fee	₱ 25/hd	₱ 35.00/hd
<b>TOTAL</b>	<b>₱ 45.00/hd</b>	<b>₱ 75.00/hd</b>

**Penalty.** Any violation of the provisions of this article shall be punished by a fine of not less than Five Hundred (P500.00) pesos, but not exceeding One Thousand (P1000.00) pesos, or imprisonment of not less than One (1) month but not exceeding Six (6) months or both, at the discretion of the Court.

#### Liquid Petroleum Products/Gasoline Stations

**Calibration and Sealing of Dispensing Pumps.** – The City Treasurer or his duly authorized representative shall calibrate and seal all dispensing pumps of Retail Petroleum outlets/gasoline stations, once every sixty (60) days, pursuant to section 12, Rule III of DOE DC No. 2003-11-101.

**Fee for Calibration and Sealing of Dispensing Pump.** – The City Treasurer or his duly authorized representative shall collect the fee thereof amounting to PhP100.00/pump pursuant to the Revised Revenue Code of Bago City.

**Penalties, Sanctions and Incentives.** – Any violation of pertinent provisions hereof shall be sanctioned/fined as follows:

First Offense	Administrative Fine of Php 3,000.00 or imprisonment of 15 days in case of non-payment
Second Offense	Administrative Fine of Php 5,000.00 or imprisonment of 30 days in case of non-payment
Third Offense	Administrative Fine of Php 5,000.00 plus suspension of Business Permit or Closure of business establishment or imprisonment of 90 days in case of non-payment

Provided that 20% of the collected fine shall accrue to the barangay official/s who actually participated in the apprehension.

#### PRIVATE ADVERTISING AND PROMOTIONAL ACTIVITIES

**FEES & OTHER CHARGES.** - (a) Payment of fees and charges as required under this ordinance shall be a pre-requisite to the approval of every and all applications. In the determination of the amount of fees & other charges, the following schedule of rates of fees and charges must be observed, to wit:

##### A. SIGNAGE, PRINTED AND LED BILLBOARDS,

1. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area
  - a. Every sq. meter or fraction thereof in excess of 4.00 sq. meters
2. Installation Fees, per square meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
LED	n/a	₱ 520.00
Neon	₱ 36.00	₱ 52.00
Illuminated	₱ 24.00	₱ 36.00
Others	₱ 15.00	₱ 24.00
Painted On	₱ 9.60	₱ 18.00

Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
LED		₱ 520.00
Neon	Minimum fee shall be ₱ 124.00	Minimum fee shall be ₱ 200.00



Illuminated	Minimum fee shall be ₱ 72.00	Minimum fee shall be ₱ 150.00
Others	Minimum fee shall be ₱ 40.00	Minimum Fee shall be ₱ 110.00
Painted On	Minimum fee shall be ₱ 30.00	Minimum Fee shall be ₱ 100.00

KIND	UNIT/SIZE	RATE (PER SQUARE FT/PC.)
c) STREAMERS, POSTERS & FLYERS	20pcs. or less	₱ 5.00/pc.
	20-50 pcs.	₱ 7.50/pc.
	50 above	₱ 10.00/pc.

Provided that in case of installation or construction of billboards on public property, easement, or property of similar character, which are under the administration and control of the City Government of Bago, the City Treasurer's Office (CTO) shall impose to the applicant an additional rental charge of P10.00 per square meter vertical area per month while P100.00 for LED Billboards. Provided further that, in public plazas, parks and other open spaces, and along the streets, the advertising materials shall be installed in a manner that it should not obstruct the view of the natural beauty and scenery of the place nor it will compromise the safety of motorists and passersby. Provided finally that, should there be two or more applicants who are willing to rent for a given space, the CTO shall conduct a bidding within 15 days from receipt of application, for the highest goodwill money to determine who among the applicants the same shall be awarded.

**PENALTY PROVISION.** - The following schedule of penalties shall be imposed to the violator for every infraction committed, to wit:

NATURE OF OFFENSE	PENALTIES
First offense	Warning and removal of the means & process of promotion & advertisement
Second and succeeding offenses	a. If a juridical person — fine of ₱ 1,000.00
	b. If individual or duly authorized representative or agent - fine of ₱ 1,000.00 and/or imprisonment of ten (10) days.
	And demolition of any of the means or process of promotion or advertisement.

Of the collected fine, 20% shall accrue to the barangay that actively participated in the apprehension of violators.

#### Tax On Transfer Of Real Property Ownership

**Imposition of Tax.** There is hereby levied a tax on the sale, donation, barter, or on any other mode of transferring ownership or title of real property at the rate of eighty percent (80%) of one percent (1%) of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher.

**Time, Place and Manner of Payment.** It shall be the duty of the seller, donor, transferor, executor or administrator to pay to the City Treasurer the tax herein imposed within sixty (60) days from the date of the execution of the deed or from the date of the property owner's death.

**Penalties for Late Payment.** Any person liable to pay the tax and who fails to pay the same within the period of sixty (60) days as provided under Section 2D.03 of this Code shall be subject to a surcharge of twenty-five percent (25%) and an interest at the rate of two percent (2.0%) per month of the unpaid taxes including surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount or a portion thereof exceed thirty-six (36) months.

#### Tax on Business of Printing and Publication

**Imposition of Tax.** There is hereby levied a tax at the rate of eighty percent (80%) of one percent (1%) of the gross annual receipts for the preceding calendar year on the business of persons engaged in the printing and/or publication of books, cards, posters, leaflets, handbills, certificates, receipts, pamphlets, and others of similar nature.

In the case of a newly started business, the tax shall be three over forty (3/40) of one percent (1%) of the capital investment. In the succeeding calendar year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding calendar year, or any fraction thereof, as provided herein.



**Section 2E.02. Exemption.** The receipts from the printing and/or publishing of books or other reading materials prescribed by the Department of Education as school texts or references shall be exempt from the tax herein imposed.

**Time of Payment.** The tax imposed in this Article shall be due and payable in quarterly installments to the City Treasurer, within the first twenty (20) days following each quarter. In the case of a newly-started business, the tax shall be paid before the business starts to operate.

**Penalties for Late Payment.** Failure to pay the tax on the date due shall be subject to a surcharge of twenty-five percent (25%) of the amount of tax not paid on time and an interest at the rate of two percent (2.0%) per month of the unpaid taxes including surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount or a portion thereof exceed thirty-six (36) months.

### **Franchise Tax**

**Imposition of Tax.** There is hereby imposed a tax on business enjoying a franchise tax, at a rate of eighty percent (80%) of one percent (1%) of the gross annual receipts, which shall include both cash sales and sales on account realized during the preceding calendar year within this province, excluding the territorial limits of the city.

In the case of a newly started business, the tax shall be three-fortieth (3/40) of one percent (1%) of the capital investment. In the succeeding calendar year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding calendar year, or any fraction thereof, as provided herein.

### **Article G. Professional Tax**

**Imposition of Tax.** There is hereby imposed an annual professional tax on each person engaged in the exercise or practice of his profession requiring government examination at the rate of Five Hundred Pesos (P500.00).

**Time, Place and Manner of Payment.** The professional tax shall be paid before any profession herein specified can be lawfully pursued. The professional tax shall be payable annually, on or before the thirty-first (31st) day of January of each year to the City Treasurer.

**Penalties for Late Payment.** - Failure to pay the tax on the date shall be subject to a surcharge of twenty-five (25%) of the amount of tax not paid on time and an interest at the rate of two percent (2%) per month of the unpaid taxes including surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount of a portion thereof exceed thirty-six (36) months.

### **Amusement Tax on Admission**

**Imposition of Tax.** There is hereby levied a tax to be collected from the proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia, cockpits and other places of amusement at the rate of thirty percent (30%) of the gross receipts from admission fees. The collected amount shall be divided equally between the city and the barangay where the amusement is held, the share of the city shall accrue to the General Fund.

**Time and Place of Payment.** The amusement tax on admission herein imposed shall be due and payable by the proprietor, lessee or operator concerned, within the first twenty (20) days of the month next following that for which they are due to the City Treasurer before the gross receipts are divided between the proprietors, lessees, or operator and the distributors of the cinematographic films.

**Penalties for Late Payment.** Failure to pay the tax within the period prescribed herein shall subject the proprietor, lessee or operator to a surcharge of twenty-five percent (25%) plus interest of two percent (2%) per month of the unpaid amount including the surcharges, until such amount is fully paid but in no case shall the total interest on the unpaid amount or portion thereof exceed thirty-six (36) months.

### **Annual Fixed Tax for Every Delivery Truck or Van of Manufacturers or Producers, Wholesalers of, Dealers or Retailers in Certain Products**



**Imposition of Tax.** There is hereby imposed an annual fixed tax for every truck, van or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigar and cigarettes, and other products as may hereafter be determined by the Sangguniang Panlungsod, to sales outlets, or consumers, whether directly or indirectly, within the city in the amount of Nine Hundred Fifty Pesos (P950.00) plus a sticker fee of Fifty Pesos (P50.00) for monitoring purposes.

**Exemption.** The manufacturers, producers, wholesalers, dealers, and retailers referred to in the preceding sections shall be exempt from the payment of the peddlers tax in the sale of any merchandise or article of commerce imposed by the city.

**Time and Place of Payment.** The tax imposed in this Article shall accrue on the first day of January and shall be paid to the City Treasurer within the first twenty (20) days of January.

#### **CHAPTER 8. GENERAL PENAL PROVISIONS**

**Section 8.01. Penalties for Violation of Tax Ordinance.** Any person or persons who violates any of the provisions of this Ordinance or the rules or regulations promulgated by authority of this Ordinance shall, upon conviction, be punished by a fine of not less than One Thousand Pesos (P1,000.00) nor more than Five Thousand Pesos (P5,000.00), or imprisonment of not less than one (1) month nor more than six (6) months, or both, at the discretion of the court.

If the violation is committed by any juridical entity, the President, General Manager, or the individual entrusted with the administration thereof at the time of the commission of the violation shall be held responsible or liable thereof.

Punishment by a fine or imprisonment as herein provided for, shall not relieve the offender from the payment of the tax, fee or charge imposed under this this Ordinance.

# BAGO CITY COLLEGE

## **Mandate:**

### *BAGO CITY COLLEGE*

*"Your Affordable Quality Higher Education Provider"*

*The Ordinance No. 144 Series of 1980 called for the creation of Bago City Technical School. The school was renamed Bago City College through Resolution No. 352 Series of 1988. The aim of creating the school was to provide technical training and tertiary education to Bagonhon youths and those of the neighboring municipalities.*

*The realization to provide an affordable and quality tertiary education was not only relished by the aspiring youths of Bago City and its neighboring localities but also by those youths living in other provinces across regions. Quality education is evident through significant ratings on the results of board examinations of Education and Criminology programs.*

*In 2018, the administration's effort paid off when the college was included in the list of local government schools that qualified in the Unified Student Financial Assistance System for Tertiary Education (UniFAST). Aspiring Bagonhon youths and those in neighboring cities and municipalities as well as provinces across the regions are enjoying a free tertiary education which to them is a blessing towards achieving their dreams.*

*Clientele: Prospective college students from Bago City and neighboring municipalities and cities.*

## **Programs Offered:**

### **Degree:**

- *Bachelor of Arts (Major in English, & History)*
- *Bachelor of Science in Criminology*
- *Bachelor of Elementary Education (General Education)*
- *Bachelor of Secondary Education (Major in Math, Filipino, Social Studies)*
- *Bachelor of Physical Education*
- *Bachelor of Science in Information System*

### **Graduate Program:**

- *Master of Science in Criminal Justice major in Criminology*

### **Supplemental:**

- *Certificate in Teaching Education*
- *Supplemental in Criminology*



# **BAGO CITY COLLEGE**

## **External Services**



## 1. Enrolment

After the student had taken and passed the entrance examination conducted by the Guidance Office, he/she undergoes another examination by the department and if passed will qualify the student to be admitted to the school. The enrolment is important for the students' admission to an educational institution.

*(Pagkatapos makapasang ang studyante sa entrance examination kag mahatag ang mga importante nga papeles para maka-enroll, ang estudyante maglabay sa isa ka proseso nga gina tawag "enrolment flow" nga dapat niya sundon para sa matawhay nga pagpa-enrol.)*

<b>Office or Division:</b>	Bago City College			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All (qualified students)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For OLD STUDENTS &amp; RETURNEE</b>				
<b>Document 1</b> School ID		School attended		
<b>For NEW STUDENTS (all)</b>				
<b>Document 1</b> High School Card		School where he/she graduated		
<b>Document 2</b> 1 pc 2x2 ID picture		Photography Shops		
<b>Document 3</b> X-ray		Health centers/hospitals		
<b>Document 4</b> Cert. of Good Moral Character		School where he/she graduated		
<b>Document 5</b> PSA Birth Certificate		Philippine Statistics Office		
<b>For TRANSFEREE (Additional Requirements)</b>				
<b>Document 1</b> Transfer Credentials:		Previous School attended		
<b>Document 2</b> Certificate of Eligibility to Transfer (CET)		Previous School attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For OLD STUDENT &amp; RETURNEE</b>				
1. Go to respective departments  <b>Magkadtò sa kada department.</b>	1. Enrolling officer requests from student:  Old student - evaluation of grades	None	10 minutes	<i>Deborah Natalia E. Singson College Dep't. Head/College Admin.-Des. Alain S. Acuña, Assistant Prof. I</i>



	<p>Transferee - transfer credentials</p> <p>New student - admission requirements</p> <p><b>Ang Enrolling Office maga pangayo sa estudyante sang masunod:</b></p> <p><b>Para sa daan na nga estudyante: evaluation of grades</b></p> <p><b>Para sa Transferee: transfer creditals</b></p> <p><b>Para sa bag.o nga estudyante: admission requirements.</b></p>			<p><i>Anthony S. Malabanan, Instructor III</i></p> <p><i>Remedios E. Alvarez, Instructor IV</i></p> <p><i>Rosemarie L. Lagunday, Instructor I</i></p> <p><i>Department Heads and Action Officers</i></p>
<p>2. Wait for issuance of enrolment form class sched &amp; assessment</p> <p><b>Mag-hulat para sa pag issue sang enrollment form class schedule kag assessment.</b></p>	<p>2. Enrolling officer prints-out class schedule including assessment of payment</p> <p><b>Ang Enrolling Officer maga print-out sang schedule kag assessment sa nagbayad.</b></p>	None	5 minutes	<p><i>Deborah Natalia E. Singson College Dep't. Head/College Admin.-Des.</i></p> <p><i>Alain S. Acuña, Assistant Prof. I</i></p> <p><i>Anthony S. Malabanan, Instructor III</i></p> <p><i>Remedios E. Alvarez, Instructor IV</i></p> <p><i>Rosemarie L. Lagunday, Instructor I</i></p> <p><i>Department Heads and Action Officers</i></p>
<p>3. Proceed to the cashier for payment of fees. Get official receipt.</p> <p><b>Palihog mag kadto sa</b></p>	<p>3. Cashier registers payment and issues official receipt</p> <p><b>Ang cashier maga</b></p>	Refer to assessm ent.	10 minutes	<p><i>Belen S. Bandiola Cashier I</i></p>





<b>cashier para mag bayad. Kuha-on ang official receipt.</b>	<b>record sang bayad kag maga hatag sang official receipt.</b>			
4. Present official receipt (OR) for clearance/tagging.  <b>Ipakita ang official receipt para sa "clearance/tagging".</b>	4.1 Get official receipt.  4.2 In-charge person will encode payment of student.  <b>Kuha-on ang official receipt kag ang in-charge maga encode sang bayad sang estudyante.</b>	None	10 minutes	<i>Melanie M. Solis, Records Officer I</i>
5. Present official receipt (OR) & enrolment form.  <b>Ipakita ang official receipt kag enrolment form.</b>	5. in-charge checks, receives & approves photocopy of enrolment form and Official Receipt.  <b>Ang in-charge maga-verify, maga-baton kag maga-aproba sang photocopy sang enrollment form kag official receipt.</b>	None	10 minutes	<i>Analie T. Guanzon Records Officer II</i>  <i>Edna C. Abellar Clerk III</i>  <i>Jose Neri B. Dela Cruz Registrar III</i>  <i>Action Officers</i>
6. Present official receipt (OR) & enrolment form for school ID.  <b>Ipakita and official receipt kag Enrolment form para sa School ID.</b>	6. In-charge checks official receipts & enrolment form, signs them & releases school ID after the photo session process.  <b>Ang in-charge maga-verify sang official receipt kag enrollment form kag maga perma kag maga release sang School ID pagka tapos pa picture.</b>	None	10 minutes	<i>Karen S. Lastierre, Admin Officer I</i>
<b>TOTAL:</b>		None	55 minutes	



## Enrolment

<b>NEW NORMAL</b>				
<b>For Qualified new Students &amp; Transferees</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. After passing the Institutional Typing Exams submit envelope with admission requirements on designated boxes at the school's gate</p> <p><b>Pagkatapos ma pasar ang Typing Exams magsubmit sang envelope nga may unod nga Admission requirements sa naka designate nga box sa gate sang eskwelahan.</b></p>	<p>1. Gathers envelope for checking and validating requirements and forwards documents to departments for enrolment.</p> <p><b>Maga kuha sang envelope para ma-check kag ma-validate ang requirements kag i-forward ang mga dokumento sa department para sa enrolment.</b></p>	None	10 minutes	<p><i>Jose Neri B. Dela Cruz, Registrar III</i></p> <p><i>and</i></p> <p><i>Action Officer</i></p>
<p>2. Receive call or Facebook message on admission to the school.</p> <p>Receive Enrolment Form.</p> <p><b>Hulaton ang tawag ukon Facebook message sa admission sa eskwelahan.</b></p> <p><b>Batunon ang Enrolment form.</b></p>	<p>2.1 Department receives documents validated for admission.</p> <p>2.2 Departments notify students thru mobile phones or facebook accounts that they are admitted. Student is given his/her enrolment form thru individual accounts that signifies admission to college.</p> <p><b>2.1 Ang department maga baton kag maga validate para sa pag administrar.</b></p> <p><b>2.2 Ang department</b></p>	None	10 minutes	<p><i>Alain S. Acuña, Assistant Prof. I</i></p> <p><i>Anthony S. Malabanan, Instructor III</i></p> <p><i>Remedios E. Alvarez, Instructor IV</i></p> <p><i>Rosemarie L. Lagunday, Instructor I</i></p> <p><i>Department Heads and Action Officers</i></p>



	<p><b>maga pahibalo sa estudyante pa-agi sa text message ukon sa facebook accounts sang estudyante nga sila na adminisrar na. Paga hatagan ang estudyate sang ila nga enrolment form pa-agi sa ila personal nga account nga naga pamatuod nga sila na enroll na sa college.</b></p>			
<b>TOTAL:</b>		None	20 minutes	

## Enrolment

For Old Student/Returnee/Irregular				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Open "www.bagocitycollege.com" for survey and for admission confirmation to enroll.</p> <p>1.2 Wait for the admission notification thru mobile phone or facebook message.</p> <p>1.3 Receive enrolment form.</p> <p><b>1.1 Magkadto sa <u>www.bagocitycollege.com</u> para sa survey kag para sa pag kompirma nga ikaw mapa-enroll.</b></p> <p><b>1.2 Hulaton ang tawag sa cellphone ukon mensahe sa facebook para sa</b></p>	<p>1.1 Department receives documents validated for admission</p> <p>1.2 Departments notify students thru mobile phones or facebook accounts that they are admitted.</p> <p>Student is given his/her enrolment form thru individual accounts that signifies admission to college</p> <p><b>1.1 Ang department maga baton kag maga validate para sa pag administrar.</b></p> <p><b>1.2 Ang department maga pahibalo sa</b></p>	None	10 minutes	<p><i>Alain S. Acuña, Assistant Prof. I</i></p> <p><i>Anthony S. Malabanan, Instructor III</i></p> <p><i>Remedios E. Alvarez, Instructor IV</i></p> <p><i>Rosemarie L. Lagunday, Instructor I</i></p> <p><i>Department Heads and Action Officers</i></p>



<p><b>admission.</b></p> <p><b>1.3 Batunon ang enrolment form.</b></p>	<p><b>estudyante pa-agi sa text message ukon sa facebook accounts sang estudyante nga sila na adminisrar na. Paga hatagan ang estudyate sang ila nga enrolment form pa-agi sa ila personal nga account nga naga pamatuod nga sila na enroll na sa college.</b></p>			
<p>2.1 Wait for the admission notification thru mobile phone or facebook message.</p> <p>2.2 Receive enrolment form.</p> <p><b>2.1 Hulaton ang tawag sa cellphone ukon mensahe sa facebook para sa admission.</b></p> <p><b>2.2 Batunon ang enrolment form.</b></p>	<p>2.1 Registrar Office issues students' evaluation to department for returnees and irregulars.</p> <p>2.2 Departments notify students thru mobile phones or facebook accounts that they are admitted.</p> <p>Student is given his/her enrolment form thru individual accounts that signifies admission to college</p> <p><b>2.a Ang registrar office maga issue sang students' evaluation sa department para sa returnee kag irregular nga mga estudyante.</b></p> <p><b>2. b Ang department maga pahibalo sa estudyante pa-agi</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Jose Neri B. Dela Cruz, Registrar III</i></p>



	<p><b>sa text message ukon sa facebook accounts sang estudyante nga sila na adminisrar na. Paga hatagan ang estudyate sang ila nga enrolment form pa-agi sa ila personal nga account nga naga pamatuod nga sila na enroll na sa college.</b></p>			
<b>TOTAL:</b>		None	20 minutes	



## 2. Issuance of Certificates

This document certifies and verifies records of the student as an authentic entity of the institution. The certification is varied: graduation, enrolment, general weighted average, authentication, earned units & no objection. The process for issuance of different certification is the same.

*(Ini nga dokumento naga pamatuod kag naga berepika nga ang record sang estudyante gina panag-iyahan sang eskwelahan. May naga ka lain-lain nga certification para sa: "graduation", "enrollment", "general weighted average", "authentication", "earned units", kag "no objection. Ang pag prosesso sang pag kuha sang ini nga mga Sertipikasyon palarehas lang.)*

<b>Office or Division:</b>	Bago City College			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		School Attended		
School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a request form & fill in what kind of certification needed.  <i>Mag pangayo sang pormas kag sulatan kung ano ang sahi sang certification ang kinahanglan.</i>	1. In-charge gives request form and computes payment of certification  <i>Ang in-charge maga hatag sang pormas kag maga kalkula sang bayad para sa certification.</i>	None	5 minutes	<i>Jose Neri B. Dela Cruz, Registrar III</i>
2. Proceed to the cashier for payment of certification fee & documentary stamp.  <i>Mag kadto sa "Cashier" para bayaran ang certification kag silyo.</i>	2. Cashier registers payment and issues official receipt.  <i>Ang cashier maga record sang bayad kag maga hatag sang official receipt.</i>	PHP 20.00/ piece  PHP 30.00/ set	10 minutes	<i>Belen S. Bandiola Cashier I</i>



<p>3. Present official receipt (OR) &amp; request form.</p> <p><b><i>Ipakita ang official receipt kag ang form.</i></b></p>	<p>3. In-charge accepts &amp; checks official receipt informs schedule of release of cert.</p> <p><b><i>Ang in-charge maga baton kag maga verify sang official receipt kag maga hatag sang schedule sang pag kuha sang certification.</i></b></p>	None	10 minutes	Jose Neri B. Dela Cruz Registrar III
<p>4. Return on the scheduled date for release of certification.</p> <p><b><i>Mag balik sa naka schedule nga petsa sa pag kuha sang certification.</i></b></p>	<p>4. In-charge asks for school ID and releases certification to student.</p> <p><b><i>Ang in-charge maga pangayo sang School ID para ma kuha ang certification.</i></b></p>	None	5 minutes	Jose Neri B. Dela Cruz Registrar III
<b>TOTAL:</b>		PHP 20.00/ piece  PHP 30.00/ set	30 minutes	



### 3. Issuance of Transcript of Record

The Transcript of Record (TOR) is an inventory of the course taken and grades earned of a student throughout his/her stay in an educational institution including transferred credits from other schools. It is very Important document required for seeking a job or transfer to other schools.

*(Ang Transcript of Record (TOR), amo ini ang listahan sang kurso kag mga grado sang isa ka estudyante samtang ara siya sa eskwelahan, importante ini nga dokumento/papeles kon mangita obra ukon magsalhin sa iban nga eskwelahan.)*

<b>Office or Division:</b>	Bago City College			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> School ID	Student			
<b>Document 2</b> Affidavit (in case of ID loss)	Notary Public			
<b>Document 3</b> Documentary Stamp	Bago City College Cashier			
<b>Document 4</b> Official Receipt	Bago City College Cashier			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for a request form and fill it in  <i>Magpangayo sang request form kag sulatan sang impormasyon.</i>	1. In-charge issues a request form  <i>Ang in-charge maga hatag sang pormas.</i>	None	5 minutes	<i>Jose Neri B. Dela Cruz Registrar III</i>
2. Go to Accounting for clearance  <i>Magkadto sa Accounting para sa clearance.</i>	2. In-Charge checks record if account is cleared or not and signs it  <i>Ang in-charge maga check sang record kung ang estudyante wala na sang balayran pa kag maga perma.</i>	None	10 minutes	<i>Melanie M. Solis Records Officer I</i>





<p>3. Pay Transcript Of Record (TOR) fee and Documentary Stamp fee.</p> <p><b>Magbayad sang TOR kag Documentary Stamp.</b></p>	<p>3. In-charge computes payments on the request form.</p> <p><b>Ang in-charge maga kalkula sang bayad para sa request form.</b></p>	<p>PHP 50.00/ page</p> <p>PHP 30.00/ set</p>	<p>10 minutes</p>	<p><i>Belen S. Bandiola Cashier I</i></p>
<p>4. Present Official Receipt (OR) of payments</p> <p><b>Ipakita ang official receipt sa gin bayaran.</b></p>	<p>4. In-charge receives &amp; schedules release of TOR and issues claim slip</p> <p><b>Ang in-charge maga baton kag maga hatag sang schedule para ma issue ang TOR kag maga hatag sang Claim slip.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Jose Neri B. Dela Cruz Registrar III</i></p>
<p>5. Present claim slip for release of Transcript Of Record (TOR).</p> <p><b>Ipakita ang Claim Slip para makuha ang TOR.</b></p>	<p>5. In-charge request claim slip for release of TOR &amp; returns cancelled OR.</p> <p><b>Ang in-charge magapangayo sang claim slip para ma issue ang TOR kag ibalik sa natungdan ang resibo.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Jose Neri B. Dela Cruz Registrar III</i></p>
<p><b>TOTAL:</b></p>		<p>PHP 50.00/ page</p> <p>PHP 30.00/ set</p>	<p>40 minutes</p>	



# **BAGO CITY COLLEGE**

## **Internal Services**



## 1. Procedure for Payroll Processing for the Overload of Regular Instructors and Part Time Instructors

The overload of the regular instructors and part time instructor's honorarium is the additional load given by the Bago City College to sustain the needs of teachers for different subjects.

*(Ang overload sang regular instructors kag part time instructor's honorarium amo ang dugang nga load nga ginahatag sang Bago City College para mapun-an ang kinahanglanon nga instructors sa gakalain-lain nga mga subjects.)*

<b>Office or Division:</b>	Bago City College			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All instructors with overload			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Daily Time Record		All instructors concerned		
<b>Document 2</b> Accomplishment Report		All instructors concerned		
<b>Document 3</b> Teaching Load Certificate		Respective Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The concern instructor will fill up the Daily Time Record, and have it signed to the concern department head.  <i>Ang mga instructor mafill-up sang sang daily time record, kag ipapirmahan sa department concerned.</i>	1. Department head will sign the Daily Time Records of the instructors with overload.  <i>Pagapirmahan sang Department head ang Daily Time Records sang mga instructors nga may overload.</i>	None	30 minutes	<i>Alain S. Acuña Criminology Dept.  Rosemary L. Lagunday AB Dept.  Remedios E. Alvarez Education Dept.  Anthony S. Malabanan Information System Dept.</i>



<p>2. Attachments for the DTR such as the accomplishment report and other appertaining requirements will be signed by the concern department head for the overload.</p> <p><b>Attachment para sa DTR pareho sang accomplishment report kag iban pa nga requirements nga may pirma sang department head concerned para sa overload.</b></p>	<p>2. All instructors with overload submit accomplishment report.</p> <p><b>Tanan nga instructors nga may overload maga submit sang ila accomplishment report.</b></p>	None	30 minutes	<p><i>Alain S. Acuña</i> Criminology Dept.</p> <p><i>Rosemary L. Lagunday</i> AB Dept.</p> <p><i>Remedios E. Alvarez</i> Education Dept.</p> <p><i>Anthony S. Malabanan</i> Information System Dept.</p>
<p>3. Upon completion of the required attachments, the DTR will be submitted to the Administration office to be checked and received by the personnel assigned.</p> <p><b>Kon makumpleto na ang requirements, ang DTR i-submit sa Administrative Office para macheck kag mareceive sang personnel nga assigned.</b></p>	<p>3. Administration Office will receive and check the Daily Time Records submitted.</p> <p><b>Batunon kag i-check sang Administration Office ang gin pasa nga Daily Time Records.</b></p>	None	15 minutes	<p><i>Karen S. Lastierre</i> Administrative Officer I</p>
	<p>4. Checking of the DTR vis-à-vis the Teacher's Load Certificate (TLC) by the assigned personnel after which it will be forwarded to the College Administrator for signature.</p> <p><b>I-check ang DTR vis-à-vis sang</b></p>	None	1 hour	<p><i>Aprilin A. Postrado</i> Clerk II</p> <p><i>Ma. Rodela B. Solangon</i> Clerk I</p>



	<p><b>Teachers Load Certificate (TLC) sang assigned personnel pagkatapos ipapirmahan sa College Administrator.</b></p>			
	<p>5. If there is no deficiency in the DTR entry, the payroll clerk or the personnel assigned will make the payroll based on the time and rate of the instructor.</p> <p><b>Kon wala na deficiency ang DTR entry, ang payroll clerk ukon personnel assigned mahimo sang payroll based sa time kag rate sang instructor.</b></p>	None	1 hour	<p><i>Aprilin A. Postrado Clerk II</i></p> <p><i>Ma. Rodela B. Solangon Clerk I</i></p>
	<p>6. After the payroll is signed by the College Administrator it will be forwarded to the Budget Office for appropriation. Processing of the payroll will be done from agency to agency through their respective assigned personnel.</p> <p><b>Matapos papirmahan ang payroll sa College Administrator ini i-forward sa Budget Office para sa appropriation. Ang</b></p>	None	30 minutes	<p><i>Monica Ofelia M. Narazo Budget Officer I/ City Budget Officer-Designate</i></p>



	<b>proseso sang payroll mahimo halin sa kada agency kag agency paagi sa ila assigned personnel.</b>			
<p>4. Wait for the notification from the admin staff with regards to your pay out.</p> <p><b>Maghulat sang notification halin sa admin staff parti sa imo nga payout.</b></p>	<p>7.1 The BCC Administration Office will then wait for the notice of pay out from the Cash Division.</p> <p>7.2 Admin staff will coordinate with you with regards to the payout.</p> <p><b>Ang Bago City College Administration mahulat sang notice sang pay out halin sa Cash Division.</b></p> <p><b>Maga-coordinate sa imo ang admin staff parti sa imo nga pay out.</b></p>	None		<i>Belen S. Bandiola Cashier I</i>
	<b>TOTAL:</b>	None	3 hours & 45 minutes	

# OFFICE OF THE CITY AGRICULTURIST

## **Mandate:**

*The position of the agriculturist shall optional for the city and municipal governments. The Office of the City Agriculturist shall formulate measures and provide technical assistance to ensure the delivery of basic services and provisions of adequate facilities relative to agricultural services which include planting materials distribution system and operation of farm produce collection and buying stations. Develop plans and strategies, implement the same, particularly those which have to do with agricultural programs.*

*Ensure that maximum assistance and access to resources in the production, processing and marketing of agricultural and aqua-cultural and marine products are extended to farmers, fishermen and local entrepreneurs. Conduct or cause to be conducted location-specific agricultural researches and assist in making available the appropriate technology arising out of and disseminating information on basic research on crops, preventive and control of plant diseases and pests, and other agricultural matters which will maximize productivity. Establishment and extension services of demonstration forms or aqua-culture and marine products. Enforce rules and regulations relating to agriculture and aqua-culture. Promote agricultural productivity through appropriate technology compatible with environmental integrity. Be in the frontline of delivery of basic agricultural services, particularly those needed for the survival of the inhabitants during and in the aftermath of man-made and natural disasters.*



# **OFFICE OF THE CITY AGRICULTURIST**

## **External Services**





## 1. Approval of Application for Fishing Permits

Bago City marine water is the main source of livelihood of our fisher folks. The unregulated fishing activities contribute to the increase in fishing pressure which resulted to the decrease of fish stocks and eventually overfishing. The decrease trend of fish catches by the fishermen for the last three (3) years with the size of the fish caught getting smaller, is an indicator of overfishing contributed by the unregulated fisheries. In this manner, the City, through the Office of the City Agriculture implemented the License/Permit, No Fishing Policy. Strict enforcement of pertinent laws and ordinances is undertaken to regulate fishing activities for sustainable resources so that livelihood to our fisher folks is not compromised.

*(Ang nasakupan nga kadagatan sa baybayon sa syudad sang Bago amo ang ginapangabuhi-an sang mangingisda sa lugar. Ang pagpagusto ukon indi kontrolado nga mga hilikuton sa pagpangisda isa sa natalupangdan nga kabangdanan sa paglamgod sang dunang manggad sa baybayon. Isa sa basehan amo ang amat-amat nga pagnubo ukon pagdutay sang panguha-on sang produkto sa dagat sang aton mga mangingisda sa sini nga panahon. Ini nagapakita lamang nga mas madamo ang nagapanguha sang mga produkto sa aton baybayon. Angot sa sini nga sitwasyon ang syudad sang Bago paagi sa Opisina sang City Agriculturist, nagdihon, nagpasar kag strikto nga nagapatuman sang isa ka ordinansa nga naga-saad nga ang wala lisensya ukon permiso sa pagpangisda indi pwede makalayag kag makapanguha sang produkto sa baybayon nga nasakupan sang Bago agod maamligad ang pangabuhi-an sang aton mangingisda.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Barangay Clearance		Barangay Hall		
<b>Document 2</b> Community Tax Certificate/Cedula		City Treasurer's Office		
<b>Document 3</b> Fishing license from LGU of origin		Municipal/City Agriculture Office		
<b>Document 4</b> Clearance from Maritime PNP		Philippine National Police (PNP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application with complete requirements.	1. Evaluate and validate as to completeness of requirements.	None	15 minutes	Mecio D. Lavesores. Aquacultural Technologist



<p><b><i>Ipasa ang kompleto nga dokumento nga gina pangayo.</i></b></p> <p>1.2 Wait for the approval of the application by the City Agriculturist.</p> <p><b><i>Palihug maghulat sang approval sang application sang City Agriculturist.</i></b></p>	<p><b><i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i></b></p>			
<p>2. Receive application form for fishing permit.</p> <p><b><i>Batunon ang application para sa fishing permit.</i></b></p>	<p>2. Issuance of the approved application for fishing permit.</p> <p><b><i>Maga-issue sang approved nga application para sa fishing permit.</i></b></p>	None	15 minutes	<p><i>Mecio D. Lavesores. Aquacultural Technologist</i></p>
<b>TOTAL:</b>		None	30 minutes	



## 2. Availment of High Value Crops Planting Materials

Addressing Food Security and Productivity to attain the sufficiency level of the city does not only focus on rice development program, but on other food staple commodity such as vegetables, corn, industrial crops such as coffee, cacao, banana, fruit and forest tree seedlings.

***(Sa pag address sang Food Security and Productivity para malab-ot ang sufficiency level sang syudad wala lamang naga tutok sa rice development program, but on the other commodity parihas sang ulutanon, mais, industrial crops parihas sang cape, cacao, saging, fruit and forest tree seedlings.)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter of Intent		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the assigned Agricultural Technologist.  <b><i>Magkadto kag makig angut sa assigned agricultural technologist.</i></b>	1.1 Check the farmer's profile in the master list.  1.2 Let the client sign the master list form.  <b><i>I-check ang ngalan sang mangunguma kon yara sa listahan sang may gina taliuna sa syudad sang Bago.</i></b>  <b><i>Papirmahon ang kliyente sa master list form.</i></b>	None	5 minutes	<i>Marvin John E. Blance Agricultural Technologist</i>
2. Sign the master list form.  <b><i>Mag pirma sa master list nga pormas.</i></b>	2. Releasing of high value crops planting materials.  <b><i>Pag hatag sang high value crops planting materials.</i></b>	None	5 minutes	<i>Marvin John E. Blance Agricultural Technologist</i>
<b>TOTAL:</b>		None	10 minutes	



### 3. Availment of Free Certified and Hybrid Palay Seeds

To ensure food security and to make the country's agriculture sector viable, efficient and globally competitive, Republic Act no. 11203, otherwise known as the "Rice Tariffication Law" was promulgated. The law created the Rice Competitiveness Enhancement Fund (RCEF) or Rice Fund to improve rice farmers' competitiveness and income amidst liberalization of the Philippine rice trade policy that lifted quantitative restrictions on rice imports and replaced it with tariffs, among others. Farmers listed in the Registry System for Basic Sectors in Agriculture (RSBSA) and are practicing transplanting method can receive 2 bags (20kg) per bag of seed for every one hectare and 1 bag (18 kg) of seed for every one hectare.

*(Para mapa sigurado ang food security program sang pungsod nga efficient kag mangin competitive globally, ang Republic Act no. 11203, otherwise known as the "Rice Tariffication Law" was promulgated. Ang layi naghimo sang Rice Competitiveness Enhancement Fund (RCEF) or Rice Fund para ma improve ang income kag mangin competitive sa pihak nga bahin sang implementasyon sang liberalization of the Philippine rice trade policy nga nag pa lifted sang quantitative restrictions sang pag import ka bugas kag gin ilisan sang taripa. Ang mga mangunguma nga naka lista sa Registry System for Basic Sectors in Agriculture (RSBSA) kag naga practice sang transplanting nga pama-agi maka baton sang 2 ka bag nga tag 20 kilos kada bag nga certified seeds kada hektarya kag 1 bag (18 kilos) sang hybrid seeds kada hektarya.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> RSBSA Enrollment Owner's Copy		City Agriculture Office		
<b>Document 2</b> Government Issued ID		PSA, SSS, GSIS, BIR, Post Office, Philhealth, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the assigned Agricultural Technologist.  <b>Magkadto kag makig angut sa assigned agricultural technologist.</b>	1. Check the farmer's profile in the master list.  <b>I-check ang ngalan sang mangunguma kon yara sa listahan sang may gina taluma sa syudad sang Bago.</b>	None	2 minutes	<i>Marvin John E. Blance (Busay, Malingin)</i>  <i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i>  <i>Mirasol L. Coste (Calumangan,</i>



				<p><i>Sampinit, Balingasag, Taloc</i></p> <p><i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<p>2. Sign the master list form. Receive the QR Code slip/ claim stub.</p> <p><b><i>Mag pirma sa master list nga pormas. Batunon ang QR Code slip/ claim stub</i></b></p>	<p>2. Issuance of QR Code slip/ Claim Stub.</p> <p><b><i>Pag hatag sang QR Code slip ukon claim stub.</i></b></p>	None	3 minutes	<p><i>Marvin John E. Blance (Busay, Malingin)</i></p> <p><i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i></p> <p><i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i></p> <p><i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p>



				<i>Agricultural Technologists</i>
3. Present QR code slip/ claim stub to Farm Worker-in-Charge. Receive certified or hybrid palay seeds.  <b><i>Ihatag ang QR code/ claim stub sa Farm Worker-in-Charge. Batunon ang certified ukon hybrid nga palay seeds.</i></b>	3. Releasing of certified or hybrid palay seeds.  <b><i>Pag hatag sang Certified or Hybrid Palay Seeds.</i></b>	None	5 minutes	<i>Apolonio B. Mina, III Farm Worker II</i>
<b>TOTAL:</b>		None	10 minutes	



#### 4. Availment of Certified Palay Seeds (50% Subsidy)

As one of the frontline services under Food Security Program of the City, the City Government purchases certified palay seeds from accredited seed grower of Bago City only. One bag of certified palay seeds is weighing 40 kilos and costs PhP 1, 520.00 pesos/bag. The purchased certified palay seeds will be sold to qualified farmers in Bago City at PhP 760.00 pesos/bag. Making available quality certified palay seeds to farmers during the planting season at a low cost is very helpful to reduce their production cost. This service is given to our farmer clientele as an agricultural input assistance from the City Government aiming to increase the production of palay per unit area. Likewise, one of the requirements to avail the certified palay seeds, the farmer should also enroll with the Crop Insurance Program for the protection of their investment/capital in farming. This is a collaborative effort between the Province of Negros Occidental through the Office of the Provincial Agriculturist, the City Government of Bago through the Office of the City Agriculture and the Philippine Crop Insurance Corporation.

*(Bilang tinugyanan sang Food Security Program sang syudad sang Bago, ang lokal nga gobyerno nagbakal sang certified palay seeds sa lisensyado nga nagapatubas sang binhi nga bagonhon lamang. Ini pinahanginan nga naga bug-at sang 40 kilos kada sako kag nagabili sang PhP 1,520.00. Ginabaligya ini sa mga mangunguma nga nagapuyo lang sa syudad sang Bago sa bili nga PhP 760.00 ang kada sako. Ang pagbakal kag pagkuha sang binhi ginatuon sa tiyempo sang tigtalanom para magamit dayon sang mangunguma ang barato kag dekalidad nga binhi para makabulig sa pagtaas sang patubas kag pagpadako sang kita o ginansya.*

*Isa sang kinahanglanon sa pag-baton sang sini nga programa amo ang pagpasiguro sang mga pananom batok sa halit tuga sang kalamidad kag peste paagi sa pag-enrol sa Crop Insurance Program nga gin himbunan kag gin patigayon sang Gobyerno Lokal sang Probinsya sang Negros Occidental kag syudad sang Bago kag sang Philippine Crop Insurance Corporation.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Government Issued ID		PSA, Philhealth, SSS, GSIS, Post Office, BIR, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the assigned Agricultural Technologist.	1. Check the farmer's profile in the master list.	None	2 minutes	<i>Marvin John E. Blance (Busay, Malingin)</i>
<b>Magkadto kag makig angut sa barangay</b>	<b>I-check ang ngalan sang</b>			<i>Teodoro L. Suerto, Jr.</i>



<p><b>assigned agricultural technologist.</b></p>	<p><b>mangunguma kon yara sa listahan sang may gina taliuma sa syudad sang Bago.</b></p>			<p>(Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</p> <p>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</p> <p>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</p> <p>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</p> <p>Lea D Bimbao (Pacol, Bagroy)</p> <p>Agricultural Technologists</p>
<p>2. Sign the master list form. Receive assessment slip for payment.</p> <p><b>Mag pirma sa master list nga pormas kag batunon ang assessment slip para sa balayran.</b></p>	<p>2. Issuance of assessment slip for payment.</p> <p><b>Mag issue sang dokumento para balayran.</b></p>	<p>None</p>	<p>3 minutes</p>	<p>Marvin John E. Blance (Busay, Malingin)</p> <p>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</p> <p>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</p> <p>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</p>





				<p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<p>3. Proceed to City Treasurer's Office (Cash Division) for payment.</p> <p><b>Mag kadto sa City Treasurer's Office (Cash Division) para mag bayad.</b></p>	<p>3. Receive payment and official receipt.</p> <p><b>Batunon ang bayad kag ang official receipt.</b></p>	<p>PHP 760.00/ 40 kilo bag</p>	<p>20 minutes</p>	<p><i>Lida A. Oquiana Cashier IV</i></p>
<p>4.1 Please present your Official Receipt (OR) to Farm Worker-in-Charge.</p> <p>4.2 Receive certified palay seeds.</p> <p><b>Ipakita ang imo official receipt sa Farm Worker-in-Charge.</b></p> <p><b>Batunon ang certified palay seeds.</b></p>	<p>4. Releasing of certified palay seeds.</p> <p><b>Pag hatag sang Certified Palay Seeds.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Apolonio B. Mina, III Farm Worker II</i></p>
<b>TOTAL:</b>		<p>PHP 760.00</p>	<p>30 minutes</p>	



## 5. Availment of In-organic Fertilizer

The Office of the City Agriculturist (OCA), wants to have a pilot project for synthetic fertilizer subsidy program (50:50 schemes). The same with the seeds and crop insurance subsidy programs of the city. This project will address the adverse effect of the rice tariffication law by helping our local farmers through fertilizer subsidy program (50:50 schemes).

***(Ang Office of the City Agriculturist nag pilot sang subsidy nga proyekto para sa in-organiko nga abono (50:50 scheme). Parihus sang binhi kag crop insurance nga subsidy program sang syudad. Ang ini nga proyekto maga address sang adverse effect sang rice tariffication law para maka bulig sa local nga mangunguma pa- agi sa fertilizer subsidy program (50:50 schemes).)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> RSBSA Enrollment Owner's Copy		City Agriculture Office		
<b>Document 2</b> Government Issued ID		PSA, Post Office, SSS, GSIS, BIR, Philhealth, LTO, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the assigned Agricultural Technologist.  <b><i>Magkadto kag makig angut sa barangay assigned agricultural technologist.</i></b>	1. Check the farmer's profile in the master list.  <b><i>I-check ang ngalan sang mangunguma kon yara sa listahan sang may gina taliuma sa syudad sang Bago.</i></b>	None	2 minutes	<i>Marvin John E. Blance (Busay, Malingin)</i>  <i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i>  <i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i>  <i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i>



				<p><i>Bienvenido T. Villanueva</i> (<i>Caridad, Alianza, Sagasa, Napoles, Lag-asan</i>)</p> <p><i>Lea D Bimbao</i> (<i>Pacol, Bagroy</i>)</p> <p><i>Agricultural Technologists</i></p>
<p>2. Sign the master list form and receive claim slip.</p> <p><b><i>Mag pirma sa master list nga pormas kag batunon ang claim slip.</i></b></p>	<p>2. Issuance Claim Slip and master list form.</p> <p><b><i>Pag hatag sang claim slip kag master list form.</i></b></p>	None	3 minutes	<p><i>Marvin John E. Blance</i> (<i>Busay, Malingin</i>)</p> <p><i>Teodoro L. Suerto, Jr.</i> (<i>Bacong, Binubuhan, Don Jorge Araneta, Iijan, Ma-ao, Mailum</i>)</p> <p><i>Mirasol L. Coste</i> (<i>Calumangan, Sampinit, Balingasag, Taloc</i>)</p> <p><i>Roberto T. Juarana, Jr.</i> (<i>Abuanan, Dulao, Tabunan, Atipuluan</i>)</p> <p><i>Bienvenido T. Villanueva</i> (<i>Caridad, Alianza, Sagasa, Napoles, Lag-asan</i>)</p> <p><i>Lea D Bimbao</i> (<i>Pacol, Bagroy</i>)</p> <p><i>Agricultural Technologists</i></p>



<p>3. Present QR code slip/ claim stub to Farm Worker-in-Charge. Receive inorganic fertilizer.</p> <p><b><i>Ihatag ang claim slip sa Farm Worker-in-Charge. Batunon ang inorganic fertilizer.</i></b></p>	<p>3.1 Receive the QR Code Slip.</p> <p>3.2 Releasing of inorganic fertilizer.</p> <p><b><i>Batunon ang QR Code slip.</i></b></p> <p><b><i>Pag hatag sang in-organic fertilizer.</i></b></p>	None	5 minutes	<p><i>Apolonio B. Mina, III Farm Worker II</i></p>
<b>TOTAL:</b>		None	10 minutes	



## 6. Availment of Organic and In-organic Fertilizer (50% Subsidy)

The Office of the City Agriculturist (OCA), wants to have a pilot project for organic fertilizer subsidy program (50:50 schemes). The same with the seeds and crop insurance subsidy programs of the city. This project will address the adverse effect of the rice tariffication law by helping our local farmers through fertilizer subsidy program (50:50 schemes). We need to educate farmers on the sustainable and responsible use of fertilizers to provide good yields and higher profit with minimal environment effects. With that the city will also procure organic fertilizer to help our soil rehabilitated through sustainable and responsible farming.

***(Ang Office of the City Agriculturist nag pilot sang subsidy nga proyekto para sa organiko nga abono (50:50 scheme). Parihus sang binhi kag crop insurance nga subsidy program sang syudad. Ang ini nga proyekto maga address sang adverse effect sang rice tariffication law para maka bulig sa local nga mangunguma pa- agi sa fertilizer subsidy program (50:50 schemes). Kilangnan tudluan ang mga mangunguma para sa sustainable kag responsible nga pag usar sang abono nga maka hatag taas nga patubas kag taas nga income nga may minimal nga epekto sa palibot. Ang siyudad maga bakal sang organic fertilizer para maka bulig rehabilitate pa-agi sa sustaibable kag responsible nga panguma.)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Government Issued ID		BIR, SSS, GSIS, Post Office, PSA, Philhealth, LTO, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the assigned Agricultural Technologist.  <b>Magkadto kag makig angut sa barangay assigned agricultural technologist.</b>	1. Check the farmer's profile in the master list.  <b>I-check ang ngalan sang mangunguma kon yara sa listahan sang may gina taliuma sa syudad sang Bago.</b>	None	2 minutes	<b>Marvin John E. Blance</b> (Busay, Malingin)  <b>Teodoro L. Suerto, Jr.</b> (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)  <b>Mirasol L. Coste</b> (Calumangan, Sampinit, Balingasag, Taloc)



				<p><i>Roberto T. Juarana, Jr.</i> (Abuanan, Dulao, Tabunan, Atipuluan)</p> <p><i>Bienvenido T. Villanueva</i> (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</p> <p><i>Lea D Bimbao</i> (Pacol, Bagroy)</p> <p><i>Agricultural Technologists</i></p>
<p>2. Sign the master list form and receive the assessment slip.</p> <p><b><i>Mag pirma sa master list nga pormas kag ang batunon assessment slip.</i></b></p>	<p>2.1 Issue the master list form.</p> <p>2.2 Issuance of assessment slip for payment.</p> <p><b><i>Ihatag ang master list form.</i></b></p> <p><b><i>Mag issue sang dokumento para balayran.</i></b></p>	None	3 minutes	<p><i>Marvin John E. Blance</i> (Busay, Malingin)</p> <p><i>Teodoro L. Suerto, Jr.</i> (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</p> <p><i>Mirasol L. Coste</i> (Calumangan, Sampinit, Balingasag, Taloc)</p> <p><i>Roberto T. Juarana, Jr.</i> (Abuanan, Dulao, Tabunan, Atipuluan)</p> <p><i>Bienvenido T. Villanueva</i> (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</p> <p><i>Lea D Bimbao</i> (Pacol, Bagroy)</p> <p><i>Agricultural Technologists</i></p>



<p>3.1 Proceed to City Treasurer's Office for payment and present assessment to Revenue Collection Clerk.</p> <p>3.2 Pay the fee and receive the official receipt.</p> <p><b>Mag kadto kag ipakita ang assessment sa City Treasurer's Office para mag bayad sa Revenue Collection Clerk.</b></p> <p><b>Magbayad sang nagaka-igo nga balayran kag kuha-on ang resibo.</b></p>	<p>3.1 Receive the assessment slip and payment.</p> <p>3.2 Issue Official Receipt.</p> <p><b>Batunon ang assessment slip kag bayad.</b></p> <p><b>Maga-issue sang official receipt.</b></p>	<p>50% of the cost of fertilizer procured.</p>	<p>30 minutes</p>	<p>Lida A. Oquiana Cashier IV</p>
<p>4. Present your Official Receipt (OR) to Farm Worker-in-Charge and receive the organic/inorganic fertilizer.</p> <p><b>Ipakita ang imo official receipt sa Farm Worker-in-Charge kag batunon ang organic ukon inorganic nga fertilizer.</b></p>	<p>3. Releasing of organic or in-organic fertilizer.</p> <p><b>Pag hatag sang organic or in-organic fertilizers.</b></p>	<p>None</p>	<p>20 minutes</p>	<p>Apolonio B. Mina, III Farm Worker II</p>
<p><b>TOTAL:</b></p>		<p>50% of the cost of fertilizer procured.</p>	<p>55 minutes</p>	



## 7. Bantay Dagat Operation Services

Bago City marine water is the main source of livelihood of our fisher folks. The unregulated fishing activities contribute to the increase in fishing pressure which resulted to the decrease of fish stocks and eventually overfishing. The decrease trend of fish catches by the fishermen for the last 3 years with the size of the fish caught getting smaller, is an indicator of overfishing contributed by the unregulated fisheries. In this manner, the City, through the Office of the City Agriculture implemented the License/Permit, No Fishing Policy. Strict enforcement of pertinent laws and ordinances is undertaken to regulate fishing activities for sustainable resources so that livelihood to our fisher folks is not compromised. The Bantay Dagat Task Force conducts regular and surprise patrolling operation on the coastal area in the city.

*(Ang nasakupan nga kadagatan sa baybayon sa syudad sang Bago amo ang ginapangabuhi-an sang mangingisda sa lugar. Ang pagpagusto ukon indi kontrolado nga mga hilikuton sa pagpangisda isa sa natalupangdan nga kabangdanan sa paglamgod sang dunang manggad sa baybayon. Isa sa basehan amo ang amat-amat nga pagnubo ukon pagdutay sang panguha-on sang produkto sa dagat sang aton mga mangingisda sa sini nga panahon. Ini nagapakita lamang nga mas madamo ang nagapanguha sang mga produkto sa aton baybayon. Angot sa sini nga sitwasyon ang syudad sang Bago paagi sa Opisina sang City Agriculturist, nagdihon, nagpasar kag strikto nga nagapatuman sang isa ka ordinansa nga naga-saad nga ang wala lisensya ukon permiso sa pagpangisda indi pwede makalayag kag makapanguha sang produkto sa baybayon nga nasakupan sang Bago agod maamligad ang pangabuhi-an sang aton mangingisda.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Fisherfolks			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Government issued ID		PSA, Post Office, BIR, SSS, GSIS, LTO, Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report illegal fishing activities observed in your area.  <i>Mag report sang illegal fishing nga na obserbaran sa inyo lugar.</i>	1.1 Record the reported illegal fishing activities.  <i>I-record ang reported illegal fishing activities.</i>  1.2. Inform the	None	40 minutes	<i>Mecio D. Lavesores, Aquacultural Technologist</i>  <i>Lea D. Bimbao, Agricultural Technologist</i>  <i>Bantay Dagat Task Force</i>





	<p>bantay dagat task force to conduct operation to validate the reported illegal fishing activities and apprehend if it exists.</p> <p><b><i>Pahibal-on insigida ang bantay dagat task force nga mag conduct sang operasyon para ma validate ang gin report nga illegal fishing activities kag ma pa untat.</i></b></p>			
<b>TOTAL:</b>		None	40 minutes	



## 8. Crop Insurance Services (NFUCIP, RSBSA, Agri-Agra, RMF, HYTA)

This service is under Philippine Crop Insurance Program (PCIC) attached agency of Department of Agriculture. There are currently various programs under crop insurance namely Registry System for Basic Sectors in Agriculture (RSBSA), Negros First Universal Crop Insurance Program (NFUCIP), Agri-Agra, and **High Yielding Technology Adoption (HYTA)**. The PCIC's mandate is to provide insurance to protection to farmers and fisherfolks against losses arising from natural calamities such as typhoons, floods, droughts, earthquakes, volcanic eruptions, plant diseases and pest infestations of their palay and corn crops as well as other crops. It also provides protection against damage to/loss of non-crop agricultural assets including but not limited to machineries, equipment, transport facilities and other related infrastructures due to peril/s insured against.

*(Ang in nga serbisyo sa idalum sang Philippine Crop Insurance Program (PCIC) attached agency of Department of Agriculture. May ara sang nanari sari nga programa sa crop insurance parihas sang Registry System for Basic Sectors in Agriculture (RSBSA), Negros First Universal Crop Insurance Program (NFUCIP), Agri- Agra, and High Yielding Technology Adoption (HYTA). Ang mandato sang PCIC amo ang maka hatag crop insurance sa mangunguma kag mangingisda sa kapirdihan tuga sang natural calamities parihas sang bagyo, baha, tig-ilinit, linog, pag lupok sang bulkan, peste kag mga balatian sa palay, mais kag sa iban pa nga maga tanum.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Certification of Land Tenure from Punong Barangay		Barangay Hall where farm is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Certification of Land Tenure.  1.2 Receive and fill-up crop insurance enrollment form.  <b><i>Ipasa ang certification of land tenure. Pag sulat sang detalye sa pormas sang crop insurance.</i></b>	1.1 Receive Certificate of Land Tenure and give client crop insurance enrollment form.  1.2 Evaluate and validate the completeness application of crop insurance form.	None	5 minutes	<i>Roberto T. Juarana, Jr. Agricultural Technologist</i>



	<p><b>Batunon ang certificate of land tenure kag ihatag ang crop insurance enrollment form.</b></p> <p><b>Usisa-on ang gin pasa nga insurance form kon kumpleto nga na sulatan ang tanan nga impormasyon.</b></p>			
<p>2.1 Receive duplicate copy of signed crop insurance enrollment form.</p> <p>2.2 Receive instruction from agricultural technologist.</p> <p><b>Batunon ang duplicate nga kopya sang gin pirmahan nga crop insurance enrollment form.</b></p> <p><b>Mag pamati sang instruction nga magahalin sa agricultural technologist.</b></p>	<p>2.1 Issuance of duplicate copy of crop insurance enrollment form duly signed by assigned technologist.</p> <p>2.2 Inform farmer to file Notice of Loss 1 month before harvest if in case there is crop damage.</p> <p><b>Ihatag ang kopya sang crop insurance form nga napirmahan sang technologist.</b></p> <p><b>Pag pahibalo sa mangunguma nga maga apply sang notisya sang kapirdihan sa talamnan isa ka bulan antis mag ani.</b></p>	None	5 minutes	<i>Roberto T. Juarana, Jr. Agricultural Technologist</i>
	<b>TOTAL:</b>	None	10 minutes	



## 9. Crop Insurance Services (50% Subsidy)

Under the local Crop Insurance Program funded by the City Government of Bago, the qualified farmers may apply for crop insurance for protection of their investment/capital against losses from natural calamities, plant diseases and pest infections. Crops covered by insurance claim are rice, corn and high value crops only. To avail of the policy, the insurance premium costs Php 891.00 per hectare with a coverage of Php 15,000.00. The city covers half of the cost so the farmer will only need to pay Php 445.50. This is a collaborative effort between the City Government of Bago through the Office of the City Agriculturist and the Philippine Crop Insurance Corporation.

***Sa idalum sang Crop Insurance Program nga gin punduhan ka syudad sang Bago, ang mga kwalipikado nga mga mangunguma pwede mag apply sa crop insurance para ma protektahan ang ila investment/capital batok sa kapirdihan tuga sang natural calamities, peste kag mga balatian sa tanom. Ang mga tanum nga covered sang ini nga insurance amo ang rice, corn kaag high value crops lamang. Ang balayran sa sini nga programa naga billi Php 891.00 kada hektarya nga may coverage nga Php 15,000.00. Ang syudad gn subsidized ang tunga nga balayran para ang mangunguma maga bayad na lamang sang Php 445.00 kada hektarya. Ini nga programa tungos sa effort sang City Government of Bago through the Office of the City Agriculturist and Philippine Crop Insurance Corporation.***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Certification of Land Tenure from Punong Barangay		Barangay Hall where farm is located		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Receive and fill- up crop insurance enrollment form.  1.2 Receive assessment slip.  <b><i>Pag sulat sang detalye sa pormas sang crop insurance.</i></b>  <b><i>Batunon ang assessment slip.</i></b>	1.1 Issue the crop insurance form.  1.2 Evaluate and validate the completeness application of crop insurance form and issuance of assessment slip for payment.	None	5 minutes	<i>Roberto T. Juarana, Jr. Agricultural Technologist</i>



	<p><b><i>lhatag ang crop insurance form. Usisa-on ang ginpasa nga insurance form kon kumpleto nga na sulatan ang tanan nga impormasyon kag mag issue sang assessment slip sang balayran.</i></b></p>			
<p>2.1 Sign the master list form and proceed to City Treasurer's Office – Cash Division for payment.</p> <p>2.2 Present the assessment slip.</p> <p>2.3 Receive Official Receipt.</p> <p><b><i>Mag pirma sa master list nga pormas kag mag kadto sa City Treasurer's Office – Cash Division para mag bayad. Ipakita ang assessment slip kag batunon ang official receipt.</i></b></p>	<p>2.1 Receive assessment slip and payment.</p> <p>2.2 Issue Official Receipt.</p> <p><b><i>Batunon ang assessment slip kag ang nagaka-igo nga balayran. Gilayon mag-issue sang Official Receipt.</i></b></p>	<p>PHP 445.50 per hectare</p>	<p>30 minutes</p>	<p><i>Lida A. Oquiana Cashier IV</i></p>
<p>3.1 Please present your Official Receipt (OR) to Agricultural Technologist -in-Charge.</p> <p>3.2 Receive duplicate copy of signed crop insurance enrollment.</p> <p>3.3 Receive instructions from agricultural technologist.</p>	<p>3. Issuance of duplicate copy of crop insurance enrollment form duly signed by assigned technologist. And inform farmer to file Notice of Loss 1 month before harvest if in case there is crop damage.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Roberto T. Juarana, Jr. Agricultural Technologist</i></p>



<p><i>Ipakita ang imo official receipt sa Agricultural Technologist -in-Charge.</i></p> <p><i>Batunon ang duplicate nga kopya sang gin pirmahan nga crop insurance enrollment form.</i></p> <p><i>Mag pamati sang instruction nga magahalin sa agricultural technologist.</i></p>	<p><i>lhatag ang kopya sang crop insurance form nga napirmahan sang technologist. Kag pag pahibalo sa mangunguma nga maga apply sang notisya sang kapirdihan sa talamnan isa ka bulan antis mag ani.</i></p>			
<b>TOTAL:</b>		PHP 445.50	55 minutes	



## 10. Crop Protection Services

This service is to conduct pest monitoring and crop damage assessment due to natural calamities, pest and diseases. The goals of monitoring are to locate, identify and determine the severity of damage caused by natural calamities, pest and diseases infestations and provide accurate recommendation.

*(Ang ini nga serbisyo maga conduct sang pag monitor kag crop damage assessment tuga sang natural calamities, pest kag mga balatian sa tanum. Ang tinutuyo sang monitoring para mahibalo-an kon sa diin kag ano ka lala ang halit tungod sang natural calamities, peste kag balatian sa tanom kag maka hatag sang insakto nga rekomendasyon.)*

<b>Office or Division:</b>		Office of the City Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Baseline information (Damage report)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the crop damage and be available during site validation.  <b>Mag pahisbalo sang halit sa talamnan kag maging available sa site validation.</b>	1.1 Receive the report.  1.2 Site validation, assessment and recommendation of appropriate management options.  <b>Batonon ang report kag kadtuan ang talamnan para sa validation.</b>  1.3 Consolidation of report for submission to concerned agencies (OPA, CDRRMO, DA)  <b>Pag consolidate sang report para</b>	None	1 day and 4 hours	<i>Roberto T. Juarana, Jr. Agricultural Technologist</i>



	<i>i-sumitir sa concerned agencies parihas sang OPA, CDRRMO, DA)</i>			
<b>TOTAL:</b>		None	1 day and 4 hours	





## 11. Education and Training Services

This service is given to all farmers and fisherfolk with focus on helping them learn and improve their knowledge and skills in farm productivity and profitability. The Office of the City Agriculturist shall conduct trainings such as Enhanced Season Long Training- Farmers Field School (FFS), Short duration trainings, Farmers Class and Techno Klinik.

***(Ang ini nga serbisyo gina hatag sa mangunguma kag mangingisda para maka bulig sa ila ihibalo para ma improve ang ila kaalam kag skills sa pag pataas sang ila patubas kag kita sa uma. Ang Office of the City Agriculturist maga conduct sang Enhanced Season Long Training- Farmers Field School (FFS), Short duration trainings, Farmers Class and Techno Klinik.)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent		Client		
<b>Document 2</b> Farmers Organization Profile		City Agriculture's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.  <b><i>Mag submit sang requirements.</i></b>	1. Evaluate and validate as completeness of requirements.  <b><i>Ang mga gin pasa nga dokumento iga evaluate nga may upod nga malip-ot nga interview.</i></b>	None	5 minutes	<i>Marvin John E. Blance (Busay, Malingin)</i>  <i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i>  <i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i>  <i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i>



				<p><i>Bienvenido T. Villanueva</i> (<i>Caridad, Alianza, Sagasa, Napoles, Lag-asan</i>)</p> <p><i>Lea D Bimbao</i> (<i>Pacol, Bagroy</i>)</p> <p><i>Agricultural Technologists</i></p>
<p>2.1 Please confirm the schedule of inspection of the agricultural technologist to conduct field validation of the area.</p> <p>2.2 Be available during field validation.</p> <p><b><i>Palihug confirm sang schedule sang technician nga makadto sa imo lugar sa pag-usisa sang estado sang nahinambitan nga duta.</i></b></p> <p><b><i>Maging available sa field validation.</i></b></p>	<p>2. Conduct field validation to the farmers organization.</p> <p><b><i>Pag conduct sang field validation sa farmers organization.</i></b></p>	None	1 day	<p><i>Marvin John E. Blance</i> (<i>Busay, Malingin</i>)</p> <p><i>Teodoro L. Suerto, Jr.</i> (<i>Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum</i>)</p> <p><i>Mirasol L. Coste</i> (<i>Calumangan, Sampinit, Balingasag, Taloc</i>)</p> <p><i>Roberto T. Juarana, Jr.</i> (<i>Abuanan, Dulao, Tabunan, Atipuluan</i>)</p> <p><i>Bienvenido T. Villanueva</i> (<i>Caridad, Alianza, Sagasa, Napoles, Lag-asan</i>)</p> <p><i>Lea D Bimbao</i> (<i>Pacol, Bagroy</i>)</p> <p><i>Agricultural Technologists</i></p>



<p>3.1 Attend Training Needs Assessment (this is to further determine the type of training your group or organization needs.)</p> <p>3.2 Receive training schedule and attend training on the schedule.</p> <p><i>Mag tambong sa Training Needs Assessment para mahibal-an kon ano nga klase sang training ang ginahanglan sang inyo na grupo.</i></p> <p><i>Maghulat sang schedule kag mag attend sa training.</i></p>	<p>3.1 Conduct training Needs Assessment (this is to further determine the type of training your group or organization needs.)</p> <p>3.2 Inform client on training schedule.</p> <p><i>Mag conduct sa Training Needs Assessment para mabal-an kon ano nga klase sang training ang ginahanglan sang inyo nga grupo.</i></p> <p><i>Pabal-on ang kliyente sang natalana nga adlaw sang training.</i></p>	None	1 day	<p><i>Marvin John E. Blance (Busay, Malingin)</i></p> <p><i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i></p> <p><i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i></p> <p><i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<b>TOTAL:</b>		None	2 days and 5 minutes	



## 12. Establishment of Community Rice Model Farm

The community rice farming aims to establish a model cluster with consolidated rice farming activities of uniform farm practices promoting cooperation among community members. It also seeks to create a clustered-community model engaged in processing and marketing activities that shifts farmers from mere producers to rice traders. As a project recipient, the cluster should have a minimum of 100-ha. of rice farm within 20-km radius. At the same time, the participating farmers organization is a Department of Agriculture accredited and members are RSBSA registered farmers.

***Ang community rice farming may tinutuyo nga maka establish sang model cluster nga ma consolidate ang mga uma sa talamnan nga may uniporme nga pama-agi sa pag patubas nga naga promote sang cooperation sa komunidad nge myembro. Ini may tinutuyo nga maka himu sang clustered-community model nga naga-enganyo sa pag process kag baligya nga mga aktibidadis nga maga-baylo sa mga mangunguma nga indi lamang pag patubas kundi traders. Bilang benepisaryo sang proyekto, ang cluster dapat my ara 100 hektarya nga talamnan sang humay sa sulod sang 20-km radius. Kag ang naga participate nga organisasyon nga mangunguma dapat accredited sa Department of Agriculture kag ang mga miyembro ara sa RSBSA registered farmers.***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent		Client		
<b>Document 2</b> Farmers Organization Profile		City Agriculture Office		
<b>Document 3</b> Endorsement Letter		City Agriculture Office		
<b>Document 4</b> Certified True Copy of Registration (DOLE, SEC, or CDA)		DOLE, SEC, or CDA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submission of necessary documents.  1.2 Wait for call for the scheduled validation of the demonstration area.	1.1 Evaluate and validate as to completeness of requirements. Farmers will be informed through phone call for a scheduled validation of the	None	1 day	<i>Mirasol L. Coste Agricultural Technologist</i>



<p><b>Personal nga ipasa and mga nagaka-igo nga dokumento nga gina pangayo.</b></p> <p><b>Maghulat sa tawag para sa schedule sang validation sang demonstration area.</b></p>	<p>demonstration area.</p> <p>1.2 Preparation of MOU.</p> <p><b>Ang mga gin pasa nga dokumento iga-evaluate nga may malip-ot nga interview.</b></p> <p><b>Pagkatapos, palihog hulat sang tawag halin sa ahensiya para sa schedule sang validation sang demonstration area.</b></p>			
<p>2. Receive certificate of award and sign Memorandum of Understanding (MOU).</p> <p><b>Batunon ang Certificate of Award kag pirmahan ang Memorandum of Understanding (MOU).</b></p>	<p>2. Issuance of Certificate of Award to Farmers Organization beneficiary and MOU.</p> <p><b>Paghatag sang Certificate of Award kag MOU sa beneficiary nga Farmers Organization.</b></p>	None	10 minutes	<i>Mirasol L. Coste Agricultural Technologist</i>
<b>TOTAL:</b>		None	1 day and 10 minutes	



### 13. Extension and Technical Services

Extension and technical services render, provide technical assistance, advice, information, conduct home and farm visitation and other support services to farmers to enable them to improve the productivity of their crop production and thereby their farm and non-farm incomes.

***(Ang extension and technical services mag-a-hatag technical assistance, advice, information, mag-a-conduct pag-bisita sa balay kag uma sang mangunguma kag iban pa guid nga serbisyo para mag-improve ang ila patubas kag kita sa ila uma kag iban pa guid nga pangabuhian.)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to the assigned Agricultural Technologist and answer interview	1.1 Conduct short interview to the farmer regarding farmer's concern.	None	5 minutes	<i>Marvin John E. Blance (Busay, Malingin)</i>
1.2 Get instruction and schedule of home/farm visit.	1.2 Provide instruction to client and schedule of home/farm visitation.			<i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i>
<b><i>Magkadto kag makig angut sa barangay assigned agricultural technologist. Sabton ang mga pamangkot sa interview.</i></b>	<b><i>Mag interview sang kadali parti sa problema sang farmer.</i></b>			<i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i>
<b><i>Mag pamati sa instruction kag schedule sa pagkadto sa balay ukon talamnan.</i></b>	<b><i>Maghatag sang nagaka-igo nga instruction sa kliyente kag schedule sang home/farm nga pagbisita.</i></b>			<i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i>  <i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i>



				<p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<p>2.1 Please confirm the schedule of home/ farm visit of the agricultural technologist.</p> <p>2.2 Be available during home/farm visitation.</p> <p><b><i>Palihug confirm sang schedule sang home/ farm visitation sang Agricultural Technologist.</i></b></p> <p><b><i>Magtambong sa home/farm visitation.</i></b></p>	<p>2. Conduct home/ farm visit to the farmer.</p> <p><b><i>Pag conduct sang home/ farm visitation sa mangunguma.</i></b></p>	None	1 day	<p><i>Marvin John E. Blance (Busay, Malingin)</i></p> <p><i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)</i></p> <p><i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i></p> <p><i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<b>TOTAL:</b>		None	1 day and 5 minutes	



## 14. Issuance of Certification on Suitability of Area for Agricultural Crop Production

This certification is given to landowners whose area is subject to assessment/ validation of concerned agency on the suitability of the area for agricultural crop production. The Office of the City Agriculturist shall conduct ocular survey/inspection on the validity of the information furnished by the agency involved in the implementation of the activity. The purpose of the certification is needed by the landowner either for land-conversion, CARP coverage exemption and payment of land value.

*(Ini nga certification ginahatag lamang sa mga naga panag-iyang sang kadutaan nga sa diin ang nasambit nga propedad gina paidalum sa ma-idid nga proseso sang natungdan nga ahensya para sa naga kaigo nga gamit sang duta pang agrikultura. Ang opisina sang City Agriculturist amo ang gin tugyanan sa paghatag sang sini nga kinahanglanon kag maga patigayon sang aktwal nga pag usisa sang balido nga inpormasyon nga gin pasa sang mga ahensya nga natungdan sang sini nga hilikuton. Ang katuyuan sang sini nga certification kinahanglanon sang naga panag-iyang sang propedad para sa land conversion, para indi madala sa coverage sang programa pang agraryo kag sa naga kaigo nga kantidad para sa kabayaran sang duta.)*

<b>Office or Division:</b>	Office of the City Agriculturist				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Client				
<b>Who may avail:</b>	Landowner				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>Document 1</b> Land status report /Certification			NIA, DENR, DAR		
<b>Document 2</b> Parcellary plan and Topography map of the area			Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1.1 Present requirements.	1.1 Evaluate and validate as completeness of the requirements.	None	5 minutes	Marvin John E. Blance (Busay, Malingin)	
1.2 Confirm schedule of inspection for conduct of field validation of the area.	1.2 Inform client through phone call for schedule of field validation of the area.			Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Ilijan, Ma-ao, Mailum)	
<b>Ipasa ang kinanglanon nga dokumento.</b>	<b>Ang mga gin pasa nga dokumento</b>			Mirasol L. Coste (Calumangan,	





<p><b><i>Palihug confirm sang schedule sang technician nga makadto sa imo lugar sa pag-usisa sang estado nahinambitan nga duta.</i></b></p>	<p><b><i>iga evaluate nga may upod nga malip-ot nga interview.</i></b></p> <p><b><i>Ipabalo sa kliyente paagi sa tawag ang schedule sang field validation sa lugar.</i></b></p>			<p><i>Sampinit, Balingasag, Taloc</i></p> <p><i>Roberto T. Juarana, Jr. (Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva (Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao (Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<p>2. Please proceed to the City Treasurer's Office for the payment of fee.</p> <p><b><i>Palihug magkadto sa City Treasurer's Office para magbayad sang nagakaigo nga balayran.</i></b></p>	<p>2. Instruct the client to proceed to City Treasure's Office for payment of certification fee.</p> <p><b><i>Intstraksyunan ang kliyente nga mag kadto sa City Treasurer's Office para sa balayran sang certification.</i></b></p>	<p>PHP 50.00</p>	<p>30 minutes</p>	<p><i>Princess Diane E. Sepida, Revenue Collection Clerk II</i></p> <p><i>Liezl O. Perez Revenue Collection Clerk II</i></p> <p><i>Janne Marie A. Benavente Revenue Collection Clerk II</i></p>
<p>3. Be available during field validation.</p> <p><b><i>Magtambong sa field validation.</i></b></p>	<p>3. Conduct field validation.</p> <p><b><i>Magatigayon sang field validation.</i></b></p>	<p>None</p>	<p>1 day</p>	<p><i>Marvin John E. Blance (Busay, Malingin)</i></p> <p><i>Teodoro L. Suerto, Jr. (Bacong, Binubuhan, Don Jorge Araneta, Iljan, Ma-ao, Mailum)</i></p> <p><i>Mirasol L. Coste (Calumangan, Sampinit, Balingasag, Taloc)</i></p>



				<p><i>Roberto T. Juarana, Jr.</i> <i>(Abuanan, Dulao, Tabunan, Atipuluan)</i></p> <p><i>Bienvenido T. Villanueva</i> <i>(Caridad, Alianza, Sagasa, Napoles, Lag-asan)</i></p> <p><i>Lea D Bimbao</i> <i>(Pacol, Bagroy)</i></p> <p><i>Agricultural Technologists</i></p>
<p>4.1 Return to the City Agriculturist's Office, present official receipt and validate report of the Agricultural technologist, then claim your certificate.</p> <p>4.2 Receive the certification.</p> <p><b><i>Palihug magbalik sa City Agriculturist's Office, i-presentar ang official receipt kag report sang technician kag kuha-ang certificate.</i></b></p>	<p>4.1 Receive Official Receipt.</p> <p>4.2 Issuance of Certification on Suitability of Area for Agricultural Crop Production.</p> <p><b><i>Batunon ang official receipt kag maga-issue sang Certification on Suitability of Area for Agricultural Crop Production.</i></b></p>	None	5 minutes	<p><i>Roselda B. Losada</i> <i>Utility Worker I</i></p>
<b>TOTAL:</b>		PHP 50.00	1 day and 40 minutes	



## 15. Organizing and Strengthening of Rural Based Organizations

This service is given to those who want to organize a farmer's association/ organization and existing organization who wants to reorganize their structure. The goal of this service is to revitalize and sustain the pivotal role of Rural Based Organizations (RBO) as strong partners in the advancement of agriculture sector.

*(Ang ini nga serbisyo para sa gusto mag organisa sang asosasyon kag sa mga ga exist nga organisasyon nga gusto mag re-organize. Ang tinutuyo sang sin inga serbisyo para ma revitalize kag ma sustinir ang role of Rural Based Organizations (RBO) bilang partner sa pag uswag sang agrikultura.)*

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Rural Based Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent		Client		
<b>Document 2</b> List of Organizational Profile or initial participants		Client/Rural Based Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit Requirements.  1.2 Receive schedule of meeting.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo.</i>  <i>Kuha-on ang schedule sang meeting.</i>	1. Evaluate and validate as to completeness of requirements. And set the schedule of meeting to the farmer.  <i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i> <i>Pagkatapos, i-plastar ang schedule sang meeting sa mangunguma.</i>	None	20 minutes	<i>Teodoro L. Suerto, Jr. Agricultural Technologist</i>



<p>2. Attend the scheduled meeting.</p> <p><b>Mag attend sa na schedule nga meeting.</b></p>	<p>2. Conduct orientation and organizational meeting.</p> <p><b>Mag conduct sang orientation kag organizational meeting.</b></p>	None	4 hours	Teodoro L. Suerto, Jr. Agricultural Technologist
<p>3. Formulation review of Constitution and By-Laws or creation of new policies and guidelines.</p> <p><b>Maghimo ukon review sang sandigan nga kasugu-an kag pagsulundan ukon pag himu sang bag-o nga policies kag guidelines.</b></p>	<p>3. Facilitate in the formulation review of Constitution and By-Laws or creation of new policies and guidelines.</p> <p><b>Pag patigayon sang paghimo kag review sang sandigan nga kasugu-an kag pagsulundan ukon paghimo sang bag-o nga policies kag guidelines.</b></p>	None	1 day	Teodoro L. Suerto, Jr. Agricultural Technologist
<p>4. Adaptation and Ratification of CBLs and submission of documents for registration or implementation of approved new policies and guidelines</p> <p><b>Adaptation kag Ratification sang sandigan nga kasugu-an kag pagsulundan kag pag sumitir sang mga dokumento para sa registration ukon pag implementar sang bag-o nga policies kag guidelines.</b></p>	<p>4. Facilitate in the Adaptation and Ratification and of CBLs submission of documents for registration or implementation of approved new policies and guidelines</p> <p><b>Pag patigayon sang adaptation kag ratification sang sandigan nga kasugu-an kag pagsulundan kag pag sumitir sang mga dokumento para sa registration ukon</b></p>	None	4 hours	Teodoro L. Suerto, Jr. Agricultural Technologist



	<i><b>pag implementar sang bag-o nga policies kag guidelines.</b></i>			
	<b>TOTAL:</b>	None	2 days and 20 minutes	



## 16. Provision of Production, Postharvest, and Irrigation Facilities

With the country's initiative to increase the local production of rice to lessen the dependence on rice importation, enhancing the mechanization level of the country to be at par with ASEAN counterparts is one means considered to attain a globally competitive Philippine rice industry in the future years. Under the Rice Competitiveness Enhancement Fund (RCEF) Mechanization Program, the Department of Agriculture and Local Government of Bago procures location-specific machinery and equipment and, through the Office of the City Agriculturist, awards them to registered and accredited farm associations to provide assistance to farmers with the objective of increasing farm operation efficiency, lower farm wastage, cost of production and addressing the shortage of farm laborers.

***(Ang inisyatibo sang pungsod para mapa taas ang lokal nga produksyon sang humay kag mabuhinan ang pag dependar sa rice importation, mapa enhance ang level ka farm mechanization ka pungsod komparar sa mga ASEAN countries para malab-ot nga mangin globally competitive ang industriya sang humay sa Pilipinas sa pala-abuton. Sa idalum sang Rice Competitiveness Enhancement Fund (RCEF) Mechanization Program, the Department of Agriculture and Local Government of Bago nag bakal sang nagakaigo nga makinarya kag equipment pa agi sa Office of the City Agriculturist kag gina turn-over sa rehistrado kag accredited nga asosasyon para mag hatag assistance sa mangunguma nga may tinutuyo nga mapa dasig ang mga operasyon sa uma, mapanubo ang usik, mapanubo ang gasto kag mapatigayon ang kakulangan sang manug ubra sa talamnan.)***

<b>Office or Division:</b>	Office of the City Agriculturist			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent	Client			
<b>Document 2</b> Board of Directors Resolution	Client/Farmer's Organization			
<b>Document 3</b> Farmer Association Profile	Client/Farmer's Organization			
<b>Document 4</b> Memorandum of Understanding	Office of the City Agriculturist / OCA			
<b>Document 5</b> Deed of Conditional Donation	Office of the City Agriculturist /OCA			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of necessary documents.	1.1 Evaluate and validate as to completeness of requirements.	None	15 working days	Bienvenido T. Villanueva, Agricultural Technologist



<p><b>Personal nga ipasa and mga nagakaigo nga dokumento nga gina pangayo.</b></p>	<p><b>Ang mga gin pasa nga dokumento iga-evaluate nga may malip-ot nga interview.</b></p> <p>1.2 Submission of draft of MOU and DCD to City Legal office for review and endorsement to Mayor's Office.</p> <p><b>Pag sumitir sang draft sang Memorandum of Understanding (MOU) and Deed of Conditional Donation (DCD) para sa review sang City Legal Officer kag pag endorso sa Mayor's Office.</b></p> <p>1.3 Endorsement to SP Office from Mayor's Office requesting authority to sign Memorandum of Understanding (MOU) and Deed of Conditional Donation (DCD) in behalf of the City Government.</p> <p><b>Pag indorso sa Sangguniang Panglungsod halin sa Mayor's Office nga naga pahanugot nga</b></p>			
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	<b><i>magpirma sang Memorandum of Understanding (MOU) kag Deed of Conditional Donation (DCD) in behalf sang syudad sang Bago.</i></b>			
<p>2.1 Sign the Memorandum of Understanding (MOU) and Deed of Conditional Donation (DCD).</p> <p>2.2 Sign the acknowledgement receipt of Memorandum of Understanding (MOU) and Deed of Conditional Donation (DCD).</p> <p>2.3 Receive the farm machineries and equipment</p> <p><b><i>Pirmahan ang Memorandum of Understanding (MOU) kag Deed of Conditional Donation (DCD) kag ang acknowledgement receipt. Batunon ang farm machineries kag equipment.</i></b></p>	<p>2. Preparation of Acknowledgement Receipt and turnover of Farm Machineries and Equipment.</p> <p><b><i>Iga turn-over sa beneficiary ang makinarya.</i></b></p>	None	3 hours	<i>Bienvenido T. Villanueva, Agricultural Technologist</i>
	<b>TOTAL:</b>	None	15 working days and 3 hours	



# CITY COOPERATIVE OFFICE

## **Mandate:**

*The City Cooperative Office was established in the year 1998, and through the years, various programs and projects were implemented to further improve skills, encourage entrepreneurship, and provide Bagonhons with opportunities to bring their innovations to a wider market. Moreover, additional offices were lodge to the department, the Technology and Livelihood Development Center, Technical Vocational Training Center, and Public Employment Service Office.*

*The task of the office is to strengthen the community to play a more positive role in its own development - which is a long-standing policy of the City Government of Bago. One where this capability building goal can be carried out is in the field of technology, livelihood, cooperative and enterprise development, job readiness and employment which is clearly a major solution to unemployment plaguing even in our rural communities.*

*It is in this perspective therefore, that the City Government through the above mentioned offices has designed programs for countryside economic empowerment and development in order to promote employment and market-driven technologies that could generate opportunities, particularly for the marginalized sectors.*

## **Services Available:**

- *Cooperative Organization Management*
- *Capability-building for cooperative, leadership and productivity formation*
- *Assistance and Facilitation of CDA Registration*
- *Research and Planning*
- *Advocacy and social mobilization*
- *Technology transfer/ Livelihood and Enterprise Development Trainings*
- *Product development, costing, pricing, packaging and labeling*
- *Product Promotion, Marketing and Networking*
- *Project Development and Management*
- *Technical-Vocational Education and Training*
- *Job Referral and Placement*
- *Competency Assessment Facilitation*
- *OFW Assistance Facilitation*
- *Special Program for the employment of Students*
- *Facilitation of Program/projects of partner agencies (TESDA, DTI, DOLE, OWWA, DOST, LBP, NOTLDC, etc.)*



# **CITY COOPERATIVE OFFICE**

## **External Services**



## 1. Availment of Capacity- Building Training for Cooperatives

To ensure the successful operation of cooperatives officers are required to undergo necessary training that contains the minimum requirements as prescribed by the Cooperative Development Authority. These trainings are aimed at enhancing the knowledge, skills and abilities of cooperative officers in performing their roles and responsibilities in the management of the affairs of the cooperative.

The training/s are conducted in a venue most accessible to the requesting cooperative.

***(Para mapasiguro ang maayo nga pagpalakat sang kooperatiba, ang mga opisyaes kinahanglan nga magpaidalom sa mga kinahanglanon nga paghanas suno sa pagsulundan sang Cooperative Development Authority. Ini nga mga paghanas para sa pagpasanyog sang ihibalo, kaalam kag abilidad sang mga opisyaes sang kooperatiba sa pagtuman sang ila mga hilikoton kag responsibilidad sa pagdumala sang ila ngakooperatiba.***

***Ang mga paghanas gina-hiwat sa lugar nga pinaka-malapit kadtuan sang requesting cooperative.)***

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Registered Cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent	Requesting Cooperative			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request, inquire and discuss the needed services, and agree on the schedule of training.  <b><i>Mag-pasa sang sulat, mamangkot nahanungod sa kinahanglan nga serbisyo kag matalana ang petsa sang training.</i></b>	1. Receive the letter and discuss the requirements of the services. <b><i>Batunon ang sulat kag maga hinun-anaon sang mga kinanglanon sa ginapangayo nga serbisyo.</i></b>	None	15 minutes	<i>Fionah Leigh D. Visitacion Clerk I</i>



<p>2. Attend Training Proper.</p> <p>Attend the specific training you requested.</p> <p><b>Magtambong sa ginkasugtan nga paghanas.</b></p>	<p>2. Facilitate the training that the client requested and issue certificate of attendance after the training.</p> <p><b>Patigayunon ang paghanas nga gin kasugtan kag maghatag sang Certificate of Attendance pagkatapos sang paghanas.</b></p>	None	2 days	<p><i>Dr. Felicitas S. Acosido</i>  <i>CCO/TLDC/PES</i>  <i>O Manager</i></p> <p><i>Fionah Leigh D. Visitacion</i>  <i>Clerk I</i></p>
<b>TOTAL:</b>		None	2 days and 15 minutes	



## 2. Availment of Job Facilitation and Employment Generation Services

This service is extended to help jobseekers in the locality to find a job locally or abroad. The service may be in the form of referral or linkaging to employers, Special Recruitment Activities, Job Fairs and other related employment facilitation activities.

*(Ini nga serbisyo ginapatigayon agod mabuligan ang mga lokal nga mga pumuluyo nga maka obra, lokal man ukon abroad paagi sa pagpatigayon sa mga kompanya, Special Recruitment Activities, Job Fairs kag iban pa nga nagakaangay nga serbisyo angot sa pagpatigayon sang ulubrahan.)*

<b>Office or Division:</b>		Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Resume		Client		
<b>Document 2</b> Application Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire job vacancies or schedule of recruitment activities. Present your resume for evaluation. Receive the man power profile form and fill up the form,	1. Give the Manpower Profile Form and let the client fill-up the required fields. Receive and evaluate the resume of the client.	None	10 minutes	<i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduardo S. Salcedo, Jr. Welder I</i>
<i>Magkadto sa opisina kag magpamangkot sang mga bakante nga obra ukon natalana nga petsa sang pagpang-recruit. Ipakita ang resume. Sulatan ang man power profile nga pormas</i>	<i>Ihatag ang form sa kliyente kag pasulatan ang mga nagakaigo nga mga impormasyon. Batunon kag e-evaluate ang resume nga gin submit sang kliyente.</i>			



<p>2. Fill-up National Skills Registry Profile (NSRP) Form. Fill up the NSRP form for data banking in the Skills Registry System database. Data will be used for job referral to walk-in employers.</p> <p><b>Magsulat sa NSRP form nga pormas para mabutang ini sa Skills Registry System database ang personal nga impormasyon. Ini nga mga impormasyon pagamiton para ipatigayon sa mga walk-in employers.</b></p>	<p>2. Give the NSRP Form and get after the client filled it up.</p> <p><b>Hatagan ang kliyente sang NSRP Form kag pagakuhaon pagkatapos sulatan.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Fionah Leigh D. Visitacion Clerk I</i></p> <p><i>Rechie L. Grande Electrical Inspector II</i></p> <p><i>Eduardo S. Salcedo, Jr. Welder I</i></p>
<p>3. Sign-in to Philjobnet (online). Create an account in Philjobnet for access on web-based labor market information, job searching, matching and referral.</p> <p><b>Maghimo sang account sa Philjobnet agud may kuhaan sang mga impormasyon angut sa mga pwede masudlan nga ubra.</b></p>	<p>3. Assist the client on how to sign in Philjobnet.</p> <p><b>Buligan ang kliyente sa pag-sign in sa Philjobnet.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><i>Fionah Leigh D. Visitacion Clerk I</i></p> <p><i>Rechie L. Grande Electrical Inspector II</i></p> <p><i>Eduardo S. Salcedo, Jr. Welder I</i></p>



<p>4. Submit application to employers. You will be referred to employer/s or advised of a scheduled recruitment activity/ies.</p> <p><i>I-endorso ikaw sa kompanya ukon ipahibaluon sang natalana nga petsa sang pang recruit.</i></p> <p>For Special Recruitment Activity or Job Fair, come to the venue and be interviewed by the employer/s.</p> <p><i>Para sa Special Recruitment Activity ukon Job Fair, magkadto sa natalana nga lugar kag magpa-interview sa employer.</i></p>	<p>4. Assist the client in submitting the application to the employer. Prepare an endorsement letter/referral letter.</p> <p><i>Buligan ang kliyente sa pag submit sang application sa ulubrahan. Preparar sang endorsement/referral nga sulat nga ilakip sa application.</i></p>	None	2 days	<p><i>Fionah Leigh D. Visitacion Clerk I</i></p> <p><i>Rechie L. Grande Electrical Inspector II</i></p> <p><i>Eduardo S. Salcedo, Jr. Welder I</i></p>
<b>TOTAL:</b>		None	2 days and 40 minutes	



### 3. Availment of OFW Assistance/ Help Desk Services

This service is extended to help address OFW concerns with their employer/s, recruitment agencies. Services offered are in the form of referral and/or coordination re: OFW repatriation and re-integration.

***(Ini nga serbisyo gin himo para mabuligan ang mga OFW nga hatagan aksyon ang ila mga reklamo sa ila nga mga employer kag recruitment agencies. Ang serbisyo nga ginhatag pinaagi sa referral kag sa pagcoordinate parte sa OFW repatriation kag re-integration.)***

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Overseas Employment Certificate		OWWA		
<b>Document 2</b> OFW Employment Contract		Employment Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire how to avail the needed services.  <b><i>Magpamangkot kon paano makapakig-angot sang kinahanglan nga serbisyo.</i></b>	1. Answer the questions asked by the client and discuss the requirements needed.  <b><i>Magahinun-anon sa kliyente sa mga serbisyo nga ginapangayo.</i></b>	None	10 minutes	<i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduardo S. Salcedo, Jr. Welder I</i>  <i>Fionah Leigh D. Visitacion Clerk I</i>
2. Discuss the details of the services needed.  <b><i>Ipabutyang sang nagakaigo ang natabo kag kung ano nga aksyon ang kinahanglan.</i></b>	2. Use the case in-take form in taking the details of the case. Review the content with the client.  <b><i>Gamiton ang case in-take form sa pagkuha sang mga detalye sang kaso. Basahon ang kaundan sang gin sulat sa kliyente.</i></b>	None	30 minutes	<i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduardo S. Salcedo, Jr. Welder I</i>  <i>Fionah Leigh D. Visitacion Clerk I</i>





<p>3. Submit the application and the necessary requirements and documents to the agency concerned.</p> <p><b><i>Ipasa ang application kag ang nagakaigo nga requirements kag mga dokumento sa nagakaigo nga ahensy sang gobyerno.</i></b></p>	<p>3. Prepare an endorsement letter signed by the PESO Manager. Follow-up the case upon endorsement to concerned agencies. Notify the client regarding the result of the request.</p> <p><b><i>Magpreparar sang sulat nga permado sang PESO manager para i-endorso sa nagakaangay nga ahensya. I-follow-up ang kaso pagkasubmit sa nagakaangay nga ahensya. Paga-abisuhan ang natungdan nahanungod sa resulta sang gina pangayo nga serbisyo.</i></b></p>	None	10 minutes	<p><i>Rechie L. Grande Electrical Inspector II</i></p> <p><i>Eduardo S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<b>TOTAL:</b>		None	40 minutes	



#### 4. Availment of Technical Assistance in Organizing Cooperative

Organization of cooperatives requires certain processes to ensure a solid cooperative foundation. In order for the requesting group to fully comply with the requirements, technical support is provided by the City Cooperative Office.

*(Ang pagtukod sang kooperatiba nagakinahanglan sang nagakaangay nga mga pamaagi agud mapasiguro nga mabaskog ang pagatukoran nga kooperatiba. Agud nga mapadasig ang paghikot sang mga kinahanglanon, ang City Cooperative Office nagahatag sang nagaka-angay nga bulig-teknikal agud mapatigayon ini.)*

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Aspiring Cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Minimum of 20 prospective members.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire the needed Services. Visit the office and inquire the needed services and agree on the schedule of Cooperative Orientation. Submit written request for orientation.	1. Answer the query of the client. Discuss the guidelines in creating a cooperative. Receive the written request and provide schedule for the orientation.	None	20 minutes	<i>Fionah Leigh D. Visitacion Clerk I</i>  <i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduardo S. Salcedo, Jr. Welder I</i>
<i>Magpamangkot parti sa gina kinahanglan nga serbisyo kag magtalana sang petsa para sa orientation. Magpasa sang written request para sa orientation.</i>	<i>Ipatigayon ang kinanghanglanon sang kliyente kag magtalana sang pagakasugtan nga petsa.</i>			



<p>2. Attend Coop Orientation. Attend Orientation and agree on the schedule of Pre-Registration Seminar. Submit written request for PRS.</p> <p><b>Magtambong sa Cooperative Orientation kag magtalana sang petsa para sa Pre-Registration Seminar. Magpasa sang written request para sa PRS.</b></p>	<p>2. Facilitate the orientation.</p> <p><b>Maga patigayon sang Orientation.</b></p>	None	1 day	<p>Rechie L. Grande Electrical Inspector II</p> <p>Eduardo S. Salcedo, Jr. Welder I</p> <p>Fionah Leigh D. Visitacion Clerk I</p>
<p>3. Attend PMES. Attend Scheduled Pre-Membership Education Seminar.</p> <p><b>Magtambong sa pre-registration Seminar. Mag-pamangkot kon may ara nga indi ma-intyendihan.</b></p>	<p>3. Conduct the PMES.</p> <p><b>Ipatigayon ang PMES.</b></p>	None	2 days	<p>Rechie L. Grande Electrical Inspector II</p> <p>Eduardo S. Salcedo, Jr. Welder I</p> <p>Fionah Leigh D. Visitacion Clerk I</p>
<p>4. Submit complete registration documents for evaluation and registration. Comply required documents needed for CDA registration and submit for evaluation. If found complete, proceed to CDA for coop registration.</p> <p><b>Ipasa ang kumpleto nga mga dokumento para ma-evaluate. Magkadto sa CDA para magpa-rehistro.</b></p>	<p>4. Evaluate the document submitted by the client and facilitate the registration.</p> <p><b>I-evaluate ang mga gin submit nga mga requirements kag patigayonan sa pag rehistro.</b></p>	None	30 minutes	<p>Fionah Leigh D. Visitacion Clerk I</p> <p>Rechie L. Grande Electrical Inspector II</p> <p>Eduardo S. Salcedo, Jr. Welder I</p>
<b>TOTAL:</b>		None	3 days and 50 minutes	



## 5. Availment of Technical Assistance on Product Development (Product costing, Pricing, Packaging and Labeling)

Product enhancement and development are extended to local entrepreneurs for their products to be more marketable and competitive. New designs are introduced based on market trends and demands.

This service is offered in the center and on-site as per request of the client and based on the kind of products they produce and training they request.

*(Ang pagpasanyog kag pagpauswag sang produkto, ginahatag sa mga lokal nga mga producers para ang ila nga mga produkto mangin mas mahapos ibaligya kag makabato sa kompetisyon. Gina-tudlo kag gina-pakita ang mga bag-o nga desenyong nabasi sa kinahanglanon kag istilo sang mga bumalagal.)*

*(Ini nga serbisyo, basi sa sahi sang paghanas, gina-patigayon sa training center ukon sa lugar kon diin nahamtang ang kliyente.)*

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals or Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample Products		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present product. Present products for evaluation, critiquing and enhancement.  <i>Dal-on ang produkto para ma-evaluate kag mahatagan rekomendasyon mapanami pa ini.</i>	1. Evaluate the product and discuss the areas and the points that need to be improved.  <i>I-evaluate ang produkto kag maghatag sang nagakaigo nga rekomendasyon sa mga dapat idugang sa pagpasanyog sang produkto.</i>	None	2 hours	<i>Rechie L. Grande Electrical Inspector II/Trainer  Eduard S. Salcedo, Jr. Welder I  Fionah Leigh D. Visitacion Clerk I</i>



<p>2. Market Linkages. Your Product will be presented to other linkages or agencies for product promotion and marketing.</p> <p>Wait for the call of the PESO Staff on the product development.</p> <p><b>Ang imo produkto ipakig-angot sa iban nga mga ahensya para ma-pasanyog kag ma-baligya.</b></p> <p><b>Palihog maghulat sang tawag nga magahalin sa PESO staff para sa pagdevelop sang mga produkto.</b></p>	<p>2. Assist in product promotion and development.</p> <p><b>Patigayunan nga mapasanyog mabaligya kag ang produkto.</b></p>	<p>None</p>	<p>2 days</p>	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>2 days and 2 hours</p>	



## 6. Availment of Technical- Vocational Education and Trainings (TVET)

This service is extended to enhance the knowledge, skills, and capacities of local residents in accordance with the competency standards. Trainings and competency assessments are conducted in the center.

***(Ini nga serbisyo gina patigayon para mapasanyog ang ihibalo, abilidad kag kapabilidad sang mga lokal nga pumoloyo suno sa competency and industry standards. Ang mga trainings kag competency assessments ginahiwat sa opisina ukon sa TESDA.)***

Trainings Available:

Shielded Metal Arc Welding NC I-	32 Days
Shielded Metal Arc Welding NC II-	34 Days
Carpentry NC II/NCIII	22 Days
Electrical Installation and Maintenance NC II-	55 Days
Driving NC II-	10 Days
Tile Setting NCII-	15 Days
Plumbing NCI/NCII	22 Days
Masonry NCI/NCII	20 Days

**Note:** If there are no trainings available, kindly register your name in our log book for future training reference.

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> NSO issued Birth Certificate	PSA			
<b>Document 2</b> Brgy. Clearance / Voter's ID	Barangay where the client reside, COMELEC			
<b>Document 3</b> Transcript of Record / High School Diploma	School where the client graduated			
<b>Document 4</b> Income Tax Return (ITR) or Certificate of Tax Exemption of Parents issued by BIR	BIR			
<b>Note:</b> Should be 18 years old and above.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for available training.	1. Give the logbook to the client.	None	10 minutes	Rechie L. Grande



<p><b>Magkaddto sa Opisina kag mamangkot nahanungod sa mga tech-voc courses.</b></p>	<p>Answer the inquiry of the client.</p> <p><b>Ihatag ang logbook sa kliyente, kag pagasabton ang pamangkutanon.</b></p>			<p><i>Electrical Inspector II/Trainer</i> Eduard S. Salcedo, Jr. Welder I</p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<p>2. Fill-in Manpower Profile Fill-in the manpower profile to register and schedule for a qualifying exam.</p> <p><b>Sulatan sang sabat ang manpower profile ang agud marehistro kag makapa-schedule sa qualifying exam.</b></p>	<p>2. Give the Manpower Profile for to the client. Evaluate the filled-in form.</p> <p><b>Ihatag ang Manpower Profile sa kliyente. I-evaluate ang form kon matapos maffill-up sang kliyente.</b></p>	None	10 minutes	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<p>3. Take the qualifying exam as per schedule. You will be notified of the result together with the date of the training (if qualified).</p> <p><b>Magkuha sang natalana nga qualifying exam. Kon makapasar, ikaw paga-abisohan sang petsa sang training.</b></p>	<p>3. Facilitate the qualifying examination.</p> <p><b>Patigayunon ang pagkuha sang qualifying exam.</b></p>	None	2 hours	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<p>4. Submit Requirements.</p> <p><b>Ipasa ang kumpleto nga kinahanglanon nga dokumento.</b></p>	<p>4. Evaluate the document submitted by the client.</p> <p><b>I-evaluate ang dokumento nga gin pasa sang kliyente.</b></p>	None	20 mins	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>



<p>5. Attend TVET. Attend TVE Training proper.</p> <p><b>Magtambong sa TVET training nga imo gin pili.</b></p>	<p>5. Conduct/Facilitate the needs during the TVE Training.</p> <p><b>Patigayunan ukon i-facilitate ang paghanas.</b></p>	<p>None</p>	<p>SMAW NC I -32 Days</p> <p>SMAW NC II - 34 Days</p> <p>Carpentry NC II/NCIII - 22 Days</p> <p>EIM NC II -55 Days</p> <p>Driving NC II -10 Days</p> <p>Tile Setting NCII -15 Days</p> <p>Plumbing NCI/NCII - 22 Days</p> <p>Masonry NCI/NCII -20 Days</p>	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<p>6. Get Competency Assessment with TESDA. After completion of TVET Training, take Competency Assessment with TESDA.</p> <p><b>Pagkatapos makompleto ang training, mahimo ka na makakuha sang Competency Assessment sa TESDA.</b></p>	<p>6. Assist the client in submitting the requirements to TESDA for competency assessment.</p> <p><b>Patigayunan ang kliyente sa pag submit sang mga nagakaigo nga requirements sa TESDA para sa competency assessment.</b></p>	<p>None</p>	<p>2 days</p>	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p>





<p>7. You will be notified of the result of your Competency Assessment.</p> <p><b><i>Ikaw paga-abisuhan sa resulta sang TESDA Competency Assessment.</i></b></p>	<p>7. Notify the trainee about his/her result.</p> <p><b><i>Pahibal-on ang trainee nahanungod sa resulta sang iya nga assessment.</i></b></p>	<p>None</p>	<p>30 mins.</p>	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p>
<b>TOTAL:</b>		<p>None</p>		

**Note:** Once your TESDA Competency Assessment result is released and you are rated to be competent, you may now start processing your NC Certificate with TESDA Provincial Office in Talisay City.



## 7. Availment of Technology Transfer, Livelihood and Enterprise Development Trainings

The community-based skills training is aimed to establish, develop, strengthen and sustain community-based enterprise in the barangays by developing and enhancing entrepreneurial skills and capabilities.

The trainings are conducted in the center and / or on-site based on the training requested by the clients.

***(Ang tuyo sang paghanas amo ang pagpauswag, pagpabakod kag pagtukod sang community-based nga negosyo sa mga kabarangayan pa-agi sa pagpa-uswag kag pag-hanas kag pagpasanyog sang mga abilidad kag kapabilidad sa pag-negosyo.)***

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Individuals, group or association			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Intent	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire. Inquire and discuss the needed assistance from the personnel-in-charge.  <b>Magpamangkot nahanungod sa gina kinahanglan nga serbisyo.</b>	1. Give the logbook to the client and fill-up the required fields. Answer the question asked by the client and discuss the requirements needed.  <b>Ihatag ang logbook sa kliyente kag pasulatan ang mga nagakaigo nga impormasyon. Sabton kag maghinun anon sa mga kinahanglanon.</b>	None	10 minutes	<i>Rechie L. Grande Electrical Inspector II/Trainer  Eduard S. Salcedo, Jr. Welder I  Fionah Leigh D. Visitacion Clerk I</i>



<p>2. Attend Training Needs Assessment. This is to further determine the type of training your group or association needs. You will be notified for the schedule of training.</p> <p><b>Mag-tambong sa training needs assessment para mabal-an kung ano nga klase sang training ang gina kinahanglan kag paga kasugtan sang inyo nga grupo.</b></p> <p><b>Pahibal-on ikaw sang natalana nga adlaw sang training.</b></p>	<p>2. Conduct Training Needs Assessment.</p> <p><b>Magapatigayon sang Training Needs Assessment.</b></p>	None	4 hours.	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<p>3. Attend Livelihood Skills Training.</p> <p><b>Magtambong sa Livelihood Skills Training.</b></p>	<p>3. Facilitate the needs for Livelihood Skills Training.</p> <p><b>Magapatigayon sang mga kinahanglanon para sa Livelihood Skills Training.</b></p> <p>Conduct the requested Livelihood Skills Training.</p> <p><b>Maga-conduct/ Magpatigayon sang ginkasugtan nga training.</b></p>	None	2 days	<p><i>Rechie L. Grande Electrical Inspector II/Trainer</i></p> <p><i>Eduard S. Salcedo, Jr. Welder I</i></p> <p><i>Fionah Leigh D. Visitacion Clerk I</i></p>
<b>TOTAL:</b>	None	2 days, 4 hours and 10 minutes		



# **CITY COOPERATIVE OFFICE**

## **Internal Services**



## 1. Facilitation of Programs/Projects of Partner Agencies (TESDA, DTI, DOLE, DOST, LBP, NOTLDC, POEA, OWWA, etc.)

This service is catering programs and projects in partnership with other Government Agencies such as employment projects for displaced workers, students and out of school youths.

*(Ini nga serbisyo nagapatigayon sang mga programa kag proyekto kabulig ang nanarisari nga Ahensya sang Gobyerno parehas sang mga ubra para sa mga nadulaan sang ubra, estudyante kag mga kabataan nga wala na gaeskwela.)*

<b>Office or Division:</b>	Office of the City Cooperative Officer / Technology and Livelihood Development Center / Public Employment and Services Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Government LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter of Communication		Agency Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send electronic mail containing the letter of intent regarding the proposed programs to the LGU.  <i>Magapadala sang sulat sa LGU nahanungod sa progarama nga paga implementar.</i>	1. Download the letter, notify the agency upon the reception of the letter and submit to the person concerned.  <i>Iga-download ang sulat kag magresponde sa gin padala sa email. Ipassa sa naka assign nga tawo ang sulat.</i>	None	20 minutes	<i>Rechie L. Grande Electrical Inspector II  Eduard S. Salcedo, Jr. Welder I  Fionah Leigh D. Visitacion Clerk I</i>
2. Inform the office concerned.  <i>Ipahibalo sa nga natungdan opisina.</i>	2. Discuss the implementation of the program to the office concerned.  <i>Maghinun-anon nahanungod sa implementasyon sang programa sa</i>	None	1 day	<i>Rechie L. Grande Electrical Inspector II  Eduard S. Salcedo, Jr. Welder I  Fionah Leigh D. Visitacion Clerk I</i>



	<b>natungdan nga opisina.</b>			
3. Give the necessary requirements and documents for the implementation of the program.  <b>Magahatag sang mga kinanglanon nga dokumento para sa implementasyon sang programa.</b>	3. Implementation of the program.  <b>Implementasyon sang programa.</b>	None	15 days	<i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduard S. Salcedo, Jr. Welder I</i>  <i>Fionah Leigh D. Visitacion Clerk I</i>
4. Request for liquidation report of the program implemented.  <b>Magapangayo sang report sang liquidation sang gin implementar nga programa.</b>	4. Submit the liquidation report to the partner agency.  <b>Maga submit sang liquidation report sa ahensya.</b>	None	2 days	<i>Rechie L. Grande Electrical Inspector II</i>  <i>Eduard S. Salcedo, Jr. Welder I</i>  <i>Fionah Leigh D. Visitacion Clerk I</i>
	<b>TOTAL:</b>	None	18 days and 20 minutes	

# OFFICE FOR VETERINARY SERVICES

**Mandate:**

*When you have a problem with the health of your animals or if there is a threat to human lives because of zoonoses diseases, The Office you must approach is the Office for Veterinary Services. Article 19 of R.A. 7160 or the Local Government Code mandates that this Office shall dedicate itself to the protection and preservation of animal and human health.*



# **OFFICE FOR VETERINARY SERVICES**

## **External Services**





## 1. Animals Vaccination

Rabies is endemic in the Philippines and remains to be a public health concern. It has a fatality rate of almost 100%. However, being the most fatal among infectious diseases, rabies too, is 100% preventable. At least one-third of these deaths occur in children aged 15 years old and below.

This is the most effective measure to control canine rabies. The Office for Veterinary Services takes the lead in mass dog vaccination campaigns and provision of animal rabies vaccine

This is to attend to the need of clients' welfare and prevention of disease of their animals which is available in our office. Only animals in good condition are qualified for vaccination.

***(Ang rabies isa sa pinaka delikado nga balatian sa aton pungsod, Ini amo ang pag-atipan sa kaayuhan sang mga kleyente kag pagtapna, paglikaw sa mga balatian sang inyo mga kasapatan paagi sa pagbakuna. Ang amon opisina amo ang natalana sang pagpatigayon sang pagpamakuna.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Dog and Cat Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pay Php 50.00 and secure official Receipt		City Treasurer's office, Bago City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring your pet/s and submit Official Receipt to Office for Veterinary Services.  <b><i>Dal-on ang inyo ido/ kuring sa opisina sang Beterinaryo.</i></b>	1. Receive Official Receipt Evaluate the health condition of Dogs and Cats.  <b><i>I-evaluate ang kondisyon sang ido ukon kuring.</i></b>	PHP 50.00	10 minutes	<i>Dr. Martin S. M. E. Torres, City Veterinarian</i>  <i>Dr. Emgie Biera-Gaspan, Veterinarian I</i>  <i>Vaccinators</i>
2. Hold and Restrain your Pet's and Received the vaccination card  <b><i>Kaptan sang insakto ang ido/ kuring para sa injection kag hulaton ang vaccination card nga</i></b>	2. Inject Vaccine to the pet and Record the complete name of pet owner, address and name of pet/s  <b><i>Pag-injection sang ido/kuring i-record ang ngalan sang sapat kag ngalan</i></b>	None	10 minutes	<i>Dr. Martin S. M. E. Torres, City Veterinarian</i>  <i>Dr. Emgie Biera-Gaspan, Veterinarian I</i>



<b><i>ihatag beterinaryo.</i></b>	<b><i>sang</i></b>	<b><i>sang tag-iya sa logbook.</i></b>			
3.Receive vaccination Card.	the	3. Give the Vaccination Card signed by the Veterinarian	None	10 minutes	<i>Dr. Emgie Biera- Gaspan, Veterinarian I</i>  <i>Bernadette B. Tambanillo, Clerk I</i>
<b><i>Batunon vaccination card.</i></b>	<b><i>ang</i></b>	<b><i>ihatag ang "vaccination card" nga may pirma sang beterinaryo sa tag- iya.</i></b>			
<b>TOTAL:</b>			PHP 50.00	30 minutes	



## 2. Animal Vaccination for Hog Cholera and Fowl Pox

This service is for the farmers who raises swine and poultry.

Hog Cholera is the most economically- damaging pandemic viral disease of pigs in the world. It is highly contagious and often fatal viral disease of swine. Infected pigs develop fever, hemorrhages, lethargy, yellowish diarrhea, vomiting and purple skin discoloration of the ears, lower abdomen and legs. The Philippine Government take it very seriously and adopt strict control policies which include compulsory vaccination in all piglets and herds, this lead to eliminate the disease.

Fowl Pox is a slow-spreading viral infection of chickens characterized by proliferative lesion in the skin that progress to thick scabs (cutaneous form) and by lesions in the upper GI (Gastrointestinal) and respiratory tracts. Fowl pox is seen worldwide. Vaccination effectively prevents the disease and may limit spread within actively infected flocks.

This is to attend to the need of clients' welfare and prevention of disease of their animals which is available in our office. Only animals in good condition are qualified for vaccination.

***(Ini nga serbisyo para sa mga mangunguma nga manug sagod sang mga baboy kag mga manok.***

***Hog Cholera isa ka balati-an sang baboy nga pinakadilikkado kag makalalaton. Ang baboy nga malatnan sini nga balati-an maga hilanat, lupot, suka kag may naga gwa sa iya panit sang “violet” ang color ilabi na gid sa dalonggan, tiyan, kag pa-a nga parti sang lawas. Ang Veterinary Office naga implementar sang strikto nga pag bakuna para sa mga idik nga naga edad sang 22 diyas upod sang iloy para indi matapikan sang sini nga balatian kag para matapna ang paglapta sang sini nga mikrobyo.***

***Fowl pox isa ka makalalaton nga balati-an sang mga manok. Ini naga sugod sa paghubag sang mga panit kag naga amat-amat saka sa ila tila-ok pakadto sa ila “respiratory tracts. Ini nga bakuna ginahatag sa tanan nga edad sang manok para matapna ang ini nga balati-an kag indi na maglapta pa sa iban nga mga manukan ukon sa mga “backyard” raisers.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Swine and Poultry Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Names of Swine or Poultry Raisers		Client		
Number of heads of swine or poultry(1,000 hds)		Client		
Container with ice		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1.Request for vaccine needed</p> <p><b>Mag-request sang kinanglan nga "vaccine".</b></p>	<p>1.Evaluate and prepare vaccine needed.</p> <p><b>Preparahon ang kinahanglanon nga "vaccine".</b></p>	<p>none</p>	<p>10 minutes</p>	<p><i>Dr. Martin S. M. E. Torres, City Veterinarian</i></p> <p><i>Dr. Emgie Biera-Gaspan, Veterinarian I</i></p>
<p>2. Listen to the instruction given on how to administer the vaccine and affix your signature in logbook</p> <p><b>Mamati sa gina hambal sang beterinaryo kon paano mag gamit sang bulong kag magpirma sa logbook.</b></p>	<p>2.1 Evaluate and prepare vaccine needed.</p> <p>2.2 Provide instruction to client.</p> <p>2.3 Give the logbook to the client for signature.</p> <p><b>Maghatag sang instruction i-release ang vaccine kag papirmahon ang kliyente sa logbook.</b></p>	<p>none</p>	<p>15 minutes</p>	<p><i>Dr. Martin S. M. E. Torres City Veterinarian</i></p> <p><i>Dr. Emgie Biera-Gaspan Veterinarian I</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>25 minutes</p>	



### **3. Artificial Insemination Program for Large Animals (Carabao and Cattle)**

The Artificial Insemination (AI) Program aims to build the Carabao production initiatives of the local government of Bago City particularly in developing its technical expertise to produce superior breeds through AI. It hopes to achieve the following:

- Genetically upgrade the native carabao for its draft power and advance its potential for milk.
- Increase carabao population in Bago City.
- Increase productivity through reduction of production costs of farm inputs.
- Reduce poverty incidence in the 24 barangays through job generation (1 calf produced is equivalent to 1 job created)
- Improve the nutritional levels of children in the 24 barangays through carabao's milk feeding.

This program is in partnership with the Philippine Carabao center, La Carlota Stock Farm (PCC@LCSF), La Carlota City. The PCC provides the semen needed to inseminate the target animals, technical assistance and AI Paraphernalia.

Female carabao and cattle of the farmers are the expected clients for this project.

***(Ang artipisyal nga pagsemilya nga programa nagahandom para sa pagpadako sang produksyon sang karabaw nga inisyatibo sang local government sang Bago City ilabi nagid sa pagtubo sang teknolohiya nga eksperto para makaganar sang mataas nga lahi paagi sa artipisyal nga pagpasemilya. Ini nagahangad nga malab-ot ang mga masunod:***

- ***Isa ka pamaagi para mapataas ang kalidad sang bisaya nga karabaw para sa iya nga pwera kag madasig nga makaganar sang gatas.***
- ***Pagpadamo sang karabaw sa syudad sang Bago.***
- ***Pagpasaka sang produkto paagi sa pagbuhin sang billi sang produkto nga gin gamit sa panguma.***
- ***Pagbuhin sang kapigaduhon nga naga kalatabo sa 24 ka barangay paagi sa paghatag sang trabaho (isa ka bata sang karabaw parehas sa isa ka ubra nga mahimo).***
- ***Ga-improbar sang ika ayong lawas sang mga kabataan sang 24 ka barangays paagi sa gatas sang karabaw nga gina painum.***

***Ini nga programa gina updan sang Philippine Carabao Center, sa La Carlota Stock Farm (PCC@LCSF), Syudad sang La Carlota. Ang Philippine Carabao Center amo ang naga hatag sang semilya nga kinahanglanon para sa pag pasemilya sa dalagko nga kasapatan, teknolohiya nga pagbulig kag mga galamiton sa pagpasemilya.)***



<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Livestock Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Healthy Female ruminants that is in-heat		Client		
Restrained chute of Carabao/Cattle		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Visit the Office or contact the Artificial Insemination (A.I) Technician and request for the service.</p> <p><b><i>Magkadto sa City Veterinary Office ukon magtawag kag magrequest sang service sang Artificial Insemination Technicians.</i></b></p>	<p>1. Assess the Farmer's request and coordinate with Artificial Insemination (A.I.) Technicians.</p> <p><b><i>Akumodaron ang farmer nga nagarequest sang AI services.</i></b></p>	None	10 minutes	<p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Fretch G. Mellizo, Livestock Technician I</i></p>
<p>2. Prepare Caracows/ Cows for onsite evaluation and insemination.</p> <p><b><i>Ang amon nga mga Technicians magakadto kag magabisita sa inyo babayi nga karbaw para mausisa kung angay nga masamilyahan ang inyo karbaw.</i></b></p>	<p>2. Personally visit clients or owner of the caracows/cows.</p> <p><b><i>Ang aton Artificial Insemination Technician magabisita sa tag-iya sang karabaw/baka para mag preparer sa pagahimu-on nga Artificial Insemination.</i></b></p>	None	1 hour on site area activity	<p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Fretch G. Mellizo, Livestock Technician I</i></p>



<p>3.1 Received the official documents issued by the technician/s and affix your signature for record purposes.</p> <p><b><i>Pagkatapos magsemla sang inyo karabaw ukon baka ang technicians magahatag sang official documents ukon resibo halin sa Philippine Carabao Center.</i></b></p> <p>3.2 Receive instructions from Artificial Insemination Technician for monitoring of the animal for Pregnancy Diagnosis within 21 to 30 days after Artificial Insemination (A.I.).</p> <p><b><i>Mabaton ukon mamati sang instructions halin sa technician bahin sa pag obserba sang sapat para sa monitoring sa sulod sang 21 asta 30 diyas pagkatapos sang pag Artificial Insemination (A.I.).</i></b></p>	<p>3.1 Prepare and give documents and receipts to farmers/clients</p> <p><b><i>Preparahon kag ihatag sa tag-iya ang mga dokumento.</i></b></p> <p>3.2 Provide instructions for future coordination on the condition of the animal after the Artificial Insemination (A.I.).</p> <p><b><i>Magahatag sang instruction sa tag-iya sang sapat bahin sa coordination sa kondisyon sang sapat nga gin Artificial Insemination (A.I.).</i></b></p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 hour and 20 minutes</p>	<p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Artificial Insemination Technicians</i></p>
<p><b>TOTAL:</b></p>				



#### 4. Claiming of Impounded Stray Dogs and Cats

The city pound is a government funded facility where stray cats and dogs are impounded for a certain period until they are claimed by their owners, adopted — or if left unclaimed, euthanized.

This service is provided to clients whose dogs were caught by our Stray Dog Catcher roving on the streets, plazas, markets, school premises (both private and public), resorts and other places outside the house or fenced premises unaccompanied by the owner/possessor. All dogs caught are impounded within 3 days by our Stray Dog Catcher. Failure to redeem is subject for carnage provided under City Ordinance No. 2 Series of 2009 except for rabid dogs.

***(Ini nga serbisyo ginahatag sa mga kliyente nga ang ila ido nadakpan sang amon Stray Dog Catcher nga nagalibot sa mga dalanon, plasa, tindahan, eskwelahan (publiko man ukon pribado), resorts kag iban pa nga lugar nga gwa sa kudal sang ila balay nga indi upod ang tag iya ukon manog bantay. Ang tanan nga ido nga madakpan gina impound sa tatlo ka adlaw sang amon stray dog catcher.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All Dogs and Cats Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b>		Client/s		
Official Receipt		Client/s		
Stray animal/s		Client/s		
Cage or Dog/Cat Leash		Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Visit the Office and identify your impounded dog/cat.	1.1 Assist owner in identifying their dog/cat impounded.	1 <sup>st</sup> Offense PHP 200.00	15 minutes	Dr. Emgie Biera-Gaspan, Veterinarian I  Bernadette B. Tambanillo, Clerk I
<b>Magkadto sa amon opisina kag kilalahon ang imo ido nga nadakpan kag pabal-a ang opisina nga gawaron mo ini.</b>	<b>Buligan ang kliyente sa pagkilala sang ila ido/ kuring nga nadakpan.</b>	2 <sup>nd</sup> Offense PHP 400.00		
		3 <sup>rd</sup> offense PHP 600.00		





<p>1.2 Receive assessment slip and bring it to the City Treasurer's Office for payment.</p> <p><b>Magabaton sang assessment slip kag magbayad sa City Treasurer's office sang nagakaigo nga balayran.</b></p>	<p>1.2 Issuance of the assessment slip. Inform owner of the payment.</p> <p><b>Ma-issue sang assessment slip sa tag iya sang ido ukon kuring.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Bernadette B. Tambanillo Clerk I</i></p>
<p>2. Pay to the City Treasurer's Office the required payment of the offenses and get the official receipt</p> <p><b>Palihog magbayad sang nagakaigo nga balayran sa City Treasurer's Office kag i-secure ang imo official receipt.</b></p>	<p>2. Received payment and issue official receipt.</p> <p><b>Batunon ang bayad kag mag issue sang Official Receipt.</b></p>	<p>1<sup>st</sup> Offense PHP 200.00</p> <p>2<sup>nd</sup> Offense PHP 400.00</p> <p>3<sup>rd</sup> offense PHP 600.00</p>	<p>30 minutes</p>	<p><i>Emee T. Alvarez, Revenue Collection Clerk II</i></p>
<p>3. Return to City Veterinary Office and present official receipt for release of your dog/cat.</p> <p><b>Palihog magbalik kag ipakita ang imo official receipt sa City Veterinary office para magawad mo ang imo ido.</b></p>	<p>3. Receive official receipt and release dog/cat to the owner.</p> <p><b>Ihatag ang ido/ kuring sa tag-iya.</b></p>	<p>None</p>	<p>15 minutes</p>	<p><i>Dr. Emgie Biera-Gaspan, Veterinarian I</i></p> <p><i>Bernadette B. Tambanillo, Clerk I</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>1 hour and 10 minutes</p>	



## 5. Consultation, Treatment of Small and Large Animals

This service is given to clients requesting for the immediate consultation, treatment or medication of their sick animals.

***(Ini nga serbisyo ginahatag sa mga kliyente nga naga pangabay sa immediate consultation, pagpabulong sang ila nagamasakit nga mga kasapatan.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Livestock Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Owner of small and large animals		Client		
Animals (Optional)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Visit the Office together with your animal/s (optional)            Answer short interview for history taking, initial evaluation, treatment and provision of medication.</p> <p><b><i>Magkadto sa City Veterinary Office upod ang imo sapat/hinuptanan para mainterview tuhoy sa nabatyag sang sapat agud mabulong sang intsakto ukon matagaan sang nagakaigo nga resita.</i></b></p>	<p>1. Conduct interview for treatment and consultation of animal, (or visit animal location).</p> <p><b><i>Pamangkuton ang kliyente parti sa nabatyag sang ila sapat para mabulong sang insakto (magkadto sa lokasyon sang sapat).</i></b></p>	None	10 minutes	<p><i>Dr. Martin S. M. E. Torres,            City Veterinarian</i></p> <p><i>Dr. Emgie Biera-Gaspan,            Veterinarian I</i></p>



<p>2. Receive/ Get instruction from Veterinarian for medication and treatment of the animals.</p> <p><b>Mamati sa gina hambal Beterinaryo para mabulong ang imo sapat.</b></p>	<p>2. Give instructions and administer medication to the sick animals.</p> <p><b>Maghatag sang bulong ukon resita nga kinahanglan para sa sapat nga naga masakit.</b></p>	None	20 minutes	<p><i>Dr. Martin S. M. E. Torres,</i> <i>City Veterinarian</i></p> <p><i>Dr. Emgie Biera-Gaspan,</i> <i>Veterinarian I</i></p>
<p>3. Affix signature at the Veterinary Consultation Book.</p> <p><b>Magpirma sa Veterinary Consultation Book.</b></p>	<p>3. Give the Veterinary Consultation Book to the client for record purposes and signature.</p> <p><b>Magpirma sa Veterinary Consultation Book para sa record purposes.</b></p>	None	5 minutes	<p><i>Bernadette B. Tambanillo,</i> <i>Clerk I</i></p>
<b>TOTAL:</b>		None	35 minutes	



## 6. Dispersal of Poultry and Livestock (Carabao, Goat and Swine)

This service is to provide to qualified recipients of the 24 barangays of Bago City, who are in need of livelihood projects for the augmentation of their income in order to support their children and family.

***(Ini nga serbisyo ginahatag sa nagakadapat nga pumuloyo sang 24 ka barangays sang Bago City, nga nagakinahanglan sang proyekto nga makabulig dugang sang ila kita para mabuligan ang ila kabataan kag pamilya.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmers, Solo Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Land Area for Grazing of ruminants animal		Lot available for grazing		
Capacity to raise and feed the animal		Client		
<ul style="list-style-type: none"> <li>• Women SOLO Parents</li> </ul>		To be provided by client		
<ul style="list-style-type: none"> <li>• Passed the Evaluation of the Technicians</li> </ul>		Client's Residential Barangay		
<ul style="list-style-type: none"> <li>• Attend the Animal Production Seminar</li> </ul>		Office for Veterinary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit and inquire about the needed dispersal, project and schedule of seminar. Submit letter of intent  <b><i>Mag bisita kag hibalo-a kon ano ang dapat himoon/ kinahanglan para sa pagkadto kag pag usisa sang technician sa inyo panimalay, petsa sang seminar kag ang sapat nga imo saguron.</i></b>	1. Receive the letter of intent, evaluate the areas where the requested animals will be place or disperse.  Note: This depends on the availability of Animal for Dispersal.  <b><i>I-evaluate ang lugar kon nagakadapat butangan sang sapat.</i></b>  <b><i>Note: Naga depende sa sapat nga available.</i></b>	None	30 minutes  (Evaluation of location can be done after the application)	<b><i>Dr. Emgie Bierre-Gaspan, Veterinarian I</i></b>  <b><i>Meryln V. Lobrido, Meat Inspector III</i></b>  <b><i>Mary Grace M. Socorro, Meat Inspector I</i></b>  <b><i>Fretch G. Mellizo, Livestock Technicians I</i></b>



<p>2. Attend the Seminar on Animal Production.</p> <p><b>Magtambong sang seminar sa pag atipan sang napilian mo nga sapat.</b></p>	<p>2. Conduct Animal Production Seminar.</p> <p><b>Ipatigayon ang Animal Production Seminar.</b></p>	<p>None</p>	<p>1 hour</p>	<p><i>Dr. Emgie Bierre-Gaspan, Veterinarian I</i></p> <p><i>Merlyn V. Lobrido, Meat Inspector III</i></p> <p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Fretch G. Mellizo, Livestock Technicians</i></p>
<p>3. Affix your signature in logbook and bring home the desired animal.</p> <p><b>Mag pirma kag dal-on pauli ang sapat nga gusto mo saguron.</b></p>	<p>3.a Give the logbook to the client for signature</p> <p>3.b Release the desired disperse animal.</p> <p><b>Patigayonon ang pag-release sang napilian nga sapat.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dr. Emgie Bierre-Gaspan, Veterinarian I</i></p> <p><i>Merlyn V. Lobrido, Meat Inspector III</i></p> <p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Fretch G. Mellizo, Livestock Technicians</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>1 hour and 40 minutes</p>	



## 7. Issuance of Anti-Rabies Vaccination Certificate

This service is to provide clients immunization record of their dog/cat whether vaccinated or not in our office.

***(Ang ini nga serbisyo ginahatag sa kliyente nga ang ila ido/kuring nagapamatuod nga na bakunahan ukon wala sang anti-rabies sa amon opisina.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Clients bitten by Dog/cat			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name and address of clients that is bitten by dog/cat		Client		
Name of Dog		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the office and request about the record of dog/cat owner whether vaccinated or not  <b><i>Mag bisita sa opisina sang Beterinaryo kag mamangkot sang record sang tag iya sang ido/kuring nga nakakagat kon bala nabakunahan o wala.</i></b>	1. Get the complete name of the dog/cat owner, address, name of clients that are bitten and name of dog/cat  <b><i>Kuhaon ang kompleto nga detalye pareho sang ngalan sang tag iya sang ido nga nakakagat, address, ngalan sang ido nga nagkagat kag ngalan sang nakagat.</i></b>	None	10 minutes	<i>Dr. Emgie Biera-Gaspan, Veterinarian I</i>  <i>Mary Grace M. Socorro, Meat Inspector I</i>  <i>Fretch G. Mellizo, Livestock Technician I</i>  <i>Bernadette B. Tambanillo Clerk I</i>



<p>2.1 Get Vaccination certificate.</p> <p><b>Maghatag sang certificate nga nagapamatuod nga nabakunahan o wala ang sapat kag mag pirma sa logbook sa opisina.</b></p> <p>2.2 Return to City Health Office and present the certificate of confirmation to the Doctor- in-charge.</p> <p><b>Magbalik sa City Health Office kag ipakita ang certificate nga nagapamatuod kon bala nabakunahan ang ido/ kuring o wala sa doctor nga naga duty.</b></p>	<p>2. Issue the No record certificate if the dog/cat have no record or date of vaccination if dog/cat were vaccinated.</p> <p><b>Maghatag sang "certification" nga naga pamatuod nga ang ido/ kuring nabakunahan or wala.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dr. Emgie Bier-Gaspan, Veterinarian I</i></p> <p><i>Mary Grace M. Socorro, Meat Inspector I</i></p> <p><i>Fretch G. Mellizo, Livestock Technician I</i></p> <p><i>Bernadette B. Tambanillo, Clerk I</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>20 minutes</p>	



## 8. Issuance of Certification for Feed Store Registration

Regulations to assure quality and safety for optimum productivity of animals toward food security without sacrificing consumer safety and well-being.

Purpose:

- To establish a set of rules, regulations and standards that are animal friendly and consumer friendly.
- To create an auspicious atmosphere for compliance and adherence to quality and safety of the various stakeholders.
- To advocate responsible nutrition and rational drug use through outreach programs, data banking, international and local collaborations and linkages.

*(Ini nga regulasyon nagahatag kasiguruhan sang kalidad kag matinlo nga mga pagka-on para sa mga kasapatan. Para sa pagbutang sang laye nga naga patuman sang insakto nga sulondon sang mga manug baligya bubod sang mga sapat.)*

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Feed Store Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Photocopy of BIR Registration		BIR		
<b>Document 2</b> Photocopy of Business Permit from the Department of Trade and Industry (DTI)		DTI		
<b>Document 3</b> Photocopy of Business/mayor's permit for the current year		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit all documentary requirements at the Office for Veterinary Services  1.2 Receive application form	1.1 Receive and check all the documents submitted.  1.2 Give the application form.  <b>Batunon kag i-check ang tanan nga gin</b>	None	10 minutes	<i>Dr. Emgie Biera-Gaspan, Veterinarian I</i>





<p><b>Magbisita sa opisina sang Beterinaryo kag mag submit sang tanan nga mga kinahanglanon nga papeles.</b></p>	<p><b>pasa nga mga papeles.</b></p>			
<p>2. Fill-up application form, receive certificate and submit to DA-BAI, Bacolod.</p>	<p>2. Check/ Evaluate the application form, prepare and issue the certificate.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dr. Emgie Biera-Gaspan, Veterinarian I</i></p>
<p><b>Mag fill up sang application form kag i-submit sa DA-BAI satellite office of Region VI located at Bacolod City.</b></p>	<p><b>I-evaluate ang papeles sang kliyente kag mag-issue sang certificate.</b></p>			
<p><b>TOTAL:</b></p>		<p>None</p>	<p>20 minutes</p>	



## 9. Issuance of Certification for Meat Shop Registration

To strengthen and harmonize various issuances on meat establishment operations and meat inspection and at the same time create a favorable climate of investment to encourage the meat and poultry industry to put up updated meat establishments. To promote the application of risk analysis based on accepted scientific methodology on applied food safety standards so as to assure a safe and wholesome meat supply.

*(Ini nga programa para sa mabakod kag matadlong nga hilimu-on sa pag issue sang “Certificate for Meat Shop Registration” sa mga naga panag-iya sang manog baligya karne, para matigayon ang kasiguruhan sang karne nga matinlo kag wala balatian sang mga karne sang sapat nga ginabaligya sa mga “Meat Shop”, nga gina konsumo sang mga kliyente.)*

<b>Office or Division:</b>		Office for Veterinary Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B- Government to Business		
<b>Who may avail:</b>		Meat Shop Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Data		Client		
Records		Office for Veterinary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit and submit personal data to the Office for Veterinary Services.  <b><i>Ipasa ang personal nga impormasyon sa opisina sang Beterinaryo.</i></b>	1.1 Evaluate the personal data received. 1.2 Checking of slaughtered animals according to data received. 1.3 Prepare the certificate.  <b><i>Usisaon ang kaundan sang papeles. I-preparar ang certificate.</i></b>	None	20 minutes	<i>Merlyn V. Lobrido, Meat Inspector III</i>



2.1 Receive the certificate and logbook.	2.1 Release the certificate.	None	10 minutes	<i>Merlyn V.Lobrido, Meat Inspector III</i>
2.2 Affix signature at the logbook.	2.2 Give the logbook to the client.			
<b><i>Hulaton ang resulta sang evaluation. Batunon ang certificate kag magpirma sa logbook.</i></b>	<b><i>I-release ang certificate kag ihatag ang logbook sa kliyente.</i></b>			
<b>TOTAL:</b>		None	30 minutes	



## 10. Issuance of Livestock Insurance

The Philippine Crop Insurance Corporation (PCIC) provides insurance to cover the livestock, such as: Cattle, Carabao, Swine, Goat and Sheep with a maximum of 10 heads of animal per person.

***(Ang Philippine Crop Insurance Corporation (PCIC) nagahatag sang insurance sa mga kasapatan pareho sang baka, karabaw, kabayo, baboy, kanding, kag karnero, asta lang gid sa 10 kabilog nga sapat and pwede mapa insure kada tag-iya.)***

<b>Office or Division:</b>		Office for Veterinary Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Livestock Raisers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Animal Raiser		Client		
Php 50.00		Office for Veterinary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit our office and ask the staff for the application of livestock Mortality Insurance form and fill-up.  <b><i>Magbisita sa opisina sang Beterinaryo kag mamangkot/ mangayo sang pormas para mag apply sang Livestock Mortality Insurance kag fill upan.</i></b>	1.1 Give the form to the client.  1.2 Assist the farmer to fill up livestock Mortality insurance form.  <b><i>Buligan ang mangunguma sa pag fill-up sang pormas.</i></b>	None	10 minutes	<i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>  <i>Mary Grace M. Socorro, Meat Inspector I</i>
2.1 Pay for the amount of PHP 50.00.  2.2 Submit the filled-up form and pay the amount due.  2.3 Receive the official receipt.  <b><i>Magbayad sang PHP 50.00.</i></b>	2.1 Received the amount together with the form (Payment will be given to PCIC upon submitting the form at PCIC Bacolod.).  2.2 Issue official receipt.	PHP 50.00	5 minutes	<i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>  <i>Mary Grace M. Socorro, Meat Inspector I</i>



<p><b>Magbayad sang nagakaigo nga balayran.</b></p> <p><b>Batunon ang official receipt.</b></p>	<p><b>Batunon ang bayad upod sang pormas (Ini ihatag upod sang pormas sa PCIC Office sa Bacolod City.)</b></p> <p><b>Mag issue sang official receipt.</b></p>			
<p>3. Receive the copy for preference.</p> <p><b>Batunon ang kopya para sa preference.</b></p>	<p>3.1 Photocopy the fill up form and give it to the clients for reference.</p> <p>3.2 Submit the fill up form to PCIC Bacolod.</p> <p><b>Ipa-photocopy ang pormas kag ihatag sa kliyente kag ipasa ang original copy sa opisina sang PCIC Bacolod.</b></p>	None	10minutes	<p><i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i></p> <p><i>Mary Grace M. Socorro, Meat Inspector I</i></p>
<b>TOTAL:</b>		None	25 minutes	



## 11. Necropsy Report of Dead Animals

A necropsy is the examination of an animal after death. The purpose of a necropsy is typically to determine the cause of death, or extent of disease. This involves a careful process of dissection, observation, interpretation, and documentation. Also, this provides relevant information for the treatment and prevention of the remaining animals in locality.

***(Ang Necropsy isa ka pamaagi sa paglantaw sa isa ka sapat tapos mapatay. Ang rason kon ngaa gina Necropsy ang sapat tapos mapatay para mahibaluan kon ano ang kinamatayan sini. Ang mahinalongon nga proseso sa paghimo sini naga imbulbar sang “obserbasyon, dissection, interpretation kag documentation” kag ini naga hatag sang importante nga impormasyon para sa pagbulong kag pagtapna sang mga balatian sang nagkalabilin nga mga kasapatan sa aton palibot.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Livestock Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		Owner		
Pictures of dead animal		Owner		
Animal Raiser		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 In case of death of animal, Report immediately at the Office for Veterinary Services so that the office will send its representative to verify the incident.	1.1 Initial interview with the owner about the incident	None	35 minutes	<i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>
1.2 Take three pictures of the dead animal and print it out and submit at the Office for Veterinary Services.	1.2 Assist client in filling-up needed documents.  <b><i>Paga interviewhon ang tag-iya sang sapat nga napatay.</i></b>  <b><i>Buligan ang kliyente pagfill-up sang mga kinahanglan nga dokumento.</i></b>			<i>Mary Grace M. Socorro, Meat Inspector I</i>
1.3 Answer interview.				
1.4 Receive documents (Livestock Death Certificate, Necropsy				



<p>Report and Medical Health Certificate).</p> <p><b>Kuhae sang tatlo ka litrato ang sapat nga napatay kag ipaprint ini.</b></p> <p><b>Kung mapatay ang sapat, magreport gilayon sa Office for Veterinary Services para makapadala sang iya representante nga nagapamatuod sang insidente kag maeksamin ang kabangdanan sang pagkapatay sang sapat.</b></p> <p><b>Magbisita sa opisina sang Beterinaryo kag mamangkot/ mangayo sang pormas para mag apply sang Livestock Mortality Insurance kag fill upan.</b></p>				
<p>2.1 Bring two witnesses (not blood related) who saw the incident with their cedula (Residence Certificate) for confirmation.</p> <p><b>Magdala sang duha ka witness nga nakakita sang insidente, kaupod sang ila nga cedula.</b></p> <p>2.2 Receive the documents.</p>	<p>2.1 Facilitate processing of documents after confirmation from witnesses of the incident.</p> <p><b>Buligan ang kliyente sa pag proseso sang mga dokumento.</b></p> <p>2.2 Release documents to client.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i></p> <p><i>Mary Grace M. Socorro, Meat Inspector I</i></p>



<b>Batunon ang mga dokumento.</b>	<b>Iga-release ang mga dokumento sa kliyente.</b>			
3.1 Receive logbook and affix signature.  3.2 Submit 3 copies of all the documents to the PCIC Bacolod Office.  <b>Ipasa ang tanan nga dokumento sa opisina sang PCIC sa Bacolod.</b>	3. Give logbook to the client and affix signature for record purposes.  <b>Magpirma sa logbook sang opisina para sa pamatuod.</b>	None	5 minutes	<i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>  <i>Mary Grace M. Socorro, Meat Inspector I</i>
<b>TOTAL:</b>		None	45 minutes	





## 12. Neuter of Dogs and Cats

This aims to reduce the dogs and cats population. Reduced number of unwanted pets in our community, which will decrease the number of homeless and starving animals, bite incidences, and euthanasia.

*(Ini nga programa para mabuhinan ang populasyon sang ido/ kuring, naga panubo sang mga sapat nga wala sang naga panag-iya, kag mga ginagutom kag mga naga pangagat.)*

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Pet/s Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Healthy Male dogs/cats		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office for Veterinary Services to set appointment and provide information.  <b>Magbisita sa Office for Veterinary Services kag magpa appointment parti sa sini nga serbisyo.</b>	1. Record the information.  <b>I-record ang impormasyon sang sapat kag sang tag iya.</b>	None	10 minutes	<i>Dr. Martin S. M. E. Torres,</i> City Veterinarian  <i>Dr. Emgie Bierra-Gaspan,</i> Veterinarian I
2. Prepare the male animal, fasting is required 12 hours before the scheduled neuter.  <b>Sundon ang preparasyon kag hilimoon para sa lalaki nga ido nga paga kapunon.</b>	2. Prepare the tools needed.  <b>Preparahon ang kinahanglanon nga galamiton.</b>	None	5 minutes	<i>Dr. Martin S. M. E. Torres,</i> City Veterinarian  <i>Dr. Emgie Bierra-Gaspan,</i> Veterinarian I



<p>3. Go to Office for Veterinary Services on the set date and wait for your animal during surgery.</p> <p><b>Magkadto sa Office for Veterinary Services sa nakatalana nga petsa kag hulaton nga matapos kapon ang inyo lalaki nga ido/kuring.</b></p>	<p>3. Gather animals' information and conduct surgery.</p> <p><b>I-lista ang impormasyon kag maghimo sang pagkapon.</b></p>	None	45 minutes	<p><i>Dr. Martin S. M. E. Torres, City Veterinarian</i></p> <p><i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i></p>
<p>4. Take care of the animal after surgery, give prescribed medicines.</p> <p><b>Halongan sang maayo ang inyo sapat nga gin kapon kag sundon ang gin hambal sang beteryaryo nga medication kag himon.</b></p>	<p>4. Prepare prescription and discuss post-op to owner.</p> <p><b>Preparahon ang resita para sa kliyente kon ano ang dapat himuon tapos makapon ang ido/kuring.</b></p>	None	10 minutes	<p><i>Dr. Martin S. M. E. Torres, City Veterinarian</i></p> <p><i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i></p>
<b>TOTAL:</b>		None	1 hour and 10 minutes	



### 13. Registration of Large Ruminants (Credentials)

This record of ownership of Large Animals, is a certificate issued under provisions of Section 517 of the Administrative Code of the Philippines.

**(Ini nga record nagapamatuod nga ikaw ang lihitimo nga tag-iya sang isa ka karabaw ukon baka sa idalum sang section 517 sang “Administrative Code of the Philippines”.)**

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Livestock Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		Resident		
Certification from the barangay				
Healthy Animals		Client		
Facsimile with cowlicks		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the Office for Veterinary Services to register the animals for credentials.	1. Advice client/s to take note of the cowlicks and tags.  <b>Hambalon ang kliyente nga tandaan ang insakto nga lugar sang alimpuros sang imo sapat.</b>	None	15 minutes	<i>Merlyn V. Lobrido Meat Inspector III</i>  <i>Mary Grace M. Socorro Meat Inspector I</i>
2. Pay for credential fee and receive the credential form.	2.1 Receive credentials and release official receipt.  2.2 Process and release credential form.  <b>I-proseso ang credentials kag i-release sa tag-iya.</b>	PHP 150.00	25 minutes	<i>Merlyn V. Lobrido Meat Inspector III</i>  <i>Mary Grace M. Socorro Meat Inspector I</i>
<b>TOTAL:</b>		Php 150.00	40 inutes	



#### 14. Request for Information Education Campaign

- a. RA 8485 - THE ANIMAL WELFARE ACT OF 1998
- b. RA 9482- Anti-Rabies Act of 2007
- c. African Swine Fever

The IEC will be participated by Barangay Captains, Barangay Health Workers and Backyard Hog Raisers of the City of Bago. There will be lectures regarding Rabies, Responsible Pet Ownership and African swine fever. Encourage every barangay to act strictly on Rabies Vaccination and leashing of dogs.

***(Ini nga programa gina buylogan sang mga Baryg. Captain, Brgy. Health Worker kag mga Backyard Hog Raisers sang Bago City. May mga hinun-anon parti sa rabies kag kon paano mangin isa ka responsible nga manug sagod sang ido/ kuring kag lakip na sang mga baboy. Gina pangabay gid ang tanan nga mga barangay sa pag strikto parti sa bakuna sang rabies sa ido/kuring kag pag higot sa ila.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Dog and Cats Owner, Hog Raisers Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter Request		To be provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interested clients can come to office to request for IEC.  <b><i>Magbisita sa Office for Veterinary Services kag mamangkot parti sini nga serbisyo o programa.</i></b>	1. Facilitate request and set schedule of Information Education Campaign/ Distribution of leaflets and flyers  <b><i>Asikasuhon ang request kag himuan sang schedule/ kag magpanghatag sang flyers.</i></b>	None	20 minutes	<i>Dr. Martin S. M. E. Torres, City Veterinarian</i>  <i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>
2. Attend to IEC events.  <b><i>Magtambong sa natalana nga event.</i></b>	2. Prepare for the events.  <b><i>I-preparar ang venue.</i></b>	None	1 hour and 30 minutes	<i>Dr. Martin S. M. E. Torres, City Veterinarian</i>  <i>Dr. Emgie Bierra-Gaspan, Veterinarian I</i>
<b>TOTAL:</b>		None	1 hour and 50 minutes	



## 15. Slaughterhouse Operations: RA 9296 “Meat Safety Act”

The service ensures the protection of human and animal health against hazards and in particular the protection of:

1. Consumers against zoonotic diseases, meat borne infection, intoxication and hazards associated with residue from treatment or exposure of slaughtered animals.
2. Meat handlers against occupational zoonosis.
3. Livestock against the spread of infectious, intoxications and other diseases of socioeconomic importance as detectable at meat inspection and as consistent with the relevant animal health regulations.
4. Consumers and the meat processing industry against economic losses from meat of inferior quality or with abnormal properties.

***(Ang ini nga serbisyo para sa pagproteksyon sa mga katawhan kag kasapatan sa ikaayong lawas kontra delikado nga balatian kag nagaprotekta para sa:***

1. ***Mga bumalakal para indi sila malatnan sang balatian nga halin sa kasapatan, karne nga may infection, may bilin nga mga delikado nga bulong nga gina dapat sa mga sapat kag exposure sa mga naihaw na nga mga sapat.***
2. ***Mga meat handlers kontra sa mga makalalaton nga balati-an.***
3. ***Mga kasapatan kontra sa paglaton o paglapta sang mga balatian, makahililo kag iban pa nga mga importante kag delikado sa karne nga gina-inspeksyon kag ginapatuman sang regulasyon sang ikaayong lawas sang mga kasapatan.***
4. ***Paglikaw ukon pagtapna sang kapirdihan sang mga consumer kag mga nagaproseso sang karne batok sa pigaw nga kalidad nga karne.)***

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Meat Dealers, Meat Vendors and Livestock Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Certificate of Ownership (for Carabao and Cattle)		Office for Veterinary Services		
Healthy Live animals		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and bring the animal between 8:00AM-5:00	1.1 Evaluation of submitted documents, conduct Ante-mortem	None	30 minutes	<i>Merlyn V. Lobrido, Meat Inspector III</i>



<p>PM a day before slaughter.</p> <p><b>Magpasa sang mga requirements kag dal-on ang sapat sa alas 8:00 sang aga asta alas 5:00 sang hapon.</b></p>	<p>Inspection of animals for slaughter.</p> <p><b>I-evaluate ang dokumento kag maghimo sang Ante-Mortem Inspection sa sapat nga paga ihawon.</b></p> <p>1.2 Animals brought in for slaughter a day before are subject for Ante-Mortem Inspection (ocular and physical examination) done during resting period.</p> <p>Note: Animals that passed the examination will be brought in for slaughter the next day. Rejected animals or animals who did not pass the inspection are returned to its owner/dealer with advice or referral.</p> <p><b>Note: Ang mga sapat nga nakapasar sa eksaminasyon dapat pasudlon kag papahuwayon sa "resting area" sang slaughterhouse para ihawon sa masunod nga adlaw. Ang mga sapat nga indi "qualified" kag wala makapasar sa inspection iga-uli sa tag-iya/ manug</b></p>			<p>Fretch G. Mellizo, Livestock Technician I</p> <p>Jose Marty A. Trinidad, Meat Inspector I</p> <p>Mary Grace M. Socorro, Meat Inspector I</p>
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	<b>baligya nga may advice ukon referral.</b>			
2. Pay the service fees to the Revenue Collection Clerk assigned in the Slaughter House Received Official Receipt.  <b>Palihog magbayad sang service fees sa Revenue Collection Clerk nga na-assign sa Slaughter House.</b>  <b>Batunon ang karne.</b>	2. Received payment and issue official receipt.  <b>Batunon ang bayad kag maghatag sang official receipt.</b>	Carabao and Cattle PHP 131.00/hd  additional fees  PHP 1.25/kg of carcass  Swine PHP 64.50/hd  additional fees  PHP 1.25/kg of carcass	10 minutes	<b>Rey A. Guzon</b> <i>Revenue Collection Officer II, City Treasurer's Office</i>
3. Received carcass at the stall.  <b>Batunon ang karne.</b>	3. Delivery of carcasses to the client market stalls.  <b>Pagdul ong sang karne sa tagsa-tagsa ka stall.</b>	None	1 hour	<b>Joel A. Montoya, Sr.</b> <i>Driver I</i>  <i>Carcass Hauler</i>
<b>TOTAL:</b>			1 hour and 40 minutes	



# **OFFICE FOR VETERINARY SERVICES**

## **Internal Services**





**1. Request for Interagency report to Department of Internal Local Government (DILG), Department of Agriculture Region VI (DA), Philippine Carabao Center (PCC), and Provincial Veterinary Office (PVO)**

This service or report is being prepared and to be submitted to different offices of the Government every end of the month as mandated.

*(Ang pagpreparar kag pag submit sang nagakalain-lain nga mga “reports” para inug padala sa mga ahensya sang gobyerno nga nagakinahanglan sini.)*

<b>Office or Division:</b>	Office for Veterinary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Livestock Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hard copy reports		Office for Veterinary Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request report needed.  <b>Mangabay sang report nga kinahanglanon.</b>	1. Prepare requested reports.  <b>Preparahon ang ginapangayo nga reports.</b>	None	1 hour	<i>Bernadette B. Tambanillo, Clerk I</i>
2. Submit requested report to different agency or office concerned.  <b>Submit reports sa agency nga gapangayo.</b>	2. Deliver reports to different agency or offices concerned.  <b>Pagdul-ong sang mga nagakaigo nga reports sa natungdan nga ahensya sang gobyerno.</b>	None	2 hours	<i>Mary Grace M. Socorro, Meat Inspector I</i>  <i>Bernadette B. Tambanillo, Clerk I</i>
<b>TOTAL:</b>		None	3 hours	



# CITY ENVIRONMENT MANAGEMENT OFFICE

## **Mandate:**

*The City Environment and Management Office was created by virtue of City Ordinance No. 20-08 dated January 29, 2020.*

*The Office as mandated is tasked to take the lead in the conservation, rehabilitation, development and utilization of the city's environment and natural resources.*

*Pursuant to the provision of R.A. 7160, otherwise known as the Local Government Code, and other related laws, the following are the mandatory functions of the Office:*

- a. Formulate policies and measures for the Sanggunian and provide technical assistance and support to the City Mayor, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities relative to the environment and natural resources as provided for in the Local Government Code ;*
- b. Develop plans and strategies per approval by the City Mayor, implement the same, particularly those which have to do with environment and natural resources programs and projects which the City Mayor is empowered to implement and which the sanggunian is empowered to provide;*
- c. Establish, maintain, protect and preserve communal forests, watersheds, tree parks, mangroves, greenbelts, commercial forests and similar forest projects like industrial tree farms and agro-forestry projects;*
- d. Provide extension services to beneficiaries of forest development projects and technical, financial and infrastructure assistance;*
- e. Manage and maintain seed banks and produce seedlings for forests and tree parks;*
- f. Provide extension services to beneficiaries of forest development projects and render assistance for natural resources related conservation and utilization activities for ecological balance;*
- g. Promote small scale mining and utilization of mineral resources;*
- h. Coordinate with government agencies and non-governmental organizations in the implementation of measures to prevent and control land, air and water pollution with the assistance of the DENR;*
- i. Be in the frontline of the delivery of services concerning the environment and natural resources, particularly in the renewal and rehabilitation of the environment during and in the aftermath of man-made and natural disasters and calamities;*



# **CITY ENVIRONMENT MANAGEMENT OFFICE**

## **External Services**



## 1. Endorsement of Request for Cutting Permit with DENR of Endemic/Regulated Tree Species and those Trees Planted along National Highways

The endorsement of the request for cutting permit with DENR of endemic and regulated tree species and those planted along national highways are requisites pursuant to recent policies issued by the DENR.

***(Ang endorsement sang requests for cutting permit sa DENR sang mga duna nga kahoy kag mga natanom sa kilid sang national highways ang kinahanglanon suno sa mga polisiya nga gin saad sang DENR.)***

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Schools, barangays and other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter request addressed to the City Mayor		Client		
<b>Document 2</b> Pictures and inventory of trees		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request. Wait for schedule and be present during inspection.  <b><i>Ipasa ang letter of request. Palihog hulat sang natalana nga schedule.</i></b>	1. Receive request. Schedule date of inspection.  <b><i>Batunon and request. I-schedule ang petsa sang activity.</i></b>	None	15 minutes	<b><i>Ma. Esther F. Flaviano Admin Officer II</i></b>
2. Be present during ocular inspection.  <b><i>Pagpatigayon sang ocular inspection.</i></b>	2. Ocular inspection.  <b><i>Maga-ocular inspection.</i></b>	None	1 day	<b><i>Vicente D. Mesias CENRO I</i></b>



<p>2. Wait for the notice via call with regards to the release of the document.</p> <p><b><i>Maghulat sang tawag para sa notice sang release sang dokumento.</i></b></p>	<p>3. Inspection report/endorsement preparation.</p> <p><b><i>Igapreparar ang inspection report.</i></b></p>		<p>10 minutes</p>	<p><i>Ma. Esther F. Flaviano, Admin Officer II</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>1 day and 25 minutes</p>	



## 2. Issuance of Permit on Cutting of Trees Pursuant to Article IV C.3 SEC.4.A of the City Environment Code (C.O 11-02) as Amended

This permit is issued to lot owners/ individuals intending to cut a certain tree for the purpose of safety and/or aesthetics. This is a requirement in order to regulate and control the cutting of trees falling under the conditions set forth in the City Environment Code (trees growing in public areas such as along streets, rivers, public plazas, subdivisions, and compounds of government institutions/offices).

*(Gina issue ang ini nga permit sa mga nagapanag-iya sang lote ukon nagakinahanglan mang-utod para sa beautification kag safety. Ini gina require para makontrol ang pag-utod sag mga kahoy hilabi na gid ang mga importante nga sahi sang kahoy.)*

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Schools, barangays , other agencies or private citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter request addressed to the City Mayor	Client			
<b>Document 2</b> Pictures of trees	Client			
<b>Document 3</b> Barangay Resolution declaring said tree/s is/are posing danger to life and property or necessary to enhance beauty	Barangay where tree/s is/are planted			
<b>Document 4</b> Inventory of trees	Client			
<b>Document 5</b> Replacement planting Plan	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements for evaluation.  <b><i>Palihog ipakita ang mga requirements para sa schedule sang ocular inspection.</i></b>	1. Evaluate and validate as to completeness of requirements.  <b><i>Ang mga gin pasa nga dokumento, iga-evaluate.</i></b>	None	15 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>



<p>2.1 Endorse documents for permit approval.</p> <p><b><i>I-endorse ang mga dokumento sang permit para sa approval.</i></b></p>	<p>2.1 Submit document to the agency/ies concerned.</p> <p><b><i>I-submit ang dokumento sa natungdan nga ahensya.</i></b></p>	None	10 minutes	<p><i>Ma. Esther F. Flaviano</i> Admin Officer II</p>
<p>2.2 Mayor's Approval for local agencies/ barangays.</p> <p><b><i>Pagendorso sang dokumento para sa pag pahanugot sa mga local agencies kag barangays.</i></b></p>	<p>2.2 Conduct of ocular inspection</p> <p><b><i>Ipatigayon ang inspeksyon.</i></b></p>		1 day	<p><i>Ma. Esther F. Flaviano</i> Admin Officer II</p>
<p>3. Receive document.</p> <p><b><i>Kuha-on ang permit sa office staff.</i></b></p>	<p>3. Release document.</p> <p><b><i>Iga-release ang dokumento sa kliyente.</i></b></p>		5 mins.	<p><i>Ma. Esther F. Flaviano</i> Admin Officer II</p>
<b>TOTAL:</b>		None	1 day and 30 minutes	





### 3. Pollution Control and Environmental Law Enforcement

Ocular inspection and site visits to establishments or sites are conducted by the office upon requests or upon receipt of complaints pertinent to environmental compliance.

*(Pag-inspeksyon o pagbisita sa mga establimento ukon lugar nga gina patigayon sang opisina sa paghangyo ukon reklamo angot sa pagtuman sang pagsulundan sang environmental compliance.)*

<b>Office or Division:</b>		City Environment Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Schools, barangays and other agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter request addressed to the CENR Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint and wait for confirmation of request.  <b><i>Ipasa ang letter of complaint. Palihog hulat sang natalana nga schedule.</i></b>	1. Receive complaint. Schedule date of activity. Confirm schedule with team leader.  <b><i>Batunon ang complaint kag i-schedule ang petsa sang activity. Ipasiguro ang natalana nga schedule.</i></b>	None	15 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Be available during ocular inspection.  <b><i>Pagpatigayon kag mag attend sang ocular inspection.</i></b>	2. Ocular inspection.  <b><i>Maga-ocular inspection.</i></b>	None	1 day	<i>Vicente D. Mesias CENRO I</i>
<b>TOTAL:</b>		None	1 day and 15 minutes	



#### 4. Request for Collection of Garbage

Collection of garbage is daily and is given more emphasis in compliance to RA 9003-The Ecological Solid Waste Management Act of 2000. Special collection of garbage is also extended to other requesting agencies and institutions like schools or barangays.

*(Ang pagkolekta sang basura gina hatagan sang igtalupangod sa RA 9003-Ang Ecological Solid Waste Management Act sang 2000. Naga himo man sang special collection sang basura sa mga naga request nga mga ahensya kaangay sang eskwelahan ukon barangay.)*

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Schools, barangays and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter request addressed to the CENR Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.  <i>Ipasa ang letter request.</i>	1. Schedule date of activity and receive requirements.  <i>I-schedule ang petsa sang aktibidad kag batunon ang requirements.</i>	None	5 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Receive schedule of collection.  <i>Palihog hulat sang natala na nga schedule.</i>	2. Confirm schedule with team leader and provide client with schedule.  <i>I-confirm kag ihatag ang natalana nga schedule sa kliyente.</i>	None	10 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
<b>TOTAL:</b>		None	15 minutes	



## 5. Request for Environmental Compliance Inspection Prior to Issuance of Mayor's Permit

This service is provided to Mayor's Permit applicants whose line of business/es require/s Environment Code compliance. On the basis of the said Code, the office conducts ocular inspections, assesses and recommends measures to industries or businesses with environmental impacts. An ocular inspection report is rendered to the City Mayor with the corresponding recommendations to form as basis for the latter's issuance of the Mayor's Permit.

*(Ang ini nga serbisyo gina hatag sa mga naganegosyo nga naga kinahanglan sang Mayor's Permit kag gina require sang Environment Code Compliance. Base sa Environment Code, ang opisina magapatigayon sang inspeksyon sang mga Negosyo nga may epekto sa palibot. Ang ocular inspection report gina hatag sa City Mayor nga may kaupod nga rekomendasyon para mangin basehan sa pag-issue sang Mayor's Permit.)*

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Business establishments/ piggery, poultry and other businesses with environmental impacts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Mayor's permit application		BPLO		
<b>Document 2</b> Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC)		CENRO/DENR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements for evaluation.  <b><i>Palihog ipakita ang mga requirements para sa schedule sang ocular inspection.</i></b>	1. Evaluate and validate as to completeness of requirements.  <b><i>Ang mga gin pasa nga dokumento, iga-evaluate.</i></b>	5% of total assessed business tax due	10 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>



<p>2. Please wait for the scheduled inspection and ensure presence during inspection.</p> <p><b><i>Palihog maghulat sang schedule sang actual nga inspection kag site validation kag siguraduhon ang presensya sa adlaw sang inspeksyon.</i></b></p>	<p>2. Conduct of ocular inspection and site visit.</p> <p><b><i>Pagpatigayon sa actual nga inspection kag pagbisita sa lugar.</i></b></p>	None	2 days	Vicente D. Mesias CENRO I
<p>3. Wait for certification/report.</p> <p><b><i>Maghulat sa certification/report.</i></b></p>	<p>3.1 Certification/report preparation.</p> <p><b><i>Ipreparar ang certification.</i></b></p> <p>3.2 If okay proceed to step 4.</p> <p><b><i>Kun okay na mag proceed sa stage 4.</i></b></p> <p>3.3 If not ok provide applicant a copy of inspection report, conduct technical conference and schedule re inspection.</p> <p><b><i>Kun indi pa okay maghatag sang kopya sang inspection report, mag-conduct sang technical conference kag magschedule sang re-inspection.</i></b></p>	None	30 minutes	Vicente D. Mesias CENRO I
<p>4. Receive certification or inspection report as the case may be.</p>	<p>4. Release of certification.</p> <p><b><i>Iga-release ang certification.</i></b></p>	None	5 minutes	Ma. Esther F. Flaviano Admin Officer II



<i><b>Palihog kuha sang imo certification ukon inspection.</b></i>				
	<b>TOTAL:</b>	None	2 days and 45 minutes	



## 6. Request for Grass Cutting

This service is extended to help in the maintenance of surroundings and also in support of the RA 9003. Schools, barangays or any private individual may avail of this service.

***(Ang ini nga serbisyo gina hatag sa mga naga maintain sang palibot sa pagsuporta sa RA 9003. Maka avail man sang sini nga serbisyo ang mga eskwelahan, barangay ukon mga pribado nga indibidwal.)***

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Schools, barangays, other agencies or private citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter request addressed to the CENR Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements  <i>Ipasa ang letter request.</i>	1. Receive requirements and schedule date of activity.  <i>Batunon ang requirements kag italana ang schedule sang activity.</i>	None except for fuel	5 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Wait for confirmation of request of schedule.  <i>Palihog hulat sang natalana nga schedule.</i>	2. Confirm schedule with team leader and inform client of schedule.  <i>Ipasiguro ang natalana nga schedule kag ipabalo sa kliyente.</i>	None	10 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
<b>TOTAL:</b>		None	15 minutes	



## 7. Securing Certification to Transport Lumber and/or Other Forest Products

This service is provided to CLOA holders who are required to secure Certificate of Verification in order for them to transport their lumber or forest products as the case may be, produced from their respective land holdings. Per DENR regulation, such a permit is required so as to regulate cutting of trees in private lands.

***(Ang ini nga serbisyo gina hatag sa mga indibidwal CLOA holders nga gina require nga mag secure sang Certificate of Verification para sa pagbyahe sang ila mga kahoy kag uling. Suno sa regulasyon sang DENR, gina require ang permit para mabantayan ang pag-utod sang kahoy kag paghimo sang uling sa mga pribado nga duta.)***

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	CLOA holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Certificate of Land Ownership (CLOA)/Title		DAR, Register of Deeds, City Assessor's Office		
<b>Document 2</b> Barangay Certification with the signature of Designated Forest Ranger and Punong Barangay		Residential Barangay of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements for evaluation.  <b><i>Palihog ipakita ang mga requirements para sa evaluation, pagproseso kag approval sang City Mayor.</i></b>	1.1 Evaluate and validate as to completeness of requirements.  <b><i>Ang mga gin pasa nga dokumento, iga-evaluate.</i></b>  1.2 Endorse documents to the City Mayor for approval  <b><i>Igapasa ang mga dokumento para sa pagtugot sang City Mayor.</i></b>	None	20 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>



2. Release Certification.  <b><i>Palihog kuha sang imo certification.</i></b>	of	2. Prepare release certification.  <b><i>I-preparar iga-release cerification.</i></b>	and of	None	5 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
<b>TOTAL:</b>				None	25 minutes	





# **CITY ENVIRONMENT MANAGEMENT OFFICE**

## **Internal Services**



**1. Issuance of Permit on Cutting of Trees Pursuant to Article IV C.3 SEC.4.A of the City Environment Code (C.O 11-02) as Amended**

This permit is issued to lot owners/ individuals intending to cut a certain tree for the purpose of safety and/or aesthetics. This is a requirement in order to regulate and control the cutting of trees falling under the conditions set forth in the City Environment Code (trees growing in public areas such as along streets, rivers, public plazas, subdivisions, and compounds of government institutions/offices).

*(Gina issue ang ini nga permit sa mga naga panag-iya sang lote ukon naga kinahanglan mang-utod para sa beautification kag safety. Ini gina require para makontrol ang pagutod sang mga kahoy hilabi nagid ang mga importante nga sahi sang kahoy.)*

<b>Office or Division:</b>	City Environment Management Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	Schools, barangays, other agencies or private citizens				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter request addressed to the City Mayor	Client				
<b>Document 2</b> Pictures of trees	Client				
<b>Document 3</b> Barangay Resolution declaring said tree/s is/are posing danger to life and property or necessary to enhance beauty	Barangay where tree/s is/are planted				
<b>Document 4</b> Inventory of trees	Client				
<b>Document 5</b> Replacement planting Plan	Client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Present requirements for evaluation.  <i><b>Palihog ipakita ang mga requirements para sa schedule sang ocular inspection.</b></i>	1. Evaluate and validate as to completeness of requirements.  <i><b>Ang mga gin pasa nga dokumento, iga-evaluate.</b></i>	None	15 minutes	<i><b>Ma. Esther F. Flaviano Admin Officer II</b></i>	



<p>2.1 Endorse documents for permit approval.</p> <p><b><i>I-endorse ang mga dokumento sang permit para approval.</i></b></p>	<p>2.1 Submit document to the agency/ies concerned</p> <p><b><i>I-submit ang dokumento sa natungdan nga ahensya.</i></b></p>	None	10 minutes	<p><i>Ma. Esther F. Flaviano Admin Officer II</i></p>
<p>2.2 Mayor's Approval for local agencies/barangays.</p> <p><b><i>Pagendorso sang dokumento para sa pag pahanugot sa mga local agencies kag barangays.</i></b></p>	<p>2.2 Conduct of ocular inspection.</p> <p><b><i>Ipatigayon ang inspeksyon.</i></b></p>		1 day	<p><i>Ma. Esther F. Flaviano Admin Officer II</i></p>
<p>3. Receive document.</p> <p><b><i>Kuha-on ang permit sa office staff.</i></b></p>	<p>3. Release document</p> <p><b><i>Iga-release ang dokumento sa kliyente.</i></b></p>		5 minutes	<p><i>Ma. Esther F. Flaviano, Admin Officer II</i></p>
<b>TOTAL:</b>		None	1 day and 30 minutes	



## 2. Pollution Control and Environmental Law Enforcement

Ocular inspection and site visits to establishments or sites are conducted by the office upon requests or upon receipt of complaints pertinent to environmental compliance.

*(Pag-inspeksyon o pagbisita sa mga establimento ukon lugar nga gina patigayon sang opisina sa paghangyo ukon reklamo angot sa pagtuman sang pagsulundan sang environmental compliance.)*

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools, barangays and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Letter request addressed to the CENR Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint and wait for confirmation of request.  <i>Ipasa ang letter of complaint. Palihog hulat sang natalana nga schedule.</i>	1. Receive complaint. Schedule date of activity. Confirm schedule with team leader  <i>Batunon ang complaint kag i-schedule ang petsa sang activity. Ipagiguro ang natalana nga schedule</i>	None	15 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Be available during ocular inspection.  <i>Pagpatigayon sang ocular inspection.</i>	2. Ocular inspection.  <i>Maga-ocular inspection.</i>	None	1 day	<i>Vicente D. Mesias CENRO I</i>
<b>TOTAL:</b>		None	1 day and 15 minutes	



### 3. Request for Collection of Garbage

Collection of garbage is daily and is given more emphasis in compliance to RA 9003-The Ecological Solid Waste Management Act of 2000. Special collection of garbage is also extended to other requesting agencies and institutions like schools or barangays.

*(Ang pagkolekta sang basura gina hatagan sang igtalupangod sa RA 9003-Ang Ecological Solid Waste Management Act sang 2000. Naga himo man sang special collection sang basura sa mga naga request nga mga ahensya kaangay sang eskwelahan ukon barangay.)*

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools, barangays and other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		Client		
Letter request addressed to the CENR Officer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.  <i>Ipasa ang letter request.</i>	2. Schedule date of activity and receive requirements.  <i>I-schedule ang petsa sang aktibidad kag batunon ang requirements.</i>	None	5 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Receive schedule of collection.  <i>Palihog hulat sang natala na nga schedule.</i>	2. Confirm schedule with team leader and provide client with schedule.  <i>I-confirm kag ihatag ang natalana nga schedule sa kliyente.</i>	None	10 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
<b>TOTAL:</b>		None	15 minutes	



#### 4. Request for Grass Cutting

This service is extended to help in the maintenance of surroundings and also in support of the RA 9003. Schools, barangays or any private individual may avail of this service.

***(Ang ini nga serbisyo gina hatag sa mga naga maintain sang palibot sa pagsuporta sa RA 9003. Maka avail man sang sini nga serbisyo ang mga eskwelahan, barangay ukon mga pribado nga indibidwal.)***

<b>Office or Division:</b>	City Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools, barangays , other agencies or private citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter request addressed to the CENR Officer		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements  <b><i>Ipasaang letter request.</i></b>	1. Receive requirements and schedule date of activity.  <b><i>Batunon ang requirements kag italana ang schedule sang activity.</i></b>	None except for fuel	5 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
2. Wait for confirmation of request of schedule.  <b><i>Palihog hulat sang natalana nga schedule.</i></b>	2. Confirm schedule with team leader and inform client of schedule.  <b><i>Ipasiguro ang natalana nga scheduke kag ipabalo sa kliyente.</i></b>	None	10 minutes	<i>Ma. Esther F. Flaviano Admin Officer II</i>
<b>TOTAL:</b>		None	15 minutes	

# CITY ENGINEER'S OFFICE

## **Mandate:**

*The City Engineer's Office is one of the compulsory offices for all cities as mandated under Section 477 of RA 7160 otherwise known as the Local Government Code of 1991. Among its functions are the administration, coordination, supervision and control of all construction, maintenance, improvement and repair of roads, bridges, and other engineering and public works projects of the City. The Office also provides engineering services to the City Government such as investigation and survey, engineering designs, feasibility studies, and project management. Furthermore, the Office also regulates and ensures compliance with existing public policies in infrastructure development and public works. The City Engineer who heads this department also acts as the Local Building Official as mandated under PD 1096 and RA 7160, thus catering to all parties intending to construct buildings and other structures within the city in securing their building permits and their ancillary permits, occupancy permits, and other accessory permits pursuant to the National Building Code of the Philippines and its latest Revised Implementing Rules and Regulations.*

*The City Engineer's Office is open from 8:00 AM to 12:00 NN and from 1:00 PM to 5:00 PM, Mondays-Fridays excluding official holidays. Interested parties may reach us through telephone no. (034) 4610-113 or (034) 732-4171. The Office is located within the City Hall Compound, Gonzaga Street, Bago City.*



# **CITY ENGINEER'S OFFICE**

## **External Services**





## 1. Application for Building and Applicable Ancillary Permits, Occupancy Permits, and Accessory Permits

RULE III of PD 1096 or the National Building Code of the Philippines, SECTION 301. Building Permits, states that:

*“No person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building/structure is located or to be done...”*

Applicants for Building and Applicable Ancillary Permits, Occupancy Permits, and Ancillary Permits should submit their requirements to the City Engineer’s Office for the evaluation of the City Engineer, who is at the same time, the Local Building Official as mandated by PD 1096 or the National Building Code of the Philippines.

***(Ang mga aplikante sa Building, Ancillary, Occupancy, kag Accessory Permits kinahanglan magsumite sang mga requirements sa City Engineer’s Office para mausisa sang City Engineer, nga amo man ang Local Building Official nga ginamandar sang PD1096 ukon ang National Building Code of the Philippines.)***

<b>Office or Division:</b>	City Engineer’s Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All persons, real or juridical, intending to secure the aforementioned permits in accordance with PD 1096, its latest Revised IRR, applicable Referral Codes, DPWH-NBCDO issuances, and other relevant and existing laws
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p style="text-align: center;"><b>FOR BUILDING PERMIT</b>  <b>As Per NBC Memorandum Circular No. 02-2011</b>            Construction Safety &amp; Health Program  <b>As Per PD 1096 or the National Building Code of the Philippines</b></p> <p><b>Document 1</b>            Duly Filled Up Building, Plumbing, Electrical and Mechanical (if applicable) Permit Application Form</p>	<p style="text-align: center;">Client with the assistance of appropriate Licensed Design Professionals</p>



**Document 2**

Certified True Copy of TCT (Transfer Certificate of Title)

**Document 3**

Current Real Property Tax Receipt

**Document 4**

Tax Declaration

**Document 5**

Lot Plan duly signed and sealed by Geodetic Engineer

**Document 6**

Locational (Zoning) Clearance

**If the Applicant is not the Registered Lot Owner, either of the following is required:**

**Document 1**

Duly Notarized Copy of Contract of Lease

**Document 2**

Duly Notarized Copy of the Deed of Absolute Sale

**Document 3**

Duly Notarized Copy of the Contract of Sale

**Document 7**

5 Sets of Plans, 5 Copies of Specifications, 5 Copies of Cost Estimates & 1 Copy of Structural Analysis, 1 copy of Foundation Investigation Report (for all buildings 2 storeys and higher), Electrical Analysis, Mechanical Computations (if applicable), that is duly checked, approved and signed by the following:

- a. Licensed Architect or Civil Engineer – for Architectural & Structural Plans, specifications, estimates, Construction Safety and Health Program
- b. Licensed Civil Engineer – for Structural Analysis & Foundation Investigation Report
- c. Licensed Sanitary Engineer/Master Plumber – For Sanitary & Plumbing Plans
- d. Licensed Electrical Engineer – For

NOTE: Locational (Zoning) Clearance shall be secured from the Office of the Zoning Officer, Engr. Ernie Earl D. Baylon – Zoning Officer-Designate

Client with the assistance of appropriate Licensed Design Professionals



<p>Electrical Plans and Electrical Analysis</p> <p>e. Licensed Mechanical Engineer – For Mechanical Plans and Mechanical Computations</p> <p><b>FOR OCCUPANCY PERMIT</b></p> <p><b>I. Approved Plans &amp; Permits</b></p> <p><b>A.</b> Approved Building Permit &amp; As-Built Plans</p> <p><b>B.</b> Approved Sanitary/Plumbing Permit &amp; As-Built Plans</p> <p><b>C.</b> Approved Electrical Permit &amp; As-Built Plans</p> <p><b>D.</b> Approved Mechanical Permit &amp; As-Built Plans If applicable</p> <p><b>II. Certificate of Completion</b></p> <p><b>III. Logbook – Signed &amp; Sealed by Engineer in charge of construction</b></p>	<p>Client with the assistance of appropriate Licensed Design Professionals</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. File Application and submit complete requirements.</p> <p>FOR BLDG. PERMIT- sign acknowledgement in the log book that your submitted complete documents are officially received by the Office</p> <p>FOR OCCUPANCY PERMIT – get the inspection schedule for your structure.</p> <p><b>Mag-file sang application kag ipasa ang mga requirements kag</b></p>	<p>1. Evaluate and validate as to completeness of the requirements and compliance with prescribed standards.</p> <p><b>Ang mga gin pasa nga dokumento iga-evaluate kon kompleto kag suno sa mga standard nga gina tagda sang laye.</b></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Celito M. Obando</i> <i>Engineering Aide</i></p>



<p><b>hulata ang;</b></p> <p><b>Para sa Building Permit – magpirma sa log book nga nabaton officially ang imo mga dokumento.</b></p> <p><b>Para sa Occupancy Permit – pagahatagan schedule sa pag-inspeksyon ang imo nga building o structure.</b></p>				
<p>2. Wait for the Order of Payment and Fire Safety Fees Bill.</p> <p>FOR BLDG. PERMIT - Order of Payment and Fire Safety Fees</p> <p>FOR OCCUPANCY PERMIT – Notice of Deficiency (to be complied by the applicant if a deficiency is noted)</p> <p><b>Maghulat sang Order of payment kag Fire Safety Fees Bill.</b></p> <p><b>PARA SA BLDG. PERMIT -Order of Payment and Fire Safety Fees</b></p> <p><b>PARA SA OCCUPANCY PERMIT –Notice of Deficiency</b></p> <p><b>NOTE: An Evaluation &amp; Assessment for compliance with PD1096 will be</b></p>	<p>2. Evaluate the submitted documents for compliance with the minimum standards prescribed under PD 1096, its latest Revised IRR, applicable Referral Codes, DPWH-NBCDO issuances, and other relevant and existing laws.</p> <p><b>Iga evaluate ang imo gin submit nga mga dokumento kon bala ini nakapasar sa minimum standards sa idalum sang PD 1096, its latest Revised IRR, applicable Referral Codes, DPWH-NBCDO issuances, kag iban pa nga mga angut nga mga laye.</b></p>	<p>None</p>	<p>Estimated time for rendering of Evaluation &amp; Assessment of <b><u>Compliant Applications</u></b> :</p> <p>Residential Bldgs. Up to 2 stories: 1 day</p> <p>Commercial/ Agricultural Bldgs. Up to 2 stories: 1 day</p> <p>Industrial Plants &amp; Similar Establishments: 1 week</p> <p>Medium Rise Building: 1 week</p> <p>Other</p>	



<p><i>rendered in order for your structure to be issued either an:</i></p> <p>FOR BLDG. PERMIT - Order of Payment</p> <p>FOR OCCUPANCY PERMIT –</p> <p><u>Notice of Deficiency if it has FAILED:</u></p> <p><b>Evaluation &amp; Assessment includes:</b></p> <p><b>A.</b> <i>Compliance with Line and Grade &amp; NSCP C101-15</i></p>			<p>Building/Structure: depends on the complexity of the bldg. or structure</p>	<p><i>Engr. Noel P. Makilan Engineer IV</i></p>
<p><b>B.</b> <i>Compliance with Architectural requirements of PD1096 and the National Plumbing Code</i></p>				<p><i>Engr. Joenalyn A. Jara Engineer II</i></p>
<p><b>C.</b> <i>Compliance with the National Electrical &amp; Mechanical Codes</i></p>				<p><i>Engr. Ervin T. Dela Cruz Engineer II</i></p>
<p><b>D.</b> <i>Compliance with the Fire Code of the Philippines and issuance of: For Building Permit - Fire Safety Evaluation Clearance (FSEC) For Occupancy Permit - Fire Safety Inspection Certificate (FSIC)</i></p>		<p>Please refer to the rates provided under the Fire Code of the Philippines</p>	<p>Residential Bldgs. Up to 2 stories: 3 days</p> <p>Commercial/ Agricultural Bldgs. Up to 2 stories: 3 days</p> <p>Industrial Plants &amp; Similar Establishments: 1 week</p> <p>Medium Rise Building: 1 week</p>	<p><i>City Fire Marshal</i></p>





	under the Fire Code of the Philippine s	Industrial Plants & Similar Establishments: 2 weeks  Medium Rise Building: 2 weeks
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# **ANNEX "A"**

## **CITY ENGINEER'S OFFICE**





**NEW SCHEDULE OF FEES AND OTHER CHARGES**

1. *Bases of assessment*

- a. Character of occupancy or use of building/structure
- b. Cost of construction
- c. Floor area
- d. Height

2. Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

**Table II.G.1. On Fixed Cost Of Construction Per Sq. Meter**

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	P10, 000	P8, 000	P6, 000

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

a. Division A-1

Area in sq. meters	Fee per sq. meter
i. Original complete construction up to 20.00 sq.meters.....	P 2.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction.....	P 2.40
iii. Above 20.00 sq. meters to 50.00 sq. meters.....	P 3.40
iv. Above 50.00 sq. meters to 100.00 sq. meters.....	P 4.80
v. Above 100.00 sq. m to 150 sq. meters.....	P 6.00
vi. Above 150.00 sq. meters.....	P 7.20



Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters  
 Therefore area bracket is 3.a.iv.  
 Fee = P 4.80/sq. meter  
 Building Fee = 75.00 x 4.80 = P 360.00

b. Division A-2

Area in sq. meters	Fee per sq. meter
i. Original complete construction up to 20.00 sq. meters.....	P 3.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction .....	P 3.40
iii. Above 20.00 sq. meters to 50.00 sq. meters.....	P 5.20
iv. Above 50.00 sq. meters to 100.00 sq. meters.....	P 8.00
v. Above 150.00 sq. meters.....	P 8.40



c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000.....	P 23.00
ii. Above 5,000 to 6,000.....	P 22.00
iii. Above 6,000 to 7,000.....	P 20.50
iv. Above 7,000 to 8,000.....	P 19.50
v. Above 8,000 to 9,000.....	P 18.00
vi. Above 9,000 to 10,000.....	P 17.00
vii. Above 1,000 to 1,500.....	P 16.00
viii. Above 15,000 to 20,000.....	P 15.00
ix. Above 20,000 to 30,000.....	P 14.00
x. Above 30,000.....	P 12.00

**NOTE:** Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 32,000 sq. meters:

First 5,000 sq. meters @ 23.00.....	P 11,500.00
Next 1,000 sq. meters @ 22.00.....	P 2,200.00
Next 1,000 sq. meters @ 20.50.....	P 2,050.00
Next 1,000 sq. meters @ 19.50.....	P 1,950.00
Next 1,000 sq. meters @ 18.00.....	P 1,800.00
Next 1,000 sq. meters @ 17.00.....	P 1,700.00
Next 5,000 sq. meters @ 16.00.....	P 8,000.00
Next 5,000 sq. meters @ 15.00.....	P 7,500.00
Next 10,000 sq. meters @ 14.00.....	P 14,000.00
Last 2,000 sq. meters @ 12.00.....	P 2,400.00
	-----
Total Building Fee	P 53,100.00

d. Divisions C-2/D-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000.....	P 12.00
ii. Above 5,000 to 6,000.....	11.00
iii. Above 6,000 to 7,000.....	10.20
iv. Above 7,000 to 8,000.....	9.60
v. Above 8,000 to 9,000.....	9.00
vi. Above 9,000 to 10,000.....	8.40
vii. Above 10,000 to 15,000.....	7.20



viii	Above 15,000 to 20,000.....	6.60
ix	Above 20,000 to 30,000.....	6.00
x.	Above 30,000.....	5.00

**NOTE:** Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).

4. *Electrical Fees*

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

	Fee
i. 5 kVA or less.....	P 200.00
ii. Over 5 kVA to 50 kVA.....	P 200.00 + P 20.00/kVA
iii. Over 50 kVA to 300 kVA.....	P 1,100.00 + P 10.00/kVA
iv. Over 300 kVA to 1,500 kVA....	P 3,600.00 + P 5.00/kVA
v. Over 1,500 kVA to 6,000 kVA..	P 9,600.00 + P 2.50/kVA
vi. Over 6,000 kVA.....	P20,850.00 + P 1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

	Fee
i. 5 kVA or less.....	P 40.00
ii. Over 5 kVA to 50 kVA.....	P 40.00 + P 4.00/kVA
iii. Over 50 kVA to 300 kVA.....	P 220.00 + P 2.00/kVA
iv. Over 300 kVA to 1,500 kVA....	P 720.00 + P 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA..	P 1,920.00 + P 0.50/kVA
vi. Over 6,000 kVA.....	P 4,170.00 + P 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i.	Power Supply Pole Location.....	P30.00/pole
ii.	Guying Attachment.....	P30.00/attachment



This applies to designs/installations within the premises.

- d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00
Commercial/Industrial	P 60.00	P 36.00
Institutional	P 30.00	P 12.00

- e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.

- f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. *Mechanical Fees*

- a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof.....	P 40.00
ii. Ice Plants, per ton or fraction thereof.....	P 60.00
iii. Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton.....	P 90.00
iv. Every ton or fraction thereof above 100 tons.....	P 40.00
v. Window type air conditioners, per unit.....	P 60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent... ..	P 40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purpose of installation/inspection fees, and shall not be considered individually.	



**For evaluation purposes:**

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):

- 1.10 kW per ton, for compressors up to 5 tons capacity.
- 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
- 0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

- 3.50 kW per ton, for compressors up to 50 tons capacity.
- 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
- 3.00 kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
- 0.80 kW per ton, for above 5 up to 50 tons capacity.
- 0.70 kW per ton, for compressors above 50 tons capacity.

b. Escalators and Moving Walks, funiculars and the like:

- i. Escalator and moving walk, per kW or fraction thereof..... P 10.00
- ii. Escalator and moving walks up to to 20.00 lineal meters or fraction thereof..... P 20.00
- iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters..... P 10.00
- iv. Funicular, per kW or fraction thereof..... P200.00
  - (a) Per lineal meter travel..... P 20.00
- v. Cable car, per kW or fraction thereof..... P 40.00
  - (a) Per lineal meter travel..... P 5.00

c. Elevators, per unit:

- i. Motor driven dumbwaiters..... P 600.00
- ii. Construction elevators for material..... P 2,000.00
- iii. Passenger elevators..... P 5,000.00
- iv. Freight elevators..... P 5,000.00
- v. Car elevators..... P 5,000.00

d. Boilers, per kW:

- i. Up to 7.5 kW..... P 500.00



ii.	Above 7.5 kW to 22 kW.....	P 700.00
iii.	Above 22 kW to 37 kW.....	P 900.00
iv.	Above 37 kW to 52 kW.....	P 1,200.00
v.	Above 52 kW to 67 kW.....	P 1,400.00
vi.	Above 67 kW to 74 kW.....	P 1,600.00
vi.	Every kW or fraction thereof above 74 kW.....	P 5.00

- NOTE: (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.  
 (b) Steam from this boiler used to propel any prime-mover is exempted from fees.  
 (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

e.	Pressurized water heaters, per unit.....	P 200.00
f.	Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof.....	P 60.00
g.	Automatic fire sprinkler system, per sprinkler head.....	P 4.00
h.	Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:	
i.	Every kW up to 50 kW.....	P 25.00
ii.	Above 50 kW up to 100 kW.....	P 20.00
iii.	Every kW above 100 kW.....	P 3.00
i.	Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet.....	P 20.00
j.	Gas Meter, per unit.....	P 100.00
k.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher.....	P 4.00
l.	Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:	
i.	Up to 50 kW.....	P 10.00
ii.	Above 50 kW to 100 kW.....	P 12.00
iii.	Every above 100 kW or fraction thereof .....	P 3.00



m. Pressure Vessels, per cu. meter or fraction thereof.....	P 60.00
n. Other Machinery/Equipment for commercial/ Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof.....	P 60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal metes or fraction thereof.....	P 10.00
p. Weighing Scale Structure, per ton or fraction thereof.....	P 50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

6. *Plumbing Fees*

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".....	P 24.00
b. Every fixture in excess of one unit:	
i. Each water closet.....	P 7.00
ii. Each floor drain.....	3.00
iii. Each sink.....	3.00
iv. Each lavatory.....	7.00
v. Each faucet.....	2.00
vi. Each shower head.....	2.00
c. Special Plumbing Fixtures:	
i. Each slop sink.....	P 7.00
ii. Each urinal.....	4.00
iii. Each bath tub.....	7.00
iv. Each grease trap.....	7.00
v. Each garage trap.....	7.00
vi. Each bidet.....	4.00
vii. Each dental cuspidor.....	4.00
viii. Each gas-fired water heater.....	4.00
ix. Each drinking fountain.....	2.00





x.	Each bar or soda fountain sink.....		4.00
xi.	Each laundry sink.....		4.00
xii.	Each laboratory sink.....		4.00
xiii.	Each fixed-type sterilizer.....		2.00
d.	Each water meter.....	P	2.00
	i. 12 to 25 mm Ø.....	P	8.00
	ii. Above 25 mm Ø.....	P	10.00
e.	Construction of septic tank, applicable in all Groups		
	i. Up to 5.00 cu. meters of digestion chamber.....	P	24.00
	ii. Every cu. meter or fraction thereof In excess of 5.00 cu. meters.....		7.00

7. *Electronics Fees*

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications... P 2.40 per port
- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cellsites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location ..... P 1, 000.00 per location
- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing



- purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoor or outdoors..... P 10.00 per unit
- d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected ..... P 2.40 per outlet
- e. Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected ..... P 2.40 per termination
- f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities ..... P 1,000.00 per location
- g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception..... P 1,000.00 per structure
- h. Electronic or electronically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc. ....P 50.00 per unit
- i. Poles and attachment:
- i. Per Pole (to be paid by pole owner).....P 20.00
  - ii. Per attachment (to be paid by any



entity who attaches to the pole of oth.....P 20.00

- i. Other types or electronics or electronically- controlled device, apparatus, equipment, instrument or units not specifically identified above ..... P 50.00 per unit

8. *Accessories of the Building/Structure Fees*

- a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a. to 3.d. of this Schedule).
- b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (P 0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.
- c. Bank and Records Vaults with interior volume up to 20.00 cu. meters..... P 20.00
  - i. In excess of 20.00 cu. meters..... 8.00
- d. Swimming Pools, per cu. meter or fraction thereof:
  - i. GROUP A Residential..... P 3.00
  - ii. Commercial/Industrial GROUPS B, E, F, G..... 36.00
  - iii. Social/Recreational/Institutional GROUPS C, D, H, I..... 24.00
  - iv. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.
  - v. Swimming pool shower rooms/locker rooms:
    - (a) Per unit or fraction thereof ..... P 60.00
    - (b) Residential GROUP A..... 6.00
    - (c) GROUP B, E, F, G, ..... 18.00
    - (d) GROUP C, D, H, ..... 12.00
- e. Construction of firewalls separate from the building:
  - i. Per sq. meter or fraction thereof.....P 3.00
  - ii. Provided, that the minimum fee shall be ..... 48.00



f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

Use or Character of Occupancy	Self-Supporting	Trilon (Guyed)
i. Single detached dwelling units.....	P 500.00	P 150.00
ii. Commercial/Industrial (Groups B, E, F, G) up to 10.00 meters in height.....	2,400.00	240.00
(a) Every meter or fraction thereof in excess of 10.00 meters...	120.00	12.00
iii. Educational/Recreational//Institutional (Groups C, D, H, I) up to 10.00 meters in height.....	1,800.00	120.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00
g. Storage Silos, up to 10.00 meters in height.....	P 2,400.00	
i. Every meter or fraction thereof in excess of 10.00 meters.....		150.00
ii. Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule		
h. Construction of Smokestacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:		
i. Smokestacks, up to 10.00 meters in height, measured from the base.....	P 240.00	
(a) Every meter or fraction thereof in excess of 10.00 meters.....		12.00
ii. Chimney up to 10.00 meters in height, measured from the base.....		48.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....		2.00
j. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas .....	P 48.00	
j. Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume .....		12.00



- k. Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters..... 12.00
- i. Every cu. m or fraction thereof in excess of 2.00 cu. meters..... P 12.00
  - ii. For all other than Groups A and B up to 10.00 cu. meters..... 480.00
    - (a) Every cu. meter or fraction thereof in excess of 10.00 cu. meters..... 24.00
- l. Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume.....P 7.00
- m. Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:
- i. Above ground, up to 10.00 cu. meters..... P 480.00
    - Every cu. m or fraction thereof in excess of 10.00 cu. meters..... 24.00
  - ii. Underground, up to 20.00 cu. meter ..... 540.00
    - Every cu. meter or fraction thereof in excess of 20.00 cu.meters..... 24.00
- n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:
- i. Underground, per cu. meter or fraction thereof of excavation..... P 3.00
  - ii. Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank.. 3.00
  - iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above.
- o. Booths, Kiosks, Platforms, Stages and the like, per sq. meter or fraction thereof of floor area:
- i. Construction of permanent type..... P 10.00
  - ii. Construction of temporary type..... 5.00
  - iii. Inspection of knock-down temporary type, per unit ..... 24.00
- p. Construction of buildings and other accessory structures within cemeteries and memorial parks:



i.	Tombs, per sq. meter of covered ground areas.....	P	5.00
ii.	Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area.....		5.00
iii.	Totally enclosed mausoleums, per sq. meter of floor area .....		12.00
iv.	Totally enclosed mausoleums, per sq. meter of floor area .....		5.00
v.	Columbarium, per sq. meter.....		18.00

9. *Accessory Fees*

- a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters.....P 24.00
- i. Every meter or fraction thereof in excess of 10.00 meters..... 2.40

b. Ground Preparation and Excavation Fee

i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.

(a)	Inspection and Verification Fee .....	P	200.00
(b)	Per cu. meters of excavation .....		3.00
(c)	Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit .....		50.00
(d)	Per cu. meter of excavation for foundation with basement.....		4.00
(e)	Excavation other than foundation or basement, per cu. meter.....		3.00
(f)	Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment .....		250.00



- c. Fencing Fees:
  - i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof..... P 3.00
  - ii. In excess of 1.80 meters in height, per lineal meter or fraction thereof ..... 4.00
  - iii. Made of indigenous materials, barbed, chicken or hog wires, per linear meter..... 2.40
- d. Construction of Pavements, up to 20.00 sq. meters..... P 24.00
- e. In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like ..... P 3.00
- f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month ..... P 240.00
  - i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters ..... P 12.00
- g. Erection of Scaffoldings Occupying Public Areas, per calendar month.
  - i. Up to 10.00 meters in length..... P 150.00
  - ii. Every lineal meter or fraction thereof in excess of 10.00 meters ..... 12.00
- h. Sign Fees:
  - i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area..... P 120.00
    - (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters..... 24.00
  - ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00	P 52.00
Illuminated	24.00	36.00
Others	15.00	24.00



Painted-on	9.60	18.00
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iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00, min. fee shall be P 124.00	P 46.00, min. fee shall be P 200.00
Illuminated	P 18.00, min. fee shall be P 72.00	P 38.00, min. fee shall be P 150.00
Others	P 12.00, min. fee shall be P 40.00	P 20.00, min. fee shall be P 110.00
Painted-on	P 8.00, min. fee shall be P 30.00	P 12.00, min. fee shall be P 100.00

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups..... P 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups ..... 5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (P 5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor)

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.





k.	Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:		
i.	Buildings in all Groups per sq. meter floor area.....	P	3.00
ii.	Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences .....		4.00
iii.	Structures of up to 10.00 meters in height.....		800.00
	(a) Every meter or portion thereof in excess of 10.00 meters .....		50.00
iv.	Appendage of up to 3.00 cu. meter/unit.....		50.00
	(a) Every cu. meter or portion thereof in excess of 3.00 cu. meters.....		50.00
v.	Moving Fee, per sq. meter of area of building/ structure to be moved .....		3.00

10. *Certificates of Use or Occupancy (Table II.G.1. for fixed costing)*

a. Division A-1 and A-2 Buildings:

i.	Costing up to P150,000.00 .....	P	100.00
ii.	Costing more than P150,000.00 up to P400,000.00 .....		200.00
iii.	Costing more than P400,000.00 up to P850,000.00.....	P	400.00
iv.	Costing more than P850,000.00 up to P1,200,000.00.....		800.00
v.	Every million or portion thereof in excess of P1,200,000.00.....		800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i.	Costing up to P150,000.00.....	P	200.00
ii.	Costing more than P150,000.00 up to P400,000.00 .....		400.00
iii.	Costing more than P400,000.00 up to P850,000.00.....		800.00
iv.	Costing more than P850,000.00 up to P1,200,000.00 .....		1,000.00
v.	Every million or portion thereof in excess of P1,200,000.00.....		1,000.00



c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i.	Costing up to P150,000.00 .....	P 150.00
ii.	Costing more than P150,000.00 up to P400,000.00 .....	250.00
iii.	Costing more than P400,000.00 up to P850,000.00.....	600.00
iv.	Costing more than P850,000.00 up to P1,200,000.00 .....	900.00
v.	Every million or portion thereof in excess of P1, 200,000.00.....	900.00

d. Division J-I Buildings/structures:

i.	With floor area up to 20.00 sq. meters.....	P 50.00
ii.	With floor area above 20.00 sq. meters up to 500.00 sq. meters .....	240.00
iii.	With floor area above 500.00 sq. meters up to 1,000.00 sq. meters.....	360.00
iv.	With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters .....	480.00
v.	With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters.....	1,200.00
	With floor area above 10,000.00 sq. meters.....	2,400.00

e. Division J-2 Structures:

i.	Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.	
ii.	Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.	
iii.	Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:	
(a)	First 10.00 meters of height from the ground	P 800.00
(b)	Every meter or fraction thereof in excess of 10.00 meters.....	50.00



- f. Change in Use/Occupancy, per sq. meter or fraction thereof of area affected ..... P 5.00

11. Annual Inspection Fees

a. Divisions A-1 and A-2:

- i. Single detached dwelling units and duplexes are not subject to annual inspections.
- ii If the owner request inspections, the fee for each of the services enumerated below is ... P 120.00

Land Use Conformity  
 Architectural Presentability  
 Structural Stability  
 Sanitary and Health Requirements  
 Fire-Resistive Requirements

b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

- i. Appendage of up to 3.00 cu. meters/unit..... P 150.00
- ii. Floor area to 100.00 sq. meters..... 120.00
- iii Above 100.00 sq. meters up to 200.00 sq. meters..... 240.00
- iv. Above 200.00 sq. meters up to 350.00 sq. meters..... 580.00
- v. Above three hundred 350.00 sq. meters Up to 500.00 sq. meters..... 720.00
- vi. Above 500.00 sq. meters up to 750.00 sq. meters..... 960.00
- vii. Above 750.00 sq. meters up to 1,000.00 sq. meters..... 1,200.00
- viii Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters..... 1,200.00

c. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:

- i. First class cinematographs or theaters..... P1,200.00
- ii. Second class cinematographs or theaters..... 720.00
- iii Third class cinematographs or theaters..... 520.00
- iv. Grandstands/Bleachers, Gymnasia and the like..... 720.00



d. Annual plumbing inspection fees, each plumbing unit ..... P 60.00

e. Electrical Inspection Fees:

- i. A one time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- ii. Annual Inspection Fees are the same as in Section 4.e.

f. Annual Mechanical Inspection Fees:

- i. Refrigeration and Ice Plant, per ton:
  - (a) Up to 100 tons capacity ..... P 25.00
  - (b) Above 100 tons up to 150 tons ..... 20.00
  - (c) Above 150 tons up to 300 tons ..... 15.00
  - (d) Above 300 tons up to 500 tons..... 10.00
  - (e) Every ton or fraction thereof above 500 tons..... 5.00
- ii. Air Conditioning Systems:
  - Window type air conditioners, per unit .... P 40.00
- iii. Packaged or centralized air conditioning systems:
  - (a) First 100 tons, per ton ..... 25.00
  - (b) Above 100 tons, up to 150 tons per ton ..... 20.00
  - (c) Every ton or fraction thereof above 500 tons ..... 8.00
- iv. Mechanical Ventilation, per unit, per kW:
  - (a) Up to 1 kW ..... P 10.00
  - (b) Above 1 kW to 7.5 kW ..... 50.00
  - (c) Every kW above 7.5 kW ..... 20.00
- v. Escalators and Moving Walks; Funiculars and the like:
  - (a) Escalator and Moving Walks, per unit..... P 120.00
  - (b) Funiculars, per kW or fraction thereof..... 50.00
  - (c) Per lineal meter or fraction thereof of travel..... 10.00
  - (d) Cable Car, per KW or fraction thereof ..... 25.00
  - (e) Per lineal meter of travel..... 2.00
- vi. Elevators, per unit:
  - (a) Passenger elevators..... P 500.00
  - (b) Freight elevators..... 400.00
  - (c) Motor driven dumbwaiters..... 50.00
  - (d) Construction elevators for materials ..... 400.00



	(e) Car elevators .....	500.00
	(f) Every landing above first five (5) landings for all the above elevators.....	50.00
vii.	Boilers, per unit:	
	(a) Up to 7.5 kW.....	P 400.00
	(b) 7.5 kW up to 22 kW .....	550.00
	(c) 22 kW up to 37 kW .....	600.00
	(d) 37 kW up to 52 kW.....	650.00
	(e) 52 kW up to 67 kW .....	800.00
	(f) 67 kW up to 74 kW.....	900.00
	(g) Every kW or fraction thereof above 74 kW .....	4.00
viii	Pressurized Water Heaters, per unit.....	P 120.00
ix.	Automatic Fire Extinguishers, per sprinkler head.....	P 2.00
x.	Water, Sump and Sewage pumps for buildings/structures for commercial/ industrial purposes, per kW:	
	(a) Up to 5 kW.....	P 55.00
	(b) Above 5 kW to 10 kW.....	90.00
	(c) Every kW or fraction thereof above 10 kW.....	P 2.00
xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:	
	(a) Per kW, up to 50 kW.....	P 15.00
	(b) Above 50 kW up to 100 kW.....	10.00
	(c) Every kW or fraction thereof above 100 kW.....	2.40
xii.	Compressed air, vacuum, commercial/ institutional/industrial gases, per outlet.....	P 10.00
xiii	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher.....	P 2.00
xiv	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,	
	(a) Per unit, up to 10 kW.....	100.00
	(b) Every kW above 10 kW.....	3.00
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:	



	(a) Up to ½ kW.....	P 8.00
	(b) Above ½ kW up to 1 kW.....	23.00
	(c) Above 1 kW up to 3 kW.....	39.00
	(d) Above 3 kW up to 5 kW.....	55.00
	(e) Above 5 kW up to 10 kW.....	80.00
	(f) Every kW above 10 kW or fraction thereof.....	4.00
xvi	Pressure Vessels, per cu. meter or fraction thereof.....	P 40.00
xvii	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof.....	P 2.40
xviii	Weighing Scale Structure, per ton or fraction thereof....	P 30.00
xix	Testing/Calibration of pressure gauge, per unit.....	P 24.00
	(a) Each Gas Meter, tested, proved and sealed, per gas meter.....	30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit.....	P 30.00

g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.

12. *Certifications:*

a.	Certified true copy of building permit.....	P 50.00
b.	Certified true copy of Certificate of Use/Occupancy.....	P 50.00
c.	Issuance of Certificate of Damage.....	P 50.00
d.	Certified true copy of Certificate of Damage.....	P 50.00
e.	Certified true copy of Electrical Certificate.....	P 50.00
f.	Issuance of Certificate of Gas Meter Installation.....	P 50.00
g.	Certified true copy of Certificate of Operation.....	P 50.00
h.	Other Certifications.....	P 50.00



NOTE: The specifications of the Gas Meter shall be:

- Manufacturer.....
- Serial Number.....
- Gas Type.....
- Meter Classification/Model.....
- Maximum Allowable Operating Pressure – psi (kPa).....
- Hub Size - mm (inch).....
- Capacity - m<sup>3</sup>/hr. (ft<sup>3</sup>/hr.).....



## 2. Application for Temporary Electrical Permits

Electrical Permit is granted by the City Engineer to construct/install wirings/devices in the building of the applicant. After the completion, a Permit for Service Connection is issued to the applicant in order for him to avail the electrical services from the local utility company.

A temporary permit is granted to the following:

- a. Building Permit Applicants during the start of construction for security lighting, welding jobs, etc.
- b. Applicants whose houses are made of indigenous materials such as nipa, bamboo, lumber and the like.
- c. Applicants who do not own the land where their houses are erected.

***(Ang Electrical Permit ginahatag sang City Engineer para magpatakod ang mga wirings kag devices sa building sang aplikante. Pagkatapos sini, ginahatag ang Permit for Service Connection sa aplikante agud makapatakod ang kuryente sa local utility company (CENECO).***

***Ang temporary permit ginahatag man sa mga masunod:***

- a. ***Mga aplikante sa Building Permit agud makapatakod kuryente para sa security lighting, welding, kag iban pa.***
- b. ***Mga aplikante nga ang ila balay nahimo sa indigenous materials pariyo sang nipa, kawayan, kahoy kag mga kaanggid sini.***
- c. ***Mga aplikante nga indi tag-iya sang duta nga ginapatindugan sang balay.)***

<b>Office or Division:</b>	City Engineer's Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	All persons, real or juridical, intending to secure a temporary electrical permit	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>Document 1</b> Temporary Electrical Permit Application (duly signed &amp; sealed by a Professional Electrical Engineer with Mayor's Permit for In-charge of Installation.)</p> <p><b>Document 2</b> Plans (duly signed &amp; sealed by a Professional Electrical Engineer with Mayor's Permit for In-charge of Installation.)</p> <p><b>Document 3</b> Location Sketch</p>	<p>Client with the assistance of a Professional Electrical Engineer with Mayor's Permit for In-charge of Installation</p> <p>Client</p>





<p><b>Document 4</b> If the applicant is the land owner wherein a permit is applied for, a copy of TCT must be presented.</p> <p><b>Document 5</b> If the applicant is not the land owner wherein a permit is applied for, a Brgy. Clearance and a Duly Notarized Undertaking is required.</p>		Barangay Hall where the proposed electrical installation is located/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit requirements and get your schedule for inspection. Inspection of the structure will be done as scheduled by the corresponding electrical inspector assigned in the area. Please see to it that you are at the location on the given schedule.</p> <p><i>Palihog mag-submit sang requirements kag magkuha sang imo schedule sang inspection.</i></p> <p><i>Ang imo nga structure i-inspection sang amon Electrical Inspector sa ginhatag nga schedule. Ginapangabay ang aplikante nga mangin ara sa lokasyon sa tiyempo sang inspection.</i></p>	<p>1. Evaluate and validate as to completeness of the requirements and compliance with prescribed standards and provide schedule to the client</p> <p><i>Ang mga gin pasa nga dokumento iga-evaluate kon kompleto kag suno sa mga standard nga gina tagda sang laye kag paghatag sang schedule.</i></p>	None	10 minutes	<i>Bernard S. Espadero, Electrician II</i>
<p>2. Allow Electrical Inspector to inspect your electrical installation on the scheduled date and</p>	<p>2. Conduct inspection and issue Order of Payment</p> <p><i>Pag inspection kag</i></p>	None	1 day	<i>Bernard S. Espadero Electrician II</i>



<p>wait for the issuance of your Order of Payment after the inspection.</p> <p><b><i>Palihog tugutan ang Electrical Inspector sa pag inspection sang imo installation sa gintalana nga petsa kag maghulat sang Order of Payment.</i></b></p>	<p><b><i>pag hatag sang Order of Payment</i></b></p>			<p><b><i>Engr. Ervin T. de la Cruz Engineer II</i></b></p>
<p>3. Payment of Fees Proceed to the City Treasurer's Office, present Order of Payment and pay.</p> <p><b><i>Magkadto sa City Treasurer's Office kag magbayad sang nagaka-igo nga balayran.</i></b></p>	<p>3. Receive payment and issue corresponding receipt.</p> <p><b><i>Pagabatunon ang imo bayad kaupod ang resibo sini.</i></b></p>	<p>Please refer to ANNEX "A" CEO</p>	<p>30 minutes</p>	<p><b><i>Caruso T. Villaflor City Treasurer, City Treasurer's Office</i></b></p> <p><b><i>or</i></b></p> <p><b><i>authorized representative</i></b></p>
<p>4. Return to the City Engineer's Office, present your official receipt and wait for the release of your approved Temporary Electrical Permit.</p> <p><b><i>Palihog magbalik sa City Engineer's Office kag ipresenta ang imo official receipt kag maghulat sa release sang imo aprobado nga Electrical Permit.</i></b></p>	<p>4. Approval and release of the permit</p> <p><b><i>Pag approve kag release sang permit</i></b></p>	<p>None</p>	<p>30 minutes</p>	<p><b><i>Joenil B. Lavadia City Engineer (Approval of Permit)</i></b></p> <p><b><i>Bernard S. Espadero Electrician II (Release of Permit)</i></b></p>
<p><b>TOTAL:</b></p>		<p>Please refer to ANNEX "A" CEO</p>	<p>1 day, 1 hour and 10 minutes</p>	



### 3. Application for Annual Inspection of Buildings for Business Permits

Rule II, of PD 1096 or the National Building Code of the Philippines, Section 207. Duties of the Building Official includes:

*“Undertake annual inspections of all buildings/structures...”*

The above stated provision forms part of the basis of the Annual Inspection for Buildings in the application for or in the renewal of Business Permits. New and old businesses are required to have their structures/establishments inspected as one of the requirements for the issuance of a Business Permit.

***(Ang tanan nga mga establimento sa negosyo ginarequire sang Annual Inspection para makagawad sang Business Permit.)***

<b>Office or Division:</b>	City Engineer's Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Client				
<b>Who may avail:</b>	All persons, real or juridical, intending to secure a certificate of annual inspection of their building or structure				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>Document 1</b> Approved Building Permit			Applicant		
<b>Document 2</b> Occupancy Permit			Applicant		
<b>Document 3</b> Annual Inspection Report Form			To be provided by the Building Inspector		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit your complete Business Permit renewal documents.  <b><i>Palihog ipasa ang Business Permit renewal documents.</i></b>  <b><i>Note: The Office of the Building Official conducts a yearly inspection of existing business establishments in the City which usually starts in the month of</i></b>	1. Evaluate and validate as to completeness of the requirements and compliance with prescribed standards.  <b><i>Ang mga gin pasa nga dokumento iga-evaluate kon kompleto kag suno sa mga standard nga gina tagda sang laye.</i></b>	None	5 minutes	<b><i>Engr. Carlo Benjamin A. Gaspan Engineer I</i></b>	



<p>October. <i>New businesses are inspected as scheduled. Your structure will be assessed by the respective Engineers assigned by the Building Official for this purpose, as follows;</i></p> <p>Engr. Noel P. Makilan <i>Engineer IV For Building</i></p> <p>Engr. Ervin T. de la Cruz <i>Engineer II For Electrical</i></p> <p>Engr. Joenelyn A. Jara <i>Engineer II For Plumbing</i></p>				
<p>2. Please wait for the release of your approved Annual Inspection Report, Assessment of Annual Inspection Fees and Clearance.</p> <p><b><i>Palihog maghulat para sa imo aprobado nga Annual Inspection Report, Assessment of Annual Inspection Fees kag Clearance.</i></b></p>	<p>2. Releasing of Annual Inspection Report.</p> <p><b><i>Pag release sang Annual Inspection Report.</i></b></p>	<p>Please refer to ANNEX "A" CEO</p>	<p>55 minutes</p>	<p><i>Engr. Carlo Benjamin A. Gaspan Engineer I</i></p>
<p><b>Note:</b> You may now proceed for the payment of your business-related fees including the Annual Inspection Fee at the City Treasurer's Office.</p>				
<p><b>TOTAL:</b></p>	<p>Please refer to ANNEX "A" CEO beginning on page 13</p>	<p>1 hour</p>		



#### 4. Application for Rental of Heavy Equipment

The heavy equipment under the custody of the City Engineer's Office are made available for rental to private persons, agencies and government institutions through SP Ordinance No. 181 Series of 1987 and as amended in SP Ordinance No. 04 of 2005.

*(Ang mga heavy equipment nga ara sa kustodiya sang City Engineer's Office mahimu ma rentahan sang publiko pamaagi sa aton nga SP Ordinance No. 181 Series of 1987 kag sang na-amyendahan nga SP Ordinance No. 04 of 2005.)*

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All persons, real or juridical, intending to avail of the rental of available heavy equipment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Any valid ID		To be provided by the applicant.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit our Office and present your intent to rent a heavy equipment and wait for the verification as to availability of the equipment.  <i>Magkadto sa amon nga opisina kag magpabalo sang imo intensyon sa pag-arkila sang heavy equipment kag palihog maghulat sang verification kung available ini nga equipment.</i>	1. Check the availability of the equipment to be rented.  <i>Paghibalo kon available ang equipment nga gina arkilahan.</i>	None	5 minutes	<i>Nida M. Indencia Clerk III</i>
2. Please wait for the preparation of the Contract of Lease for your signature and for the approval of the City Mayor.	2. Prepare Contract of Lease and secure the approval of the City Mayor.  <i>Pag preparer sang Contract of Lease</i>	None	Preparation of Contract of Lease: 30 minutes  Approval of the City	<i>Nida M. Indencia Clerk III</i>



<p><b><i>Palihog maghulat nga mahuman ang imo Contract of Lease para sa imo pirma kag pag approve sang City Mayor.</i></b></p>	<p><b><i>para sa pirma sang City Mayor</i></b></p>		<p>Mayor: 1 hour</p>	<p>City Mayor</p>
<p>3. You can then have it notarized by a licensed Notary Public.</p> <p><b><i>Panotaryohan ang dokumento.</i></b></p>	<p>3. Wait for the Notarized Contract of Lease.</p> <p><b><i>Maghulat sang notaryado nga Contract of Lease.</i></b></p>	<p>NOTE: A licensed Notary Public may demand payment for Notarial Services.</p>	<p>Notarial Service: 1 hour</p>	<p>Licensed Notary Public</p>
<p>4. Payment of Rental Fee Please pay the rental fee to the City Treasurer's Office.</p> <p><b><i>Magbayad sang Rental Fee sa City Treasurer's Office.</i></b></p>	<p>4. Receive payment and issue corresponding receipt.</p> <p><b><i>Pagabatunon ang imo bayad kaupod ang resibo sini.</i></b></p>	<p>Please refer to ANNEX "B" CEO</p>	<p>30 minutes</p>	<p>Caruso T. Villaflor City Treasurer, City Treasurer's Office</p> <p>or</p> <p>authorized representative</p>
<p>5. Return to the City Engineer's Office for the following:</p> <p>a. To submit a copy of the contract and to show your proof of rental payment</p> <p>b. To secure the Release Slip for the equipment and confirm your rental schedule.</p> <p><b><i>Magbalik sa City Engineers Office para sa:</i></b></p> <p><b><i>a. Pagsubmit sang kopya sang contract</i></b></p>	<p>5.1 Receive the Notarized contract and proof of payment.</p> <p><b><i>Batunon ang Notarized contract kag resibo sa bayad.</i></b></p> <p>5.2 Issue release slip.</p> <p><b><i>Mag-issue sang release slip.</i></b></p> <p>5.3 Confirm Rental Schedule.</p> <p><b><i>Pag-confirm sang Rental Schedule.</i></b></p>	<p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Nida M. Indencia Clerk III</p> <p>Engr. Randy Gaspan Engineer III</p>



<i>kag official receipt.</i>				
<i>b. Pagkuha sang Release Slip para sa equipment kag ikumpirma ang imo nga Rental Schedule.</i>				
	<b>TOTAL:</b>	Please refer to ANNEX "B" CEO	3 hours and 15 minutes	



# **ANNEX "B"**

## **CITY ENGINEER'S OFFICE**





**EQUIPMENT RENTAL RATES:**

**As provided in the amended City Ordinance No. 4, series of 2005**

Heavy Equipment Rental is subject to the following conditions as provided in the aforesaid Ordinance No. 04 of 2005, to wit;

1. *Fuel, Oil and operator shall be provided by the person or entity renting the equipment.*
2. *The person or entity renting the equipment shall be responsible for the delivery of the same from the City Motor Pool or where the equipment shall be or is located at the time, to the jobsite and shall be in no way sublease the equipment."*

---

**EQUIPMENT RENTAL**  
**(Exclusive of Fuel, Oil and Operator) Hourly basis with a minimum of 4 hours rental**

	<b>for Government Agencies (PHP)</b>	<b>for Private Entities (PHP)</b>
1 Wheel Mounted Backhoe	700.00	770.00
2 Crawler Mounted Backhoe	1272.00	1,398.00
3 Komatsu Bulldozer	1883.00	2,096.00
4 Caterpillar Bulldozer	1,883.00	2,096.00
5 Vibratory Roller	1,248.00	1,371.00
6 Pay Loader	1,100.00	1,209.00
7 Backhoe Loader	1,033.00	1,135.00
8 Road Grader	1,799.00	1,977.00
9 Concrete Saw	116.00	127.00
10 Concrete Mixer	143.00	157.00
11 Ford Truck	590.00	648.00
12 Dump Truck	1,119.00	1,230.00



## 5. Application for Purchase or Lease of Burial Lots or Condo-Niches at the City Cemeteries

The City Government of Bago maintains four Public Cemeteries located in Brgy. Sampinit, Brgy. Ma-ao, Brgy. Sagasa and Brgy. Abuanan. Burial lots and Condo-Niches are made available to the general public for sale or lease of six (6) years which can be renewed thru payment of a corresponding renewal fee.

***(Ang syudad sang Bago nagamentenar sang apat (4) ka mga patyo nga ara sa Brgy. Sampinit, Brgy. Ma-ao, Brgy. Abuanan kag Brgy. Sagasa. Ang mga lote nga lulubngan kag mga condo-niches pwede mabakal o ma rentahan sa sulod sang anom (6) ka tuig kag pwede ma-renew pagkatapos magbayad sang masunod:)***

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All persons intending to purchase or lease burial lots or condo-niches at the City Cemeteries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Death Certificate		City Health Office		
<b>Document 2</b> Barangay Certification		Concerned Barangay		
<b>Document 3</b> Transfer of Cadaver (for those deceased outside of Bago City)		City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.  <b><i>Palihog magpasa sang mga requirements.</i></b>	1. Receive complete documents and check the availability of the lot or niche to be rented or purchased  <b><i>Batunon ang kompleto nga dokumento. I-check kon available ang lote o nitso nga arkilahan o pagatabaon.</i></b>	None	5 minutes	<i>Nida M. Indencia Clerk III</i>
2. Payment of Fee Kindly proceed to City Treasurer's Office for	2. Receive payment and issue corresponding	Please refer to ANNEX "C" CEO	30 minutes	<i>Caruso T. Villafior, Jr. City Treasurer</i>



<p>payment and receive official receipt.</p> <p><b>Magbayad sa City Treasurer's Office kag magbayad sang nagakaigo nga balayran. Kuhaon ang official receipt.</b></p>	<p>receipt.</p> <p><b>Pagabatunon ang imo bayad kag ihatag ang resibo sini.</b></p>			<p>City Treasurer's Office</p> <p>or</p> <p>authorized representative</p>
<p>3. Return to the City Engineers Office with your official receipt and wait for the duly signed copy of the Deed of Sale or Contract of Lease.</p> <p><b>Note: The Deed of Sale will be signed by the City Engineer, City Medical Officer &amp; the City Mayor.</b></p> <p><b>Palihog magbalik sa City Engineer's Office kag ipresenta ang imo official receipt kag maghulat sang imo kopya sang Deed of Sale o Contract of Lease.</b></p>	<p>3. Receive official receipt, prepare Deed of Sale or Contract of Lease, and have it signed by appropriate authorities.</p> <p><b>Pagbaton sang official receipt, pagpreparar sang Deed of Sale o Contract of Lease kag pagpaperma sini.</b></p>	None	1 hour	Rodito D. Obando Meter Reader I
<p>4. Proceed to the cemetery and present your official receipt to the Caretaker-In-Charge to facilitate lease or sale of burial lot.</p> <p><b>Palihog magkadto sa natungdan nga patyo kag ipresenta ang official receipt sa caretaker sang patyo.</b></p>	<p>4. Identification of the concerned lot or niche to the buyer/lessee.</p> <p><b>Pagtudlo sang lote o nitso sa manug bakal/ manug arkila.</b></p>	None	10 minutes	Cemetery Caretaker-In-Charge
<b>TOTAL:</b>		Please refer to ANNEX "C" CEO	1 hour and 45 minutes	



# **ANNEX "C"**

## **CITY ENGINEER'S OFFICE**



**BURIAL COST, RENTABLE NICHE AND BURIAL PERMIT RATES:**

<b>CEMETERIES</b>	<b>SAMPINIT</b>	<b>MA-AO</b>	<b>SAGASA</b>	<b>ABUANAN</b>
Burial Cost	PhP 600.00	PhP 960.00	PhP 600.00	PhP 600.00
Rentable Niche	3,000.00(6 yrs.)	3,000.00(6 yrs.)	1,350.00	1,350.00
Burial Permit	30.00	30.00	30.00	30.00



## 6. Provides Transport Vehicle and Personnel for Evacuation of Affected Families During Disasters and Transfer of Evicted Non-Formal Settlers to Their Relocation

The City Engineer's Office provides support in coordination with the other departments and offices of the City and the affected barangays by providing trucks and in times of disasters and also assists in the transport of non-formal settlers to their relocation.

*(Ang City Engineer's Office nagahatag suporta sa pagkunsabo sa iban nga mga departamento kag opisina sang syudad kag mga apektado nga mga barangay pinaagi sa pag abunar sang mga truck sa tion sang mga kalamidad kag nagabulig man sa pag saylo sang mga non-formal settlers pakadto sa salaylohan.)*

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	The people of Bago City, evicted non-formal settlers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. During disasters: NONE b. Transport of non-formal settlers to their relocation: Communication from the Urban Poor and Housing Office		a. Not applicable b. Urban Poor and Housing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the arrival of the assigned transport vehicle.  <i>Magfile sang request kag maghulat sang pag-abot sang gin tigana nga transport vehicle.</i>	1. Provide transport vehicle for the purpose  <i>Batunon ang request kag mag tigana sang transport vehicle para sa amo nga tinutuyo.</i>	None	15 minutes response time to dispatch units (over-all processing may vary depending on the location)	<i>Joenil B. Lavadia City Engineer  Engr. Gilberto Unicis E. Espartero Engineer III</i>
<b>TOTAL:</b>		None	15 minutes response time to dispatch units (over-all processing may vary depending on the location)	



## 7. Repair of Dilapidated Artesian Wells at Various Barangays

The Office also offers repair of artesian wells at various barangays provided that materials are available on stock.

*(Ang opisina naga kaayo man sang mga bomba pangtubig sa nanahisahi nga mga barangay kon may available nga materyales sa stock.)*

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Owners of artesian wells for their supply of water			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Communication from the barangays or communities who have communal artesian wells for their supply of water		Barangay Hall or community association concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send communication to the Office of the City Engineer.  <b>Magpabalo sa City Engineer sang kinahanglanon kag batunon ang schedule sang repair.</b>	1. Ascertain availability of appropriate materials, equipment and manpower, schedule repair date and dispatch on schedule.  <b>Batunon ang sulat kag siguruhon ang availability sang mga materyales, gamit kag trabahador, pag schedule sang petsa sa pagkay-o kag pagpatigayon sang pagkay-o uyon sa schedule.</b>	None	1 hour	<i>Joenil B. Lavadia City Engineer</i>  <i>AseL L. Ganancial Engineer IV</i>



<p>2. Wait for the scheduled repair operations.</p> <p><i>Ang nag request ipabal-on pinaagi sa text kag maghulat sang schedule sa pagkay-o.</i></p>	<p>2. Undertake the repair on schedule.</p> <p><i>Ipabalo ang schedule pinaagi sa text. Gilayon magakay-o uyon sa schedule.</i></p>	None	1 day	<p><i>Engr. Asel L. Ganancial Engineer IV</i></p>
<b>TOTAL:</b>		None	1day and 1 hour	





# **CITY ENGINEER'S OFFICE**

## **Internal Services**



**1. Provides Transport Vehicle and Personnel for Evacuation of Affected Families During Disasters and Transfer of Evicted Non-Formal Settlers to Their Relocation**

The City Engineer’s Office provides support in coordination with the other departments and offices of the City and the affected barangays by providing trucks and in times of disasters and also assists in the transport of non-formal settlers to their relocation.

*(Ang City Engineer’s Office nagahatag suporta sa pagkunsabo sa iban nga mga departamento kag opisina sang syudad kag mga apektado nga mga barangay pinaagi sa pag abunar sang mga truck sa tion sang mga kalamidad kag nagabulig man sa pag saylo sang mga non-formal settlers pakadto sa salaylohan.)*

<b>Office or Division:</b>		City Engineer’s Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Government		
<b>Who may avail:</b>		The people of Bago City, evicted non-formal settlers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. During disasters : NONE b. Transport of non-formal settlers to their relocation: Communication from the Urban Poor and Housing Office		a. Not applicable b. Urban Poor and Housing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the arrival of the assigned transport vehicle.  <i>Magfile sang request kag maghulat sang pag-abot sang gin tigana nga transport vehicle.</i>	1. Provide transport vehicle for the purpose  <i>Batunon ang request kag mag tigana sang transport vehicle para sa amo nga tinutuyo.</i>	None	15 minutes response time to dispatch units (over-all processing may vary depending on the location)	<i>Joenil B. Lavadia City Engineer</i>  <i>Engr. Gilberto Unicis E. Espartero Engineer III</i>
<b>TOTAL:</b>		None	15 minutes response time to dispatch units (over-all processing may vary depending on the location)	



## 2. Repair of Dilapidated Artesian Wells at Various Barangays

The Office also offers repair of artesian wells at various barangays provided that materials are available on stock.

***(Ang opisina naga kaayo man sang mga bomba pangtubig sa nanahisahi nga mga barangay kon may available nga materyales sa stock)***

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Owners of artesian wells for their supply of water			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Communication from the barangays or communities who have communal artesian wells for their supply of water		Barangay Hall or community association concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send communication to the Office of the City Engineer.  <b><i>Magpabalo sa City Engineer sang kinahanglanon kag batunon ang schedule sang repair.</i></b>	1. Ascertain availability of appropriate materials, equipment and manpower, schedule repair date and dispatch on schedule.  <b><i>Batunon ang sulat kag siguruhon ang availability sang mga materyales, gamit kag trabahador, pag schedule sang petsa sa pagkay-o kag pagpatigayon sang pagkay-o uyon sa schedule.</i></b>	None	1 hour	<i>Joenil B. Lavadia City Engineer</i>  <i>Asel L. Ganancial Engineer IV</i>
2. Wait for the	2. Undertake the	None	1 day	<i>Engr. Asel L. Ganancial</i>



scheduled repair operations.  <i>Ang nag request ipabal-on pinaagi sa text kag maghulat sang schedule sa pagkay-o.</i>	repair on schedule.  <i>Ipabalo ang schedule pinaagi sa text. Gilayon magakay-o uyon sa schedule.</i>			<i>Engineer IV</i>
<b>TOTAL:</b>		None	1day and 1 hour	



### 3. Provision of Engineering Such As Survey, Preliminary and Detailed Engineering, Plans and Estimates

The City Engineer's Office also provides engineering services to the City government and barangays within the City such as survey, preliminary and detailed engineering, plans and estimates provided that the project sites are owned or intended to be purchased by the City Government or barangay concerned

***(Ang Opisina sang City Engineer nagahatag man sang engineering services sa syudad kag kabarangayan katulad sang survey, preliminary and detailed engineering, plano kag estimate kon ang project site ginapanag-iyahan sang syudad ukon tuyo nga pagatabaon sang syudad o barangay nga natungdan.)***

<b>Office or Division:</b>	City Engineer's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	The City Government of Bago, barangays concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Communication from the Mayor or the barangays concerned		City Mayor's Office and Barangay Hall		
<b>Document 2</b> Certified true copies of Transfer Certificate of Titles of the intended site		Register of Deeds		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send communication to the Office of the City Engineer for engineering services request.  <b>Magsulat sa City Engineer sang tinutuyo nga serbisyo.</b>	1. Receive communication/request.  <b>Batunon ang sulat.</b>	None	5 minutes	<i>Nida M. Indencia Clerk III</i>
2. Wait for the requested technical documents after the conduct of the requested engineering service	2. Prepare and release the requested engineering services to the City government or the barangays concerned such as survey,	None	Depends on the complexity of the project  <b>1 to 6 months</b>	<i>Engr. Joenil B. Lavadia City Engineer</i>  <i>Engr. Noel P. Makilan Engineer IV</i>



<p><b>Maghulat sa ginpangayo nga technical documents pagkatapos sang pagpatigayon sang engineering service.</b></p>	<p>preliminary and detailed engineering, plans and estimates (provided that the project sites are owned or intended to be purchased by the City Government or barangay concerned).</p> <p><b>Paghatag sang engineering services sa syudad kag kabarangayan pariyo sang survey, preliminary kag detailed engineering, plano kag estimate (kinahanglan nga ang project site ginapanag-iyahan sang syudad ukon tuyo nga pagatabaon sang syudad o barangay nga natungdan).</b></p>		<p><i>depending on the complexity of the engineering service</i></p>	
<p><b>TOTAL:</b></p>		<p>None</p>	<p>1 to 6 months depending on the complexity of the engineering service.</p>	



#### 4. Attending to Request for Certifications, General Queries and Complaints Concerning the City Engineer's Office

The office also attends to the request for certifications, general queries and complaints concerning the office.

*(Ang opisina naga sabat man sang mga request for certifications, mga pamangkutanon kag mga reklamo.)*

<b>Office or Division:</b>		City Engineer's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Client		
<b>Who may avail:</b>		The general public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send communication to the Office of the City Engineer  <i>Magpadala sang sulat sa City Engineer's Office.</i>	1. Receive communication.  <i>Batunon ang sulat.</i>	None	5 minutes	<i>Nida M. Indencia, Clerk III</i>
2. Wait for the requested certification/reply to query or complaint.  <i>Maghulat sa gin request nga certification ukon sulat nga nagasabat sa pamangkot o reklamo.</i>	2. Provide the requested certification or provide reply to the query or complaint  <i>Paghatag sang certification ukon sabat sa pamangkot o reklamo.</i>	NOTE: A certification fee in accordance with the Local Revenue Code may be imposed.	Certification: 4 hours  General Queries: 1day  Complaints: maximum of 72 hours	<i>Joenil B. Lavadia, City Engineer</i>  <i>Engr. Noel P. Makilan, Engineer IV</i>
<b>TOTAL:</b>		NOTE: A certification fee in accordance with the Local Revenue Code may be imposed	Certification: 4 hours  General queries: 1day  Complaints: maximum of 72 hours	



**BPLS COMPLIANCE MONITORING REPORT**

(per DILG-DTI-DICT JMC No. 01, Series of 2016)

As of October 29, 2021

BPLS M&E Form 1

LGU : Bago City

Province: Negros Occidental

**I. Compliance to Revised BPLS Standards**

Parameter	New Business Permit	Business Permit Renewal	Remarks, if any
1. Use of unified form ( Y or N)			
2. Number of steps (involving business applicants)			
3. Number of signatories			
4. Processing time (number of days)			

**II. Implementation of LGU Complementary Reforms**

1. Documentary Requirements attached to the Unified Form: <ul style="list-style-type: none"> <li>a. Proof of Business Registration <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li>b. Basis for computing taxes, fees and charges <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li>c. Occupancy permit (If local laws require post-audit, occupancy permit shall not be required prior to registration) <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li>d. Lease of Contract (if business is leasing space) <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li>e. Other documents required, please specify <input type="checkbox"/> Y <input type="checkbox"/> N</li> </ul>			
2. Setting-up/Establishment of Business-One-Stop-Shop (BOSS) <ul style="list-style-type: none"> <li><input type="checkbox"/> BOSS for frontline services dealing with clients <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li><input type="checkbox"/> Backroom operations hidden from public <input type="checkbox"/> Y <input type="checkbox"/> N</li> </ul>			
3. Conduct of Joint Inspection Team (JIT) If Yes, what are the local departments and NGAs involved in the joint inspection? _____			<input type="checkbox"/> Y <input type="checkbox"/> N
4. Automation/Computerization of business permitting and licensing system If Yes, please indicate extent of automation/computerization <ul style="list-style-type: none"> <li><input type="checkbox"/> Online application <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li><input type="checkbox"/> Electronic means (e-mail, etc.) of providing business with Tax of Payment (TOP) <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li><input type="checkbox"/> Online payments/online means of accepting payments <input type="checkbox"/> Y <input type="checkbox"/> N</li> <li><input type="checkbox"/> Online means or via courier service transmitting business permit and other clearances <input type="checkbox"/> Y <input type="checkbox"/> N</li> </ul>			<input type="checkbox"/> Y <input type="checkbox"/> N
5. Barangay Clearance Integrated in the Business Permit Process			<input type="checkbox"/> Y <input type="checkbox"/> N

**III. LGU support of BPLS Streamlining**

1. Issuance of legal framework in support of BPLS streamlining	<input type="checkbox"/> Y <input type="checkbox"/> N
2. Creation of TWG on BPLS streamlining	<input type="checkbox"/> Y <input type="checkbox"/> N
3. Budget allocation of BPLS streamlining and automation	<input type="checkbox"/> Y <input type="checkbox"/> N
4. Other reforms, if any _____	<input type="checkbox"/> Y <input type="checkbox"/> N

**IV. Data on business population and revenue from business**

1. Total number of business establishment registered _____ No. of business establishment registered: Micro: _____ Small: _____ Medium: _____ Large: _____
2. Total amount of collections from business taxes, fees and charges P _____

**V. Structure of BPLO**

1. Employment Status: <input type="checkbox"/> Permanent <input type="checkbox"/> Non-permanent
2. Structure Level: <input type="checkbox"/> Department Head <input type="checkbox"/> below Department Head

**VI. Attested by:**

Prepared/Submitted by: _____ BPLO Name and Signature	Noted by: _____ Mayor
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**BUILDING PERMIT AND CERTIFICATE OF OCCUPANCY (BPCO)  
COMPLIANCE MONITORING REPORT**

BPCO M&E Form 1

(per DILG-DPWH-DICT-DTI JMC No. 01, Series of 2018)  
As of October 29, 2021

LGU : Bago City

Province: Negros Occidental

<b>I. Compliance to the BPCO Standards</b>			
Parameter	Building Permit	Certificate of Occupancy	Remarks, if any
1. Use of unified form (Y or N)	Y	Y	
2. Number of steps	4	4	
3. Number of signatories	4	4	
4. Processing Time (number of days)	5days (simple structure)	5days (simple structure)	2 weeks for other structures
<b>II. Implementation of LGU Complementary Reforms (Check if applicable)</b>			
Building Permit		Certificate of Occupancy	
1. Complete Checklist of Procedures and Requirements X Available in conspicuous places <input type="checkbox"/> Downloaded from the LGU website	2. Complete Checklist of Procedures and Requirements X Available in conspicuous places <input type="checkbox"/> Downloaded from the LGU website		
2. Setting-up/Establishment of One-Stop Shop for Construction Permits (OSCP) <input type="checkbox"/> OSCP for frontline services dealing with clients <input type="checkbox"/> Backroom operations hidden from public <input type="checkbox"/> Barangay Clearance (for Locational Clearance) is integrated in the city/municipality	2. Setting-up/Establishment of One-Stop Shop for Construction Permits (OSCP) <input type="checkbox"/> OSCP for frontline services dealing with clients <input type="checkbox"/> Backroom operations hidden from public <input type="checkbox"/> Barangay Clearance (for Locational Clearance) is integrated in the city/municipality		
3. Undertake Preliminary Site Verification thru Joint Inspection X Yes <input type="checkbox"/> No	3. Conduct of Joint Inspection X Yes, agencies involved: BFP, BPLO _____ <input type="checkbox"/> No		
4. Automation/Computerization of Building Permits and Certificates of Occupancy <input type="checkbox"/> Online Application and/or submission of documentary requirements <input type="checkbox"/> Online Evaluation of Plans <input type="checkbox"/> Online means of providing Order of Payment <input type="checkbox"/> Online payments/online means of accepting payments <input type="checkbox"/> Online means or via courier service transmitting building permit and other clearances	4. Automation/Computerization of Building Permits and Certificates of Occupancy <input type="checkbox"/> Online Application and/or submission of documentary requirements <input type="checkbox"/> Online Evaluation of Plans <input type="checkbox"/> Online means of providing Order of Payment <input type="checkbox"/> Online payments/online means of accepting payments <input type="checkbox"/> Online means or via courier service transmitting Certificate of Occupancy and other clearances		
<b>III. LGU support of BPCO Streamlining</b>			
<input type="checkbox"/> Issuance of legal framework in support of BPCO streamlining (e.g. EO) <input type="checkbox"/> Creation of TWG on BPCO Streamlining <input type="checkbox"/> Budget allocation of BPCO streamlining <input type="checkbox"/> Other reforms if any, _____			
<b>IV. Structure of BPCO</b>			
1. Separate Office from the City/Municipal Engineer's Office	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
2. Nature of Appointment of Building Official	<input type="checkbox"/> Permanent	<input checked="" type="checkbox"/> Designated	
<b>V. Attested by:</b>			
Prepared/Submitted by: <u>JOENIL B. LAVADIA</u> Building Official Name and Signature		Noted by: <u>NICHOLAS M. YULO</u> Mayor	



# OFFICE OF THE GENERAL SERVICES OFFICER

## **Mandate:**

*The existence of the General Services Office in the Local Government Unit has always been defended on the basis that it is a crucial aspect of the management and maintenance of all public assets. It is one of the mandatory offices created under Republic Act 7160 otherwise known as the Local Government Code of 1991, Book III, Title V, Article XX. It enforces all laws and ordinances pertinent to the effective implementation of the management of property and supply (care, utilization, custody and disposal) and provides expertise in technical assistance and support to the City Mayor in execution of measures to ensure the delivery of basic services and adequate facilities.*

*The General Services Office of Bago City exercises supervision and control over all programs, projects and activities relative to general services and is accountable for all properties, real and personal, owned by the local government unit and those granted to it in the form of donations, reparations, assistance and counterpart of joint projects. Among its functions includes preparation of purchase orders, inspections and vouchers, conduct periodic physical inventory, archival, warehousing and record management, motorpool operations and provision of adequate logistic support during and in the aftermath of natural and man-made calamities with efficient, prompt and courteous personnel who are ready to serve, be in the frontline and a proud partner of the city in promoting its growth and development.*



# **OFFICE OF THE GENERAL SERVICES OFFICER**

## **External Services**



## 1. Application to Bid and Procure Disposed Properties of the City

This service is open to the public or to any interested business entity that meets the requirements and is qualified to engage in the procurement of disposed properties owned by the city.

***(Ini nga serbisyo bukas sa publiko ukon sa bisan ano nga business entity nga nakapasar sa requirements kag qualified nga mag-intra sa pagbakal sang mga disposed nga properties nga ginapanag-iyahan sang syudad.)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C and G2B – Government to Public and Business Entity			
<b>Who may avail:</b>	Public and Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Bid Bond (10% of the minimum bid price set by the government. Maybe in the form of cash or manager's check as per 2017 Revenue Code)		Client		
<b>Document 2</b> Business Permit		Secured by the client from City/Municipality where business is established.		
<b>Document 3</b> Mayor's Permit		Secured by the client from City/Municipality where business is established.		
<b>Document 4</b> Official receipt		City Treasurer's Office – Cash Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Please visit the office to submit the complete requirements 2 and 3 and wait for the verification as to the completeness of your submitted documents.  <b><i>Palihog magbisita sa opisina para i-submit ang kompleto nga mga requirements 2 kag 3 kag maghulat samtang gina-verify nga kompleto ang mga gin-submit mo nga mga dokumento.</i></b>	1.1 Checks for the completeness of the submitted requirements.  <b><i>Gina-check nga kompleto ang tanan nga gin-submit nga mga requirements.</i></b>  1.2 Furnishes client with a copy of the Bid Tender form.  <b><i>Ginatagaan ang kliyente kopya sang Bid Tender form.</i></b>	None	2 hours	<i>Milfe G. Romero Clerk I</i>          <i>Milfe G. Romero Clerk I</i>



<p>1.2 Please secure copy of the Bid Tender Form. <i>(Form shall be duly filled-up in three (3) copies and submitted on the day of the scheduled Opening of Bids.)</i></p> <p><b><i>Palihog kuha sang kopya sang Bid Tender Form. (Ang pormas dapat kompleto nga na fill-upan sa tatlo (3) ka mga kopya kag i-submit sa adlaw sang gintalana nga Opening of Bids.)</i></b></p> <p>1.3 Together with the GSO inventory personnel assigned, please visit the designated site for an ocular inspection of the items being sold.</p> <p><b><i>Upod sa GSO inventory personnel nga naka-assign, palihog magbisita sa gintalana nga lokasyon para sa paglantaw sang mga gamit nga ginabaligya.</i></b></p>	<p>1.3 Guides client in the ocular inspection of the items for sale on the designated site.</p> <p><b><i>Ginagiyahan ang kliyente sa paglantaw sang mga gamit nga ginabaligya sa gintalana nga lokasyon.</i></b></p>			
<p>2.1 Please comeback on the scheduled date of the Opening of Bids to submit your duly accomplished (3) copies of the Bid Tender Form and Bid Bond (requirement A) and join in the bidding.</p>	<p>2.1 Receives sealed envelop containing the duly accomplished Bid Tender Form and bid bond of the client.</p> <p><b><i>Ginabaton ang silyado nga envelop</i></b></p>	<p>none</p>	<p>1 day</p>	<p><i>Engr. Leo L. Pahilanga Engineer III/ GSO-Designate</i></p> <p><b><i>&amp; Disposal Committee</i></b></p>



<p><b><i>Palihog mabalik sa gintalana nga petsa sang Opening of Bids para i-submit ang (3) ka mga kopya sang imo na fill-upan nga Bid Tender Form kag Bid Bond (requirement (A) kag mag-intra sa bidding.</i></b></p> <p>2.2 Please be present to witness the bidding session and be notified of the winning highest bid.</p> <p><b><i>Palihog magtambong para mag-witness sa bidding session kag makabalo sang nagdaog nga pinakadako nga bid.</i></b></p> <p>2.3 For the winning bidder, please wait while your documents are being processed and sign and receive the Notice of Award.</p> <p><b><i>Para sa nagdaog nga bidder, palihog mahulat samtang gina proseso ang imo mga dokumento kag batuna kag pirmahan ang Notice of Award.</i></b></p>	<p><b><i>nga didto nakasulod ang nafill-up nga Bid Tender kag ang bid bond sang kliyente.</i></b></p> <p>2.2 Conducts bidding of the disposed items for sale.</p> <p><b><i>Magahiwat sang bidding sang disposed nga mga gamit nga ginabaligya.</i></b></p> <p>2.3 Prepare Abstract of Bids and Notice of Award documents.</p> <p><b><i>Magahimo sang Abstract of Bids kag Notice of Award nga mga dokumento.</i></b></p> <p>2.4 Prints and signs Abstract of Bids and Notice of Award documents.</p> <p><b><i>I-print kag pirmahan ang Abstract of Bids kag Notice of Award nga mga dokumento.</i></b></p> <p>2.5 Indorses the Notice of Award to the winning bidder and asks the client to sign the document.</p> <p><b><i>Igahatag ang Notice of Award sa nagdaog nga bidder kag siya</i></b></p>			<p>Milfe G. Romero Clerk I</p>
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	<b>papirmahon sa dokumento.</b>			
<p>3.1 Please proceed to the City Treasurer's – Cash Division, pay the offered bid price fully and secure the official receipt to claim the award.</p> <p><b>Palihog magkadto sa City Treasurer's Office – Cash Division, bayaran ang ginhatag nga presyo sang gin-offer nga bid sang tingob kag kuhaon ang official receipt para sa pag-claim sang gindag-an.</b></p> <p>3.2 Please present payment order (Notice of Award) to the cashier assigned.</p> <p><b>Palihog ihatag ang order of payment (Notice of Award) sa cashier nga naka-assign.</b></p>	<p>3.1 Receives payment order (Notice of Award) and payment.</p> <p><b>Ginabaton ang payment order (Notice of Award) kag ang bayad.</b></p> <p>3.2 Process payment and issues official receipt to the client.</p> <p><b>Gina-proseso ang bayad kag naga-issue sang official receipt sa kliyente.</b></p>	Full amount of offered bid price.	1 hour	Lida A. Ocquiña Cashier IV, CTO- Cash
<p>4.1 Please proceed to the GSO and present your official receipt.</p> <p><b>Palihog magkadto sa GSO kag ihatag ang imo official receipt.</b></p> <p>4.2 Please claim your award.</p> <p><b>Palihog kuha sang imo dinag-an.</b></p>	<p>4.1 Receives the official receipt from the client.</p> <p><b>Batunon ang official receipt halin sa kliyente.</b></p> <p>4.2 Guides the client to the designated site to claim the disposed items.</p> <p><b>Updan ang kliyente didtosa gintalana</b></p>	none	5 minutes	Milfe G. Romero Clerk I
			3 days	





	<i>nga lokasyon para kuhaon ang mga disposed nga mga gamit.</i>			
	<b>TOTAL:</b>		4 days, 3 hours and 5 minutes	



## 2. Availment of Refund for Performance Security

This service enables the supplier to avail of refund for the performance bond which was initially posted prior to receiving of the Purchase Order (P.O.).

***(Ini nga serbisyo nagapatigayon sa supplier nga makuha ang refund para sa performance bond nga una ginbayad antis napirmahan ang Purchase Order (P.O.).)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Performance Security – copy of Official receipt that was issued prior to receipt of the Purchase Order (P.O.)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please visit the office and submit the official receipt which was issued prior to receipt of the Purchase Order.  <b><i>Palihog magbisita sa opisina kag i-submit ang official receipt nga gin-issue antis nabaton ang Purchase Order.</i></b>	1.1 Receives official receipt from the client then checks and validates records and supporting documents to verify that transaction was completed.  <b><i>Ginabaton ang official receipt halin sa kliyente kag gina-check kag gina-validate ang mga records upod ang mga supporting nga mga dokumento para masiguro nga ang transaksyon nakompleto.</i></b>	None	15 minutes	<i>Maryjoe N. Sepida Clerk III</i>  <i>Or</i> <i>Ryan S. Anaud Clerk I</i>
	1.2 Photocopies the official receipt for file and prepares the disbursement voucher, attaches the supporting		15 minutes	



	<p>documents for the processing of the refund.</p> <p><b><i>Gina-photocopy ang official receipt para sa file kag ginahimo ang disbursement voucher, gina-attach ang mga supporting nga mga dokumento para sa pagproseso sang refund.</i></b></p> <p>1.3 Forwards the disbursement voucher and supporting documents to the City Accountant's Office for processing.</p> <p><b><i>Ginapasa ang disbursement voucher kag mga supporting nga mga dokumento sa City Accountant's Office para sa pagproseso.</i></b></p>		10 minutes	
<p>2. Please wait while your documents are being processed.</p> <p><b><i>Palihog maghulat samtang ginaproseso ang imo mga dokumento.</i></b></p>	<p>2.1 Disbursement voucher and supporting documents are being processed by the following concerned offices:</p> <p><b><i>Ang disbursement voucher kag ang iya mga supporting nga mga dokumento gina-proseso sang mga natungdan nga mga opisina:</i></b></p>	None	2 days	Officer in charge of concerned offices namely:



	<p>2.2 OCA – for ICU of the documents.</p> <p><b>OCA – para sa pag-ICU sang mga dokumento.</b></p> <p>2.3 CTO – Cash Division - Prepares check and affixes signature.</p> <p><b>CTO – Cash Division – ginahimo ang tseke kag ginapapirmahan.</b></p> <p>2.4 CBO – for affixing of initials.</p> <p><b>CBO – para sa pag-initial.</b></p> <p>2.5 CMO – for signature of the City Mayor.</p> <p><b>CMO –para sa pirma sang City Mayor.</b></p> <p>2.6 OCA – for Accountant’s Advice.</p> <p><b>OCA – para sa Accountant’s Advice.</b></p> <p>2.7 CTO – Cash Division – for release of check to the client.</p> <p><b>CTO – Cash Division – para sa paghatag sang tseke sa kliyente.</b></p>			<p>Corazon J. Retolosa Senior Bookkeeper OCA</p> <p>Rhea B. Decatoria Clerk III CTO-Cash</p> <p>&amp;</p> <p>Caruso T. Villaflor City Treasurer CTO</p> <p>Monica Ofelia M. Narazo Budget Officer I/CBO-Des. CBO</p> <p>Jhoebelle Alicante Clerk I CMO</p> <p>&amp;</p> <p>City Mayor</p> <p>Ruby V. Abellar City Accountant OCA</p> <p>Rhea B. Decatoria Clerk III CTO-Cash</p>
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<p>3. Please claim your check at the City Treasurer's Office – Cash Division.</p> <p><b><i>Palihog kuha sang imo tseke sa City Treasurer's Office – Cash Division.</i></b></p>	<p>3. Issues check to the client.</p> <p><b><i>I-issue ang tseke sa kliyente.</i></b></p>	<p>None</p>	<p>1 hour</p>	<p><i>Rhea B. Decatoria Clerk III CTO-Cash</i></p> <p><i>or</i></p> <p><i>Assigned clerk on duty</i></p>
<p><b>TOTAL:</b></p>			<p>2 days 1 hour and 40 minutes</p>	



### 3. Facilitation for the Rental and Use of the Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC)/ Community Center/ ABAP Gym

This service helps facilitate the needs and requirements of the client relative to his/her rental and use of a government owned property and its facilities such as the Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC), Community Center and ABAP Gym. Under the 2017 Revised Revenue Code of Bago City, Chapter 5, Article C, Sections 6C.01.6 - 7 and 14; a rental fee shall be imposed the public for the use of real properties owned by the city.

*(Ini nga serbisyo nagabulig patigayon sa kinahanglanon kag requirements sang kliyente nahanungod sa pagrenta kag paggamit sang ginapanag-iyahan nga mga properties sang gobyerno kag ang iya sini mga pasilidad pareho sang Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC), Community Center kag sang ABAP Gym. Sa idalum sang 2017 Revised Revenue Code sang Bago City, Chapter 5, Article Sections 6C.1.6 – 7 kag 14; ang rental fee paga-implementar sa publiko sa tigayon sa pag-usar sang real properties nga ginapanag-iyahan sang syudad.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C– Government to Client G2B – Government to Business Entity			
<b>Who may avail:</b>	Transacting Public and Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> *Approval Slip from the City Mayor's Office  <i>(*Approved booking may be transferred or cancelled in the event the city needs the venue for an important occasion with the Mayor's approval.)</i>		City Mayor's Office		
B. Official receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Please visit the office to present your *Approval Slip (secured from the City Mayor's Office) and discuss the details of your event or the specific requirements relative to	1.1 Receives the Approval Slip and asks the client for the details of the event, the specific requirements and/or needs in the use of the facility.	None	50 minutes	<i>Mitchelle H. Supera Clerk I</i>



<p>the use of the venue and its facilities.</p> <p><b><i>Palihog magkadto sa opisina para ihatag ang imo *Approval Slip (ginkuha didto sa City Mayor's Office) kag i-discuss ang mga detalye nahanungod sa imo event, ang mga naga kaangay nga mga kinahanglanon para sa paggamit sang venue kag sang iya mga pasilidad.</i></b></p> <p>1.2 Please listen to the instructions as to the "do's" and "don'ts" on the use of the venue and its facilities.</p> <p><b><i>Palihog pamati-i ang mga "dapat" kag "indi dapat" nga mga instructions nahanungod sa paggamit sang venue kag sang iya sini mga pasilidad.</i></b></p> <p>1.3 Please wait and receive the payment order.</p> <p><b><i>Palihog maghulat kag batuna ang payment order.</i></b></p>	<p><b><i>Ginabaton ang Approval Slip kag ginapamangkot ang kliyente sang mga detalye sang event kag ang mga naga kaangay nga mga kinahanglanon sa paggamit sang pasilidad.</i></b></p> <p>1.2 Informs the client of the "do's" and "don'ts" on the use of the venue and its facilities.</p> <p><b><i>Ginapabalo sa kliyente ang mga "dapat" kag "indi dapat" sa paggamit sang venue kag sang iya sini mga pasilidad.</i></b></p> <p>1.3 Issues payment order for the facilities to be used. (e.g. tables, chairs, electric fan, light, etc.)</p> <p><b><i>Naga-issue sang payment order para sa mga pasilidad nga pagagamiton. (hal. lamesa, bangko, electric fan, suga, kag iban pa)</i></b></p>			
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<p>2.1 Please pay the rental fee at the City Treasurer's Office.</p> <p><b><i>Palihog bayad sang rental fee sa City Treasurer's Office.</i></b></p> <p>2.2 Please submit the payment order.</p> <p><b><i>Palihog i-submit ang payment order.</i></b></p> <p>2.3 Please wait while your payment is being processed and receive the official receipt for the payment made.</p> <p><b><i>Palihog maghulat samtang gina-processo ang imo bayad kag batuna ang official receipt sang imo bayad.</i></b></p>	<p>2.1 Receives copy of the payment order.</p> <p><b><i>Ginabaton ang kopya sang payment order.</i></b></p> <p>2.2 Computes the total amount for the venue and the items to be rented and issues official receipt.</p> <p><b><i>Gina-compute ang kabilugan nga balayran para sa venue kag sa mga pagarentahan nga mga gamit kag naga-issue sang official receipt.</i></b></p>	<p>Kindly refer to the rates below.</p> <p>Attached "Annex A"</p>	<p>1 hour</p>	<p><b><i>Collector on Duty</i></b></p> <p><i>Liezl O. Perez,</i> <i>Revenue</i> <i>Collection Clerk II,</i> <i>City Treasurer's</i> <i>Office</i></p> <p><i>Princess Diane E. Sepida,</i> <i>Revenue</i> <i>Collection Clerk II,</i> <i>City Treasurer's</i> <i>Office</i></p>
<p>3. Please come back to the GSO to present your official receipt and confirmation of rental.</p> <p><b><i>Palihog magbalik sa GSO para ipakita ang imo official receipt kag para sa confirmation sang imo renta.</i></b></p>	<p>3. Receives official receipt and records the details and the schedule of the event in the logbook.</p> <p><b><i>Ginabaton ang official receipt kag gina-record ang mga detalye kag ang schedule sang event sa logbook.</i></b></p>	<p>None</p>	<p>10 minutes</p>	<p><b><i>Mitchelle H. Supera</i></b> <i>Clerk I</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>			<p>2 hours</p>	





# **ANNEX "A"**

## **OFFICE OF THE GENERAL SERVICES OFFICER**



## **Rental Fee Rates as per 2017 Revised Revenue Code of Bago City**

### **Manuel Y. Torres Memorial Coliseum and Cultural Center**

#### **Basketball / Volleyball**

Professional = Php 33,000.00/ day  
Amateur = Php 16,500.00/day  
Practice game with lights = Php 400.00/ hour  
Practice game without lights = Php 300.00/ hour

#### **Boxing**

Professional = Php 33,000.00/ day  
Amateur = Php 16,500.00/ day

**Derby** (Special Derby) = Php 35,000.00/day

**Cultural Show** (One day free rehearsal) = Php 16,500.00/day

**Concert** (One day free rehearsal) = Php 16,500.00/day

**Stage Show** = Php 16,500.00/day

#### **General Assemblies**

(Civic, Religious and Mandated Organizations) = First Two hours P 2,200.00 and the succeeding hours at Php 1,100.00/ hour

**Weddings, Reunions, Birthday Anniversary and the likes** = First Two hours Php 2,200.00 and the succeeding hours at Php 1,100.00/ hour

**Graduation Rites** for Private Schools; Package Deal, with lights and sound system:

Four (4) hours only = P 2,000.00  
Succeeding Hour/s = Php 1,000.00

**JS Prom** for Private Schools; Package Deal with lights and sound system:

Four (4) hours only = Php 2,000.00  
Succeeding hour/s = Php 1,000.00

**Political Rallies or Activities;** Package Deal with lights and sound system:

Two (2) hours only = Php 2,200.00  
Succeeding Hour/s = Php 1,100.00

#### **Rental of VIP Room only;**

VIP Room (Tan Juan) = Php 1,000.00/day  
VIP Room (Church) = Php 700.00/day



**Note:**

For additional lamps or bulbs = Php 250.00/hour, per bulb  
Use of electric fans = additional P 250.00 per hour, per fan  
Rental must be in cash basis, to be paid before the affair.  
Booking must be made one (1) week before the affair with the Mayor's Office.  
Booking must be strictly observed; no cancellation of the schedule should be allowed  
and payment is deemed forfeited.

**Bago City Community Center** = P 3,000.00/ 4 hours w/ aircon  
Php 750.00/hr = excess

**ABAP Gym**

**Boxing**

Professional = Php 5,000.00/day  
Amateur = Php 2,500.00/day

**Derby** (Special Derby) Php 5,000.00/day

**Cultural Show** (One day free rehearsal) = Php 2,500.00/day

**Concert** (One day free rehearsal) = Php 2,500.00/day

**Stage Show** (One day free rehearsal) = Php 2,500.00/day

**Other Activities** = Php 1,000.00/day

**Note:**

For additional lamps or bulbs = P 250.00 per hour, per bulb  
Use of electric fans = additional P 250.00 per hour, per fan  
Rental must be in cash basis, to be paid before the affair.  
Booking must be made one (1) week before the affair with the Mayor's Office.  
Booking must be strictly observed; cancellation may be allowed but payment is forfeited.  
Plastic chairs = Php 5.00/chair  
Tables = Php 20.00/ table



#### 4. Facilitation of Supplier Queries

This service enables the supplier to be informed of the status and/or updates of his/her documents that are being processed and/or other official business concerns or transactions he/she has in the Office.

***(Ini nga serbisyo nagapatigayon sa supplier nga makabalo sang status kag/ukon update sang iya mga dokumento nga gina-proseso kag/ukon iban pa nga official business concerns ukon transaksyon nga may ara siya sa Opisina.)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please call or visit the office to inquire about your documents or other official business concerns.  <b><i>Palihog magtawag ukon magbisita sa opisina para ipamangkot ang parte sa imo papeles ukon iban pa nga opisyal nga business concerns.</i></b>	1. Receives phone calls or walk-in clients and inquires as to purpose of the call or visit.  <b><i>Ginabaton ang mga tawag sa telepono ukon walk-in nga mga kliyente kag ginapamangkot ang rason sang ila pagtawag ukon pagbisita.</i></b>	None	2 minutes	<i>Ryan S. Anaud Clerk I</i>
2. Please wait while your inquiries or concerns are being addressed.  <b><i>Palihog maghulat samtang ang imo pamangkot ukon concerns ginatagaan igtalupangod.</i></b>	2. Assess, checks or verifies records to address client's query or concern.  <b><i>Gina-assess, gina-check ukon gina-verify ang mga records para tagaan igtalupangod ang pamangkot ukon concern sang kliyente.</i></b>	None	10 minutes	<i>Ryan S. Anaud Clerk I</i>



<p>3. Please be informed and be guided accordingly by the response.</p> <p><b><i>Palihog sunod sang nagakaigo nga sabat nga gin hatag.</i></b></p>	<p>3. Provides information to client as to his/her inquiry or concern.</p> <p><b><i>Nagahatag impormasyon sa kliyente nahanungod sa iya pamangkot ukon concern.</i></b></p>	<p>None</p>	<p>3 minutes</p>	<p><i>Ryan S. Anaud Clerk I</i></p>
<b>TOTAL:</b>			<p>15 minutes</p>	



## 5. Issuance of Purchase Order (P.O.)/ Job Order (J.O.) Copy

This service allows a supplier to secure a copy of the Purchase Order (P.O.)/Job Order (J.O.) for which his/her company or business entity has successfully transacted with the city in either goods and/or services.

***(Ini nga serbisyo nagapatigayon sa supplier nga makuha sang kopya sang Purchase Order (P.O.)/Job Order (J.O.) para sa iya kompanya ukon business entity nga madinalag-on nga nakapagtransaksyon sa syudad sang mga produkto man kag/ukon sang serbisyo.)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Authorization Letter (must indicate the P.O./J.O. number and the total amount <i>(if possible)</i> of the document being requested.)		Client's Company		
B. Client's Company Identification Card		Issued by the company where the client is presently employed.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1.1 Please visit the office, present your company issued I.D. and submit your authorization letter.</p> <p><b><i>Palihog magbisita sa opisina, ipakita ang gin-issue sa imo nga company I.D. kag i-submit ang imo authorization letter.</i></b></p> <p>1.2 You will be interviewed as to the purpose of your request and the details of the document you want.</p> <p><b><i>Pagapamangkuton ka sang rason kag mga detalye parte sa imo</i></b></p>	<p>1.1 Checks the documents submitted by the client.</p> <p><b><i>Gina-check ang mga dokumento nga gin-submitte sang kliyente.</i></b></p> <p>1.2 Asks the client the reason for his/her request and the details of the document he/she needs.</p> <p><b><i>Ginapamangkot ang kliyente sang rason sang iya pagpangayo kag ang mga detalye</i></b></p>	None	10 minutes	Ryan S. Anaud Clerk I



<p><b>dokumento nga ginapangayo.</b></p>	<p><b>sang dokumento nga iya kinahanglan.</b></p>			
<p>2. Please wait while your requested document is being retrieved.</p> <p><b>Palihog maghulat samtang ginakuha ang imo gin-request nga dokumento.</b></p>	<p>2.1 Retrives original copy of P.O./J.O from file.</p> <p><b>Ginakuha ang original nga kopya sang P.O./J.O. halin file.</b></p> <p>2.2 Photocopies P.O./J.O after retrieval.</p> <p><b>Gina-photocopy ang P.O./J.O. matapos makuha.</b></p>	<p>None</p>	<p>10 minutes</p> <p>2 minutes</p>	<p><i>Ryan S. Anaud Clerk I</i></p>
<p>3. Please receive the copy of the document requested.</p> <p><b>Palihog baton sang kopya sang dokumento nga ginapangayo.</b></p>	<p>3. Issues photocopy of P.O./J.O.to client.</p> <p><b>Ginahatag ang photocopy sang P.O./J.O. sa kliyente.</b></p>	<p>None</p>	<p>1 minute</p>	<p><i>Ryan S. Anaud Clerk I</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>23 minutes</p>	



## 6. Rental of Canopy/ Tables/ Chairs

Under the 2017 Revised Revenue Code of Bago City, Chapter 5, Article C, Sections 6C.01.19 – 21; a rental fee shall be imposed the public for the rental of canopy/chairs/tables which are in the care and custody of this office for an allowable maximum period of seven (7) days.

***(Sa idalum sang 2017 Revised Revenue Code sang Bago City, Chapter 5, Article C, Sections 6C.1.19 – 21; ang rental fee paga-implementar sa public satigayon magrenta sang canopy/bangko/lamesa nga ara sa pag-amlig kag kustodia sang sini nga opisina sa sulod sang maximum nga asta pito (7) ka adlaw.)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C– Government to Client G2B – Government to Business Entities			
<b>Who may avail:</b>	The General Public and Business Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Approval Slip from the City Mayor's Office		City Mayor's Office		
<b>Document 2</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Please visit the office and present the approved Request Slip secured from the City Mayor's Office.  <b><i>Palihog magkadto sa opisina kag ihatag ang Request Slip nga aprobado halin sa City Mayor's Office.</i></b>	1.1 Receives approved request slip and checks availability of items requested for rental.  <b><i>Ginabaton ang aprobado nga request slip kag gina-check kon bala available ang mga gamit nga gina-request nga pagarentahan.</i></b>	None	30 minutes	<i>Mitchelle S. Supera Clerk I</i>
1.2 Please wait while verification as to availability of the items requested for rental is being done and while order of payment is being processed.	1.2 Prepares the order of payment and the Undertaking Slip.			





<p><b><i>Palihog maghulat samtang ginahimo ang verification kon bala available ang imo gin-request nga pagarentahan kag samtang ginaprosseso ang order of payment.</i></b></p> <p>(For wake and funeral use, no fees shall be collected. Please claim the borrowed items if available.)</p> <p><b><i>Mahitungod sa bilasyon kag lubong, libre ang paghulam kag wala ini sang bayad. Palihog kuha ang ginhulam nga mga gamit kon ini available.</i></b></p> <p>1.3 Please receive the order of payment and Undertaking Slip, affix your signature and be reminded that loss and damage of the borrowed items shall be borrower's responsibility.</p> <p><b><i>Palihog baton sang order of payment kag Undertaking Slip, pirmahan ini kag dumdumon nga ang pagkadula ukon pagkaguba sang mga ginhulam nga gamit, iya responsibilidad sang naghulam.</i></b></p>	<p><b><i>Ginahimo ang order of payment kag ang Undertaking Slip.</i></b></p> <p>1.3 Affixes signature on the forms and informs the client of his/her borrower's responsibilities.</p> <p><b><i>Ginapirmahan ang mga pormas kag ginapabalo ang kliyente sang mga responsibilidad sang isa ka naghulam.</i></b></p>			
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<p>2.1 Please pay the rental fee at the City Treasurer's Office.</p> <p><b><i>Palihog bayad sang rental fee sa City Treasurer's Office.</i></b></p> <p>2.2 Please submit the payment order to the personnel on duty.</p> <p><b><i>Palihog i-submit ang payment order sa personnel nga naka-duty.</i></b></p> <p>2.3 Please wait while your payment is being processed and receive the Official receipt for payment made.</p> <p><b><i>Palihog maghulat samtang gina-proseso ang imo bayad kag batuna ang official receipt sa ginhimo nga pagbayad.</i></b></p>	<p>2.1 Receive a copy of the payment order.</p> <p><b><i>Ginabaton ang kopya sang payment order.</i></b></p> <p>2.2 Computes the total amount of items to be rented and issues official receipt.</p> <p><b><i>Gina-compute ang kabilugan nga balayran sang mga pagarentahan kag naga-issue sang official receipt.</i></b></p>	<p>Canopy Rental (maximum of 7 days)</p> <p>Big = PHP 200.00/ day</p> <p>Small = PHP 100.00/ day</p> <p>Plastic chairs (maximum of 7 days) = PHP 5.00/ chair</p> <p>Tables (maximum of 7 days) = PHP 20.00/ table</p>	<p>1 hour</p>	<p><i>Collector on Duty</i></p> <p><i>Liezl O. Perez, Revenue Collection Clerk II, City Treasurer's Office</i></p> <p><i>Princess Diane E. Sepida, Revenue Collection Clerk II, City Treasurer's Office</i></p>
<p>3.1 Please return to the Office of the General Services Officer and present the official receipt in order to claim the items rented.</p> <p><b><i>Palihog magbalik sa Office of the General Services Officer kag ipakita ang imo official receipt para makuha ang mga gamit nga ginarentahan.</i></b></p>	<p>3.1 Receives official receipt as proof of payment and book the scheduled date of rent.</p> <p><b><i>Ginabaton ang official receipt bilang pamatuod nga nakabayad kag gina-book ang schedule sang petsa sa pagrenta.</i></b></p>	<p>None</p>	<p>30 minutes</p>	<p><i>Mitchelle H. Supera Clerk I</i></p>



<p>(Note: For all rented items, booking date should be the actual day of use.)</p> <p><b><i>Pahibalo: Ang booking date sang tanan nga mga ginarentahan nga mga gamit, dapat ang actual nga adlaw nga ini usaron.</i></b></p>	<p>3.2 Releases the rented items to the client.</p> <p><b><i>Gina-release ang mga gamit nga ginarentan sa kliyente.</i></b></p>			
<b>TOTAL:</b>			2 hours	



## 7. Towing and Impounding of Stalled Vehicle(s)

The Motorpool Division of this Office is mandated under Article D, Chapter 5 of the 2017 Revised Revenue Code of Bago City to tow and impose a corresponding towing fee for vehicles that breaks down on any street within the jurisdiction of Bago and an additional impounding charge (Section 6D.05 as prescribed in Article W, Chapter 3) for all impounded motor vehicles that falls or breaks down and causes obstruction to vehicular or pedestrian traffic.

***(Ang Motorpool Division sang ini nga Opisina may mandato sa idalum sang Chapter 5, Article D sang 2017 Revised Revenue Code sang syudad sang Bago nga i-tow kag mag-impose sang nagakaigo nga towing fee para sa mga salakyan nga naabirya sa diin man nga dalan sa sulod sang jurisdiction sang Bago kag dugang nga impounding charge (Section 6D.05 naka-sulat sa Article W, Chapter 3) para sa tanan nga impounded motor vehicles nga naabirya kag nagatuga sang obstruction sa mga salakyan o pedestrian traffic.)***

<b>Office or Division:</b>		Office of the General Services Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Official receipt		City Treasurer Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Please visit the Traffic Management Office and state intent to claim towed and impounded vehicle.	1.1 Informs the GSO of the client's intent to claim the towed and impounded vehicle	None	10 minutes	Myla M. Espende, Computer Operator I, CMO-Traffic Managemet Office
<b><i>Palihog magbisita sa Traffic Management Office kag ipahayag ang intensiyon sa pagkuha sang gin-tow kag gin-impound nga salakyan.</i></b>	<b><i>Ginapabalo ang GSO sang buko sang kliyente sa pagkuha sang gin-tow kag gin-impound nga salakyan.</i></b>			
1.2 Please wait and receive the order of payment.	1.2 The GSO computes the total amount for the impounding and towing fees and		30 minutes	Engr. Jojie G. Montinola Engineer I



<p><b><i>Palihog maghulat kag batuna ang order of payment.</i></b></p>	<p>issues payment order to the client.</p> <p><b><i>Ang GSO naga-compute sang kabilugan nga balayran para sa pag-impound kag sa pag-tow kag gina-issue ang payment order sa kliyente.</i></b></p>			
<p>2.1 Please pay the towing and impounding fees at the City Treasurer's Office.</p> <p><b><i>Palihog bayad sang towing kag impounding fees sa City Treasurer's Office.</i></b></p> <p>2.2 Please submit the payment order.</p> <p><b><i>Palihog i-submit ang payment order.</i></b></p> <p>2.3 Please wait while your payment is being processed and receive the official receipt for payment made.</p> <p><b><i>Palihog maghulat samtang gina-proseso ang imo bayad kag batuna ang official receipt sang imo bayad.</i></b></p>	<p>2.1 Receives a copy of the payment order.</p> <p><b><i>Ginabaton ang kopya sang payment order.</i></b></p> <p>2.2 Processes the payment and issues official receipt to the client.</p> <p><b><i>Gina-proceso ang bayad kag naga-issue sang official receipt sa kliyente.</i></b></p>	<p>Kindly refer to the rates below.</p> <p>Attached "Annex B"</p>	<p>1 hour</p>	<p><i>Collector on Duty</i></p> <p><i>Liezl O. Perez,</i> <i>Revenue</i> <i>Collection Clerk II</i> <i>City Treasurer's</i> <i>Office</i></p> <p><i>Princess Diane E.</i> <i>Sepida</i> <i>Revenue</i> <i>Collection Clerk II</i> <i>City Treasurer's</i> <i>Office</i></p>



<p>3.1 Please proceed to the GSO Motor Pool and present the official receipt.</p> <p><b><i>Palihog magkadto sa GSO Motorpool kag ipakita ang oficial receipt.</i></b></p> <p>3.2 Please claim your impounded vehicle.</p> <p><b><i>Palihog baton sang imo impounded nga salakyan.</i></b></p>	<p>3. Receives official receipt and turns-over the impounded vehicle to the client after verification.</p> <p><b><i>Ginabaton ang official receipt kag ginabalik ang impounded nga salakyan sa kliyente matapos ang verification.</i></b></p>	<p>None</p>	<p>30 minutes</p>	<p><i>Engr. Jojie G. Montinola Engineer I</i></p>
<p><b>TOTAL:</b></p>			<p>2 hours and 10 minutes</p>	



# **ANNEX "B"**

## **OFFICE OF THE GENERAL SERVICES OFFICER**



## **Towing and Impounding Rates as per 2017 Revised Revenue Code of Bago City**

### **Sec.6D.01.1 – Vehicles with gross capacity weight of 4,000 kilograms or less:**

First (5) kilometers = Php 1,000.00  
Succeeding kilometers = Php 100.00

### **Sec.6D.01.2 – Vehicles with gross capacity weight of more than 4,000 kilograms**

First (5) kilometer = Php 1,500.00  
Succeeding kilometer = Php 200.00

### **Sec. 6D.01.2 – Penalty**

Obstruction = Php 200.00  
Driver = Php 50.00

### **Art. W, Chapter 3 – Pounding Fee on Impounding of Transportation**

Sec.3W.01.a – Bicycle and Pedaled Tricycle (Trisikad) = Php 10.00  
Sec.3W.01.b – Motorcycle and Motorized Tricycle = Php 20.00  
Sec.3W.01.c – Cars and Jeeps = Php 50.00  
Sec.3W.01.d – Trucks and Buses = Php 100.00





# **OFFICE OF THE GENERAL SERVICES OFFICER**

## **Internal Services**



## 1. Application for Relief from Property Accountability

This service allows an accountable government employee or official who in the course of the performance of his/her duty or for any other reason loses a government property under his/her actual possession or custody to apply for relief from property accountability pursuant to **Section 383, Title V, Book II, of Republic Act No. 7160**, otherwise known as the Local Government Code of 1991 and in consonance with COA Circular No.92-386 dated October 20, 1992 in which Section 151 on the Rules and Regulations on Supply and Property Management in the Local Governments, Notice of Loss and Application for Relief from Property Accountability, Paragraph 1 states that *“the request shall be filed with the provincial, city or municipality auditor by the accountable officer within the statutory period of thirty (30) days or such longer period as may be allowed by the auditor”* and Paragraph 2 which states that *“the request for relief shall be coursed through the office or department head concerned and **general services officer**, municipal or barangay treasurer, as the case may be, for their comment and recommendation”*.

*(Ini nga serbisyo nagapatigayon sa accountable government employee o opisyal nga samtang yara sa paghimo sang iya serbisyo ukon sa ano pa man nga kabangdanan nadula ang government property nga ara sa idalum sang iya actual nga posesyon ukon kustodia para maka-apply sang relief from property accountability subong sa ginamandato sa Section 151 sang Rules and Regulations on Supply and Property Management in the Local Governments, Notice of Loss and Application for Relief from Property Accountability kon sa diin ini ang Paragraph 1 naga siling nga “ang request dapat i-file sa provincial, city ukon municipal auditor sang accountable officer sa sulod sang statutory period nga trenta (30) diyas ukon sa kalawigon nga pwede mapasugtan sang auditor” kag Paragraph 2 nga nagasiling “ang request para sa relief dapat igapaagi sa opisina ukon department head concerned kag general services officer, municipal or barangay treasurer, diin man natungdan, para sa ila komentaryo kag rekomendasyon” .)*

<b>Office or Division:</b>	Office of the General Services Officer
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government Employee or Official
<b>Who may avail:</b>	Government Employee or Official
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> Police Blotter Report (2 copies)	Philippine National Police
<b>Document 2</b> Affidavit of Loss (2 copies)	City Legal Office
<b>Document 3</b> Request Letter for Relief from Property Accountability	Client



<p><b><i>If request for relief from property accountability was denied by the Commission on Audit (COA), please submit</i></b></p> <p><b>Document 4</b> Official receipt (payment for replacement cost of lost item(s))</p>		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Please visit the office and submit requirements 1, 2 and 3 indicated above and wait while your documents are being checked.</p> <p><b><i>Palihog bisita sa opisina kag i-submit ang mga requirements 1, 2 kag 3 nga nakalista sa ibabaw kag maghulat samtang gina-check ang imo mga dokumento.</i></b></p> <p>1.2 Please be prepared to be interviewed on account of your property loss.</p> <p><b><i>Palihog maghanda nga paga-interview-hon nahanungod sa pagkadula sang imo gamit.</i></b></p>	<p>1.1 Checks for the completeness of the submitted documents 1, 2 and 3.</p> <p><b><i>Gina-check kon kompleto ang gin-submit nga mga dokumento 1, 2 kag 3.</i></b></p>	None	10 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>
	<p>1.2 Conducts interview of the client.</p> <p><b><i>Pagahimo-on ang pag-interview sa kliyente.</i></b></p>		1 hour	<i>Engr. Leo L. Pahilanga Engineer III/ GSO-Designate</i>
	<p>1.3 Checks client's records on the computer, secures original copy of Property Acknowledgement Receipt (PAR) from file and have it photocopied.</p> <p><b><i>Gina-check ang records sang kliyente sa computer kag kuhaon ang original Property Acknowledgement Receipt (PAR) sa file para ipa-photocopy.</i></b></p>		30 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>







	<p><b>nga gamit sang kliyente kag gina-indorsar upod ang COA recommendation/ letter reply kag ang mga supporting nga mga dokumento sa Office of the City Accountant (OCA).</b></p> <p>2.6 OCA receives the submitted documents, computes the replacement cost, prepares the indorsement letter and the document for the computation of the replacement cost or the payment order and indorses the documents back to GSO.</p> <p><b>Ginabaton sang OCA ang mga gin-submit nga mga dokumento, gina-compute ang replacement cost, ginapreparar ang indorsement letter kag dokumento para sa computation sang replacement cost ukon ang payment order kag gina-indorso balik sa GSO.</b></p> <p>2.7 GSO receives the indorsement letter, payment order and the supporting</p>		<p>1 day</p>	<p><i>Ednalyn D. Aparecio,</i>  <i>Financial Analyst II</i>  <i>OCA</i></p> <p>&amp;</p> <p><i>Ruby V. Abellar</i>  <i>City Accountant,</i>  <i>OCA</i></p>
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<p>while your payment is being processed.</p> <p><b><i>Palihog ihatag ang payment order kag maghulat samtang gina-processo ang imo bayad.</i></b></p> <p>3.3 Please receive copy of the official receipt.</p> <p><b><i>Palihog baton sang kopya sang official receipt.</i></b></p>				
<p>4. Please return to the GSO and submit your Official receipt.</p> <p><b><i>Palihog magbalik sa GSO kag i-submit ang imo official receipt.</i></b></p>	<p>4.1 Receives the official receipt from the client.</p> <p><b><i>Ginabaton ang official receipt halin sa kliyente.</i></b></p> <p>4.2 Edits computer file records and attaches all the supporting documents to the original PAR to cancel the document.</p> <p><b><i>Gina-edit ang computer file records kag gina-attach tanan nga mga supporting nga mga dokumento sa original nga PAR para ini ma-cancel.</i></b></p>	<p>None</p>	<p>5 minutes</p> <p>30 minutes</p>	<p><i>Kristine Lou J. Balceda Administrative Officer I</i></p>
<b>TOTAL:</b>			6 days, 5 hours, and 5 minutes	





## 2. Facilitation for the Use of the Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC)/ Community Center/ ABAP Gym

This service enables a requesting government office to use the Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC), Community Center and/or the ABAP Gym and its facilities for official event(s) and/or functions relative to activities which said requesting office may conduct or sponsor.

*(Ini nga serbisyo nagatigayon sa isa ka requesting government office sa paggamit sang Manuel Y. Torres Memorial Coliseum and Cultural Center (MYTMCCC), Community Center kag/ukon ABAP Gym kag iya sini mga pasilidad sa ano man nga opisyal nga event nga ila pagahimoon, iga-conduct ukon iga-sponsor.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Agency			
<b>Who may avail:</b>	Government Agency, Office or Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Approval Slip from the City Mayor's Office		City Mayor's Office		
<b>Document 2</b> Request Letter (for City and school related activities) must be approved by the City Mayor.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please visit the office to submit your *Approval Slip (secured from the City Mayor's Office) and your Request Letter.  <i>Palihog magkadto sa opisina para ihatag ang imo *Approval Slip (ginkuha didto sa City Mayor's Office) kag ang imo Request Letter.</i>	1. Receives approval slip and request letter from client.  <i>Ginabaton ang approval slip kag ang request letter halin sa kliyente.</i>	None	5 minutes	<i>Mitchelle H. Supera Clerk I</i>



<p>2.1 Please discuss the details of your event, the specific requirements or needs relative to the use of the venue and its facilities.</p> <p><b><i>Palihog i-discuss ang mga detalye mahitungod sa imo event, ang mga nagakaigo nga mga kinahanglanon sa paggamit sang venue kag sang mga pasilidad.</i></b></p> <p>2.2 Please listen to the instructions as to the “do’s” and “don’ts” on the use of the venue and its facilities.</p> <p><b><i>Palihog pamati-i ang mga “dapat” kag “indi dapat” nga mga instructions nahanugod sa paggamit sang venue kag sang iya sini mga pasilidad.</i></b></p>	<p>2.1 Asks the client for the details, specific requirements and needs for the event.</p> <p><b><i>Ginapamangkot ang kliyente sang mga detalye, nagakaigo nga mga kinahanglanon para sa event.</i></b></p> <p>2.2 Informs the client of the do’s and don’ts on the use of the venue and its facilities.</p> <p><b><i>Ginapabalo sa kliyente ang mga “dapat” kag “indi dapat” sa paggamit sang venue kag iya sini mga pasilidad.</i></b></p>	None	30 minutes	Mitchelle H. Supera Clerk I
<p>3.1 Please use the venue on the designated schedule of booking.</p> <p><b><i>Palihog gamit sang venue sa gintalana nga petsa sang booking.</i></b></p> <p>3.2 Please strictly follow the schedule of the allotted time allowed for its use.</p>	<p>3.1 Records the schedule on the logbook and posts it in the MYTMCCC Office whiteboard and the designated bulletin board inside the facility premises as a reminder.</p> <p><b><i>Gina-record ang schedule sa logbook kag gina-post ang schedule sa whiteboard sang</i></b></p>	None	5 minutes	Mitchelle H. Supera Clerk I, GSO



<p><b><i>Palihog istrikto nga sundon ang schedule nga ginhatag para sa oras sang paggamit.</i></b></p> <p>3.3 Please observe proper use of the venue and its facilities.</p> <p><b><i>Palihog gamiton sang nagakaigo ang venue kag ang iya mga pasilidad.</i></b></p>	<p><b><i>opisina sang MYTMCCC kag sa designated bulletin board sa sulod sang pasilidad para mangin reminder.</i></b></p>			
<b>TOTAL:</b>		None	40 minutes	



### 3. Facilitation on the Use of Canopy/ Tables/ Chairs

This service allows government agencies, offices, government employee(s) and/or official(s) the use of canopy, tables and chairs for official event(s) and/or functions relative to activities which said requesting agencies or offices may conduct or sponsor and for various other events or occasions which necessitates the use of said amenities.

*(Ini nga serbisyo nagapatigayon sa mga opisina kag ahensiya sang gobyerno, empleyado kag/ukon mga opisyal sang gobyerno nga makagamit sang canopy, lamesa kag mga bangko para sa mga opisyal nga mga events nga ila pagahimoon, iga-conduct ukon iga-sponsor kag sa iban pa nga mga naga kalainlain nga mga events ukon okasyon nga nagakihanglan sang sini nga mga amenities.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies and Offices, Government Employee or Official			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Approval Slip from the City Mayor's Office		City Mayor's Office		
<b>Document 2</b> Request Letter (for City and school related activities) must be approved by the City Mayor		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Please visit the office and present the approved Request Slip secured from the City Mayor's Office.  <i><b>Palihog magkadto sa opisina kag ihatag ang Request Slip nga aprobado halin sa City Mayor's Office.</b></i>	1.1 Receives approved request slip from the client.  <i><b>Ginabaton ang aprobado nga request slip halin sa kliyente.</b></i>	None	5 minutes	<i>Mitchelle S. Supera Clerk I</i>
1.2 Please be prepared to be interviewed on account of borrowing the items.  <i><b>Palihog mangin handa nga paga-</b></i>	1.2 Informs the Department Head of the client's intent.  <i><b>Ginapabalo ang Department Head sa intensiyon sang kliyente.</b></i>		25 minutes	<i>Engr. Leo L. Pahilanga Engineer III / GSO-Designate</i>



<p><b>interviewhon nahanugod sa paghulam sang mga gamit.</b></p>	<p>1.3 Department Head interviews the client.</p> <p><b>Gina-interview sang Department Head and kliyente.</b></p>			
<p>2.1 Please wait while verification as to availability of the items being borrowed is done and while the undertaking slip is being prepared.</p> <p><b>Palihog maghulat samtang ginahimo ang verification kon bala available ang imo gin-request nga pagahulamon kag samtang ginaproseso ang undertaking slip.</b></p> <p>2.2 Please receive the Undertaking Slip and affix your signature and be reminded that loss and damage of the borrowed items shall be borrower's responsibility.</p> <p><b>Palihog baton sang Undertaking Slip kag pirmahan ini kag dumumon nga ang pagkadula ukon pagkaguba sang mga ginhulam nga gamit iya responsibilidad sang naghulam.</b></p>	<p>2.1 Checks for the availability of the items requested to be borrowed.</p> <p><b>Gina-check kon bala available ang mga gamit nga gina-request nga pagahulamon.</b></p> <p>2.2 Prepares the Undertaking Slip.</p> <p><b>Ginahimo ang Undertaking Slip.</b></p> <p>2.3 Affixes signature on the form, books the client's schedule and informs the client of his/her borrower's responsibilities.</p> <p><b>Ginapirmahan ang pormas, ginabook ang kliyente kag ginapabalo siya sang mga responsibilidad sang isa ka naghulam.</b></p>	None	30 minutes	<p><i>Mitchelle S. Supera Clerk I</i></p>
<p>3. Please claim the items borrowed.</p>	<p>3. Releases the rented items to the client.</p>	None	30 minutes	<p><i>Mitchelle H. Supera Clerk I</i></p>



<p><b>Palihog kuha sang mga gamit nga ginhulam.</b></p> <p>(Note: For all borrowed items, booking date should be the actual day of use.)</p> <p><b>(Pahibalo: Ang booking date sang tanan nga mga ginahulam nga gamit, amo ang adlaw nga ini usaron.)</b></p>	<p><b>Gina-release ang mga gamit nga ginhulam sang kliyente.</b></p>			
<b>TOTAL:</b>		None	1 hours and 30 minutes	



#### 4. Facilitation of Queries Concerning Firearms/ Lot Title/ Deed of Donation

This service caters to inquiries about the firearms, lot titles and deed of donations which were either purchased by and/or donated to the city.

*(Ini nga serbisyo nagapatigayon sa mga pamangkot nahanungod sa mga armas, titulo sang duta kag/ukon deed of donations nga mahimo ginbakal kag/ukon gin-donar sa syudad.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Agency, Government Employee or Officials			
<b>Who may avail:</b>	Government Agency, Government Employee or Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please visit the office to inquire about firearms/lot title/deed of donations.  <i>Palihog magbisita sa opisina para mamangkot parte sa firearms/lot title/deed of donation.</i>	1. Receives client and inquires as to purpose of the visit.  <i>Ginabaton ang kliyente kag ginapamangkot ang rason sang pagbisita.</i>	None	5 minutes	Milfe G. Romero <i>Clerk I</i>
2. Please wait while your concerns are being assessed, checked or verified in the records.  <i>Palihog maghulat samtang ang imo concerns gina-assess, gina-check ukon gina-verify sa records.</i>	2. Assess, checks or verifies records pertaining to client's queries.  <i>Gina-assess, gina-check ukon gina-verify ang mga records mahitungod sa pamangkot sang kliyente.</i>	None	20 minutes	Milfe G. Romero <i>Clerk I</i>
3. Please be informed and be guided accordingly by the response.	3. Relays information to the client about his/her inquiry.	None	5 minutes	Milfe G. Romero <i>Clerk I</i>



<i><b>Palihog makabalo kag magabayan ka sang nagakaigo sa igahatag nga sabat.</b></i>	<i><b>Ginahatag ang information sa kliyente nahanungod sa iya pamangkot.</b></i>			
<b>TOTAL:</b>		None	30 minutes	





## 5. Issuance of Documents for Lot Title/ Deed of Donation Copy

This service enables a requesting government agency, government employee or a government official to secure a copy of the Lot Title/Deed of Donation for a particular portion of land owned by the city for which said document will be used for whatever lawful purpose by the requesting party.

*(Ini nga serbisyo nagapatigayon sa isa ka gahinyo nga ahensiya sang gobyerno, empleyado sang gobyerno ukon opisyal nga makakuha sang kopya sang Titulo sang Duta/Deed of Donation para sa particular nga portion sang duta nga ginapanag-iyahan sang syudad kon sa diin ini nga dokumento pagagamiton sa ano pa man nga legal nga tinutuyo sang nagapangayo nga partido.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Agency, Government Employee or Officials			
<b>Who may avail:</b>	Government Agency, Government Employee or Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Request Letter (must be approved by the City Mayor)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Please visit the office and present your request letter (approved by the City Mayor).  <b><i>Palihog magbisita sa opisina kag ipakita ang request letter (aprobado sang City Mayor).</i></b>	1.1 Receives approved request letter and interviews client as to the purpose and reason for his/her request.  <b><i>Ginabaton ang aprobado nga request letter kag gina-interview ang kliyente sang tinutuyo kag rason sang iya request.</i></b>	None	5 minutes	<i>Milfe G. Romero Clerk I</i>
1.2 Please be prepared to be interviewed as to the reason and purpose of the request.  <b><i>Palihog maghandang nga pagainterviewhon nahanugod sa rason kag sang tinutuyo kon</i></b>	1.2 Informs the Department Head of the client's intent and secures his approval to issue a copy.		5 minutes	<i>Engr. Leo L. Pahilanga Engineer III / GSO-Designate</i>



<p><b>para sa ano ang imo gina-request.</b></p>	<p><b>Ginapabalo ang Department Head sang tinutuyo sang kliyente kag ginakuha ang iya approval sa pag-issue sang kopya.</b></p>			
<p>2.1 Please wait while your document is being retrieved and receive copy of the lot title/deed of donation.</p> <p><b>Palihog maghulat samtang ginakuha ang imo dokumento kag batona ang imo kopya sang titulo sang duta/deed of donation.</b></p> <p>2.2 Please sign our record to signify receipt of the copy.</p> <p><b>Palihog pirma sang record para ipakita nga nabaton ang kopya.</b></p>	<p>2.1 Retrives original copy of Lot Title/Deed of Donation from file.</p> <p><b>Ginakuha ang original nga kopya sang Lot Title/Deed of Donation halin file.</b></p> <p>2.2 Photocopies original copy of Lot Title/Deed of Donation after retrieval and records the details of the document on the record book.</p> <p><b>Gina-photocopy ang original nga kopya sang Lot Title/Deed of Donation matapos makuha kag gina record ang mga detalye sang dokumento sa record book.</b></p> <p>2.3 Furnishes client with the photocopy of document.</p> <p><b>Ginahatag ang photocopy sang dokumento sa kliyente.</b></p>	<p>None</p>	<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Milfe G. Romero Clerk I</p>



	<p>2.4 Requests client to affix his signature on the record book.</p> <p><b><i>Ginahinyo ang kliyente sa pagpirma sa record book.</i></b></p>			
<b>TOTAL:</b>		None	35 minutes	



## 6. Issuance of Fuel and/ or Oil

This service allows a requesting government agency, government employee or a government official to secure fuel and/or oil for a government owned vehicle that will be used to transport passengers, goods and/or cargo relative to official business and/or functions.

*(Ini nga serbisyo nagapatigayon sa naga-request nga government agency, government employee ukon sa government official nga makakuha sang fuel kag/ukon oil para sa salakyan nga ginapanag-iyahan sang gobyerno nga pagagamiton sa pagsakay sang pasahero, goods ukon cargo mahitungod sa opisyal nga business kag/ukon hilikuton.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Agency, Government Employee or Officials			
<b>Who may avail:</b>	Government Agency, Government Employee or Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Trip Ticket		Requesting Office or Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please visit the office and present your approved trip ticket.  <i>Palihog kadto sa opisina kag ihatag ang imo approved trip ticket.</i>	1. Receives trip ticket from client.  <i>Ginabaton ang trip ticket halin sa kliyente.</i>	None	1 minute	<i>Ramie T. Dizon Mechanical Plant Operator I</i>
2. Please wait while your Charge Sales Invoice is being prepared.  <i>Palihog maghulat samtang gina-preparar ang Charge Sales Invoice.</i>	2. Prepares and signs the Charge Sales Invoice.  <i>Gina-preparar kag ginapirmahan ang Charge Sales Invoice.</i>	None	3 minutes	<i>Ramie T. Dizon Mechanical Plant Operator I</i>
3. Please receive your Charge Sales Invoice and present it to the city's authorized	3. Furnishes the client with the Charge Sales Invoice.	None	1 minute	<i>Ramie T. Dizon Mechanical Plant Operator I</i>



<p>gasoline station to claim your fuel and/or oil.</p> <p><b><i>Palihog baton sang imo Charge Sales Invoice kag ihatag sa gin-authorize sang syudad nga gasolinahan para sa pagkuha sang imo fuel kag/ukon oil.</i></b></p>	<p><b><i>Ginahatag ang resibo sa naga-request nga kliyente.</i></b></p>			
<b>TOTAL:</b>		None	5 minutes	



## 7. Issuance of GSO Property Clearance Certificate

This service is issued to a government employee or official who has satisfactorily and completely complied with all the requirements relative to his/her clearance application for all the issued properties of the city that he/she is accountable for. Pursuant to **Section 383, Title V, Book II, of Republic Act No. 7160** otherwise known as **Local Government Code of 1991** and in consonance with **COA Circular No. 92-386 dated October 20, 1992 under Section 161 of the Rules and Regulations on Supply and Property Management in the Local Government** states that “**Property Clearances** – when an employee is transferred to another government office, retired, resigned, dismissed or separated from the service, he shall be required to secure property clearance....”

*(Ini nga serbisyo ginapatigayon sa government employee ukon official nga naka-satisfactorily kag kompleto nga naka-comply sa tanan nga requirements mahitungod sa iya clearance application para sa tanan nga gin-issue sa iya nga mga properties sang syudad nga may salabton siya. Bahin sa provisions sang Section 383, Title VI, Book II, of Republic Act No. 7160, nga kilala sa iban nga termino bilang Local Government Code of 1991 kag sa idalum sang COA Circular No. 92-386 petsa October 20,1992, Section 161 sang Rules and Regulations on Supply and Property Management in the Local Governments naga siling nga “Property Clearances – kon ang empleyado nagtransfer sa lain nga government office, nag-retire, nag-resign, na-dismissed ukon nagseparar sa serbisyo, siya ginakinalanghan nga magkuha sang property clearance....”)*

<b>Office or Division:</b>	Office of the General Services Officer
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government Employee or Official
<b>Who may avail:</b>	Government Employee or Official
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>Document 1</b> Four (4) original copies of accomplished latest CS Form No. 7 or Clearance Form</p> <p>(Note: Clients must see to it that he/she has already accomplished the following procedures herein listed and secured all pertinent/required documents prior to his/her application for the issuance of a GSO clearance certificate:</p> <p><b>* Issuance of Property Accountability List</b></p> <p><b>* Request for Property Inventory Prior to Issuance of Property Clearance</b></p>	<p>City Human Resource Management Office</p> <p><i>Please see procedure on Issuance of Property Accountability List</i></p> <p><i>Please see procedure on Request for Property Inventory Prior to Issuance of Property Clearance</i></p>



* Application for Relief from Property Accountability		Please see procedure on Application for Relief from Property Accountability		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Please visit the office and fill-up the GSO Clearance Application slip.</p> <p><b><i>Palihog magbisita sa opisina kag magfill-up sang GSO Clearance Application slip.</i></b></p>	<p>1. Receives the Clearance Application slip and checks the records on the computer.</p> <p><b><i>Ginabaton ang Clearance Application Slip kag gina-check ang mga records sa computer.</i></b></p>	None	5 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>
<p>2. Please wait while your records are checked and verified and your certificate is being prepared.</p> <p><b><i>Palihog maghulat samtang ang imo mga records gina-check kag gina-verify kag ang imo certificate gina-preparar.</i></b></p>	<p>2.1 Checks and verifies client's records that all requirements have been satisfactorily and completely complied.</p> <p><b><i>Gina-verify ang mga records nga satisfactory na kag na kompleto na tanan nga mga requirements sang kliyente.</i></b></p>	None	30 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>
	<p>2.2 Prepares and prints GSO Clearance Certificate.</p> <p><b><i>Gina-preparar kag gina-print ang GSO Clearance Certificate</i></b></p>		15 minutes	
	<p>2.3 Signs clearance certificate.</p> <p><b><i>Ginapirmahan ang clearance certificate.</i></b></p>		5 minutes	



<p>3.1 Please claim your copy of the Clearance Certificate.</p> <p><b><i>Palihog kuha sang kopya sang imo Clearance Certificate.</i></b></p> <p>3.2 Please affix signature on the file copy as proof of receipt of the document.</p> <p><b><i>Palihog pirma sang file nga kopya para pamatuod nga nabaton ang dokumento.</i></b></p>	<p>3.1 Issues clearance certificate to client.</p> <p><b><i>Ginahatag ang clearance certificate sa kliyente.</i></b></p> <p>3.2 Requests client to affix his/her signature on the file copy.</p> <p><b><i>Gina-request ang kliyente sa pagpirma sa file copy</i></b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Kristine Lou J. Balceda Administrative Officer I</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>1 hour</p>	





## 8. Issuance of Property Accountability List

This service enables an accountable government employee or official to secure a copy of the list of all his/her property accountabilities relative to his/her application for leave, for clearance purposes or for any other purpose that may help him/her account for all the properties issued to him by the city. Provision of **Section 383, Title VI, Book II, of Republic Act No. 7160**, otherwise known as the **Local Government Code of 1991** and under **COA Circular No. 92-386 dated October 20, 1992, Section 145 – Responsibility and Duty of a Person Immediately Accountable of the Rules and Regulations on Supply and Property Management of Local Governments** states “...he shall keep a complete and updated record of the same and shall render an account thereof ....”

*(Ini nga serbisyo nagapatigayon sa isa ka accountable nga government employee o opisyal nga makakuha sang kopya sang lista sang tanan nga iya property accountabilities mahitungod sa iya application para sa leave, para sa clearance purposes ukon sa ano pa man nga iban nga purpose nga makabulig sa iya account sang tanan nga properties nga ginhatag sa iya sang syudad. Provision sang Section 383, Title VI, Book II, of Republic Act No. 7160, nga sa iban nga termino kilala bilang Local Government Code of 1991 kag sa idalum sang COA Circular No. 92-386 petsa October 20, 1992, Section 145 – Responsibility and Duty of a Person Immediately Accountable on Rules and Regulations on Supply and Property Management of Local Governments nagasiling “...siya dapat magatago sang kompleto kag updated nga record sang natumod kag dapat mag-render sang account sini...”)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee or Official			
<b>Who may avail:</b>	Government Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Please visit the office and fill-up the GSO Clearance Application slip to request for a copy your Property Accountability List.  <i>Palihog magbisita sa opisina kag magfill-up sang GSO Clearance Application slip para magrequest sang</i>	1. Receives the Clearance Application Slip and checks the details.  <i>Ginabaton ang Clearance Application slip kag gina-check ang mgadetalye.</i>	None	10 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>



<p><b><i>kopya sang imo Property Accountability List.</i></b></p>				
<p>2.1 Please wait while your property accountability list is being processed.</p>	<p>2.1 Prepares the list by checking the records on the computer then prints a copy of the Property Accountability list.</p>	<p>None</p>	<p>2 days</p>	<p><i>Kristine Lou J. Balceda Administrative Officer I</i></p>
<p><b><i>Palihog maghulat samtang ginaproseso ang imo property accountability list.</i></b></p>	<p><b><i>Gina-preparar ang listahan paagi sa pag-check sang records sa computer kag gina-print ang kopya sang Property Accountability List.</i></b></p>			
<p>2.2 For those with property accountabilities that need sufficient time to be prepared and processed, please come back after you will be informed to receive the copy of your property accountability list document.</p>	<p>2.2 Locate documents from file and photocopy all the original signed copies of PAR/ICS/PRS.</p>			
<p><b><i>Para sa may mga property accountabilities nga naga kinahanglan sang nagakaigo nga panahon para i-preparar kag i-proseso, palihog magbalik matapos ka mapabalo nga pwede mo na makuha ang imo kopya sang property accountability list nga dokumento.)</i></b></p>	<p><b><i>Pangitaon sa file ang mga dokumento kag ipa-photocopy ang tanan nga mga napirmahan nga mga original nga kopya sang PAR/ICS/PRS.</i></b></p>			
	<p>2.3 Attaches the photocopies of PAR/ICS/PRS to the Property Accountability List as supporting documents.</p> <p><b><i>Gina-attach ang mga photocopies sang PAR/ICS/PRS sa Property</i></b></p>			



	<p><b>Accountability List bilang supporting nga mga dokumento.</b></p> <p>2.4 Reviews list and supporting documents to check for completeness and accurateness.</p> <p><b>Gina-review ang listahan kag ang mga supporting nga mga dokumento para masiguro nga kompleto kag insakto.</b></p>			
<p>3. Please claim the copy of your Property Accountability list.</p> <p><b>Palihog kuha sang kopya sang imo Property Accountability List.</b></p>	<p>3. Issues Property Accountability List to the client.</p> <p><b>I-issue ang Property Accountability List sa kliyente.</b></p>	None	5 minutes	<p><i>Kristine Lou J. Balceda</i>  <i>Administrative Officer I</i></p>
<b>TOTAL:</b>		None	2 days and 15 minutes	



## 9. Issuance of Purchase Order (P.O.)/ Job Order (J.O.) Copy

This service allows a requesting Department or Office in the City Government of Bago to secure a copy of the Purchase Order (P.O.)/Job Order (J.O.) from this office.

***(Ini nga serbisyo nagapatigayon sa naga-request nga Departamento ukon Opisina sa syudad sang Bago nga makuha sang kopya sang Purchase Order (P.O.)/Job Order (J.O.) halin sa sini nga opisina.)***

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government Agency			
<b>Who may avail:</b>	Requesting Department/Office in the City Government of Bago			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Please visit the office and request for a copy of the P.O./J.O.  <b><i>Palihog magbisita sa opisina kag mangayo sang kopya sang P.O./J.O.</i></b>  1.2 You will be interviewed as to the purpose of your request and the details of the document you want.  <b><i>Pagapamangkuton ka sang rason kag sang mga detalye sang imo ginapangayo nga dokumento.</i></b>	1. Asks the client the reason for his/her request and the details of the document he/she needs.  <b><i>Pagapamangkuton ang kliyente sang rason sang iya pagpangayo kag ang mga detalye sang dokumento nga iya ginapangayo.</i></b>	None	5 minutes	Ryan S. Anaud Clerk I
2. Please wait while your document is being retrieved.  <b><i>Palihog maghulat samtang ginakuha ang imo dokumento.</i></b>	2.1 Retrieves original copy of P.O./J.O. from file.  <b><i>Ginakuha ang original nga kopya sang P.O./J.O. halin sa file.</i></b>	None	10 minutes	Ryan S. Anaud Clerk I



	<p>2.2 Photocopies P.O./J.O after retrieval.</p> <p><b><i>Gina-photocopy ang P.O./J.O. matapos makuha.</i></b></p>		2 minutes	
<p>3. Please receive copy of the document.</p> <p><b><i>Palihog baton sang kopya sang dokumento.</i></b></p>	<p>3. Issues photocopy of P.O./J.O. to the client.</p> <p><b><i>Ginahatag ang photocopy sang P.O./J.O. sa kliyente.</i></b></p>	None	1 minute	<i>Ryan S. Anaud Clerk I</i>
<b>TOTAL:</b>		None	18 minutes	



## 10. Request for Property Inventory Prior to Issuance of GSO Property Clearance

This service is rendered to an accountable government employee or official who seeks to return the damaged properties and/or transfer the properties that he/she received from the city to another end-user in order to be relieved from his/her property accountabilities for said item(s)/property(ies) and is a pre-requisite for those who seek property clearance from this office. This is pursuant to COA Circular No. 92-386 dated October 20, 1992, Section 167 – Disposal Procedure and Section 143 – Transfer of Accountability on the Rules and Regulations on Supply and Property Management in the Local Governments and pursuant to the provisions of Section 383, Title VI, Book II of Republic Act No. 7160, otherwise known as the Local Government Code of 1991.

*(Ini nga serbisyo ginapatigayon sa isa ka accountable nga government employee o opisyal nga gusto magbalik sang naguba nga gamit kag/ukon magsaylo sang properties nga iya nabaton halin sa syudad sa lain naman nga empleyado o sa bag-o nga end-user(s) para ma-relieved siya sa iya property accountability sa sini nga mga gamit/property(ies). Ini bahin sang COA Circular No.92-386 petsa October 20, 1992, Section 167 – Disposal Procedure kag Section 143 – Transfer of Accountability on the Rules and Regulations on Supply and Property in the Local Governments and pursuant to the provisions of Section 383, Title VI, Book II of Republic Act No. 7160, sa iban nga termino kilala bilang Local Government Code of 1991.)*

<b>Office or Division:</b>	Office of the General Services Officer	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government Employee or Official	
<b>Who may avail:</b>	Government Employee or Official	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>Client must see to it that he/she has already accomplished the procedure on</p> <p><b>* Issuance of Property Accountability List</b>, has in his/her possession an updated copy of said document and has already secured, located and readied all items for inspection/inventory prior to his/her request for a property inventory.</p> <p>For those with items determined lost, please accomplish the procedure on <b>*Application for Relief from Property Accountability</b> or submit and secure the following documents to be relieved from your property accountability:</p> <p><b>Document 1:</b> Police Blotter Report  <b>Document 2:</b> Affidavit of Loss  <b>Document 3:</b> Request Letter for Relief from</p>		<p><i>*Please see procedure on Issuance of Property Accountability List</i></p> <p><i>* Please see procedure on Application for Relief from Property Accountability</i></p> <p>Philippine National Police City Legal Office</p>



Property Accountability <b>Document 4:</b> Official receipt (payment for replacement cost of lost items, if request is denied by COA)		Client  City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Please visit the office to set the schedule of the physical inventory for your received items.  <i><b>Palihog magbisita sa opisina para maghatag sang schedule sa pag-physical inventory sang imo mga nabaton nga mga gamit.</b></i>	1.1 Receives the client and records the schedule of his/her request for the conduct of physical inventory of his/her received items.  <i><b>Ginabaton ang kliyente kag ginarecord ang schedule sang iya request para sa paghimo sang physical inventory sang iya mga nabaton nga mga gamit.</b></i>	None	15 minutes	<i>Kristine Lou J. Balceda Administrative Officer I</i>
1.2 Please make sure that you have already located, secured and readed all the items found on your updated Property Accountability List for the inspection.  <i><b>Palihog sigurohon nga ang imo na nakita kn diin ang lokasyon, na-secure kag na-ready ang mga gamit nga ara sa imo updated nga Property Accountability List para i-inspeksyon.</b></i>	1.2 Checks and verifies records on the computer file that client has already secured an updated copy his/her Property Accountability List and provides PRS form to client for damaged item(s) he/she plans to return.  <i><b>Gina-check kag gina-verify ang records sa computer files kon nakakuha na ang kliyente sang updated nga kopya sang Property</b></i>		15 minutes	



<p>1.3 Please secure a copy of the Property Return Slip (PRS) form if you have damaged items to return and submit the accomplished form together with the damaged item(s) during the inventory-taking.</p> <p><b><i>Palihog kuha sang kopya sang Property Return Slip (PRS) nga pormas kon may ara ka mga damaged nga gamit nga inugbalik kag i-submit ang nafill-upan nga pormas upod sa damaged nga mga gamit sa tion sang inventory-taking.</i></b></p>	<p><b><i>Accountability List kag hatagan siya sang PRS form para sa mga naguba nga mga gamit nga iya i-uli.</i></b></p> <p>1.3 Prints copies of the updated Property Accountability List and furnishes the Inventory Personnel with a copy for use in the actual physical inventory-taking.</p> <p><b><i>Gina-print ang updated nga Property Accountability List kag ginahatagan sang kopya ang Inventory Personnel para magamit sa actual physical inventory-taking.</i></b></p>		30 minutes	
<p>2.1 Please accompany the GSO Inventory Personnel throughout the duration of your scheduled physical inventory (especially for those with many property accountabilities and situated at various locations) and present all the items found in your updated Property Accountability list</p>	<p>2.1 Conduct actual physical inventory with the client's presence.</p> <p><b><i>Maghimo sang actual nga imbentaryo upod ang presensiya sang kliyente.</i></b></p>	None	5 days	<p><i>Milfe G. Romero Clerk I</i></p> <p><i>and</i></p> <p><i>Inventory Team Members, GSO</i></p>





<p><b><i>Palihog updi ang GSO Inventory Personnel sa bilog nga panahon sang imo gin-schedule nga physical inventory (ilabi na gid sa may madamo nga mga property inventories kag ara sa mga nagkalainlain nga lokasyon) kag ipakita ang tanan nga mga gamit nga yara sa imo updated nga Property Accountability List.</i></b></p> <p>2.2 Please turn-over all damaged items together with its PRS documents.</p> <p><b><i>Palihog ibalik ang tanan nga mga damaged nga gamit upod ang iya PRS nga mga dokumento.</i></b></p> <p>2.3 Please follow the procedure on <b>*Application for Relief from Property Accountability</b> for items determined lost to be relieved of your property accountability.</p> <p><b><i>Palihog sunda ang procedure para sa *Application for Relief from Property Accountability para sa mga gamit nga nadula para ma-relieve ka</i></b></p>	<p>2.2 Receives returned damaged items together with its PRS documents.</p> <p><b><i>Ginabaton ang mga gina-uli nga damaged nga mga gamit upod ang iya PRS nga mga dokumento.</i></b></p> <p>2.3 Records the findings on account of the actual physical inventory-taking.</p> <p><b><i>Gina-record ang findings sang ginahimo nga actual physical inventory-taking.</i></b></p>			
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	<p>3.4 Informs the client to get PAR/ICS documents from GSO for signature of their respective department heads and new end-user.</p> <p><b><i>Ginapahibalo ang kliyente sa pagkuha sang PAR/ICS nga mga dokumento sa GSO para papirmahan sa iya department head kag mga bag-o nga mga end-users.</i></b></p>		5 minutes	<p><i>Kristine Lou J. Balceda, Administrative Office I</i></p>
<p>4.1 Please come back to GSO to submit the signed PAR / ICS documents (including requirements A to D for those with lost items) and receive the copy of your signed documents.</p> <p><b><i>Palihog magbalik sa GSO para i-submit ang mga napirmahan nga PAR/ICs nga mga dokumento (upod ang requirements 1 to 4 para sa may nadula nga mga gamit) kag batuna ang mga kopya sang imo nga mga dokumento.</i></b></p> <p>4.2 Please wait while your documents are being signed by the GSO Department Head.</p> <p><b><i>Palihog maghulat samtang ginapirmahan sang</i></b></p>	<p>4.1 Receives the signed documents from the client and reviews and checks for its completeness.</p> <p><b><i>Ginabaton ang mga napirmahan nga mga dokumento halin sa kliyente kag gina-review kag gina-check nga ini kompleto.</i></b></p> <p>4.2 The GSO Department Head signs the documents submitted by the client.</p> <p><b><i>Ang GSO Department Head nagapirma sang mga gin-submit nga mga dokumento sang kliyente.</i></b></p>	<p>None</p>	<p>30 minutes</p> <p>15 minutes</p> <p>15 minutes</p>	<p><i>Kristine Lou J. Balceda, Administrative Officer I</i></p> <p><i>Engr. Leo L. Pahilanga Engineer III/ GSO-Designate</i></p>



<p><b>GSO Department Head ang imo mga dokumento.</b></p> <p>4.3 Please receive the duplicate copies of your signed documents and furnish it to your office for file.</p> <p><b>Palihog batuna ang duplicate nga mga kopya sang imo napirmahan nga mga document kag ihatag ini sa inyo opisina para mafile.</b></p>	<p>4.3 Issues duplicate copy(ies) of the PRS/ICS/PRS documents to client.</p> <p><b>Ginahatag ang duplicate nga mga kopya sang PAR/ICS/PRS nga mga dokumento sa kliyente.</b></p> <p>4.4 Updates the clients records on the computer file and cancels the original PAR/ICS documents signed by the client.</p> <p><b>Gina-update ang records sang kliyente sa computer files kag gina cancel ang mga original nga PAR/ICS nga mga dokumento nga ginpirmahan sang kliyente.</b></p>		<p>8 hours</p>	<p><i>Kristine Lou J. Balceda Administrative Officer I</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>	<p>None</p>	<p>7 days and 3 hours 5 minutes</p>		



## 11. Request for General Maintenance/ Special Events Assistance

This service helps facilitate the needs of the requesting government agency, department or office or that of government employees or officials in the city, in official and special events, programs and/or functions and for any other official purposes that may require general maintenance or special events assistance by the General Services Office.

*(Ini nga serbisyo nagabulig patigayon sa mga kinahanglanon sang naga-request nga ahensiya sang gobyerno, departamento ukon opisina, ukon iya sang mga empleyado sang gobyerno ukon mga opisyaales sang syudad sa ila mga opisyal nga events, programa kag mga hilikuton kag sa iban pa nga mga opisyal nga tinutuyo nga nagakinahanglan sang general maintenance ukon special events assistance sang opisina.)*

<b>Office or Division:</b>	Office of the General Services Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government Agency			
<b>Who may avail:</b>	Requesting Agency, Department or Government Office in the City Government Employees and Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Request Letter (approved by the City Mayor)		Client (City Mayor's Office)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Please visit the office to make an official request or submit a request letter (approved by the City Mayor) for the assistance that you need.  <i>Palihog magbisita sa opisina para maghimo sang opisyal nga request ukon mag-submit sang request letter (approbado sang City Mayor) para sa assistance nga imo ginakinahanglan.</i>	1. Receives client and his/her approved request letter.  <i>Ginabaton ang kliyente kag ang iya aprobado nga request letter.</i>	None	5 minutes	<i>Anthony E. Pergamino Carpenter I</i>



# OFFICE OF THE CITY ASSESSOR

## **Mandate:**

*The main task of the Office of the City Assessor is the efficient and effective administration, appraisal and assessment of real property tax for taxation purposes. Its main concern is directly involved in the assessment of real properties and improve the collection of taxes through appraisal and assessment of real property. It provides adequate funds to local government with which to underwrite basic and essential public service.*

*The role of the Office of the City Assessor is to take charge of the discovery, classification appraisal, assessment and evaluation of all real properties within the territorial jurisdiction which shall be used as the basis of taxation. The duties include the preparation, installation and maintenance of a system of tax mapping and records management and the preparation of a schedule of Fair Market Values of the different classes of real property within his territory and the conduct of General Revision once every three years as mandated by RA7160.*



# **OFFICE OF THE CITY ASSESSOR**

## **External Services**





## 1. Declaration of Transfer of Ownership of Real Property

This is extended to Real Property Owners with new titles to the property so that we can effect the change in ownership for the purpose of Real Property Taxation. This change in ownership is by way of Sale, Waiver of Rights Donation (for private land owner), Heirship and by way of Comprehensive Agrarian Reform Program (CARP/Comprehensive Agrarian Reform Program Extension with Reforms (CARPER)).

***(Ini nga serbisyo gina palab-ot sa mga real property owners nga may bag-o nga titulo sa ila propyedad para mapa=eppekto ang pag ilis sang pagpanag-iya para sa Real Property Taxation. Ang pag-ilis sang pagpanag-iya pwede nga paagi sa Sale, Waiver of Rights, Donation (for private landowner), Heirship kag paagi sa Comprehensive Agrarian Reform Program (CARP/CARPER).)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Title (1 photocopy, bring the original copy)		Registry of Deeds		
<b>Document 2</b> Certificate Authorizing Registration (1 Photocopy)		Bureau of Internal Revenue (BIR)		
<b>Document 3</b> Deed of sale/Waiver of Rights/Donation/Heirship (1 photocopy)		Client		
<b>Document 4</b> Transfer Tax (O.R.) 1 photocopy		City Treasurer's Office		
<b>Document 5</b> Tax Clearance (1 photocopy)		City Treasurer's Office		
<b>Document 6</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements for evaluation.  <b><i>I-submit ang kumpleto nga requirements para ma-evaluate.</i></b>	1. Evaluate submitted requirements to check its completeness.  <b><i>I-evaluate ang gin submit nga</i></b>	None	20 minutes	<i>Edjielyn B. Lucot, LAOO I</i>  or Staff Assigned





	<p><b><i>I-preparar ang Field Appraisal and Assessment Sheet (FAAS). Ka-upod sini ang title number, petsa sa pag sulod sa Registry of Deeds, PIN, lot number, PSD number, barangay kon diin ang lote, boundaries classification, sub-classification, area, unit value, market value, assessment level, assessed value, effectivity sang nabayaran nga buwis sa lote, nag ligad nga ARP number, assessed value kag tag iya sang lote.</i></b></p> <p>b. Bring the prepared FAAS to the Head of Office for his signature as approval to encode.</p> <p><b><i>Dal-on ang preparado nga FAAS sa Head of Office para sa iya pirma gaaprobar sa pag-encode.</i></b></p> <p>c. Assign Assessment of Real Property Number (ARP) and record in the log Book: date of</p>	None	20 minutes	<p><i>Engr. Rainer Martin G, Villanueva, City Assessor</i></p>
	<p>c. Assign Assessment of Real Property Number (ARP) and record in the log Book: date of</p>	None	30 minutes	<p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p>



	<p>entry, title number, Property Identification Number, name of landowner, lot number, Transaction code, classification, area, market value, assessed value. name of previous land owner, class code, area, assessed value and the cancelled Assessment of Real Property Number (ARP).</p> <p><b>Mag-assign sang ARP kag i-record sa log book ang petsa sang entry, title number, PIN, landowner, lot no., transaction code, classification, market value, assessed value. Nagligad nga tag iya sang duta, class code, area, assessed value kag ang gin kansela nga ARP number.</b></p> <p>d. Encode all the information from the prepared and approved Field Appraisal and Assessment Sheet (FAAS) and print the Tax Declaration of Real Property Value and Notice of Assessment.</p>	None	2 hours	<p><i>and</i> <i>Staff Assigned</i></p> <p><i>Julian B. Dayot,</i> <i>Computer Optr. I</i></p> <p><i>Ryan G. Alvarez</i> <i>Clerk II</i></p> <p><i>Staff Assigned</i></p>
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	<p><b><i>I-encode ang tanan nga impormasyon nga makita sa preparado kag pirmado nga FAAS kag i-print ang Tax Declaration of Real Property Value kag Notice of Assessment.</i></b></p> <p><b>B.</b> Bring the Tax Declaration of Real Property Value and Notice of Assessment to be signed by the Head of Office as approval for release.</p> <p><b><i>Dal-on ang Tax Declaration of Real Property Value kag Notice of Assessment sa Head of Office para sa iya pirma kag para ma-aprobahan sa pag release.</i></b></p>		10 minutes	<p><i>Engr. Rainer Martin G, Villanueva, City Assessor</i></p>
<p>3. Receive the DPRV and Notice of Assessment. Write your name and signature in the logbook.</p> <p><b><i>Batunon ang DPRV kag Notice of Assessment. Isulat ang ngalan kag pirma sa logbook.</i></b></p>	<p>3. Release the Declaration of Real Property Value (DRPV) and Notice of Assessment after Recording in the Log Book the Date, Name, Lot Number, Control Number and Official Receipt Number.</p> <p><b><i>I-release ang Declaration of Real Property Value (DRPV) and Notice of Assessment</i></b></p>	None	20 minutes	<p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Staff Assigned</i></p>



	<b><i>pagkatapos record sa logbook ang petsa paghatag, Name, Lot No., Control Number kag Official Receipt Number.</i></b>			
<b>TOTAL:</b>		None	6 hours	



## 2. Declaration of Transfer of Ownership of Emancipation Patent (EP) or Certificate of Land Ownership Award (CLOA) or Certificate of Land Transfer (CLT) and other forms of conveyance with the Department of Agrarian Reform (DAR)

This service is to effect the change in ownership of the land awarded to farmer beneficiaries under RA 6657 as amended by RA 9700.

***(Ang ini nga serbisyo para sa pag ilis sang pagpanag-iya sang duta nga gin award sa farmer beneficiaries sa idalom sang RA 6657 nga gin-amend sang RA 9700.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Farmer Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Emancipation Patent (EP)/Certificate of Land Ownership Award (CLOA), Photocopy, Certificate of Land Transfer (CLT)		Registry of Deeds		
<b>Document 2</b> Approved subdivision survey (Clear copy of blue print and photocopy)		Department of Agrarian Reform		
<b>Document 3</b> Statement of Account of Real Property Tax of Mother lot		City Treasurer's Office		
<b>Document 4</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements for evaluation.  <b><i>Ipasa and kumpleto nga requirements pa ma-evaluate.</i></b>	1. Evaluate submitted requirements to check its completeness.  <b><i>I-evaluate ang tanan nga requirements kon kumpleto.</i></b>	None	1 hour	<i>Edjielyn B. Lucot, LAOO I</i>  <i>and</i> <i>Assigned Staff</i>
2. Pay the required fee at the City Treasurer's Office.  <b><i>Magbayad nagaka-igo sang nga</i></b>	2.1 Give instruction to the client regarding payment of fees to the City Treasurer's Office.	PHP 150.00 for the 1 <sup>st</sup> two lots and	20 minutes	<i>Revenue Collection Clerk II City Treasurer's Office</i>



<p><b>balayran sa City Treasurer's Office.</b></p>	<p><b>Maghatag sang instructions sa kliyente sang balayran sa City Treasurer's Office.</b></p> <p>2.2 Receive payment and issue Official Receipt.</p> <p><b>Batunon ang bayad kag mag-issue sang official receipt.</b></p>	<p>PHP 20.00 per lot on succeeding lots</p>		
	<p>3. Process the declaration of the subdivision by:</p> <p>a. Preparing Field Appraisal and Assessment Sheet (FAAS) for each beneficiary every revision year with the name of new land owner, CARP No., date of entry in the Registry of Deeds (ROD) Lot No., Psd/Pcs number., boundaries, kind, area, market value unit value for each revision year, assessment level for each revision year, assessed value every revision year, effectivity of assessment every revision year, previous PIN, ARP, assessed value and land owner every revision year.</p>	<p>None</p>	<p>2 days</p>	<p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Jason Rey P. Valencia, Tax Mapping Aide</i></p> <p><i>Leody T. Candaso, Tax Mapping Aide</i></p> <p><i>Assigned Staff</i></p>





	<p><b>Mag preparar sang FAAS sa kada benipisyaryo kada revision year nga may ngalan sang bag o nga tag iya sang lote, carp number, petsa sang pag pasulod sa ROD, lot no. psd/pcs no., boundaries, kind, area, market value, unit value kada revision year, assessment level kada revision year, effectivity sang balayran buwis kada revision year, assessed value kada revision year, nag ligad nga PIN, ARP, assessed value kag landowner kada revision year.</b></p> <p>b. Plot the approved subdivision plan in the tax map and assign PIN with the lot no. Update and record in the Tax Map Control Roll (TMCR) the new PIN, lot number, title number, area, class code, and name of landowner. Reflect the PIN in the prepared FAAS with the initial of the draftsman assigned alongside the PIN. Retire the old PIN.</p>		<p>2 days</p>	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Staff Assigned</i></p>
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	<p><b><i>I-plot ang na aprobahan nga subdivision plan sa tax map. Mag assign sang PIN upod ang lot no. Update kag i record sa TMCR ang bag-o nga PIN , lot number, title number, area, class code, kag landowner. Isulat ang PIN sa preparado nga FAAS upod ang initial sang na-assign nga draftsman sa tupad sang PIN. I retire ang daan nga PIN.</i></b></p> <p>c. Bring all the prepared FAAS to the Head of Office for his signature as approval to encode.</p> <p><b><i>Dal-on ang gin prepare nga FAAS sa Head of Office para sa iya pirma nga ga aprobar, mag encode.</i></b></p> <p>d. Assign Assessment of Real Property no. (ARP) in each FAAS and record in the log book the date of entry, CARP No. PIN, name of beneficiary, area, classification every revision years and the</p>		<p>1 hour</p> <p>4 hours</p>	<p><i>Engr. Rainer Martin G. Villanueva, City Assessor</i></p> <p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p>
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	<p>previous landowner, class code, assessed value and the cancelled ARP.</p> <p><b>Mag assign sang ARP sa tanan nga preparado nga FAAS kag i-record sa logbook ang date of entry, carp no, PIN, ngalan sang benepisyaryo, classification kada revision years kag nag ligad nga tag iya lote, class code, assessed value kag ang gin kansela nga ARP.</b></p> <p>e. Encode all the information from the prepared FAAS of each beneficiary every revision years.</p> <p><b>I-encode ang tanan nga impormasyon halin sa preparado nga FAAS sang kada benepisyaryo kada revision years.</b></p> <p><i>NOTE: Declaration of Real Property Value (DRPV) will be printed if the new landowner will request for a copy.</i></p>		<p>2 days</p>	<p><i>Julian B. Dayot, Computer Optr. I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p> <p><i>Staff Assigned</i></p>
<p><b>TOTAL:</b></p>	<p>PHP 150.00 for the 1<sup>st</sup></p>	<p>6 days, 6 hours and 20 minutes</p>		



	two lots and PHP 20.00 per lot on succeedi ng lots		
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*Note: This applies to seven (7) sub-lots with three revisions only.*



### 3. Issuance of Declaration of Real Property Value (DRPV)

This service is provided to Real Property owners, Taxpayers and other private agencies for purposes that may deem necessary. This also serves as one of the basis of the Bureau of Internal Revenue (BIR) in the collection of taxes (capital gains, estate, donors) in cases of change of ownership.

**Issuance of DRPV is classified into:**

1. Current Year
2. Previous Year/years
3. Post – War
4. Pre-War

*(Ang ini nga serbisyo ginahatag sa mga Real Property Owners, mga Taxpayers, Pumuluyo kag iban nga pribado nga ahensiya nga naga kinahanglan. Isa man ini ka gina basehan sang Bureau of Internal Revenue (BIR) sa pagpanukot sang buwis (Capital Gains, Estate, Donor’s) kon my change sang ownership.)*

**Ang paghatag sang DRPV may apat ka klase:**

1. *Sa subong nga tu-ig*
2. *Sang nagligad tuig/ mga tinuig*
3. *Post – War*
4. *Pre – War*

<b>Office or Division:</b>	City Assessor’s Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Real Property Owners, Taxpayers and other Private Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>Document 1</b>	<b>WHERE TO SECURE</b>
Title/Lot No./Name of Lot Owner	Registry of Deeds, City Assessor’s Office
<b>Document 2</b>	<b>WHERE TO SECURE</b>
Tax Clearance	City Treasurer’s Office
<b>Document 3</b>	<b>WHERE TO SECURE</b>
Special Power of Attorney (SPA) or authority from the lot owner or any person having legal interest in the property under the provision of R.A. 7160	Lawyer
<b>Document 4</b>	<b>WHERE TO SECURE</b>
Official Receipt	City Treasurer’s Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the Title No./Name of Landowner or Lot Number. For a representative, give a copy of SPA or Authorization from the landowner and ID.</p> <p><b><i>Ipakita ang Title No./Name of Land Owner or Lot Number. Kon representative, maghatag sang kopya sa SPA o authorization halin sa landowner kag ID.</i></b></p>	<p>1. Get the Title No./Name of Landowner or Lot Number and Revision Year of the DRPV requested for evaluation.</p> <p><b><i>Kuha-a ang Title No./Name of Land-owner o ang Lot Number kon ano nga revision year ang iya gina request para ma-evaluate.</i></b></p>	None	10 minutes	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Staff Assigned</i></p>
<p>2. Pay the required amount at the City Treasurer's Office.</p> <p><b><i>Magbayad sang nagaka-igo nga balayran sa city Treasurer's Office</i></b></p>	<p>2.1 Give instruction to client regarding payment of fees to the City Treasurer's Office.</p> <p>2.2 Receive payment and issue official receipt.</p> <p><b><i>Maghatag sang instructions sa kliyente sang balayran sa City Treasurer's Office.</i></b></p> <p><b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b></p>	<p>For Current Year: P 50.00</p> <p>For Previous year/year s: P 100.00</p> <p>For Post-War: P 150.00</p> <p>For Pre-war: P 200.00</p>	30 minutes	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Revenue Collection Clerk II City Treasurer's Office</i></p>
<p>3. Wait for the processing of document and its release.</p>	<p>3. For Current DRPV Evaluate, Process and Print the requested document.</p>	None	20 minutes	<p><i>Julian B. Dayot, , Computer Optr. I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p>



<p><b>Maghulat para sa pagprocess kag pagrelease sang dokumento.</b></p>	<p><b>I-evaluate, proceso, kag print ang gina request nga dokumento.</b></p> <p>For Previous year/years, Post War and Pre-war:</p> <p>Evaluate and locate the hard copy of the requested DRPV and photocopy.</p> <p><b>I-evaluate kag pangita-on ang kopya sang gina request nga DRPV kag ipa-photocopy.</b></p>		<p>For Previous year/years and Post-war:</p> <p>2 days &amp; 7 hours</p> <p>Pre-war:</p> <p>5 Days</p>	<p><i>Staff Assigned</i></p> <p><i>Leody T. Candaso, Tax Mapping Aide</i></p> <p><i>Jason Rey P. Valencia, Tax Mapping Aide</i></p> <p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p>
<p>4. Present the Official Receipt</p> <p><b>Ihatag ang resibo.</b></p>	<p>4. For Current DRPV:</p> <p>Bring the DRPV to the Head of Office for his signature as approval to release.</p> <p><b>Dal-on ang DRPV sa Head of Office para sa iya pirma nga ga-approve sa pag release.</b></p> <p>For previous year/years, post-war and pre-war:</p> <p>Bring the photocopy of the requested DRPV to the Head of Office for his signature in the Certified Copy as approval to release.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Engr. Rainer Martin, G. Villanueva, City Assessor</i></p>



	<p><b>Dal-on ang photocopy sang gin request nga DRPV sa Head of Office para sa iya pirma sa certified copy nga ga-approve sa pagrelease.</b></p>			
<p>5. Receive the copy of the DRPV. Write your name and signature in the logbook.</p> <p><b>Batunon ang kopya sang DPRV. Isulat ang ngalan kag pirma sa logbook.</b></p>	<p>5.Record in the Logbook the date of release, name of landowner, lot number, official receipt number.</p> <p><b>I-record sa logbook ang petsa sa pag-release, ngalan sang landowner, lot number kag official receipt number.</b></p> <p><i>Note: In case of 3 days or 5 days processing time, get the contact information of the client for a schedule date of release.</i></p>	None	5 minutes	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<b>TOTAL:</b>		<p>For Current Year: P 50.00</p> <p>For Previous year/year s: P 100.00</p> <p>For Post-War: P 150.00</p> <p>For Pre-war: P 200.00</p>	<p>For current: 1 hour and 15 minutes</p> <p>For previous and post war: 3 days</p> <p>For pre-war: 5 days, 1 hour and 15 minutes</p>	





#### 4. Issuance of Certificate of No Real Property

This certificate is issued to individual who do not own property under their name within Bago City

***(Ang ini nga certificate ginahatag sa pumuluyo nga wala propyedad sa ila ngalan diri sa syudad sang Bago.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Any individual who resides in Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Name of requesting party	Client			
<b>Document 2</b> Barangay Clearance	Barangay where they reside			
<b>Document 3</b> Community Tax Receipt	City Treasurer's Office			
<b>Document 4</b> Official Receipt	City Treasurer's Office			
<b>If farmer beneficiary:</b> <b>Document 5</b> Letter Request	Department of Agrarian Reform			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the name of the requesting party for evaluation.  <b><i>Ihatag ang ngalan sang naga request para ma evaluate.</i></b>	1. Get the name of the requesting party for evaluation.  <b><i>Kuhaon ang ngalan sang naga request para ma-evaluate.</i></b>	None	20 minutes	<i>Rolando J, Seva, Jr. Draftsman I  Assigned Staff</i>
2. Pay the required fee at the City Treasurer's Office and receive the official receipt.  <b><i>Magbayad sang naga kaigo nga balayran sa City Treasurer's Office kag batunon ang official receipt.</i></b>	2. Receive payment and issue official receipt.  <b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b>	PHP 50.00/ request	20 minutes	<i>Revenue Collection Clerk II City Treasurer's Office</i>





## 5. Issuance of Certificate of Total Landholding

This certificate is issued to all Real Property Owners who have property/properties within the City of Bago. This certifies their total landholdings within the vicinity of the City.

***(Ang ini nga certificate gina-issue sa tanan nga naga panag-iya sang propyedad/mga propyedad diri sa syudad sang Bago. Gina pamatud-an sini ang kabilugan nila nga propyedad diri sa syudad sang Bago.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Land owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Name of Landowner			Client	
<b>Document 2</b> Special power of Attorney (SPA) or Authority from the Lot owner or any person having legal interest in the property under the provision of R.A. 7160			Client	
<b>Document 3</b> Official Receipt			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the name of the landowner for evaluation  <b><i>I-hatag ang ngalan sang landowner para ma-evaluate.</i></b>	1. Get the name of the landowner for evaluation.  <b><i>Kuha-on ang ngalan sang landowner para ma-evaluate.</i></b>	None	30 minutes	<i>Rolando J. Seva, Jr. Draftsman I  Staff Assigned</i>
2. Pay the required fee at the City Treasurer's Office.  <b><i>Magbayad sang naga kaigo nga balayran sa City Treasurer's Office.</i></b>	2. Receive payment and issue official receipt.  <b><i>Batunon and bayad kag mag issue sang official receipt.</i></b>	P 50.00 for the 1 <sup>st</sup> Lot + P 5.00 for the succeeding lots	20 minutes	<i>Revenue Collection Clerk II City Treasurer's Office</i>
3. Wait for the release of the document.	3. Evaluate, process and print the requested document with the name and signature of the person who	None	2 hours	<i>Julian B. Dayot, Computer Operator I</i>



<p><b>Maghulat sa pagrelease sang dokumento.</b></p>	<p>prepared the document and the name and signature of the person who review the document.</p> <p><b><i>I-evaluate, i-proseso kag i-print ang gina request nga dokumento, nga may pirma kag signature sang nag preparar kag ngalan kag pirma sang nag review sang dokumento.</i></b></p>			<p>Ryan G. Alvarez, Clerk II</p> <p>Assigned Staff</p>
<p>4. Present the Official receipt.</p> <p><b><i>I-pakita ang official nga resibo.</i></b></p>	<p>4. Bring the document to the Head of Office for his signature as approval to release.</p> <p><b><i>Dal-on ang dokumento sa Head of Office para sa iya pirma nga naga-approve sa pag release.</i></b></p>	None	5 minutes	<p>Engr. Rainer Martin G. Villanueva, City Assessor</p>
<p>5 Write your name and signature in the logbook and receive the document requested.</p> <p><b><i>Isulat ang imo ngalan kag mag pirma sa logbook kag batunon ang gin request nga dokumento.</i></b></p>	<p>5. Record the name of the landowner and official receipt number in the logbook and release the document.</p> <p><b><i>I-record ang ngalan sang landowner kag official receipt sa logbook kag i-release ang dokumento.</i></b></p>	None	5 minutes	<p>Edjielyn B. Lucot LAOO I</p> <p>Rowena M. Robillo Utility Worker I</p> <p>Vivian E. Piodos Utility Worker I</p> <p>Assigned Staff</p>
<p><b>TOTAL:</b></p>		<p>P 50.00 for the 1<sup>st</sup> Lot + P 5.00 for the succeeding lots</p>	3 hours	



## 6. Declaration of Subdivided Lots and Consolidated Lots

This service is extended to real property owners with new titles to subdivided lot and consolidated lots.

***(Ini nga serbisyo gina palab-ot sa mga real property owners nga may bag-o nga titulo sa ginpa subdivide nga lot kag gin consolidate nga lots.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Land owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Titles with 1 Photocopy each), Bring the Original Titles		Registry of Deeds		
<b>Document 2</b> Approved Subdivision Plan		Land Registration Authority		
<b>Document 3</b> Tax Clearance		City Treasurer's Office		
<b>Document 4</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements.  <b><i>I-submit and kompleto nga requirements.</i></b>	1. Receive and evaluate the completeness of the requirements.  <b><i>Batunon kag i-evaluate kon kumpleto ang mga requirements.</i></b>	None	20 minutes	<i>Edjielyn B. Lucot, LAOO I</i>  <i>Staff Assigned</i>
2. Pay the processing fee for subdivision at the City Treasurer's Office and receive official receipt  <b><i>Magbayad sang processing fee para sa subdivision kag batunon ang official receipt.</i></b>	2. Receive payment and issue official receipt.  <b><i>Batunon and bayad kag mag issue sang official receipt.</i></b>	P 150.00 for the 1st two lots P20.00 in succeeding lots.  DRPV PHP 50.00/lot	20 minutes	<i>Revenue Collection Clerk II City Treasurer's Office</i>



	<p>3. Prepare a list of the subdivided lots. Get the name of the landowner, lot number, title number and area.</p> <p><b>Magpreparar sang lista sang subdivided lots. Kuha-on ang ngalan sang landowner, lot number, title number kag area.</b></p>	None	20 minutes	<p>Edjielyn B. Lucot LAOO I</p> <p>Staff Assigned</p>
<p><i>Note: Penalty for late filing if filed after 60 days from the date of the issuance of title based on the assessed value (25% of 1%) of the property will be charged.</i></p>				
	<p>4. Process the subdivision of the lot by:</p> <p>a. Preparing Appraisal and Assessment Sheet (FAAS) for each lot which includes the name of landowner, lot number, Psd number, barangay where the property is, boundaries, classifications, sub-classification, area, assessment level, assessed value, effectivity of the taxes paid, previous Property Identification Number (PIN), Assessment of Real Property number (ARP), assessed value and landowner.</p>	None	4 hours	<p>Edjielyn B. Lucot, LAOO I</p> <p>Jason Rey P. Valencia, Tax Mapping Aide</p> <p>Leody T. Candaso, Tax Mapping Aide</p> <p>Staff Assigned</p>



	<p><b>Mag preparar FAAS sa kada lote. Kalakip sini ang ngalan sang landowner, lot number, Psd number, barangay kon diin ang lote, classification, sub-classification, area, assessment level, assessed value, effectivity sang gin bayad nga taxes, ang nag ligad nga PIN, ARP number, assessed value kag landowner.</b></p> <p>b. Plot the approved subdivision plan in the tax map and assign PIN with the lot number. Update and record in the TAX Map Control Roll (TMCR) the new PIN, lot number, title number , area, class code, and name of landowner. Reflect the PIN in the prepared FAAS with the initia of the draftsman assigned alongside the PIN. Retire the old pin.</p> <p><b>(I-plot ang na-aprobahan nga subdivision plan sa tax map. Mag-assign sang PIN upod ang lot number. Iga-update kag i-record sa TMCR ang bag-o</b></p>		<p>4 hours</p>	<p><i>Franz Dunhill C. Alipato Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Staff Assigned</i></p>
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	<p>effectivity of taxes paid, previous landowner, classification, area, assessed value and the cancelled Assessment of Real Property number (ARP).</p> <p><b><i>Mag-assign sang Assessment of Real Property number nga isulod sa record book upod ang petsa sang transaction, PIN, title number, ngalan sang land owner, lot number, area, classification, assessed value, ang nag ligad nga landowner, classification, area, assessed value kag ang gin kansela nga ARP number.</i></b></p> <p>e. Encode all the information from the Field Appraisal and Assessment Sheet (FAAS). Print the Declaration of Real Property Value and Notice of Assessment.</p> <p><b><i>I-encode ang tanan nga impormasyon nga makita sa Field Appraisal and Assessment Sheet.</i></b></p>		<p>4 hours</p>	<p><i>Julian B. Dayot, Computer Operator I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p>
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	<p><b><i>i-printa ang DRPV kag Notice of Assesment.</i></b></p> <p>f. Bring the Declaration of Real Property Value and Notice of Assessment to the Head of Office for his signature as approval to release the documents.</p> <p><b><i>Dal-on ang DRPV kag Notice of Assesment sa Head of Office para sa iya pirma para sa approval sang pag release sang mga dokumento.</i></b></p>		20 minutes	<p><i>Engr. Ranier Martin G. Villanueva, City Assessor</i></p>
<p>3. Receive the documents. Write your name and signature in the logbook.</p> <p><b><i>Batunon ang mga dokumento. Isulat ang ngalan kag pirma sa logbook.</i></b></p>	<p>5. Record in the logbook, the date of release, name of landowner, lot number, O.R.# and the control number.</p> <p><b><i>I-record sa record book ang petsa sang pag release sang dokumento, lot number, O.R number kag control number.</i></b></p>	None	20 minutes	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<b>TOTAL:</b>			2 days	

*Note: This applies to six (6) sub-lots.*



**For Consolidated Lots:**

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Titles with 1 Photocopy eac		Registry of Deeds		
<b>Document 2</b> Tax Clearance		City Treasurer's Office		
<b>Document 3</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements.  <b><i>I-sumit ang kumpleto nga requirements.</i></b>	1. Receive and evaluate if the requirements are complete  <b><i>Batunon kag i-evaluate kon ang mga requirements kumpleto.</i></b>	None	20 minutes	<i>Edjielyn B. Lucot, LAOO I</i>  <i>Assigned Staff</i>
2. Pay the processing fee for consolidation at the City Treasurer's Office.  <b><i>Magbayad sang processing fee para sa consolidation sa City Treasurer's Office.</i></b>	2. Receive payment of fee and issue official receipt.  <b><i>Batunon and bayad kag mag-issue sang official receipt.</i></b>	<b>P 150</b> for the 1 <sup>st</sup> 2 lots & <b>P 20.00</b> for the succeeding lots.  DRPV PHP 50.00/lot	20 minutes	<i>Revenue Collection Clerk II</i> <i>City Treasurer's Office</i>
<i>Note: Penalty for late filing if filed after 60 days from the date of the issuance of title based on the assessed value (25% of 1%) of the property will be charged.</i>				



<p>3. Wait for the release of the document.</p>	<p>3. Process the Declaration of lot by:</p>			
<p><b>Maghulat sa pagrelease dokumento.</b></p>	<p>a. Preparing Field Appraisal and Assessment Sheet (FAAS). It includes the title number, date of entry of Title, Lot number, Psd number, Land owner, barangay where the property is, boundaries, classification, sub-classification, area, unit value, market value, effectivity of taxes paid, previous Assessment of Real Property (ARP) number, assessed value and landowner.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Leody T. Candaso Tax Mapping Aide</i></p> <p><i>Jason Rey P. Valencia Tax Mapping aide</i></p>
	<p><b><i>I-preparar ang Field Appraisal and Assessment Sheet (FAAS). Kalakip sini ang title number, petsa pagsulod sa Registry of Deeds, lot number, psd number, barangay kun diin ang lote, boundaries, classification, area, unit value, market value, assessment level, assessed value, effectivity sang nabayaran nga buwis sa lote, nagligad nga Assessment of Real</i></b></p>			



	<p><b>Property number (ARP), assessed value kag tag-iya sang lote.</b></p> <p>b. Assign new Property Identification Number (PIN). Record in the Tax Map Control Roll (TMCR) the newly assigned Property Identification Number (PIN), lot no, title no., area, class code and name of owner. Retire the Property Identification Number of all the lots affected by the consolidation. Reflect the new PIN in the prepared FAAS with the signature of the draftsman assigned alongside the PIN.</p> <p><b>Mag-assign sang bag-o nga PIN. I record sa TMCR ang bag-o nga PIN, area, class code, kag ngalan sang tag-iya lote. I-retire ang tanan nga PIN nga na apektuhan sang consolidation.</b></p> <p><b>Ibutang ang bag-o nga PIN sa FAAS nga may pirma sang draftsman sa tupad PIN.</b></p>		<p>2 hours</p>	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr., Draftsman I</i></p> <p><i>Assigned Staff</i></p>
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	<p><b>area kag ang gin kansela nga ARP.</b></p> <p>e. Encode all the information from the prepared and approved Field Appraisal and Assessment Sheet and print the DRPV and Notice of Assessment.</p> <p><b><i>I-encode ang tanan nga impormasyon halin sa preparado kag na aprobahan nga Field Appraisal and Assessment Sheet kag iprint ang DRPV kag Notice of Assessment.</i></b></p>		2 hours	<p><i>Julian B. Dayot, Computer Operator I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p> <p><i>Assigned Staff</i></p>
	<p>4. Bring the DRPV and Notice of Assessment to the Head of Office for his signature as approval to release the documents.</p> <p><b><i>Dal-on ang DRPV kag Notice of Assessment sa Head of Office para sa iya pirma nga mag-a approve sa pag-release sang mga dokumento.</i></b></p>	None	10 minutes	<p><i>Engr. Ranier Martin G. Villanueva, City Assessor</i></p>
4. Receive the DRPV and Notice of Assessment. Write your name and signature in the log book.	5. Record in the logbook the date of release, name of landowner, lot no, OR no. and control no.	None	20 minutes	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p>



<p><b>Batunon ang DRPV kag Notice of Assessment. Isulat ang ngalan kag pirma sa logbook.</b></p>	<p><b>I-record sa logbook ang petsa sang pagrelease, ngalan sang landowner, lot number, official receipt number, kag control number.</b></p>			<p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<p><b>TOTAL:</b></p>			<p>1 day, 1 hour and 50 minutes</p>	





## 7. Request for Ocular Inspection

A landowner or her/his representative can request for an ocular inspection for the purpose/ purposes of: reclassification (actual use and for loan purposes), declaration of constructed buildings and other structures, declaration of machineries, declaration of renovated buildings & other structures, cessation of operation and/or requirement of some other entities.

*(Ang landowner o ang iya representative maka request sang ocular inspection sa mga masunod nga katuyuan: reclassification (actual use kag para sa loan purposes), pagdeklarar sang bag-o na construct nga building kag iban nga structures, pagdeklarar sang mga makina, pagdeklarar sang gin paliwat nga buildings kag iban nga structures, ang pag-untat temporary o permanente sang operasyon kag requirement sang iban nga mga entities.)*

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Letter Request for Ocular Inspection			Client	
<b>Document 2</b> Official Receipt			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the letter request for ocular inspection.  <i>(Ipakita ang letter request para sa ocular inspection.)</i>	1. Receive the letter request for ocular inspection.  <i>Batunon ang letter request para sa ocular inspection</i>	None	20 minutes	Jason Rey P. Valencia, Tax Mapping Aide  Leody T. Candaso, Tax Mapping Aide  Rowell B. Lavadia Tax Mapping Aide
2. Pay the ocular inspection fee at the City Treasurer's Office and receive official receipt.  <i>Mag bayad sang ocular inspection fee</i>	2. Receive payment of fee and issue official receipt.  <i>Batunon ang bayad kag magissue sang official receipt.</i>	Refer to the fees below.  "Annex A"	20 minutes	Revenue Collection Clerk II City Treasurer's Office



<p><b>sa City Treasurer's Office kag batunon ang official receipt.</b></p>				
<p>3. Get instruction for the schedule of ocular inspection.</p> <p><b>Kuha-on ang instruction para sa schedule sang ocular inspection.</b></p>	<p>3. Evaluate and present the letter request to the Head of Office for a scheduled ocular inspection.</p> <p><b>I-evaluate kag ipakita ang letter request sa Head of Office para sa schedule sang ocular inspection.</b></p>	<p>Refer to the fees below.</p> <p>"Annex A"</p> <p>DRPV PHP 50.00/lot</p>	<p>20 minutes</p>	<p>Jason Rey P. Valencia, Tax Mapping Aide</p> <p>Leody T. Candaso, Tax Mapping Aide</p> <p>Rowell B. Lavadia Tax Mapping Aide</p>
<p>4. Present the Official Receipt.</p> <p><b>Ipakita ang Official Receipt.</b></p>	<p>4.1 Receive official receipt and conduct the ocular inspection.</p> <p><b>Batunon ang official receipt kag maga-conduct sang ocular inspection.</b></p>	<p>None</p>	<p>2 days and 6 hours</p>	<p>Leody T. Candaso, Tax Mapping Aide</p> <p>Jason Rey P. Valencia, Tax Mapping Aide</p> <p>Rowell B. Lavadia, Tax Mapping Aide</p> <p>Rolando J. Seva, Jr., Draftsman I</p> <p>Franz Dunhill C. Alipato, Draftsman I</p> <p>Edjielyn B. Lucot, LAOO I</p> <p>Engr. Ranier Martin G. Villanueva, City Assessor</p>



	<p>5. Get the contact information of the client for a scheduled release of result.</p> <p><b><i>Kwaon ang contact information sang kliyente para sa schedule sang pag-release sang resulta.</i></b></p>	None	20 minutes	<p><i>Edjielyn B Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<p>5.Wait for the message for the scheduled release of the result.</p> <p><b><i>Hulaton ang mensahe nga mapabalo kon san-o makuha ang resulta.</i></b></p>	<p>6. Show the result of the ocular inspection to the Head of Office for his approval to process and release.</p> <p><b><i>Ipakita ang resulta sang ocular inspection sa Head of Office para sa iya approval kag release.</i></b></p>	None	20 minutes	<p><i>Engr. Ranier Martin G. Villanueva, City Assessor</i></p> <p><i>Leody T. Candaso, Tax Mapping Aide</i></p> <p><i>Jason Rey P. Valencia, Tax Mapping Aide</i></p> <p><i>Rowell B. Lavadia, Tax Mapping Aide</i></p>
<b>TOTAL:</b>		Refer to the fees below. "Annex A"	2 days, 7 hours and 40 minutes	



# **OFFICE OF THE CITY ASSESSOR**

## **Internal Services**



## 1. Declaration of Transfer of Ownership of Real Property

This is extended to Real Property Owners with new titles to the property so that we can effect the change in ownership for the purpose of Real Property Taxation. This change in ownership is by way of Sale, Waiver of Rights Donation (for private land owner), Heirship and by way of Comprehensive Agrarian Reform Program (CARP/Comprehensive Agrarian Reform Program Extension with Reforms (CARPER).

***(Ini nga serbisyo gina palab-ot sa mga real property owners nga may bag-o nga titulo sa ila propyedad para mapa=epekto ang pag ilis sang pagpanag-iya para sa Real Property Taxation. Ang pag-ilis sang pagpanag-iya pwede nga paagi sa Sale, Waiver of Rights, Donation (for private landowner), Heirship kag paagi sa Comprehensive Agrarian Reform Program (CARP/CARPER).)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Real Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Title (1 photocopy, bring the original copy)		Registry of Deeds		
<b>Document 2</b> Certificate Authorizing Registration (1 Photocopy)		Bureau of Internal Revenue (BIR)		
<b>Document 3</b> Deed of sale/Waiver of Rights/Donation/Heirship (1 photocopy)		Client		
<b>Document 4</b> Transfer Tax (O.R.) 1 photocopy		City Treasurer's Office		
<b>Document 5</b> Tax Clearance (1 photocopy)		City Treasurer's Office		
<b>Document 6</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements for evaluation.	1. Evaluate submitted requirements to check its completeness.	None	20 minutes	<i>Edjielyn B. Lucot, LAOO I</i>  <i>or</i> <i>Staff Assigned</i>
<b><i>I-submit ang kumpleto nga requirements para ma-evaluate.</i></b>	<b><i>I-evaluate ang gin submit nga</i></b>			



	<b>requirements kon kumpleto.</b>			
2. Pay the processing fee of the document/declaration of lot.  <b>Bayaran ang processing Fee sang dokumento/declaration sang lote.</b>	2. Give instruction to client regarding payment of fees to the City Treasurer's Office.  <b>Maghatag sang instructions sa kliyente sang balayran sa City Treasurer's Office.</b>  Process the declaration of Lot by:  a. Preparing the Field Appraisal and Assessment Sheet (FAAS). It includes the title number, date of entry in the Registry of Deeds Property Identification Number (PIN), Lot number, Psd number, landowner, barangay where the property is, boundaries, classification, sub-classification, area, unit value, market value,	P 100.00  DRPV PHP 50.00/lot	20 minutes	<i>Edjielyn B. Lucot, LAOO I</i>  <i>or</i> <i>Staff Assigned</i>  <i>Revenue Collection Clerk II</i> <i>City Treasurer's Office</i>
		NOTE: Penalty for late filing if filed after 60 days from the date of the issuance of title based on the assessed value (25% of 1%) of the property will be charged.	2 hours	<i>Edjielyn B. Lucot, LAOO I</i>  <i>Jason Rey P. Valencia, Tax Mapping Aide</i>  <i>Leody T. Candaso, Tax Mapping Aide</i>  <i>Rowell B. Lavadia, Tax Mapping Aide</i>



	<p>assessment level, assessed value, effectivity of taxes paid, previous Assessment of Real Property (ARP) number, assessed value and land owner.</p> <p><b><i>I-preparar ang Field Appraisal and Assessment Sheet (FAAS). Ka-upod sini ang title number, petsa sa pag sulod sa Registry of Deeds, PIN, lot number, PSD number, barangay kon diin ang lote, boundaries classification, sub-classification, area, unit value, market value, assessment level, assessed value, effectivity sang nabayaran nga buwis sa lote, nag ligad nga ARP number, assessed value kag tag iya sang lote.</i></b></p> <p>b. Bring the prepared FAAS to the Head of Office for his</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>30 minutes</p>	<p><i>Engr. Rainer Martin G. Villanueva, City Assessor</i></p> <p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p>
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	<p>signature as approval to encode.</p> <p><b><i>Dal-on ang preparado nga FAAS sa Head of Office para sa iya pirma gaaprobar sa pag-encode.</i></b></p> <p>c. Assign Assessment of Real Property Number (ARP) and record in the log Book: date of entry, title number, Property Identification Number, name of landowner, lot number, Transaction code, classification, area, market value, assessed value. name of previous land owner, class code, area, assessed value and the cancelled Assessment of Real Property Number (ARP).</p> <p><b><i>Mag-assign sang ARP kag i-record sa log book ang petsa sang entry, title number, PIN, landowner, lot no., transaction code, classification, market value, assessed value. Nagligad nga tag iya sang duta, class code, area,</i></b></p>	None	2 hours	<p>and</p> <p><i>Staff Assigned</i></p> <p><i>Julian B. Dayot, Computer Optr. I</i></p> <p><i>Ryan G. Alvarez Clerk II</i></p> <p><i>Staff Assigned</i></p>
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	<p><b>assessed value kag ang gin kansela nga ARP number.</b></p> <p>d. Encode all the information from the prepared and approved Field Appraisal and Assessment Sheet (FAAS) and print the Tax Declaration of Real Property Value and Notice of Assessment.</p> <p><b><i>I-encode ang tanan nga impormasyon nga makita sa preparado kag pirmado nga FAAS kag i-print ang Tax Declaration of Real Property Value kag Notice of Assessment.</i></b></p> <p><b>B.</b> Bring the Tax Declaration of Real Property Value and Notice of Assessment to be signed by the Head of Office as approval for release.</p> <p><b><i>Dal-on ang Tax Declaration of Real Property Value kag Notice of Assessment sa Head of Office para sa iya pirma kag para ma-aprobahan sa pag release.</i></b></p>		<p>10 minutes</p>	<p><i>Engr. Rainer Martin G, Villanueva, City Assessor</i></p>
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<p>3. Receive the DPRV and Notice of Assessment. Write your name and signature in the logbook.</p> <p><b>Batunon ang DPRV kag Notice of Assessment. Isulat ang ngalan kag pirma sa logbook.</b></p>	<p>3. Release the Declaration of Real Property Value (DRPV) and Notice of Assessment after Recording in the Log Book the Date, Name, Lot Number, Control Number and Official Receipt Number.</p> <p><b>I-release ang Declaration of Real Property Value (DRPV) and Notice of Assessment pagkatapos record sa logbook ang petsa paghatag, Name, Lot No., Control Number kag Official Receipt Number.</b></p>	None	20 minutes	<p><i>Edjielyn B. Lucot, LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Staff Assigned</i></p>
<b>TOTAL:</b>		None	6 hours	



## 2. Issuance of Declaration of Real Property Value (DRPV)

This service is provided to Real Property owners, Taxpayers and other private agencies for purposes that may deem necessary. This also serves as one of the basis of the Bureau of Internal Revenue (BIR) in the collection of taxes (capital gains, estate, donors) in cases of change of ownership.

**Issuance of DRPV is classified into:**

1. Current Year
2. Previous Year/years
3. Post – War
4. Pre-War

*(Ang ini nga serbisyo ginahatag sa mga Real Property Owners, mga Taxpayers, Pumuluyo kag iban nga pribado nga ahensiya nga naga kinahanglan. Isa man ini ka gina basehan sang Bureau of Internal Revenue (BIR) sa pagpanukot sang buwis (Capital Gains, Estate, Donor’s) kon my change sang ownership.)*

**Ang paghatag sang DRPV may apat ka klase:**

1. *Sa subong nga tu-ig*
2. *Sang nagligad tuig/ mga tinuig*
3. *Post – War*
4. *Pre – War )*

<b>Office or Division:</b>	City Assessor’s Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Real Property Owners, Taxpayers and other Private Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> Title/Lot No./Name of Lot Owner	Registry of Deeds, City Assessor’s Office
<b>Document 2</b> Tax Clearance	City Treasurer’s Office
<b>Document 3</b> Special Power of Attorney (SPA) or authority from the lot owner or any person having legal interest in the property under the provision of R.A. 7160	Lawyer
<b>Document 4</b> Official Receipt	City Treasurer’s Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the Title No./Name of Landowner or Lot Number. For a representative, give a copy of SPA or Authorization from the landowner and ID.</p> <p><b><i>Ipakita ang Title No./Name of Land Owner or Lot Number. Kon representative, maghatag sang kopya sa SPA o authorization halin sa landowner kag ID.</i></b></p>	<p>1. Get the Title No./Name of Landowner or Lot Number and Revision Year of the DRPV requested for evaluation.</p> <p><b><i>Kuha-a ang Title No./Name of Landowner o ang Lot Number kon ano nga revision year ang iya gina request para ma-evaluate.</i></b></p>	None	10 minutes	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Staff Assigned</i></p>
<p>2. Pay the required amount at the City Treasurer's Office.</p> <p><b><i>Magbayad sang nagaka-igo nga balayran sa city Treasurer's Office</i></b></p>	<p>2.1 Give instruction to client regarding payment of fees to the City Treasurer's Office.</p> <p>2.2 Receive payment and issue official receipt.</p> <p><b><i>Maghatag sang instructions sa kliyente sang balayran sa City Treasurer's Office.</i></b></p> <p><b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b></p>	<p>For Current Year: P 50.00</p> <p>For Previous year/year s: P 100.00</p> <p>For Post-War: P 150.00</p> <p>For Pre-war: P 200.00</p>	30 minutes	<p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p> <p><i>Revenue Collection Clerk II City Treasurer's Office</i></p>
<p>3. Wait for the processing of document and its release.</p>	<p>3. For Current DRPV Evaluate, Process and Print the requested document.</p>	None	20 minutes	<p><i>Julian B. Dayot, , Computer Optr. I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p>



<p><b>Maghulat para sa pagprocess kag pagrelease sang dokumento.</b></p>	<p><b>I-evaluate, proceso, kag print ang gina request nga dokumento.</b></p> <p>For Previous year/years, Post War and Pre-war:</p> <p>Evaluate and locate the hard copy of the requested DRPV and photocopy.</p> <p><b>I-evaluate kag pangita-on ang kopya sang gina request nga DRPV kag ipa-photocopy.</b></p>		<p>For Previous year/years and Post-war:</p> <p>2 days &amp; 7 hours</p> <p>Pre-war:</p> <p>5 Days</p>	<p><b>Staff Assigned</b></p> <p><i>Leody T. Candaso, Tax Mapping Aide</i></p> <p><i>Jason Rey P. Valencia, Tax Mapping Aide</i></p> <p><i>Franz Dunhill C. Alipato, Draftsman I</i></p> <p><i>Rolando J. Seva, Jr. Draftsman I</i></p>
<p>4. Present the Official Receipt</p> <p><b>Ihatag ang resibo.</b></p>	<p>4. For Current DRPV:</p> <p>Bring the DRPV to the Head of Office for his signature as approval to release.</p> <p><b>Dal-on ang DRPV sa Head of Office para sa iya pirma nga ga-approve sa pag release.</b></p> <p>For previous year/years, post-war and pre-war:</p> <p>Bring the photocopy of the requested DRPV to the Head of Office for his signature in the Certified Copy as approval to release.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Engr. Rainer Martin, G. Villanueva, City Assessor</i></p>



	<p><b><i>Dal-on ang photocopy sang gin request nga DRPV sa Head of Office para sa iya pirma sa certified copy nga ga-approve sa pagrelease.</i></b></p>			
<p>5. Receive the copy of the DRPV. Write your name and signature in the logbook.</p> <p><b><i>Batunon ang kopya sang DPRV. Isulat ang ngalan kag pirma sa logbook.</i></b></p>	<p>5. Record in the Logbook the date of release, name of landowner, lot number, official receipt number.</p> <p><b><i>I-record sa logbook ang petsa sa pag-release, ngalan sang landowner, lot number kag official receipt number.</i></b></p> <p><i>Note: In case of 3 days or 5 days processing time, get the contact information of the client for a schedule date of release.</i></p>	None	5 minutes	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
	<p><b>TOTAL:</b></p>	<p>For Current Year: P 50.00</p> <p>For Previous year/years: P 100.00</p> <p>For Post-War: P 150.00</p> <p>For Pre-war: P 200.00</p>	<p>For current: 1 hour and 15 minutes</p> <p>For previous and post war: 3 days</p> <p>For pre-war: 5 days, 1 hour and 15 minutes</p>	



### 3. Issuance of Certificate of No Real Property

This certificate is issued to individual who do not own property under their name within Bago City

**(Ang ini nga certificate ginahatag sa pumuluyo nga wala propyedad sa ila ngalan diri sa yudad sang Bago.)**

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Any individual who resides in Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Name of requesting party	Client			
<b>Document 2</b> Barangay Clearance	Barangay where they reside			
<b>Document 3</b> Community Tax Receipt	City Treasurer's Office			
<b>Document 4</b> Official Receipt	City Treasurer's Office			
<b>If farmer beneficiary:</b> <b>Document 5</b> Letter Request	Department of Agrarian Reform			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the name of the requesting party for evaluation.  <b><i>Ihatag ang ngalan sang naga request para ma evaluate.</i></b>	1. Get the name of the requesting party for evaluation.  <b><i>Kuhaon ang ngalan sang naga request para ma-evaluate.</i></b>	None	20 minutes	<i>Rolando J, Seva, Jr.</i> <i>Draftsman I</i>  <i>Assigned Staff</i>
2. Pay the required fee at the City Treasurer's Office and receive the official receipt.  <b><i>Magbayad sang naga kaigo nga balayran sa City Treasurer's Office kag batunon ang official receipt.</i></b>	2. Receive payment and issue official receipt.  <b><i>Batunon ang bayad kag mag-issue sang official receipt.</i></b>	PHP 50.00/ request	20 minutes	<i>Revenue Collection Clerk II</i> <i>City Treasurer's Office</i>







#### 4. Issuance of Certificate of Total Landholding

This certificate is issued to all Real Property Owners who have property/properties within the City of Bago. This certifies their total landholdings within the vicinity of the City.

***(Ang ini nga certificate gina-issue sa tanan nga naga panag-iya sang propyedad/mga propyedad diri sa syudad sang Bago. Gina pamatud-an sini ang kabilugan nila nga propyedad diri sa syudad sang Bago.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Land owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Document 1</b> Name of Landowner			Client	
<b>Document 2</b> Special power of Attorney (SPA) or Authority from the Lot owner or any person having legal interest in the property under the provision of R.A. 7160			Client	
<b>Document 3</b> Official Receipt			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the name of the landowner for evaluation  <b><i>I-hatag ang ngalan sang landowner para ma-evaluate.</i></b>	1. Get the name of the landowner for evaluation.  <b><i>Kuha-on ang ngalan sang landowner para ma-evaluate.</i></b>	None	30 minutes	<i>Rolando J. Seva, Jr. Draftsman I  Staff Assigned</i>
2. Pay the required fee at the City Treasurer's Office.  <b><i>Magbayad sang naga kaigo nga balayran sa City Treasurer's Office.</i></b>	2. Receive payment and issue official receipt.  <b><i>Batunon and bayad kag mag issue sang official receipt.</i></b>	P 50.00 for the 1 <sup>st</sup> Lot + P 5.00 for the succeeding lots	20 minutes	<i>Revenue Collection Clerk II City Treasurer's Office</i>
3. Wait for the release of the document.	3. Evaluate, process and print the requested document with the name and signature of the person who	None	2 hours	<i>Julian B. Dayot, Computer Operator I  Ryan G. Alvarez,</i>



<p><b>Maghulat sa pagrelease dokumento.</b></p>	<p>prepared the document and the name and signature of the person who review the document.</p> <p><b>I-evaluate, i-proseso kag i-print ang gina request nga dokumento, nga may pirma kag signature sang nag preparar kag ngalan kag pirma sang nag review sang dokumento.</b></p>			<p><i>Clerk II</i></p> <p><i>Assigned Staff</i></p>
<p>4. Present the Official receipt.</p> <p><b>I-pakita ang official nga resibo.</b></p>	<p>4. Bring the document to the Head of Office for his signature as approval to release.</p> <p><b>Dal-on ang dokumento sa Head of Office para sa iya pirma nga naga-approve sa pag release.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engr. Rainer Martin G. Villanueva, City Assessor</i></p>
<p>5 Write your name and signature in the logbook and receive the document requested.</p> <p><b>Isulat ang imo ngalan kag mag pirma sa logbook kag batunon ang gin request nga dokumento.</b></p>	<p>5. Record the name of the landowner and official receipt number in the logbook and release the document.</p> <p><b>I-record ang ngalan sang landowner kag official receipt sa logbook kag i-release ang dokumento.</b></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo Utility Worker I</i></p> <p><i>Vivian E. Piodos Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<p><b>TOTAL:</b></p>		<p>P 50.00 for the 1<sup>st</sup> Lot + P 5.00 for the succeeding lots</p>	<p>3 hours</p>	



## 5. Issuance of Certificate of No Improvement on Real Property

This service is provided to vendor or vendee, donor or donee, heir/heirs who will pay the capital gains tax or donor's tax or estate tax at the Bureau of Internal Revenue (BIR). This certificate is one of their requirement.

***(Ini nga serbisyo gina hatag sa vendor o vendee, donor o donee o heir/heirs nga mabayad sang capital gains tax o donor's tax o estate tax sa Bureau of Internal Revenue (BIR). Ini nga certificate isa sa ila requirement.)***

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Vendor or Vendee, Donor or Donee, Heir/Heirs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Title Number/Lot/Name of Landowner		Registry of Deeds		
<b>Document 2</b> Special Power of Attorney (SPA) or Authorization from the vendor or vendee, donor or donee, heir/heirs		Legal Office		
<b>Document 3</b> Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the name of the landowner, title number or lot number for evaluation.  <b>I-hatag ang ngalan sang landowner o title number o lot number para ma evaluate.</b>	1. Get the name of the landowner, title number or lot number for evaluation.  <b>Kuha-on ang ngalan sang landowner o title number o lot number para ma-evaluate.</b>	None	10 minutes	Jason Rey P. Valencia Tax Mapping Aide  Leody T. Candaso Tax Mapping Aide  Staff Assigned
2. Pay the required fee at the City Treasurer's Office and receive official receipt.  <b>Mag bayad sang naga ka-igo nga balayran sa City Treasurer's Office kag batunon ang official receipt.</b>	2. Receive payment of fee and issue official receipt.  <b>Batunon ang bayad kag magissue sang official receipt.</b>	PHP 50.00/lot	20 minutes	Revenue Collection Clerk II City Treasurer's Office



	<p>3. Evaluate, process and print the requested document with the name and signature of the person who prepared it and the name and signature of the person who reviewed it.</p> <p><b><i>I-evaluate, i-proseso kag i-print ang gina request nga dokumento nga may ngalan kag pirma sang nag preparar kag ngalan kag pirma sang nag review sang dokumento.</i></b></p>	None	30 minutes	<p><i>Julian B. Dayot, Computer Operator I</i></p> <p><i>Ryan G. Alvarez, Clerk II</i></p> <p><i>Jason Rey P. Valencia, Tax Mapping Aide</i></p> <p><i>Leody T. Candaso, Tax Mapping Aide</i></p> <p><i>Rowell B. Lavadia Tax Mapping Aide</i></p> <p><i>Edjielyn B. Lucot, LAOO I</i></p>
<p>3. Present the official receipt.</p> <p><b><i>Ipakita and official receipt.</i></b></p>	<p>4. Bring the document to the Head of Office for his signature as approval to release.</p> <p><b><i>Dal-on ang dokumento sa Head of the Office para sa iya pirma para ma-release.</i></b></p>	None	10 minutes	<p><i>Engr. Ranier Martin G. Villanueva, City Assessor</i></p>
<p>4. Write your name and signature in the logbook and receive the document requested.</p> <p><b><i>Palihog sulat sang imo ngalan kag pirma sa logbook kag batunon ang dokumento nga gin request.</i></b></p>	<p>5. Record in the logbook the date of release, landowner, lot number and official receipt.</p> <p><b><i>Record sa Logbook ang petsa pag release, landowner, lot number kag official receipt.</i></b></p>	None	10 minutes	<p><i>Edjielyn B. Lucot LAOO I</i></p> <p><i>Rowena M. Robillo, Utility Worker I</i></p> <p><i>Vivian E. Piodos, Utility Worker I</i></p> <p><i>Assigned Staff</i></p>
<b>TOTAL:</b>			1 hour and 20 minutes	
<p><i>Note: Subject to ocular inspection if the lot is residential (2 days).</i></p>				



# **ANNEX "A"**

## **OFFICE OF THE CITY ASSESSOR**



## Inspection fee

(Area Field Verification for purpose of Reclassification of Real Property)

P 675.00 per Agricultural Lot + P 50.00 in excess of 2 km. radius from Poblacion

P 600.00 per Residential Lot

P 750.00 per commercial Lot

P 750 per Industrial Lot +50.00 in excess of 2 km. radius from Poblacion

P 375.00 for Lands classified other than the above

Buildings and Man made Improvements:

P 1050.00 per Industrial Building

P 900.00 per Commercial Building

P 750.00 per Residential Building

P 750.00 per Agricultural Building and those not classified herein.

# City Human Resource Management Office

## **Mandate:**

*The City Human Resource Management Office (CHRMO) began as a division under the Office of the City Mayor. The Sangguniang Panlungsod Ordinance Number 20-08 dated January 29, 2020 mandates the creation of the City Human Resource Management Office as an additional department to the existing departments and offices that were established in the City Government of Bago.*

*The City Human Resource Management Office shall establish, evaluate, facilitate, assist, and monitor human resource actions to further enhance and improve personnel management and career development. The office formulates human resource management and development policies, plans, initiatives and interventions and ensures its effective implementation and compliance with government established rules and regulations. The CHRMO is likewise responsible for the City Government's Recruitment, Selection and Placement (RSP), Performance Management System (PMS), Learning and Development (L&D) and Rewards and Recognitions (R&R).*



# **CITY HUMAN RESOURCE MANAGEMENT OFFICE**

## **External Services**





## 1. Applying for a Job Position in the City Government of Bago

This service is offered to all Filipino Citizens, living in the Philippines looking for a permanent job as a government worker. Applicants may be eligible (Civil Service Eligibility/Board Exam Passer/TESDA) or non-eligible depending on the position applied for.

Application submitted is only valid for 2 years from the date of submission.

***(Ini nga serbisyo gina hatag sa tanan nga Filipino, 64 anyos panubo, nga naga estar sa Pilipinas kag nagapangita sang permanente nga obra bilang isa ka empleyado sang gobyerno. Ang applicante pwede isa ka eligible (Civil Service Eligibility/Board Exam Passer/TESDA) ukon non-eligible depende sa posisyon nga gin applyan.***

***Ang application nga ginpasa valid lamang sa sulod sang duwa ka tuig humalin sa petsa sang pagpasa.)***

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Citizens of the Philippines (18 years old- 64 years old)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 1 copy of Application letter addressed to: <b>Hon. Nicholas M. Yulo or Miss Tricia Y. Matti</b> <b>City Mayor, Bago City CGDH I (CHRMO)/ City</b> <b>Admin.- Des.</b>		Client
<b>Document 2</b> 1 copy of Fully Accomplished Personal Data Sheet (PDS) with recent passport-sized picture (recent CS Form No. 212)		can be downloaded at <a href="http://www.csc.gov.ph/CHRMO">www.csc.gov.ph/CHRMO</a>
<b>Document 3</b> 1 Original or Certified True Copies of Transcript of Records and Diploma		Last school attended
<b>Document 4</b> Original or Certified True Copies of Certificates of Trainings/Seminars, if applicable.		Client
<b>Document 5</b> Original or Certified True Copies of Certificates of Employment/Service Record, if applicable.		Previous employers
<b>Document 6</b> 1 authenticated Certificate of Eligibility, if any		Professional Regulation Commission/ Civil Service Commission/ TESDA
<b>Document 7</b> 1 authenticated Board Rating, if any.		
<b>NOTE:</b>		
<ul style="list-style-type: none"> <li>▪ Interested applicants may also submit application letter and other documents online thru email address: <a href="mailto:bagocityhrmo.rsp@gmail.com">bagocityhrmo.rsp@gmail.com</a></li> <li>▪ List of vacant positions are regularly posted in the following:</li> </ul>		



1. Bulletin Boards
  - a. Bago City Hall Main Lobby (Ground Floor)
  - b. Bago City Hospital
  - c. Bago City Public Market
  - d. City Health Office
2. Bago City Website ([www.bagocity.gov.ph](http://www.bagocity.gov.ph))
3. CSC Negros Occidental Field Office

**PERSONAL SUBMISSION OF APPLICATION DOCUMENTS:**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally submit your application (with required documents) for initial evaluation.  <b>Personal nga ipasa ang application para sa initial nga evaluation.</b>	1. Application will be evaluated as to completeness and validity.  <b>Ang imo nga application iga-evaluate kung kompleto kag kung valid.</b>	None	5 minutes	<i>Ingrid Joanne M. Espeleta</i> HRMO I  <i>Violy P. De Guzman</i> HRM Assistant
2. Undergo initial interview and evaluation.  <b>Mag-agi sa initial interview kag evaluation.</b>	2. A short interview will be conducted according to the documents you submitted.  <b>Isa ka malip-ot nga interview ang iga-hatag base sa mga dokumento nga imo gin pasa.</b>	None	15 minutes	<i>Ingrid Joanne M. Espeleta</i> HRMO I  <i>Violy P. De Guzman</i> HRM Assistant
3. Get Acknowledgment Receipt from CHRMO.  <b>Kuha-on ang Acknowledgement Receipt halin sa CHRMO.</b>	3. Acknowledgment Receipt is issued to show that applicant have submitted application and was acknowledged by the office.  <b>Ang Letter-Reply iga-hatag para pamatuod nga ang aplekante nakapasa sang application kag ina nabaton sang opisina</b>	None	10 minutes	<i>Ingrid Joanne M. Espeleta</i> HRMO I  <i>Violy P. De Guzman</i> HRM Assistant
<b>TOTAL:</b>		None	30 minutes	



<b>ONLINE SUBMISSION OF APPLICATION DOCUMENTS:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit your application (with required documents) for initial evaluation online through the email address provided.</p> <p><b><i>Ipasa ang application online sa ginhatag nga email address.</i></b></p>	<p>1. Receives online application documents.</p> <p><b><i>Online nga pagbaton sang ginpasa nga application documents.</i></b></p>	None	15 minutes	<p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Violy P. De Guzman HRM Assistant</i></p>
<p>2. Wait for the reply email from CHRM Office relative to the documents submitted.</p> <p><b><i>Maghulat sang email halin sa CHRM Office parti sa mga dokumento nga ginpasa.</i></b></p>	<p>2. Application documents will be evaluated as to completeness and validity.</p> <p><b><i>Ang imo nga application iga-evaluate kung kompleto kag kung valid.</i></b></p>	None	1 day	<p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Violy P. De Guzman HRM Assistant</i></p>
<p>3. Receive notice/reply/ Acknowledgment Letter from CHRMO through your email address and comply, if necessary.</p> <p><b><i>Pagbaton sang notice/reply/ Acknowledgment Letter halin sa CHRMO paagi sa imo email address kag pag "comply" kon kinahanglan.</i></b></p>	<p>3. Notifies the applicant through email on the actions taken and additional instructions, if any, relative to submitted documents.</p> <p><b><i>Pagpabalo sa aplikante sang aksyon sang opisina angot sa iya mga ginpasa nga dokumento.</i></b></p>	None	30 minutes	<p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Violy P. De Guzman HRM Assistant</i></p>
<b>TOTAL:</b>		None	1 day and 45 minutes	



## 2. Applying for Work Immersion / On-the-Job Training (OJT) and/ or Volunteer Service at the City Government of Bago

As part of the City's support for the national call for employment, this service is provided to professionals such as nurses, medical practitioners as well as other individuals who seek to have a volunteer job experience in a local government office, local hospital or health center for future employment.

This service also caters to senior high school and college/university students who are required to undergo work immersion program/on-the-job training as part of the student curriculum prior graduation. Interested educational institutions must enter into a Memorandum of Agreement with the City Government of Bago for their students to engage in the said work immersion/on-the-job training.

Volunteer service/OJT Training period is usually between six (6) months to one (1) year, or depending on the agreement of both parties renewable at the discretion of the local government.

***(Bilang parte sang pagsuporta sang syudad sa programa sang pang-empleyo, ang ini nga serbisyo gina hatag para sa mga propesyonal pariyo sang mga nurse, medical practitioners kag mga indibidual nga naga pangita eksperyansia sa pag-obra sa isa ka opisina sang lokal nga gobyerno, lokal nga hospital ukon lokal nga health center para sa ila pang-empleyo.)***

***Ang ini nga serbisyo gina hatag man sa mga estudyante sang senior high school, kolehiyo ukon unibersidad nga gina-require mag work immersion / on-the-job training bilang parte sang curriculum antes sang graduation. Kinahanglan ang Memorandum of Agreement sang eskwelahan kag sang City Government of Bago antes magsugod sang work immersion/OJT Training.***

***Ang kalawigon sang volunteer service/OJT Training naga sulod sa anum (6) ka bulan asta isa (1) ka tuig ukon depende sa pagsugtanay sang lokal nga gobyerno sang Bago kag sang volunteer/eskwelahan.)***

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Students who wish to undergo Work Immersion/On-the-Job Training	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Work Immersion/On-the-Job Training with the LGU:</b>		
<b>Document 1</b>		
<b>For School:</b> 1 original copy of Letter of Intent from school	Student's School	



<b>Document 2</b> <b>For School:</b> 1 Original copy of Notarized Memorandum of Agreement (MOA) with the City Government	MOA (draft should come from School/University and submitted to the City Mayor's Office).
<b>Document 3</b> <b>For School:</b> 1 Original copy of List of Students to undergo the Work Immersion/OJT including details such as course/strand, number of required hours, target date, etc. with name and contact number of Teacher-In-Charge (TIC).	School/University
<b>Document 4</b> <b>For Student:</b> 1 original copy of Application Letter with Bio-Data/Resume	Student
<b>Document 5</b> <b>For Student:</b> 1 original copy of Police Clearance	Philippine National Police Branch where student resides.
<b>For Student:</b> Must attend Orientation prior the actual OJT	City Human Resource Management Office (as per schedule)

**Note:**

1. Failure to attend the orientation, student cannot start his/her on-the-job training/work immersion.
2. For violation of office policies, rules and regulations, conduct prejudicial to the best interest of the City, office and/or its employees, the City Government reserves the right to refuse or terminate any Work Immersion/OJT service.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 TIC will submit requirements and undergo a brief interview.  <b><i>Personal nga ipasa ang mga dokumento nga gina pangayo kag magpa-interview.</i></b>  1.2 Once documents are received, go back to your school and wait for the notice on the scheduled orientation for students.  <b><i>Pagbaton sang imo dokumento, magbalik sa eskwelahan kag maghulat sa notice halin sa CHRM Office sang schedule sang orientation.</i></b>	1. Evaluates and validates as to completeness of requirements.  <b><i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i></b>	None	15 minutes	Karen P. Florido, HRMO II  or  Jastine Charm E. Alvarez, HRM Assistant



	<p>2.1 Prepares waivers of each student for signing after the orientation.</p> <p><b><i>I-preparar ang nagakaigo nga mga waiver sang kada estudyante para pirmahan pagkatapos sang orientation.</i></b></p> <p>2.2 Informs the TIC thru a phone call, text message or email of the schedule of orientation.</p> <p><b><i>Pagkatapos preparar sang mga dokumento, ang CHRMO personnel magapabalo sa TIC sang schedule sang orientation.</i></b></p>		<p>1 hour</p> <p>5minutes</p>	<p><i>Karen P. Florido, HRMO II</i></p> <p>or</p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
<p>2.1 Students and TIC attend the orientation as scheduled and sign waiver. (After signing, return the waiver to the CHRMO in-charge for signing and approval of the concerned official.)</p> <p><b><i>Mag-attend sa orientation suno sa schedule kag magpirma sa waiver. (Pagkatapos pirma, ang waiver ibalik sa CHRMO in-charge para ma-aprobahan.)</i></b></p> <p>2.2 Wait for your copy of the approved waiver and Daily Time Record (DTR).</p> <p><b><i>Hulata ang imo kopya sang aprobado nga waiver kaupod ang imo DTR.</i></b></p>	<p>3.1 Orientation will be conducted by the CHRMO. Waivers are also given out for signing by the students.</p> <p><b><i>Paghatag sang orientation sa mga bag-o nga volunteers. Diri man gina hatag ang “Waivers” sang mga estudyante para pirmahan.</i></b></p> <p>3.2 Processes signed waivers to be approved by concerned official. Distribute copies to students together with their DTR.</p> <p><b><i>Ang pirmado nga waivers iga-process sang in-charge para ma-aprobahan sang CHRMO Officer kag ibalik</i></b></p>	<p>None</p>	<p>2 hours</p> <p><b><i>(As Per Schedule)</i></b></p>	<p><i>Karen P. Florido, HRMO II</i></p> <p>or</p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>



	<i>sa mga estudyante ang ila kopya kalakip ang DTR.</i>			
3. Bring waiver and DTR and proceed to assigned office to begin volunteer/OJT service.		None		
<i>Dal-on ang waiver kag DTR sa opisina na assign sa imo sa pagsugod sang imo volunteer/OJT.</i>				
	<b>TOTAL:</b>	None	3 hours & 20 minutes	



**For Applicants for Volunteer Service at the City Government of Bago:**

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Professionals, Medical Practitioners, Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of Application Letter	Client			
<b>Document 2</b> 1 original copy of Resume with 2"x2" picture	Client			
<b>Document 3</b> 1 original copy of Police Clearance	PNP Branch where Applicant resides			
<b>Document 4</b> 1 original copy of Barangay Clearance	Applicant's Residential Barangay			
<b>Document 5</b> 1 certified true copy of Transcript of Records	Applicant's last School Attended			
<b>For Professionals:</b> <b>Document 6</b> 1 photocopy of Eligibility, Board Rating	Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)			
<b>Document 7 (if required)</b> 1 photocopy of valid PRC License				
<b>For Skilled Workers:</b> <b>Document 6:</b> 1 certified true copy of Competency Certificate	Technical Education & Skills Dev't Authority (TESDA) / Other concerned institutions			
<b>Note:</b> For violation of office policies, rules and regulations, conduct prejudicial to the best interest of the City, office and/or its employees, the City Government reserves the right to refuse or terminate any Work Immersion/OJT service.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit requirements and undergo a brief interview.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo kag magpa-interview.</i>	1. Evaluates/validates as to completeness of requirements and conducts brief interview.  <i>Ang mga gin pasa nga dokumento iga-evaluate nga may upod nga malip-ot nga interview.</i>	None	15 minutes	<i>Karen P. Florido, HRMO II</i>  <i>or</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>







<p><b>waiver kaupod ang imo DTR.</b></p>	<p><b>ibalik sa mga estudyante ang ila kopya kalakip ang DTR.</b></p>			
<p>3. Bring waiver and DTR and proceed to your assigned office to begin volunteer service.</p> <p><b><i>Dal-a ang imo waiver kag DTR sa opisina ukon department nga gin-assign sa imo sa pagsugod sang imo volunteer service.</i></b></p>				
<p><b>TOTAL:</b></p>		<p>None</p>	<p>1 hour and 50 minutes</p>	



### 3. Securing Volunteer/ OJT Certificate

Upon completion of the Volunteer Service or the On-The-Job-Training, a certification of such services or training rendered with the City Government can be secured.

The determination of completed total number of hours or months of service rendered is based on the submitted and recorded Daily Time Record (DTR) of the volunteer/OJT duly signed by the Department Head concerned.

***(Sa pagkumpleto kag pagtapos sang pag-volunteer ukon OJT, ang certification sang pag serbisyo ang pwede mapangayo.***

***Ang pag-isip sang total nga oras kag bulan nga na kompleto ang imo pagvolunteer/OJT maga base sa gin pasa kag gin record lamang nga DTR nga may pirma san Department Head.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students/Volunteers granted to have their On-the-Job Training with the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> 1 copy of Client's accomplished monthly Daily Time Record/DTR duly signed by the Department Head		Concerned Office (should be submitted monthly)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit documents and inform personnel-in-charge of your request for volunteer/OJT Certificate.  <b><i>Ipasa ang kinahanglon nga dokumento kag i-inform ang in-charge nga ikaw mangayo sang imo Volunteer/OJT Certificate.</i></b>  1.2. Wait while your documents and records are being verified.  <b><i>Maghulat samtang gina-verify kag ginapreparar ang imo records kag dokumento.</i></b>	1.1 Verifies documents and validate Volunteer/OJT records.  <b><i>Gina verify ang imo volunteer records.</i></b>  1.2 Prepares the certificate of services rendered.  <b><i>Paghimo sang certificate of volunteer services rendered.</i></b>	None	30 minutes <i>(may take longer for volunteers of previous year/s {2hours})</i>  10 minutes	<i>Karen P. Florido, HRMO II</i>  <i>or</i> <i>Jastine Charm E. Alvarez, HRM Assistant</i>



<p>2. Receive the requested certificate, check for the correctness of spelling and inclusive dates. Sign the acknowledgement logbook for records purposes.</p> <p><b>Batunon ang certificate nga gin pangayo. Pahihog lantawa kung insakto ang mga detalye sa certificate. Pirmahan ang acknowledgement logbook.</b></p>	<p>2. Provide the volunteer with his/her certificate and let him/her sign in the acknowledgement logbook.</p> <p><b>Igahatag sang CHRMO staff ang Volunteer/ OJT Certificate sa kliyente kag ipapirmahan ang acknowledgement logbook.</b></p>	None	5 minutes	<p><i>Karen P. Florido, HRMO II</i></p> <p>or</p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
<b>TOTAL:</b>		None	45 minutes for current year of service 3 hours for previous year/s of service	



#### 4. Submission of Written Complaints against Employees

This service is provided to clients who may have unpleasant experience in transacting with or complaints against government employees or its services. This service is provided in accordance with the Uniform Rules on Administrative Cases in the Civil Service.

***(Ang ini nga serbisyo gina hatag sa mga kliyente nga nakaagum sang indi mayo nga eksperiyensiya samtang nagatransak ukon may reklamo sa mga empleyado o serbisyo sang syudad sang Bago. Ini gina hatag bilang pag sunod sa Uniform Rules on Administrative Cases sang Civil Service.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Legal aged residents of Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of letter with: 1.1 Full name and address of the complainant. 1.2 Full name and address of the person being complained of as well as his position and office of employment; 1.3 A narration of the relevant and material facts which shows the acts or omissions allegedly committed by the civil servant;		To be provided by the Client		
<b>Document 2</b> 1 copy of documentary evidence and affidavits of his witnesses (certified true copies), if any; and		To be provided by the Client		
<b>Document 3</b> 1 copy of Certification or statement on non-forum shopping		To be provided by the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written compliant under oath.  <b><i>Ipasa ang gin sulat nga reklamo nga notaryado.</i></b>	1.1 Receives written complaint.  1.2 Endorses complaint to City Legal Officer for evaluation.  <b><i>Ang imo reklamo batunon kag iga-pasa para sa evaluation sang City Legal Officer.</i></b>	None	10 minutes  30 minutes	<b><i>Ma. Stella F. Dumaran, HRMO IV</i></b>  <i>or</i> <b><i>Benedict J. Kuey, HRMO III</i></b>



	<p>2. City Legal Office requires submission of counter affidavit by the person complained of/respondent.</p> <p><b>Ang City Legal Officer magasulat sa empleyado nga gin reklamo ukon respondent sang iya pagsubmit sang counter affidavit.</b></p>	None	3 days upon receipt of complaint	City Legal Officer
	<p>3. Preliminary Investigation will be conducted by the Fact-Finding/ Investigating Committee.</p> <p><b>Isa ka imbestigasyon ang pagahimuon sang Fact-Finding/ Investigating Committee sa kada partido nga na-involve sa reklamo.</b></p>	None	5 days from receipt of complaint	Fact Finding/ Investigating Committee
	<p>4. Fact-Finding Committee will check if there is an establishment of prima facie case.</p> <p><b>I-check sang Fact-Finding/ Investigating Committee kon may ara sang establishment of prima facie case.</b></p>	None	Within 5 days after termination of preliminary Investigation	Fact Finding/ Investigating Committee



	<p>5. Files a Formal Charge with a directive to respondent to answer the charge/s in writing under oath. Indicates whether or not he elects a formal investigation. This may be filed by the complainant or the Local Chief Executive himself.</p> <p><b><i>Pagfile sang isa ka Formal Charge nga may direktiba sa gina reklamo nga sabton paagi sa pagsulat. Ang pagsabat sang reklamo maga pakita kung bala siya mapasugot ukon wala gapasugot sang pormal nga imbestigasyon. Ini pwede mafele sang tagareklamo ukon sang Local Chief Executive ukon Mayor.</i></b></p>	None	Not less than 72 hours upon receipt of the directive	<i>Fact-Finding/ Investigation Committee</i>
	<p>6. Preventive Suspension/ Re-assignment if additional action is required from disciplining authority.</p> <p><b><i>Ang Preventive Suspension/ Re-assignment ang dugang nga aksyon ang gina himo kon kinahanglanon.</i></b></p>	None	1 day	<i>Fact-Finding/ Investigating Committee</i>
	<p>7 Conducts of Formal Investigation.</p> <p><b><i>Maga-himo sang pormal nga imbestigasyon.</i></b></p>	None	Not earlier than 5 days nor later than 15 days from receipt of the answer.	



			Should be finished within 30 days from issuance of formal charge.	
2. Be available during the Pre-hearing conference/ hearing.  <b><i>Magtambong sa pre-hearing conference / hearing.</i></b>	8. Pre-hearing Conference (optional)/Hearing.  <b><i>May ara sang Pre-hearing Conference ukon Hearing.</i></b>	None		<i>Hearing Officer</i>
3. Receive Formal Investigation Report.  <b><i>Batunon ang Formal Investigation Report.</i></b>	9. Releasing of the decision of the Disciplining Authority or Local Chief Executive.  <b><i>Ang pagrelease sang desisyon sang Disciplining Authority ukon sang Mayor maga gwa sa sulod sang 30 ka-adlaw sugod sang pagbaton sang Report of Investigation.</i></b>	None	Within 15 days upon conclusion of formal investigation  Within 30 days from receipt of Report of Investigation	<i>Hearing Officer</i>  <i>Disciplining Authority</i>
	<b>TOTAL:</b>	None	Time frame may vary depending on the case.	





# **CITY HUMAN RESOURCE MANAGEMENT OFFICE**

## **Internal Services**



## 1. Applying for a Promotion/ Transfer/ Re-assignment in the City Government of Bago

This service is offered to all current employees (*not due for compulsory retirement*) of the City Government of Bago, who have rendered at least 1 year of Very Satisfactory government service and who seek career advancement through higher positions in the hierarchical structure of the City Government; or to those who seek Transfer/Re-assignment to other offices.

*(Ini nga serbisyo gina hatag sa tanan nga empleyado sang lokal nga pamunuan sang Bago, nga indi pa manog-retiro, nga nakahatag sang indi magnubo sa isa katuig nga "Very Satisfactory" nga serbisyo kag luyag mapasanyog sang ila propesyon pinaagi sa pagsaka sa estruktura sang mga posisyon sang local nga pamunuan; ukon luyag magsaylo sang opisina.)*

### Applying for Promotion:

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Current employee of the City Government of Bago	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 1 copy of Application letter addressed to: <b>Hon. Nicholas M. Yulo thru Miss Tricia Y. Matti</b> <b>City Mayor, Bago City CGDH I (CHRMO)/ City</b> <b>Admin.- Des.</b>		Client
<b>Document 2</b> 1 copy of Fully Accomplished Personal Data Sheet (PDS) with recent passport-sized picture (recent CS Form No. 212)		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>
<b>Document 3</b> 1 Certified True Copy of Performance Rating of at least VS in the last 2 rating periods		Client
<b>Document 4</b> 1 Original or Certified True Copies of Transcript of Records and Diploma		Last school attended
<b>Document 5</b> Original or Certified True Copies of Certificates of Trainings/Seminars		Client
<b>Documents 6</b> authenticated copies of (1 copy each), if any: a. CSC Certificate of Eligibility b. PRC ID/Eligibility c. Board Rating d. TESDA Eligibility		Civil Service Commission/Professional Regulation Commission Regulation Commission TESDA



**NOTE:**

- Interested applicants may also submit application letter and other documents online thru email address: **bagocityhrmo.rsp@gmail.com**
- List of vacant positions are regularly posted in the following:
  1. Bulletin Boards
    - a. Bago City Hall Main Lobby (Ground Floor)
    - b. Bago City Hospital
    - c. Bago City Public Market
    - d. City Health Office
    - e. Bago City College
  2. Bago City Website ([www.bagocity.gov.ph](http://www.bagocity.gov.ph))
  3. CSC Negros Occidental Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit your application for initial evaluation.  <b>Personal nga ipasa ang application para sa initial nga evaluation.</b>	1. Evaluates application as to completeness and validity.  <b>Ang imo nga application iga-evaluate kung kompleto kag kung valid.</b>	None	10 minutes	<i>Ingrid Joanne M. Espeleta HRMO I</i>  <i>Violy P. De Guzman HRM Assistant</i>
2. Undergo initial interview and evaluation.  <b>Mag-agi sa initial interview kag evaluation.</b>	2. Conducts a short interview relative to the documents submitted.  <b>Isa ka malip-ot nga interview ang iga-hatag base sa mga dokumento nga imo gin pasa.</b>	None	20 minutes	<i>Ingrid Joanne M. Espeleta HRMO I</i>  <i>Violy P. De Guzman HRM Assistant</i>
3. Receive letter-reply from the CHRMO.  <b>Batunon ang letter-reply halin sa CHRMO.</b>	3. Issues letter-reply to the applicant for submission application documents.  <b>Ang letter-reply iga-hatag para pamatuod nga ang aplekante nagapasa sang application kag ina nabaton sang opisina</b>	None	10 minutes	<i>Ingrid Joanne M. Espeleta HRMO I</i>  <i>Violy P. De Guzman HRM Assistant</i>
<b>TOTAL:</b>		None	40 minutes	



**Applying for Transfer/ Reassignment:**

<b>Office or Division:</b>	City Human Resource Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Current employee of the City Government of Bago

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> 1 copy of letter-request for Transfer/ Reassignment at least 30 days before the effective date, addressed to:  <b>Hon. Nicholas M. Yulo, City Mayor</b> <b>Bago City</b>  <i>Letter-request should be noted by Department Head concerned.</i>		Client		
<b>For Transfer of Agency:</b> <b>Document 2</b> 1 copy of fully accomplished Clearance Form  <b>Document 3</b> 1 copy of letter of acceptance from agency where the employee wishes to transfer		CHRMO  Agency where the employee wishes to transfer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter-request to the CHRM Office.  <b><i>Personal nga ipasa ang letter-request sa opisina sang HRMO.</i></b>  1.2 Submit yourself to a brief interview/ discussion with the HRM Officer relative to your request for transfer.  <b><i>Magpa-interview ukon mag-istorya sa HRM Officer angut sa imo request sa pagtransfer.</i></b>	1.1 Receives letter-request.  1.2 Brief interview by the HRM Officer.  1.3 Endorsement of request to the City Mayor for his action.  <b><i>Ang imo nga letter-request pagabatunon sang CHRM Office. Magahimo sang malip-ot nga interview ang HRM Officer angot sa imo request para sa pagsaylo kag paga-forward sa City Mayor para sa iya aksyon.</i></b>	None	10 minutes  15 minutes  10 minutes	<i>Kristine O. Gayoso</i> <i>HRMO I</i>  <i>Ma. Ronamie J. Torres</i> <i>HRM Assistant</i>



<p>2. Go back to your office and wait for the notice on the action of the City Mayor relative to your request.</p> <p><b>Magbalik sa imo opisina kag maghulat sa notice halin sa CHRM Office angut sa aksyon sang City Mayor sa imo request.</b></p>	<p>2. Action of the City Mayor.</p> <p><b>Ang City Mayor magakasyon sa nabaton nga request para transfer.</b></p>	None	30 minutes	City Mayor
	<p>3.1 Makes notice relative to the action undertaken by the City Mayor on the request of the employee.</p> <p><b>Magahimo notice ang CHRM Office sang aksyon nga ginhimo sang City Mayor.</b></p> <p>3.2 Informs the employee of the action of the City Mayor.</p> <p><b>Pagpabalo sa empleyado sang aksyon nga angut sa request.</b></p>		25 minutes	<p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Ma. Ronamie J. Torres HRM Assistant</i></p>
<b>TOTAL:</b>		None	1 hour and 30 minutes	



### Applying for Re-assignment

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current employee of the City Government of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> (1 copy of letter-request for Reassignment at least 30 days before the effectivity date, addressed to):  <b>Hon. Nicholas M. Yulo, City Mayor</b> <b>Bago City</b>  <i>Letter-request should be noted by Department Head concerned.</i>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request to the CHRM Office.  <i>Personal nga ipasa ang letter-request sa opisina sang HRMO.</i>	1. Receive the letter-request.  <i>Pagabatunon ang letter-request sang empleyado.</i>	None	5 minutes	<i>Kristine O. Gayoso HRMO I</i>  <i>Ma. Ronamie J. Torres HRM Assistant</i>
2. Submit yourself for a short interview with HRM Officer relative to request.  <i>Magstorya sa HRM Officer sang rason sang request for reassignment.</i>	2. Conducts short interview as to request for reassignment.  <i>Isa ka malip-ot nga interview ang igahatag nga may kaangtanan sa request for reassignment.</i>	None	15 minutes	<i>Kristine O. Gayoso HRMO I</i>  <i>Ma. Ronamie J. Torres HRM Assistant</i>



<p>3. Go back to your office and wait for the notice relative to the action of the City Mayor.</p> <p><b>Magbalik sa imo opisina kag maghulat sa notice halin sa CHRM Office angut sa aksyon sang City Mayor sa imo request.</b></p>	<p>3. Makes letter forwarding the request to the City Mayor for his action.</p> <p><b>Magahimo sang sulat sa pag-forward sang request sa City Mayor para sa iya aksyon.</b></p> <p>4. Action of the City Mayor.</p> <p><b>Pag-aksyon sang City Mayor sa request.</b></p> <p>5. Makes notice relative to the action undertaken by the City Mayor on the request of the employee.</p> <p><b>Magahimo notice ang CHRM Office sang askyon nga ginhimo sang City Mayor.</b></p> <p>6. Informs the employee of the action of the City Mayor.</p> <p><b>Pagapabal-on ang empleyado sang aksyon sa iya request.</b></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>30 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Ma. Ronamie J. Torres HRM Assistant</i></p> <p><i>City Mayor</i></p>
<p><b>TOTAL:</b></p>	<p>None</p>	<p>1 hour and 30 minutes</p>		



## 2. Evaluation/ Assessment of Applicants

This service is for applicants, except those who apply for Utility Worker and Laborer positions, who passed the Pre-Assessment after the submission of their job application and are included in the List of Qualified Applicants that will be posted on the bulletin boards located at the conspicuous places around the city. This process shall commence when the evaluation of applicants has been scheduled by the Human Resource Merit Promotion and Selection Board (HRMPSB) of the City Government of Bago.

***(Ang ini nga serbisyo para sa mga aplikante, magluwas sa mga aplikante para sa Utility Worker kag Laborer nga mga posisyon, nga nakapasar sa Pre-Assessment pagkatapos sang pagpasa sang ila job application kag ang ila ngalan nadala sa listahan sang mga kwalipikado nga mga aplikante nga igabutang sa mga bulletin boards nga yara sa mga lugar sa syudad kon sa diin ini madali makit-an. Ang ini nga proseso magasugod kon may schedule sang assessment sang mga aplikante ang Human Resource Merit Selection & Promotion Board (HRMPSB) sang lokal nga pamunuan sang Bago.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Legal aged job applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PHASE 1</b>				
1. Take the exam.  <b>Magkuha sang exam.</b>	1. Schedules exam and informs applicants through phone call, text, or email to take either the online examination or paper and pen test (PPT).  For the online examination, exam schedule and link with specified date and time will be sent through email.  For paper and pen test, a questionnaire	None	1 hour	<i>Ingrid Joanne M. Espeleta HRMO I</i>  <i>Violy P. De Guzman HRM Assistant</i>





	<p>will be provided on the venue.</p> <p><b>Iga-schedule ang exam kag pabal-on ang mga aplikante pinaagi sa pagtawag sa telepono, text ukon email nga magkuha sang online exam ukon paper and pen test.</b></p> <p><b>Para sa online exam, ipadala ang exam schedule kag link pinaagi sa email.</b></p> <p><b>Para sa Paper and Pen Test, igahatag ang questionnaire sa venue sang exam.</b></p>			
<p>2. Undergo Skills Test.</p> <p><b>Magkuha sang Skills Test.</b></p>	<p>2. Upon schedule, requires and informs applicant to take skills test in relation to the position applied for.</p> <p><b>Ikaw pagahatagan sang isa ka Skills Test nga may kaangtanan sa posisyon nga imo gina-apply-an.</b></p>	None	2 hours	<p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Violy P. De Guzman HRM Assistant</i></p>
<p>3. Undergo panel interview.</p> <p><b>Mag-agi sa panel interview.</b></p>	<p>3. A panel interview will be conducted upon schedule either face-to-face or online interview.</p> <p><b>Isa ka panel interview ang iga-hatag pinaagi sa face-to-face ukon online interview.</b></p>	None	2 hours	<p><i>HRMPSB</i></p> <p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Violy P. De Guzman HRM Assistant</i></p>



<p>4. Go home and wait for the Phase 1 Assessment result.</p> <p><b>Magpuli kag maghulat sa resulta sang Phase 1 Assessment.</b></p>	<p>4. Within 3 working days after the completion of the written exam, skills test and interview, notifies the applicant of the result of Phase 1 Assessment. The applicant should obtain at least 80% rating in Phase 1 to qualify for further assessment in Phase 2.</p> <p><b>Sa sulod sang tatlo ka adlaw pagkatapos mo kuha sang written exam, skills test kag interview, ikaw pagapabal-on sang resulta sang Phase 1 assessment. Kinahanglan mo makakuha sang 80% nga rating para ma-qualify sa Phase 2 assessment.</b></p>	<p>None</p>	<p>30 minutes</p>	<p>HRMPSB</p> <p>Ingrid Joanne M. Espeleta HRMO I</p> <p>Violy P. De Guzman HRM Assistant</p>
<p><b>PHASE 2</b></p>				
<p>5. Undergo Medical Assessment and Background Investigation.</p> <p><b>Magpaidalum sa Medical Assessment kag Background Investigation.</b></p> <p>Note: Medical assessment requirement should be accomplished within 5 working days upon the</p>	<p>5.1 Informs the applicant to return back to the CHRMO Office to get the list of medical assessment requirements.</p> <p><b>Magpabalo sa aplikante nga magbalik sa opisina sang HR para kuhaon ang listahan sang medical assessment requirements.</b></p>	<p>None</p>	<p>1 hour</p>	<p>Ingrid Joanne M. Espeleta HRMO I</p> <p>Violy P. De Guzman HRM Assistant</p>



<p>receipt of the list of requirements.</p>	<p>5.2 The Office will conduct a background investigation and validation of your submitted documents.</p> <p><b>Ang opisina sang HRM maga-buhat sang background investigation kag validation sa mga dokumento sa imo job application.</b></p>	<p>None</p>	<p>1 day</p>	<p>Ingrid Joanne M. Espeleta HRMO I</p> <p>Violy P. De Guzman HRM Assistant</p>
<p>6. Depending on the nature of the position that you are applying for, you may be required to take the Ethics-Oriented Personality Test (EOPT).</p> <p><b>Depende sa position nga imo gina-applyan, may posibilidad nga ikaw magakuha sang Ethics-Oriented Personality Test (EOPT).</b></p>	<p>6. If needed, inform the applicant to take the EOP Test, a scheduled examination given by the CSC.</p> <p><b>Kon kinahanglaon, magpabalo sa aplikante nga siya magakuha sang EOP Test, isa ka scheduled nga examination nga ginahatag sang CSC.</b></p>		<p>4 hours</p>	<p>Civil Service Commission (CSC)</p>
<p>7. Go home and wait for the result of the final deliberation.</p> <p><b>Magpuli kag maghulat sa resulta sang final deliberation.</b></p>	<p>7. A final deliberation will be conducted by the HRMPSB after the Phase 2 assessment. After the deliberation, the Appointing Authority will choose whom to hire from among the top 5 ranking applicants.</p> <p>All applicants will be notified of the final result through text message, phone call, email or letter.</p>	<p>None</p>	<p>4 hours</p>	<p>HRMPSB</p> <p>Ingrid Joanne M. Espeleta HRMO I</p> <p>Violy P. De Guzman HRM Assistant</p>



	<p><b>Pagkatapos sang Phase 2 assessment, ang HRMPSB magahiwat sang final deliberation.</b></p> <p><b>Pagkatapos sang final deliberations, ang appointing authority magapili sang pagabatunun sa obra halin sa top 5 ranking nga mga aplikante.</b></p> <p><b>Ang tanan nga aplikante pagapabal-on sang final result pinaagi sa text, tawag sa telepono, email ukon sulat.</b></p>			
<b>TOTAL:</b>	None	2 days 6 hours and 30 minutes		



### 3. Appointments/ Contracts of Service Preparation and Facilitation

This service is offered to all individuals appointed to positions in the City Government of Bago as permanent/temporary/contractual/casual employees or contract of services workers. This is also offered to existing regular employees that have been appointed for promotion.

*(Ini nga serbisyo gina hatag sa mga indibidwal nga gin-appoint para maghatag sang ila serbisyo sa lokal nga pamunuan sang Bago bilang permanente/temporary/contractual/casual/contract of services nga empleyado. Ini para man sa mga empleyado nga gin-appoint bilang promotion.)*

#### For Original/New Appointment:

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Appointed/Hired applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 3 copies Accomplished & Notarized latest PDS Form	Can be downloaded at <a href="http://www.csc.gov.ph/">www.csc.gov.ph/</a> CHRMO	
<b>Document 2</b> Community Tax Certificate	Office of the City Treasurer	
<b>Document 3</b> 1 Original copy Barangay Clearance	Barangay	
<b>Document 4</b> 1 Original copy of Police Clearance	Phil. National Police, Bago City	
<b>Document 5</b> 1 Original copy of Accomplished Medical Certificate signed by a government medical officer – CS Form 211 Revised 2018/latest form	CHRMO	
<b>Document 5.1.</b> Neuropsychological Test (for selected positions)	CSC-Accredited Testing Centers	
<b>Document 6</b> 1 Authenticated copy of Birth Certificate	Phil. Statistics Authority (PSA)	
<b>Document 7</b> 1 Authenticated copy of Marriage Contract, if married	PSA	
<b>Document 8</b> 1 Original or Certified true copy of Diploma and Transcript of Records	Last attended school	
<b>Document 9</b> 1 Original copy of NBI Clearance	National Bureau of Investigation (NBI)	
<b>Document 10</b> Original or Certified true copies of training certificates, if any	Client	



<b>Document 11</b> Proof of Recognitions, if any		Client		
<b>Documents 12</b> authenticated copies of, if any: 12.1. CSC Certificate of Eligibility (2 copies) 12.2. Board Rating 12.3. PRC ID/Eligibility 12.4. TESDA Eligibility		Civil Service Commission Professional Regulation Commission Professional Regulation Commission TESDA		
<b>Document 13</b> Properly accomplished and duly signed Membership forms for GSIS, Pag-big and PhilHealth		CHRMO		
<b>Document 14</b> Duly Notarized latest Statement of Assets, Liabilities and Net Worth (SALN)		CHRMO/Client		
<b>Document 15</b> Tax Identification Number ID		Bureau of Internal Revenue (BIR)		
<b>Document 16</b> Accomplished LGU ID Data form		CHRMO		
<b>If appointee was previously employed (prior to appointment):</b>				
<b>Document 17</b> Original or Certified True Copy of Service Record and Certificate of Employment		Client/Previous Employer		
<b>Document 18</b> Original or Certified True Copy of Approved Letter of Resignation		Client		
<b>Document 19</b> Original or Certified True Copy of employment Clearance, other previous employment record		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Notice of Appointment and list of requirements.  <b><i>Pagbaton sang Notice of Appointment kag listahan sang mga kinahanglan na mga dokumento.</i></b>	1. Prepares Notice of Appointment formally informing the applicant that he/she is being hired by the City Government of Bago. Attached to this notice is a list of documentary requirements to be accomplish.  <b><i>Paghimo sang Notice of Appointment bilang pormal nga pagpabalo sa</i></b>	None	10 minutes	<i>Ingrid Joanne M. Espeleta HRMO I</i>  <i>Violy P. De Guzman HRM Assistant</i>



	<p><b>aplikante nga siya iga-hire sang lokal nga pamunuan sang Bago. Paglakip sang lista sang mga kinahanglan nga mga dokumento nga paga-kompletohon kag ipasa sang aplikante.</b></p>			
<p>2.1 Submit required documents.</p> <p><b>Personal nga ipasa ang mga kinahanglanun nga mga dokumento.</b></p>	<p>2.1 Documents will be checked as to the correctness, completeness and validity.</p> <p><b>Ang imo mga dokumento pagalantawon kon ini insakto, kompleto kag balido.</b></p>	None	30 minutes	<p><i>Ingrid Joanne M. Espeleta</i> HRMO I</p> <p><i>Violy P. De Guzman</i> HRM Assistant</p>
<p>2.2 Once submitted documents are received, go home and wait for the notice from the CHRM Office.</p> <p><b>Kon ang imo dokumento kompleto kag ginbaton sang opisina, magpuli kag maghulat sang notice halin sa CHRM Office.</b></p>	<p>2.2 Appointment documents will be prepared and facilitated for the signing of concerned officials.</p> <p><b>Iga-preparar ang mga dokumento na kinahanglanun para sa appointment kag igaproseso nga mapirmahan sang concerned officials.</b></p>	None	1 hour	<p><i>Kristine O. Gayoso</i> HRMO I</p> <p><i>Ronamie J. Torres</i> HRM Assistant</p>
	<p>2.3 Review of appointment documents and facilitates the signing of the CHRMO and City Mayor.</p> <p><b>Ang gin preparar nga mga dokumento angut sa appointment iga-review kon kompleto kag insakto. Ini iga-proseso para mapirmahan sang CHRMO kag City Mayor.</b></p>	None	1 hour	<p><i>Ma. Stella F. Dumaran</i> HRMO IV</p> <p><i>Benedict J. Kuey</i> HRMO III</p>



	<p>2.4 Signing of appointment documents by CHRMO and the City Mayor.</p> <p><b>Pagapirma sang CHRMO kag City Mayor ang appointment.</b></p>	None	30 minutes	<p>Tricia Y. Matti, CGDH I (CHRMO)/ City Administrator- Designate</p> <p>City Mayor</p>
<p>3. Upon notice, go back to the CHRM Office for the signing of appointment documents and enrollment to biometrics database.</p> <p><b>Pagbaton sang notice, magbalik sa CHRM Office para sa pagperma sang dokumento para sa imo appointment kag enrollment sa biometrics database.</b></p>	<p>3.1 Informs the appointee to go back to the CHRM Office to sign the appointment documents.</p> <p><b>Pagatawgan ang aplikante nga magbalik sa CHRMO para magperma sa mga dokumento sang appointment.</b></p> <p>3.2 Takes appointee's photo, signature, fingerprints and enroll him/her to the biometric database.</p> <p><b>Pagakwaon ang imo photo, signature kag fingerprints kag i-enroll sa biometric database.</b></p>	None	15 minutes	<p>Kristine O. Gayoso HRMO I</p> <p>Ronamie J. Torres HRM Assistant</p>
		None	20 minutes	<p>Benedict J. Kuey HRMO III</p> <p>Violy P. de Guzman HRM Assistant</p>
<p>4. Attend the Oath-taking, receive your appointment copy and attend the orientation activity.</p> <p><b>Mag-attend sang Oath-taking, Batunon ang kopya sang imo appointment kag mag-attend sang orientation.</b></p>	<p>4.1 Facilitates the Oath-Taking activity of the employee in the presence of the City Mayor.</p> <p><b>Ang CHRM Office magapatigayon sang imo Oath-Taking (pagsumpa) activity kaupod ang City Mayor.</b></p> <p>4.2 After the oath-taking, provides the employee with a copy of his/her appointment and let</p>	None	15 minutes	<p>Kristine O. Gayoso HRMO I</p> <p>Jastine Charm E. Alvarez HRM Assistant</p>
		None	10 minutes	<p>Kristine O. Gayoso HRMO I</p> <p>Ronamie J. Torres</p>





	<p>him/her acknowledge receipt.</p> <p><b>Pagkatapos sang pagsumpa, pagahatagan ang empleyado sang kopya sang iya appointment kag magpaperma sa acknowledgment receipt bilang pamatuod nga nabaton ang in inga mga dokumento.</b></p> <p>4.3 Conducts brief orientation and provide the employee with his/her ARTA ID and agency ID.</p> <p><b>Magahatag sang isa ka malip-ot nga orientation kag paghatag sa empleyado sang iya ARTA kag agency IDs.</b></p>	None	2 hours	<p>HRM Assistant</p> <p>Violy P. De Guzman HRM Assistant</p> <p>Jastine Charm E. Alvarez HRM Assistant</p>
<p>5. Report to work/ Assumption of duty.</p> <p><b>Pagsugod sang imo obra.</b></p>	<p>5. Assists the employee to report to his/her new office/ department head.</p> <p><b>Pag-assist sa empleyado sa pagsugod obra paagi sa pagreport sa iya bag-o nga opisina/department head.</b></p>	None	1 hour	<p>Kristine O. Gayoso HRMO I</p> <p>Jastine Charm E. Alvarez HRM Assistant</p>
<b>TOTAL:</b>		None	7 hours and 10 minutes	



**For Promotional Appointment:**

<b>Office or Division:</b>	City Human Resource Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Current employees of the City Government of Bago
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> 3 copies Accomplished and Notarized latest PDS Form	Can be downloaded at <a href="http://www.csc.gov.ph/">www.csc.gov.ph/</a> CHRMO
<b>Document 2</b> Community Tax Certificate	Office of the City Treasurer
<b>Document 3</b> 1 Original copy Barangay Clearance	Barangay
<b>Document 4</b> 1 Original copy of Police Clearance	Phil. National Police, Bago City
<b>Document 5</b> 1 Original copy of Accomplished Medical Certificate signed by a government medical officer – CS Form 211 Revised 2018/latest form	CHRMO
<b>Document 5.1.</b> Neuropsychological Test (for selected positions)	CSC-Accredited Testing Centers
<b>Document 6</b> 1 Authenticated copy of Birth Certificate	Phil. Statistics Authority (PSA)
<b>Document 7</b> 1 Authenticated copy of Marriage Contract, if married	PSA
<b>Document 8</b> 1 Original or Certified true copy of Diploma and Transcript of Records	Last attended school
<b>Document 9</b> 1 Original copy of NBI Clearance	National Bureau of Investigation (NBI)
<b>Document 10</b> Original or Certified true copy of training certificates	Client
<b>Document 11</b> Duly Accomplished Work Experience Sheet	CHRMO
<b>Document 12</b> 1 original copy of the Performance Ratings {EPCE} for the last two rating periods	Client
<b>Document 13</b> authenticated copies of (1 copy each), if any: 13.1 CSC Certificate of Eligibility (if required) 13.2 PRC ID/Eligibility 13.3 Board Rating 13.4 TESDA Eligibility	Civil Service Commission/Professional Regulation Commission Regulation Commission TESDA
<b>Document 14</b> Updated LGU ID Data Form	CHRMO



<b>For Appointment/Promotion to a Department Head position:</b>				
<b>Document 15</b> Proof/s of current residency {Barangay Certification, Voter's Registration, Billing Statements, etc.		Client		
<b>For Appointment/Promotion to a position belonging to a different office:</b>				
<b>Document 16</b> Duly accomplished Clearance Form		CHRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Notice of Appointment and list of requirements.  <i>Pagbaton sang Notice of Appointment kag listahan sang mga kinahanglan na mga dokumento.</i>	1. Preparation of Notice of Appointment formally informing the applicant that he/she is being hired by the City Government of Bago. Attached to this notice is a list of documentary requirements to be accomplished.  <i>Paghimo sang Notice of Appointment bilang pormal nga pagpabalo sa aplikante nga siya iga-hire sang lokal nga pamunuan sang Bago. Paglakip sang lista sang mga kinahanglan nga mga dokumento nga paga-kompletohon kag- ipasa sang aplikante.</i>	None	10 minutes	Ingrid Joanne M. Espeleta <i>HRMO I</i>  Violy P. De Guzman <i>HRM Assistant</i>
2.1 Submit required documents.  <i>Personal nga ipasa ang mga kinahanglanun nga mga dokumento.</i>  2.2 Once submitted documents are received, go back to your office and wait for the notice from the CHRM Office.	2.1 Documents will be checked as to the correctness, completeness, and validity.  <i>Paglantaw/review sang dokumento kon ini inskakto, kompleto kag balido.</i>  2.2 Appointment documents will be prepared and facilitated for the signing of concerned officials.	None	30 minutes	Ingrid Joanne M. Espeleta <i>HRMO I</i>  Violy P. De Guzman <i>HRM Assistant</i>
		None	1 hour	<i>Kristine O. Gayoso</i> <i>HRMO I</i>



<p><b>Kon ang imo dokumento kag kompleto kag ginbaton sang opisina, magbalik sa imo opisina kag maghulat sang notice halin sa CHRM Office.</b></p>	<p><b>Iga-preparar ang mga dokumento nga kinahanglanun para sa appointment kag igaproseso nga mapirmahan sang concerned officials.</b></p> <p>2.3 Review of appointment documents and facilitates the signing of the CHRMO and City Mayor.</p> <p><b>Ang gin preparar nga mga dokumento angut sa appointment paga review kon kompleto kag insakto. Ini igaproseso para mapirmahan sang CHRMO kag City Mayor.</b></p> <p>2.4 Signing of appointment documents by CHRMO and the City Mayor.</p> <p><b>Pagpirma sang CHRMO kag City Mayor.</b></p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>30 minutes</p>	<p>Ronamie J. Torres HRM Assistant</p> <p>Ma. Stella F. Dumarán HRMO IV</p> <p>Benedict J. Kuey HRMO III</p> <p>Tricia Y. Matti, CGDH I (CHRMO)/ City Administrator- Designate</p> <p>City Mayor</p>
<p>3. Upon notice, go back to the CHRM Office for the signing of appointment documents and updating of your biometrics database records.</p> <p><b>Pagbaton sang notice, magbalik sa CHRM Office para sa pagperma sang dokumento para sa imo appointment kag</b></p>	<p>3.1 Informs the appointee to go back to the CHRM Office to sign the appointment documents.</p> <p><b>Pagatawgan ang aplikante nga magbalik sa CHRMO para magperma sa mga dokumento sang appointment.</b></p>	<p>None</p>	<p>15 minutes</p>	<p>Ronamie J. Torres HRM Assistant</p> <p>Kristine O. Gayoso HRM Assistant</p>





	<b>empleado sang iya ARTA kag agency IDs.</b>			
5. Report back to your office or new place of assignment to assume new duties and responsibilities.  <b>Magbalik sa imo opisina ukon bag-o nga opisina para sugudan ang imo bag-o nga duties and responsibilities.</b>	2. Assists the employee to report to his/her new office/ department head.  <b>Pag-assist sa empleyado sa pagsugod obra paagi sa pagreport sa iya bag-o nga opisina/department head.</b>	None	1 hour	<i>Kristine O. Gayoso HRMO I</i>  <i>Jastine Charm E. Alvarez HRM Assistant</i>
<b>TOTAL:</b>		None	7 hours and 20 minutes	



**For Contract of Services:**

<b>Office or Division:</b>	City Human Resource Management Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Legally-aged individual
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> 3 copies Accomplished and Notarized PDS Form	Can be downloaded at <a href="http://www.csc.gov.ph/">www.csc.gov.ph/</a> OCHRMO
<b>Document 2</b> Community Tax Certificate	Office of the City Treasurer
<b>Document 3</b> 1 Original copy Barangay Clearance	Barangay where the client resides
<b>Document 4</b> 1 Original copy of Police Clearance	PNP Bago City
<b>Document 5</b> 1 Original copy of Accomplished Medical Certificate signed by a government medical officer – CS Form 211 Revised 2018/latest form	CHRMO
<b>Document 5.1.</b> Neuropsychological Test (for selected positions)	CSC-Accredited Testing Centers
<b>Document 7</b> 1 Authenticated copy of Birth Certificate	Philippine Statistics Authority (PSA)
<b>Document 8</b> 1 Authenticated copy of Marriage Contract, if married	Philippine Statistics Authority (PSA)
<b>Document 9</b> 1 Certified true copy of Diploma and Transcript of Records	Last school attended
<b>Document 10</b> 1 Original copy of NBI Clearance	National Bureau of Investigation (NBI)
<b>Document 11</b> Certified true copy of Training Certificates, if any	Client
<b>Document 12</b> authenticated copies of (1 copy each), if any: 12.1 CSC Certificate of Eligibility 12.2 PRC ID/Eligibility 12.3 Board Rating 12.4 TESDA Eligibility	Civil Service Commission/Professional Regulation Commission Regulation Commission TESDA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Receive list of requirements from the CHRM Office.</p> <p><b>Pagbaton sang listahan sang mga kinahanglan na mga dokumento.</b></p>	<p>1. Provides the individual with a list of documentary requirements to be accomplished.</p> <p><b>Magahatag sang lista sang mga kinahanglan nga mga dokumento nga paga-kompletohon kag-ipasa sang appointee.</b></p>	None	10 minutes	<p><i>Ingrid Joanne M. Espeleta</i> HRMO I</p> <p><i>Violy P. De Guzman</i> HRM Assistant</p>
<p>2.1 Submit required documents.</p> <p><b>Personal nga ipasa ang mga kinahanglanun nga mga dokumento.</b></p> <p>2.2 Once submitted documents are received, go back home and wait for the notice from the CHRM Office.</p> <p><b>Kon ang imo dokumento kompleto kag ginbaton sang opisina, magpuli kag maghulat sang notice halin sa CHRM Office.</b></p>	<p>2.1 Documents will be checked as to the correctness, completeness, and validity.</p> <p><b>Lantawon ang mga gin pasa nga dokumento kon ini inskakto, kompleto kag balido.</b></p> <p>2.2 Prepares and facilitates the City Mayor's request for Authority to Sign with the Sangguning Panlungsod. Draft copy of Contract will also be prepared.</p> <p><b>Iga-preparar kag i-facilitate ang request para sa Authority to Sign sang City Mayor sa Sangguniang Panlungsod. Iga-preparar man ang draft copy sang kontrata.</b></p>	None	<p>15 minutes</p> <p>1 day</p>	<p><i>Kristine O. Gayoso</i> HRMO I</p> <p><i>Ingrid Joanne M. Espeleta</i> HRMO I</p> <p><i>Ingrid Joanne M. Espeleta</i> HRMO I</p> <p><i>Kristine O. Gayoso</i> HRMO I</p> <p><i>Ronamie J. Torres</i> HRM Assistant</p>





<p>3. Attend the Committee Hearing upon the schedule set by the Sangguniang Panlungsod Office.</p> <p><b>Magtambong sa Committee Hearing sa gintalana nga adlaw sang Sangguniang Panlungsod Office.</b></p>	<p><b>SP Action</b></p> <p>3. Assist the party and provide needed documents during the SP Committee Hearing.</p> <p><b>I-assist ang appointee kag maghatag sang mga kinahanglanun nga mga dokumento sa Committee Hearing.</b></p>	<p>None</p>	<p>½ day</p>	<p><b>SP Office</b></p> <p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Ingrid Joanne M. Espeleta HRMO I</i></p>
	<p>4.1 If approved and upon release of SP Resolution, prepare the contract.</p> <p><b>Kon ma-aprobahan kag pagka-release ang SP Resolution, iga-preparar ang kontrata.</b></p> <p>4.2 Facilitate the signing of contract documents by concerned official/s.</p> <p><b>Iga-facilitate para mapermahan ang kontrata sang mga natungdan nga mga opisyal.</b></p>	<p>None</p>	<p>30 minutes</p> <p>½ day</p>	<p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Ingrid Joanne M. Espeleta HRMO I</i></p> <p><i>Ronamie J. Torres HRM Assistant</i></p>
<p>4. Upon notice, go back to the CHRM Office for the signing of contract.</p> <p><b>Magbalik san CHRM Office para sa pagperma sang kontrata.</b></p>	<p>5. Inform the party to go back to the CHRM Office to sign the contract. Facilitate the signing of contract of the parties and concerned officials.</p> <p><b>Pagpabalo sa party nga magbalik sa CHRM na opisina</b></p>	<p>None</p>	<p>30 minutes</p>	<p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Ingrid Joanne M. Espeleta HRMO I</i></p>



	<b><i>para sa pagpirma sang kontrata kag i-facilitate ang pagperma sa iban pa nga opisyaes.</i></b>			
5. Report to your office or new place of assignment to assume new duties and responsibilities.  <b><i>Magkadto sa imo opisina ukon bag-o nga opisina para sugudan ang imo bag-o nga duties kag responsibilities.</i></b>	6. Assist the employee to report to his/her new office/ department head.  <b><i>Pag-assist sa empleyado sa pagsugod obra paagi sa pagreport sa iya bag-o nga opisina/department head.</i></b>	None	30 minutes	<b><i>Kristine O. Gayoso HRMO I</i></b>  <b><i>Ronamie J. Torres HRM Assistant</i></b>
	<b>TOTAL:</b>	None	2 days, 1 hour and 55 minutes	



#### 4. Orientation of Newly-Hired/ Newly-Promoted Employees

This service is for employees who have been newly-hired/appointed to positions in the City Government of Bago. This service is also for existing employees who have been recently promoted/appointed to occupy higher positions in the City Government of Bago. This service is provided to widen the knowledge of employees on the rules and laws of government service as well as other topics related thereto. It also aims to re-orient existing employees and update their understanding on the different aspects relative to their roles as civil servants.

*(Ini nga serbisyo gina hatag sa mga aplikante nga ginhatagan sang original appointment kag mga empleyado nga gin-appoint para mag-akupa sang mas taas na mga posisyon sa Lokal nga Pamunuan sang Bago. Ang ini nga serbisyo nagatuyo para mapasanyog ang ihibalo sang mga empleyado nahanugod sa mga laye kag pagsulundan nga may kaangtanan sa pang-gobyerno nga serbisyo. Ini nagatuyo man para ma-re-orient kag ma-update ang mga existing nga mga empleyado sang ila ihibalo kag paghangop sang mga nagkalain-lain nga mga aspeto bilang isa ka civil servant.)*

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Legal aged residents of Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive memorandum requiring attendance to the Orientation/ Re-orientation Activity.  <b>Batunon ang memorandum nga naga-require sa imo para magtamong sa Orientation/Re-orientation Activity.</b>	1. Drafts order for the approval of the City Mayor.  Once approved, notify the concerned employee/s of the said order.  <b>Magahimo sang order para ma-aprobahan sang City Mayor. Pagkatapos nga ini na-aprobahan sang City Mayor, pagapabal-on ang empleyado sang sini nga order.</b>	None	10 minutes  30 minutes	<i>Karen P. Florido HRMO II</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>



<p>2. Attend Orientation Activity on a scheduled date and get your Certificate of Attendance/ Completion.</p> <p><b>Mag-tambung sa orientation activity sa gintalana nga petsa kag kuhaon ang imo Certificate of Attendance/ Completion.</b></p>	<p>2. Conducts the Orientation/ Reorientation Activity as scheduled and issues a Certificate of Attendance/ Completion by the end of the activity.</p> <p><b>Ang CHRMO magaconduct sang orientation activity kag magahatag sang Certificate of Attendance/ Completion bag-o matapos ang aktibidad.</b></p>	<p>None</p>	<p>1 day</p>	<p><i>Karen P. Florido, HRMO II</i></p> <p><i>Violy P. De Guzman , HRM Assistant</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>1 day and 40 minutes</p>	



## 5. Availing of In-House Learning & Development Interventions and Initiatives (LDII)

This service is given to all employees of the City Government of Bago in the aim of providing the workforce with at least one (1) Learning & Development Interventions and Initiatives per year. This will bring more opportunities for employees towards continued personal and professional growth and development. Learning and Development Interventions are tailored-fit according to the needs and demands of the time, leading to a more competent and humane public service.

***(Ang ini nga serbisyo gina hatag sa tanan nga empleyado sang City Government sang Bago nga naga laom nga maka-hatag sang biskan isa lang ka Learning & Development Interventions and Initiatives (LDII) kada empleyado, kada tuig. Ini naga hatag sang mga oportunidad sa mga empleyado nga maka-agom sang personal kag propesyonal nga mga pag-develop. Mga hilikuton nga nakatabas sunod sa kinahanglanon kag tyempo padulong sa maayong serbisyo publiko.)***

<b>Office or Division:</b>	City Human Resource Management Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	City Officials and regular employees of the City Government				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>Document 1</b>			CHRMO		
1 Copy of accomplished LDII Nomination Form					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit accomplished LDII Nomination Form to the CHRMO on or before the stated deadline of submission.	1. Receives and assesses the accomplished nominations based on the training-needs requirements.	None	15 minutes	<i>Karen P. Florido HRMO II</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>	
<b><i>Ipasa ang LDII nomination form sa CHRMO antis ukon sa adlaw sang deadline.</i></b>	<b><i>I-review kag i-assess sang in-charge ang nominasyon base sa training-needs requirements.</i></b>				
2. Go back to your office and wait for the notice from the CHRMO of the actions taken on the submitted nominations.	2.1 Prepares the needed document/s for initial evaluation of the Personnel Development Committee (PDC)/ PDC Chairperson.	None	30minutes	<i>Karen P. Florido, HRMO II</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>	



<p><b>Magbalik sa imo opisina kag maghulat sa notisya halin sa CHRM Office sa aksyon nga ginhimo angot sa ginpasa nga nominasyon.</b></p>	<p><b>Magapreparar sang kinahanglanon nga dokumento para sa inisyal nga evaluation sang PDC.</b></p> <p>2.2 CHRMO will facilitate for the PDC to meet.</p> <p><b>Ang CHRMO magafacilitate para maka meeting ang PDC.</b></p>		<p>30 minutes</p>	<p><i>Karen P. Florido, HRMO II</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	<p>3.1 PDC will convene for the evaluation of nominations and submit recommendation to the City Mayor.</p> <p><b>Ang PDC maga-meeting para mag-evaluate sang mga nabaton nga nominasyon kag magsubmit sa City Mayor sang ila rekomendasyon.</b></p> <p>3.2 The CHRMO will prepare and facilitate the submission of the PDC's recommendation to the City Mayor's Office for appropriate action of the City Mayor.</p> <p><b>Ang CHRMO maga-preparar kag mag-patigayon nga masubmit ang dokumento sa opisina sang City Mayor para sa iya nagaka-igo nga askyon.</b></p>	<p>None</p>	<p>½ day</p> <p>1 day</p>	<p><i>Personnel Development Committee (PDC)</i></p> <p><i>Karen P. Florido, HRMO II</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	<p>4. City Mayor will render action taking into the considerations the</p>		<p>30 minutes</p>	<p><i>City Mayor</i></p>



	<p>submitted PDC recommendations.</p> <p><b>Ang City Mayor magahimo sang iya aksyon sa nabaton nga rekomendasyon halin sa PDC.</b></p>			
<p>3. Receive the document containing the actions of the City Mayor and comply with the directives thereof.</p> <p><b>Batunon ang dokumento nga naga sa-ad sang imo dapat pagahimu-on.</b></p>	<p>5. Furnishes the employee/office concerned copy of the document containing the actions of the City Mayor including directives related thereof.</p> <p><b>Magahatag sang kopya sang dokumento sa empleyedo/ opisina nga naga sa-ad sang askyon sang City Mayor lakip ang iban pa nga deriktiba angot sa LDII.</b></p>	None	15 minutes	<p><i>Karen P. Florido, HRMO II</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
<p>4. Attend the scheduled LDII.</p> <p><b>Mag-attend sa gin schedule nga LDII.</b></p>	<p>6. CHRMO Training Team will facilitate and/or act as the training administrators in the duration of the LDII.</p> <p><b>Ang CHRMO Training Team maga-facilitate kag maga-tindug nga administrador sang seminar.</b></p>	None	Time frame may vary depending on the required training hours per LDII.	<p><i>CHRMO Learning &amp; Development (L&amp;D) Team</i></p>
<b>TOTAL:</b>		None	2 days	



## 6. Availing of Learning & Development Initiatives and Interventions (LDII) by External Providers

This service is given to all employees of the City Government of Bago in the aim of providing the workforce with at least one (1) Learning & Development Initiatives and Intervention per year. This will bring more opportunities for employees towards continued personal and professional growth and development. Learning and Development Interventions are tailored-fit according to the needs and demands of the time, leading to a more competent and humane public service.

Usually, invitations from external providers are received by the City Government requesting employee's attendance and participations to various LDII. Through these LDII, employees are given the opportunity to gain more knowledge and skills leading to becoming better civil servants.

*(Ang ini nga serbisyo gina hatag sa tanan nga mga empleyado sang City Government of Bago sa tinutuyo nga mahatagan ang kabilugan na mga empleyado sang biskan isa ka LDII sa kada tuig. Ang ini nga higayon nagadala sang oportunidad para sa mga empleyado para sa ila padayon nga pagtubo kag pagtin-ad sang ila kaugalingon kag professional nga aspeto. Ang LDII gina hatag sa mga empleyado suno sa iya kinahanglan kag suno man sa nagakaigo nga tion para sa mas maayo kag matinawhanon nga serbisyo publiko.)*

*Sa masami, ang mga imbitasyon para sa LDII nagahalin sa sagwa nga mga providers para i-request ang City Government sa iya ini mga empleyado para sa pakipagbuylog kag pag participate sa mga nagkalain-lain nga mga LDII, paagi sa sini nga mga LDII, ang mga empleyado matagaan sang oportunidad nga magtin-ad ang iya nahibal-an kag skills para mangin mas maayo nga public servants.)*

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Officials and regular employees of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of accomplished Nomination Form		Issued by the CHRMO		
<b>Document 2</b> 1 copy of letter of invitation		External training provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Nomination Form/ Letter addressed to the City Mayor thru the	1. Receives the document/s and facilitates/schedules a PDC meeting.	None	30 minutes	<i>Karen P. Florido, HRMO II</i>





<p>PDC/CHRMO indicating the name of the employee/s recommended to attend the LDII. Letter/ Invitation from the external provider should be attached.</p> <p><b>Ang natungdan nga opisina magapasa sang sulat naka address sa Local Chief Executive paagi sa PDC/CHRMO kaupod ang ngalan sang empleyado nga gina rekomenda nga mag-atend sa LDII. Dapat naka lakip ang imbistasyon halin sa sagwa nga ahensya nga naga imbitar.</b></p>	<p><b>Batunon ang dokumento kag magaschedule sang PDC meeting.</b></p>			<p>Jastine Charm E. Alvarez, HRM Assistant</p>
<p>2. Go back to your office and wait for the notice from the CHRMO of the actions taken on the submitted nominations.</p> <p><b>Magbalik sa imo opisina kag maghulat sa notisya halin sa CHRM Office sa aksyon nga ginhimo angot sa ginpasa nga nominasyon.</b></p>	<p>2.1 PDC will convene for the evaluation of nominations and submit recommendation to the City Mayor.</p> <p><b>Ang PDC magameeting para mag-evaluate sang mga nabaton nga nominasyon kag magsubmit sa City Mayor sang ila rekomendasyon.</b></p> <p>2.2 The CHRMO will prepare PDC documents and facilitate its submission to the City Mayor's Office for appropriate action of the City Mayor.</p> <p><b>Ang CHRMO magapreparer sang PDC documents kag maga-</b></p>	<p>None</p>	<p>½ day (schedule may vary depending upon the availability of the PDC Members)</p> <p>2 days</p>	<p>Personnel Dev't. Committee (PDC)</p> <p>Karen P. Florido, HRMO II</p> <p>Jastine Charm E. Alvarez, HRM Assistant</p>



	<b>patigayon nga masubmit ang dokumento sa opisina sang Mayor para sa iya nagaka-igo nga askyon.</b>			
3. Receive the document containing the actions of the City Mayor and comply with the directives thereof.  <b>Batuna ang dokumento nga naga sa-ad sang imo dapat pagahimu-on.</b>	3. City Mayor will render action taking into considerations the submitted PDC recommendations.  <b>Ang City Mayor magahimo sang iya aksyon angut sa rekomendasyon halin sa PDC.</b>	None	15 minutes	<i>City Mayor</i>
4. Attend the scheduled LDII and submit required documents on the date specified.  <b>Mag-attend sa gin schedule nga LDII kag magsubmit sang mga kinahanglang nga dokumento sa petsa nga gin hambal.</b>	4. Furnishes the employee/office concerned copy of the document containing the actions of the City Mayor including directives related thereof.  <b>Magahatag sang kopya sang dokumento sa empleyedo/ opisina nga naga sa-ad sang askyon sang City Mayor lakip ang iban pa nga deriktiba angot sa LDII.</b>	None	15 minutes	<i>Karen P. Florido, HRMO II</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>
	<b>TOTAL:</b>	None	2 days and 5 hours	



## 7. Applying for Correction of Employment Records with the CSC

This service is provided for employees of the City Government who wish to correct their personal and employment records with CSC. Employees with supporting documents may request for the correction of their individual records with this Office. Correction of records may include date/place of birth, name, sex, civil status, etc. This service is provided for employees to avoid inconvenience and to straighten records with the Civil Service Commission.

*(Ang ini nga serbiyo gina hatag sa mga empleyado sang syudad sang Bago nga may koreksyon sa ila nga record parehas sang ila nga pangalan, petsa sang kaadlawan, spelling, kasarian kag iban pa.)*

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Government	
<b>Who may avail:</b>	Regular Employees of the City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> Letter Request for Correction addressed to: <b>Ms. Tricia Y. Matti</b> <b>CGDH I (CHRMO)/</b> <b>City Administrator-Designate</b> <b>This City</b>		To be provided by the client.
for <b>Mechanical Error:</b> <b>Document(s)</b> <ol style="list-style-type: none"> <li>1 copy of accomplished Request for Correction of Personal Information (COPI) Form</li> <li>1 copy of Original Certificate of Eligibility (COE)</li> <li>1 valid ID (See CSC MC No. 02, s. 2018)</li> <li>1 copy of Marriage Contract, if applicable</li> </ol>		<ol style="list-style-type: none"> <li>1. CHRMO</li> <li>2. CSC or PRC</li> <li>3. Any valid Government ID</li> <li>4. PSA (if applicable)</li> </ol>
for <b>Requesting Party's Error:</b> <b>Document(s)</b> <ol style="list-style-type: none"> <li>1 copy of accomplished Request for Correction of Personal Information (COPI) Form</li> <li>1 original Certificate of Live Birth</li> <li>1 copy of Personal Affidavit of Discrepancy</li> <li>1 photocopy of the document/s for correction</li> <li>1 copy of Marriage Contract, if applicable</li> <li>Php 760.00 Filing fee (or latest CSC filing fee)</li> </ol>		<ol style="list-style-type: none"> <li>1. CHRMO</li> <li>2. PSA</li> <li>3. Any Law Office (duly notarized)</li> <li>4. To be provided by the client <i>(depending on the document desired to be corrected)</i></li> <li>5. PSA</li> <li>6. To be paid to CSC RO 6</li> </ol>



for <b>belated-registered Certificate of Live Birth: Document(s)</b> 1. 1 original or duly authenticated baptismal certificate 2. original or duly authenticated copies of: ➢ employment record ➢ school record ➢ or other personal record/s		1. PSA  ➢ last employment company ➢ last school attended ➢ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter stating requested correction together with supporting documents.  <i>Magpasa sang sulat nga naga-request para sa luyag ipa-correct nga data upod ang mga kinahanglanon nga dokumento.</i>	1. Receives and evaluate the submitted documents.  <i>Batunon kag i-evaluate ang mga gin pasa nga dokumento.</i>	None	20 minutes	<i>Ingrid Joanne M. Espeleta, HRMO I</i>  <i>Kristine O. Gayoso, HRMO I</i>
2. Once documents are received, go back to your office and please wait for the notice from the CHRMO on the status of your request.  <i>Ikaw tawgan sang CHRMO para sa status sang imo request ukon tapos na kag handa na nga i-release ang imo request/ dokumento.</i>	2. Prepares needed documents and payment to be submitted to the CSC for their appropriate action on the request.  <i>Iga-preparar ang mga kinahanglanon nga mga dokumento kaupod ang bayad para ipasa sa CSC para sa ila aksyon sa request for correction.</i>		30 minutes	<i>Kristine O. Gayoso, HRMO I</i>  <i>Ingrid Joanne M. Espeleta, HRMO I</i>
	3. Submission of documents and payment to the CSC (Field Office or Regional Office).  <i>Iga-pasa ang mga dokumento kag balayran sa CSC.</i>		<b>To CSC Field Office = 2hours</b>  <b>To CSC Regional Office = 1-2days</b>	<i>Kristine O. Gayoso, HRMO I</i>  <i>Ingrid Joanne M. Espeleta, HRMO I</i>



	4. CSC Action. <b>Ang CSC maga-aksyon sa request.</b>		<i>Processing time will depend on the CSC action.</i>	CSC Field Office Bacolod/ CSC Regional Office 6
3. Upon notice from the CHRMO staff, proceed to the CHRM Office and personally receive document/s. Kindly sign in the logbook to acknowledge receipt of such documents.  <b>Pagbaton sang pahibalo halin sa CHRMO, magkadto sa CHRM Office para personal nga kuhaon ang kopya sang dokumento angut sa imo request. Palihog perma sa logbook bilang pruweba nga nabaton mo ang dokumento kag resibo.</b>	5. Upon receipt of notice from the CSC, CHRMO staff informs the concerned employee and furnish him/her a copy of the document/s, official receipt and let the employee sign in the acknowledgment logbook.  <b>Matawag ang CHRMO sa imo para mahatag na sa imo ang kopya sang dokumento kag resibo halin sa CSC. Mapasulat sa logbook para ma-record nga nabaton mo na ang imo nga dokumento.</b>	None	10 minutes	Ingrid Joanne M. Espeleta, HRMO I  Kristine O. Gayoso, HRMO I
	<b>TOTAL:</b>	None		CSC Field Office: 3 hours CSC Regional Office: 2 days



## 8. Applying for Leave of Absence

A right granted to officials and employees not to report for work with or without pay. **Vacation Leave** is granted to each employee with full pay, exclusive of Saturdays, Sundays and Public Holidays, where approval is contingent upon the necessities of service, while **Sick Leave** is granted only on account of sickness or disability on the part of the employee or any member of his family. City Officials and employees are likewise granted other types of leave as stated below.

*(Ang Leave of Absence isa ka prebilihiyo sang empleyado kag opisyal sang gobyerno nga indi magreport sa obra nga ga sige sa gihapon ang sweldo. Ang Vacation Leave gina hatag sa isa ka empleyado nga gusto magbakasyon, lunes asta biyernes wala labot Sabado, Domingo kag pista opisyal. Ang pag aproba sini nagabase sa mga kinahanglanon nga serbisyo sang opisina. Samtang ang Sick Leave gina hatag sa tyempo nga ang empleyado ukon ang miyembro sang iya pamilya naga masakit.)*

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Government	
<b>Who may avail:</b>	City Officials, Regular Employees and of the City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>Document 1</b>	Employee's Office/CHRMO	
<ol style="list-style-type: none"> <li>One (1) set of accomplished Leave Application Form signed by the Department Head <i>(Triplicate) for Regular Leave</i></li> </ol> <p><i>(Attach this application to all other leave application with requirements.)</i></p>		
<b>FOR OTHER LEAVES &amp; THEIR ATTACHMENTS/ SUPPORTING DOCUMENTS:</b>		
<p><i>Note: for Sick Leave (SL) NOT exceeding 5 days: When in doubt, Department Head / Chief of Office may require the employee medical certificate as proof of sick leave.</i></p>		
for <b>Sick Leave (SL) exceeding 5 days:</b>	Employee's Physician	
<ol style="list-style-type: none"> <li>One (1) original copy of Medical Certificate signed by a medical doctor, if any</li> <li>One (1) original set of latest CS Form No. 211 or Medical Certificate signed by a government medical doctor</li> </ol>	City Health Office or Bago City Hospital	
for <b>Sick Leave exceeding 20 consecutive days or 1 month:</b>		



<ol style="list-style-type: none"> <li>Four (4) original copies of accomplished latest CS Form No. 7 or Clearance Form</li> <li>One (1) copy of Medical Certificate signed by a Medical doctor, if any</li> <li>One (1) original set of latest CS Form No. 211 or Medical Certificate signed by a government medical doctor</li> </ol>	<p>CHRMO</p> <p>Employee's Physician</p> <p>City Health Office or Bago City Hospital</p>			
<p><b>NOTE:</b> Sick leave should be filed upon the employee's return to work.</p>				
<p>for <b>Vacation Leave (VL) exceeding one month or more (20 days or more):</b></p> <ol style="list-style-type: none"> <li>Four (4) original copy of accomplished latest CS Form No. 7 or Clearance Form</li> </ol>	<p>CHRMO</p>			
<p><b>NOTE:</b> Vacation Leave shall be submitted at least five (5) days prior to its availment.</p>				
<p><b>Upon returning to work:</b> for <b>Sick Leave (SL) of more than 20days:</b></p> <ul style="list-style-type: none"> <li>One (1) original copy of <b>Fit to Work Certification</b></li> </ul> <p>for <b>Quarantine Leave (QL):</b></p> <ul style="list-style-type: none"> <li>One (1) original copy of Quarantine Clearance <b>or</b> One (1) original copy of Certification from department head stating the inclusive dates of quarantine period, if preventive quarantine</li> <li>One (1) original copy of <b>Fit to Work Certification</b></li> </ul> <p><b>Additional Requirement</b></p> <ul style="list-style-type: none"> <li>One (1) copy of latest result for RTPCR; for employees tested <b>POSITIVE</b> with Covid</li> </ul>	<p>City Health Office / Bago City Hospital</p> <p>City Health Office / Bago City Hospital</p> <p>Employee's Office</p> <p>City Health Office</p> <p>Any accredited health facility/laboratory/ City Health Office</p>			
<p>for <b>Terminal Leave:</b></p> <ol style="list-style-type: none"> <li>Four (4) original copies of accomplished latest CS Form No. 7 or Clearance Form</li> <li>One (1) original copy of Fiscal's Clearance</li> <li>One (1) set of latest Statement of Assets, Liabilities and Net Worth (SALN) duly notarized and dated within the month of separation</li> </ol>	<p>CHRMO</p> <p>Fiscal's Office</p> <p>CHRMO</p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>



<p>1. Submit accomplished leave application to CHRM Office. Once application is checked, you may return to your office.</p> <p><b>Magpasa sang leave application sa CHRM Office. Pagkatapos baton sang dokumento, magbalik sa imo opisina kag maghulat sang notisya halin sa CHRM Office angut sa imo leave application.</b></p>	<p>1. Receives, reviews and assigns control number to the leave application.</p> <p><b>Batunon, i-review kag butangan sang control number ang leave application.</b></p>	None	10 minutes	<p><i>John Paul B. Balasa, Printing Machine Optr. I</i></p> <p>or</p> <p><i>Andrew A. Delfin, Reproduction Machine Optr. I</i></p>
	<p>2. Encodes leave application in employees Leave Cards and Leave Database.</p> <p><b>I-record ang leave application sa tagsa-tagsa nga leave card sang empleyado, kag sa leave database.</b></p>	None	30 minutes	<p><i>Methusam F. Montias, HRM Assistant</i></p>
	<p>3. Receives application and employees leave cards for validation.</p> <p><b>Batunon ang leave application kag leave card sang empleyado para sa validation.</b></p>	None	30 minutes	<p><i>Ronamie J. Torres, HRM Assistant</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	<p>4. Certifies as to employees leave benefits.</p> <p><b>Iga-certify ang leave benefits sang empleyado.</b></p>	None	30 minutes	<p><i>Tricia Y. Matti, CGDH I (CHRMO)/ City Administrator-Designate</i></p> <p><i>Ma. Stella F. Duamaran, HRMO IV</i></p> <p><i>Benedict J. Kuey, HRMO III</i></p>







## 9. Applying for Retirement/ Resignation/ Death Benefits/ Separation from Services

This service is provided to employees of the City Government who wish to terminate their services with the local government unit through the different modes of separation such as retirement, resignation, death, or transfer of agency.

*(Ini nga serbisyo gna hatag sa empleyado sang Gobyerno Lokal nga gusto mag-untat sa serbisyo paagi sa nagkalain-lain nga mode sang separasyon parehas sang retirement, resignation, kamatayon sang empleyado, ukon pagsaylo sa lain nga ahensiya.)*

<b>Office or Division:</b>	City Human Resource Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Government
<b>Who may avail:</b>	Regular Employees of the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1:</b> One (1) original copy of Letter of Intent to Retire / Resign <i>(at least 30 days prior retirement/resignation date)</i>	To be provided by the retiring employee with signature.
<b>for Retirement / Resignation:</b> <b>Document 2:</b> Four (4) original copies of accomplished latest CS Form No. 7 or Clearance Form <b>Document 3:</b> One (1) original copy of Fiscal's Clearance <b>Document 4:</b> EPCE Ratings for the latest two (2) Rating Periods prior retirement/resignation date	CHRMO  Fiscal's Office  Client's Office/Department
<b>for Maturity Claim:</b> <b>Document 2:</b> One (1) original copy of application form <b>Document 3:</b> One (1) original copy of Certification of Leave Without Pay, if any <b>Document 4:</b> One (1) original copy of service record	CHRMO  CHRMO  CHRMO
<b>for Funeral Claim:</b> <b>Document 2:</b> One (1) copy of Funeral Claim Form <b>Document 3:</b> One (1) PSA copy of Death Certificate <b>Document 4:</b> One (1) PSA copy of Marriage Contract	CHRMO  Philippine Statistics Authority (PSA)  PSA



<b>Document 5:</b> One (2) valid IDs of the spouse or claimant		CLIENT			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. Submit complete requirements to CHRM Office and please wait as the personnel checks for the completeness of the documents submitted and submit for a brief interview relative to your resignation/ retirement.</p> <p><b><i>Ipasa ang kompleto nga requirements sa CHRM Office kag palihog hulat samtang gina check ang imo mga dukumento. Magpa-interview sang makadali sa CHRM Officer angut sa imo resignation/ retirement.</i></b></p>	<p>1.1 Checks requirements as to completeness.</p> <p><b><i>I-check ang requirements kon ini kompleto.</i></b></p>	None	10 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>	
	<p>1.2 Conduct a brief interview relative to employee's resignation/retirement.</p> <p><b><i>Mag-interview sang makadali angut sa desisyon sa pag-resign/retire sang empleyado.</i></b></p>		20 minutes	<p><i>Tricia Y. Matti, CGDH I (CHRMO)/ City Administrator-Designate</i></p> <p><i>Ma. Stella F. Dumaran, HRMO IV</i></p>	
<p>2. Return to your office and wait for the information about the status of your application.</p> <p><b><i>Magbalik sa imo opisina kag maghulat sang notisya halin sa CHRMO angut sa imo application.</i></b></p>	<p>2. Prepares retirement/ resignation documents to be submitted to the City Mayor for his action.</p> <p><b><i>Magahimo sang mga dokumento angut sa retirement/ resignation application para sa aksyon sang City Mayor.</i></b></p>	None	30 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>	
<p>3. Upon receipt of notice, go back to CHRMO and get the documents relative to your request. Sign the acknowledgment logbook.</p>	<p>3. Endorses application to City Mayor's Office for the action of the Local Chief Executive.</p> <p><b><i>Ang dokumento igapasa sa City Mayor's Office para</i></b></p>	None	5 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>	



<p><b>Pagbaton sang notisya, magkadto sa CHRMO para kuhaon ang dokumento angut sa imo application. Mag-perma sa acknowledgment sa logbook.</b></p>	<p><b>sa aksyon sang Local Chief Executive.</b></p>			
	<p>4. The City Mayor will act on the said letter and will return back the document bearing his action to the CHRM Office.</p> <p><b>Ang Local Chief Executive ukon City Mayor ang maga aksyon sa imo request kag ibalik ang dokumento sa CHRM Office upod sang aksyon nga iya gin himo.</b></p>	None	2 days	City Mayor's Office Staff
	<p>5. Informs the concerned employee of the action taken on his/her request including the release of such document/s.</p> <p><b>Maga-pabalo sa imo sang status ang imo request upod sang pag-release sang nahambal nga dokumento.</b></p>	None	30minutes	<p>Kristine O. Gayoso, HRMO I</p> <p>Ma. Ronamie J. Torres, HRM Assistant</p>
<b>TOTAL:</b>		None	2 days, 1 hour and 35 minutes	



## 10. Facilitation of Complaints Against Employees (thru the Public Assistance and Complaints Desk {PACD})

This service aims to address request for assistance, information, complaints and grievances sent thru the Public Assistance and complaints Desk (PACD). It is one of the City Government's ARTA Efforts where immediate and appropriate government response is provided for public satisfaction.

***(Ang ini nga serbisyo nagabulig sa pag hatag sang impormasyon kag aksyon sa mga nagapasa sang reklamo sa Public Assistance and Complaints Desk (PACD). Ini isa sa mga pama-agi kon sa diin ang City Government nagahatag sang insakto, nagaka-angay kag madasig nga aksyon ang mga nagakalainlain nga reklamo kag nagahatag sang satisfaction sa mga publiko.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaints using the Complaints Form at the PACD.  <b><i>Ipasa ang reklamo gamit ang Complaints form nga makita sa PACD.</i></b>	1. Receives complaint and forward the same to the CHRM Office for action.  <b><i>Batunon ang complaint form kag ipasa sa CHRM Office para ma-aksyonan.</i></b>	None	15 minutes	<i>PACD Officer on duty</i>
2. After receipt of your complaint, go home and wait for the notice informing you of the action undertaken by the local government.  <b><i>Pagkahatag sang imo reklamo, magpuli kag maghulat sang notisya parti sa aksyon sang imo reklamo.</i></b>	2. Evaluates complaint, prepares documents to refer complaints to concerned employee/ department head for appropriate action.  <b><i>Iga-evaluate ang reklamo kag ipreparar ang kinahanglanon nga dokumento kag ipasa ang reklamo sa gina reklamo nga</i></b>	None	30 minutes	<i>Kristine O. Gayoso, HRMO I</i>  <i>Jastine Charm E. Alvarez, HRM Assistant</i>



	<b>empleado ukon department head para matagaan aksyon.</b>			
	<p>3.1 Forwards complaint and related documents to the City Mayor for his initial action.</p> <p><b>Ipasa ang reklamo kag mga dokumento sa City Mayor para as inisyal nga aksyon.</b></p> <p>3.2 Action of the City Mayor.</p> <p><b>Ang City Mayor magahatag sang inisyal nga aksyon angut sa reklamo.</b></p> <p>3.3 Prepares documents relative to the initial action undetaken.</p> <p><b>Magapreparar sang mga dokumento angut sa inisyal na aksyon sang City Mayor.</b></p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 day</p> <p>30 minutes</p>	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p> <p><i>City Mayor</i></p> <p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	<p>4. Once documents are signed by the City Mayor, furnishes concerned employee / department head with copies of the document.</p> <p><b>Tapos pirmahan, tagaan sang kopya sang dokumento ang gina reklamo nga empleado ukon department head.</b></p>	None	15 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	5.1 Action of the concerned employee/ department head.	None	72 hours upon receipt of order	<i>Concerned Department Head / Employee</i>



	<p><b>Magahatag sang aksyon ang gin reklamo nga empleyado ukon department head.</b></p> <p>5.2 If needed, conducts dialogue/ further investigation relative to said complaint.</p> <p><b>Kon kinahanglan magastorya para sa dugang nga imbestigasyon.</b></p>		½ day	
<p>3. Receive information from of the action undertaken by the City Government.</p> <p><b>Batunon ang impormasyon halin sa aksyon nga gin himo sang City Government.</b></p>	<p>6. Prepares letter submitting to the City Mayor the following documents:</p> <ul style="list-style-type: none"> <li>➢ Action and recommendations of the Department Head</li> <li>➢ Result of dialogue, if any</li> <li>➢ Reply of employee</li> </ul> <p><b>Magapreparar sang sulat nga ihatag sa City Mayor upod ang aksyon kag recommendation sang department head, sabat sang empleyado kag ang resulta sang pagstoryahanay.</b></p>	None	10 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p>or</p> <p><i>Jastine Charm E. Alvarez, HRM Assistant</i></p>
	<p>7. Action of the City Mayor.</p> <p><b>Magahimo sang aksyon ang City Mayor.</b></p>	None	2days	<i>City Mayor</i>
	<p>8. Informs the complainant of the action undertaken relative to his/her complaint.</p>	None	15minutes	<i>Kristine O. Gayoso, HRMO I</i>



	<i><b>Pabal-on ang nagareklamo sang aksyon nga gin himo parti sa iya gin reklamo.</b></i>			<i>Jastine Charm E. Alvarez, HRM Assistant</i>
	<b>TOTAL:</b>	None	6 days, 6 hours and 10 minutes	





## 11. Facilitation/ Settlement of Grievances Among Employees

The City Government of Bago has established a grievance machinery that is deemed the best way to address grievance between or among government officials and employees. As such, this service is offered to workers in the City Government that employee's grievances can be resolved expeditiously at all times at the lowest level possible in the agency. However, if not settled at the lowest level possible, an aggrieved party shall present his or her grievance step by step following the hierarchy of positions.

***(Ang City Government sang Bago nag himo sang grievance machinery committee kon sa diin diri gina husay ang mga reklamo ukon inawaay nga nahanungod sa isa ka empleyado. Ang ini nga serbisyo gina hatag sa mga empleyado sang City Hall. Ang grievance machinery naga solbar sang reklamo ukon problema sa pinakahapos nga pamaagi. Pagkatapos sang meeting kag indi masolbar ang problem ini gilayon ipasa sa mga masunod nga mga hierarchy positions.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Regular Employees, workers of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a written letter or verbal grievance to immediate supervisor.  <b><i>Maghimo sang sulat ukon mag storya sa imo head parti sa imo gina reklamo nga empleyado.</i></b>	1. Upon receipt of grievance, immediate Supervisor will discuss the matter with the employee concerned.  <b><i>Ang imo head maga storya sa imo parti sa imo gina reklamo nga empleyado.</i></b>	None	3 working days from the date of the presentation	<i>Immediate Supervisor</i>  <i>Employee concerned</i>
2.1 If the party being complained of is the immediate supervisor or if the aggrieved party is not satisfied with the decision of the immediate supervisor:	2. Immediate Supervisor will undertake appropriate action for the possible settlement.  <b><i>Ang imo head magahimo sang nagaka-igo nga aksyon para mahusay ang imo reklamo.</i></b>	None	5 working days after evaluation of grievance	<i>Immediate Supervisor</i>  <i>Parties involved</i>
2.2 Present written letter or verbal	3. Upon receipt of the grievance, Department	None	3 working days after	<i>Department Head</i>



<p>grievance to Department Head.</p> <p><b>Kon ang gina reklamo ang supervisor ukon wala na-satisfy sa desisyon nga gin himo sang supervisor, maghatag sang sulat ukon magstorya sa imo department head.</b></p>	<p>Head will undertake appropriate action for possible settlement.</p> <p><b>Ang department head ang magahimo sang nagaka-igo nga aksyon para mahusay ang problema.</b></p>		<p>evaluation of grievance</p>	<p><i>Parties involved</i></p>
<p>If not satisfied with the decision of the Department Head:</p> <p>3. Present written letter or verbal grievance to Grievance Committee within 5 working days from receipt of decision.</p> <p><b>Kon wala ma-satisfy sa desisyon sang department head, maghimo sang sulat ukon magstorya sa Grievance Committee sa sulod sang 5 working days halin sa pagbaton sang desisyon sang department head.</b></p>	<p>4. Department Head will render his/her decision.</p> <p><b>Ang department head mahatag sang iya desisyon.</b></p>	<p>None</p>	<p>within 5 working days from receipt of grievance</p>	<p><i>Department Head</i></p> <p><i>Aggrieved Party</i></p>
<p>If not satisfied with the decision of the Grievance Committee:</p> <p>4. Present written letter or verbal grievance to the City Mayor within 5 working days from receipt of decision.</p> <p><b>Kon wala ma-satisfy sa desisyon sang Grievance Committee,</b></p>	<p>Decision of the Department Head may be elevated to the Grievance Committee.</p> <p>5. Grievance Committee will conduct investigation.</p> <p><b>Ipasa ang desisyon sang department head sa Grievance Committee kag maga-conduct sila sang imbestigasyon.</b></p>	<p>None</p>	<p>10 working days from receipt of grievance</p>	<p><i>Grievance Committee</i></p>
<p>If not satisfied with the decision of the Grievance Committee:</p> <p>4. Present written letter or verbal grievance to the City Mayor within 5 working days from receipt of decision.</p> <p><b>Kon wala ma-satisfy sa desisyon sang Grievance Committee,</b></p>	<p>6. Grievance Committee will render decision.</p> <p><b>Ang grievance committee magahatag sang desisyon.</b></p> <p>Decision of the Grievance Committee may be elevated to the Top Management.</p>	<p>None</p>	<p>Within 5 working days after investigation</p> <p>Within 10 working days after receipt of grievance</p>	<p><i>Grievance Committee</i></p> <p><i>City Mayor</i></p>



<p><b>maghimo sang sulat ukon magstorya sa City Mayor sa sulod sang 5 working days halin sa pagbaton sang desisyon sang Grievance Committee.</b></p>	<p>7. The City Mayor will conduct investigation and render decision</p> <p><b>Ipasa ang desisyon sang Grievance Committee sa City Mayor kag magconduct sila sang imbestigasyon kag magahatag sang desisyon.</b></p>			
<p>If the party is not satisfied with the decision of the Top Management:</p> <p>5. Present written appeal and required documents to the CSC.</p> <p><b>Kon wala ma-satisfy sa desisyon sang City Mayor, magsulat sang apila kag magpreparar sang mga kinahanglanon nga dokumento para sa CSC.</b></p>	<p>8. Upon receipt of the documents, CSC will rule on the appeal in accordance with existing civil service laws, rules and regulations.</p> <p><b>Ang CSC maga hatag sang aksyon nga nakabatay sa existing nga mga layi kag regulasyon.</b></p>			<p><i>Civil Service Commission, Negros Occidental / Civil Service Commission RO6</i></p>
<p><b>TOTAL:</b></p>	<p>None</p>	<p>Time frame may vary.</p>		



## 12. Issuance of Office Orders for Overtime Services/ Travel/ Designations/ Human Resource Movements

Office orders are written communications signed by the Local Chief Executive directing the employee to comply with the directives stated therein. Office Orders are issued to employees of the City Government to render overtime services, travel on official business and other official purposes. Likewise, office orders are also issued as notifications and dissemination of information regarding human resource actions and other movements.

***(Ang ini nga serbisyo gina hatag sa mga empleyado sang City Government angut sa pag render sang overtime, mag lakat on official travel, naga hatag man ini sang impormasyon sang mga emplyado nga i-designate sa mga nagkalain-lain nga position kag naga pabalo sa mga empleyado sang iban pa gid nga mga human resource actions/ movements.)***

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	City Officials, Regular Employees of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
for <b>Overtime Services</b> <b>Document 1</b> 1 Letter-request signed by the Department Head requesting for overtime services		Employee's Office		
for <b>Travel within/outside Bago City:</b> <b>Document 1</b> 1 Letter-request by the Department Head <b>Document 2</b> 1 copy of invitation letter from the requesting agency/institution, if any		Employee's Office		
for <b>Designation/Human Resource Movement:</b> <b>Document 1</b> 1 Letter-request signed by the Department Head containing the reason for such request		Employee's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request. Once letter is received, return to your office and wait for the notice on the reply/status/release of document containing action relative to the request.	1.1 Receives letter request for evaluation and initial recommendation of the CHRM Officer.  <b><i>Batunon ang letter request para sa evaluation kag initial nga recommendation sang CHRM Officer.</i></b>	None	15 minutes	<i>Kristine O. Gayoso</i> <i>HRMO I</i>  <i>Jastine Charm E. Alvarez</i> <i>HRM Assistant</i>



<p><b>Magpasa sang letter request. Magbalik sa imo opisina kag maghulat sa notice sang status sang request ukon sang release sang dokumento nga may aksyon sa nahambal nga request.</b></p>	<p>1.2 Office staff will draft an Office Order relative to the request.</p> <p><b>Himu-on sang office staff ang Office Order nga kinahanglanon.</b></p> <p>2.1 Office Order will be forwarded to CHRM Officer for evaluation and initial signature.</p> <p><b>Igahatag ang Office order sa CHRM Officer para sa evaluation kag initial nga pirma.</b></p> <p>2.2 Action of the CHRM Officer</p> <p><b>Ang CHRM Officer mag-askyon angut sa request.</b></p>		<p>20 minutes</p>	
	<p>3. Office order with initial approval of CHRM Officer will be forwarded to the City Mayor's Office for his action.</p> <p>Once request is denied, the office concerned will be informed of the reason for denying the request.</p> <p><b>Ang Office Order ipasa sa City Mayor's Office para sa approval/pirma sang Local Chief Executive.</b></p> <p><b>Kung ang request ma-deny, ang opisina pagapabal-on sang rason sa pag-deny sang ila request.</b></p>	None	10 minutes	<p><i>Kristine O. Gayoso HRMO I</i></p> <p><i>Jastine Charm E. Alvarez HRM Assistant</i></p>



<p>2. Go to CHRM office to receive a copy of the Office Order requested or sign in the acknowledgment document when furnished a copy of the said document.</p>	<p>4. The City Mayor will act on the said request.</p>	<p>None</p>	<p>2 days</p>	<p><i>City Mayor's Office</i></p>
<p><b><i>Magkadto sa CHRM Office para kuha-on ang Office Order nga gin request ukon magpirma sa acknowledgment document kon gintagan kopya sang dokumento.</i></b></p>	<p><b><i>Ang City Mayor maga aksyon sa request.</i></b></p>	<p>5 minutes</p>	<p>5 minutes</p>	<p><i>City Mayor's Office Staff</i></p>
<p><b><i>Magkadto sa CHRM Office para kuha-on ang Office Order nga gin request ukon magpirma sa acknowledgment document kon gintagan kopya sang dokumento.</i></b></p>	<p><b><i>Ang dokumento ibalik sa CHRM Office.</i></b></p>	<p>None</p>	<p>15 minutes</p>	<p><i>Kristine O. Gayoso HRMO I</i></p>
<p><b><i>Magkadto sa CHRM Office para kuha-on ang Office Order nga gin request ukon magpirma sa acknowledgment document kon gintagan kopya sang dokumento.</i></b></p>	<p>5. Records the document and furnish the office concerned with a copy of the document or inform office concerned of the releasing of document.</p>	<p>None</p>	<p>None</p>	<p><i>Jastine Charm E. Alvarez HRM Assistant</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>	<p>None</p>	<p>2 days, 1 hour and 20 mins</p>	<p></p>	



### 13. Request for Authentication of Eligibilities (CSC & PRC)

One of the requirements for human resource movement is the authenticated eligibility of the concerned employee. Thus, this service is offered to employees who wish to secure their authenticated eligibilities with the Civil Service Commission (CSC) or with the Professional Regulation Commission (PRC). This service aims to provide assistance employees in securing their authenticated eligibilities.

*(Isa sa mga requirements sang human resource movement ang pagpa-authenticate sang eligibility sang isa ka empleyado. Ang ini nga serbisyo gina hatag sa mga empleyado nga luyag magpa-authenticate sang ila eligibility sa Civil Service Commission (CSC) ukon sa Professional Regulation Commission (PRC). Naga-bulig ini nga serbisyo para makagawad sang authenticated nga eligibility and mga empleyado sang syudad.)*

#### CSC Eligibility Authentication:

<b>Office or Division:</b>	City Human Resource Management Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Regular Employees, workers in the City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>For CSC Eligibility Authentication:</b>		
<b>Document 1</b> 1 original copy of Certificate of Eligibility	PRC and / or CSC	
<b>Document 2</b> 1 copy of original and properly accomplished Eligibility/Exam Records Request Form (ERRF) (ERRF should be handwritten and <b>personally</b> accomplished by the eligible with affixed <b>signature</b> and <b>right thumb print</b> .)	Can be downloaded through the internet/ CHRMO	
<b>Document 3</b> 1 original copy of one (1) valid ID Card of the eligible, or if the requesting party is abroad, please refer to additional requirements below: ✓ One (1) Identification Card (ID), if ID has no date of birth, it should be supported with original and photo copy of NSO/PSA-issued Birth Certificate	Employee  <i>(Applicable to both Requesting party and Representative.)</i> Employee / PSA	
<b>Document 4</b> 1 original and clear photocopy of Marriage Contract (for married employee)	PSA	
<b>Additional Requirements</b>		
A. If request for certification or authentication is filed through a Representative:		
1. Original Special Power of Attorney (SPA) or Authorization letter with hand-printed name and signature of authorized representative; and		
2. Original copy of one (1) valid ID card of representative		



**B.** If the requesting party of the certification or authentication Works/Lives Abroad:

1. 1 Clear photocopy of Passport; and
2. Clear photocopy of one (1) valid ID Card.

*(Duly authenticated/validated by the Philippine Embassy or Consular Office)*

**C.** PhP50.00/copy will be paid to CSC for Authentication

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete requirements to CHRM Office.</p> <p><b>Magpasa sang kompleto nga requirements sa CHRM Office.</b></p>	<p>1. Receives and evaluates or checks submitted documents as to completeness.</p> <p><b>Iga-check kag evaluate sang amon office staff ang imo gin pasa nga requirements.</b></p>	None	30 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Romela Jane V. Dajeno, Utility Worker I</i></p>
<b>If CSC accepts application through online only:</b>				
<p>2. Once the documents are received, go back to your office and wait for the notice when to claim your requested document.</p> <p><b>Pagkabaton sang dokumento, magbalik sa imo opisina kag maghulat sang notisya kon sa san-o pwede makuha ang dokumento nga ginrequest.</b></p>	<p>2. Checks the available date on CSC website for the submission of requirements.</p> <p><b>Ang office staff mag-check sa website sang CSC sang available nga schedule.</b></p>	None	1 hour	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Romela Jane V. Dajeno, Utility Worker I</i></p>
	<p>3. Prepares documents and submits the same to CSC Field Office (online submission).</p> <p><b>Iga-preparar ang mga dokumento para mapasa sa CSC Field Office.</b></p>	None	1 hour	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Romela Jane V. Dajeno, Utility Worker I</i></p>
<b>If CSC accepts application personal submission/facilitation:</b>				
	<p>2. Prepares documents for submission of the same to CSC Regional Office.</p> <p><b>Iga-preparar ang mga dokumento para mapasa sa CSC Regional Office.</b></p>	None	1 hour	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Romela Jane V. Dajeno, Utility Worker I</i></p>
	<p>3. Submits documents to the CSC Regional Office 6 on the scheduled date.</p> <p><b>Ang CHRMO staff magakadto sa CSC</b></p>	None	1-2 days	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Romela Jane V. Dajeno,</i></p>





	<b>Regional Office 6 para magpasa sang mga dokumento nga gina pangayo para sa authentication.</b>			Utility Worker I
<b>For both online and personal submission/facilitation:</b>				
	4. Civil Service Commission will act on the said request.  <b>Ang CSC maga proseso kag maga aksyon sa request for authentication. Ang CSC magapabalo man sa CHRM Office kung ang dokumento handa na nga i-release.</b>	PHP 50.00 per copy	Time frame may vary.	CSC
3. Upon notice, go to CHRM Office to claim your requested document and sign in the acknowledgment document.  <b>Pagkabaton sang notisya, magkadto sa CHRM office para kuha-on ang imo gin request nga dokumento. Magpirma sa acknowledgment logbook.</b>	5. Upon notice from CSC, Office staff will pick up the authenticated eligibility.  <b>Kuha-on sang amun office staff ang gin authenticate nga eligibility para sa releasing.</b>	None	<b>If CSC Field Office:</b> 2hours  <b>If CSC Regional Office:</b> 2 days	Kristine O. Gayoso, HRMO I  Romela Jane V. Dajeno, Utility Worker I
	6. Informs/calls the concerned employee for the release of his/her request. Requests employee to sign in the acknowledgment logbook.  <b>Ang CHRMO mapabalo ukon matawag sa natungdan nga empleyado nga ara na ang iya authenticated copy sang eligibity kag pwede na makuha. Papirmahon ang empleyado sa acknowledgment document.</b>	None	10 minutes	Kristine O. Gayoso, HRMO I  Romela Jane V. Dajeno, Utility Worker I
	<b>TOTAL:</b>	PhP 50.00 per copy	CSC Field Office: 4 hours and 40 mnutes CSC Regional Office: 4 days, 1hour and 40 minutes (CSC processing time not included)	



**PRC Eligibility Authentication:**

<b>Office or Division:</b>	City Human Resource Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Regular Employees, workers in the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For PRC Eligibility Authentication:</b>				
<b>Document 1</b> Original PRC License			Professional Regulation Commission (PRC)	
<b>Document 2</b> Original Board Rating Certificate			PRC	
<b>Document 3</b> 4 sets of Special Power of Attorney (SPA)			City Legal Office	
<b>Additional Requirement</b>				
a. PhP75.00 per copy will be paid to PRC for Authentication				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to CHRM Office.  <b>Magsubmit kompleto ang requirements sa CHRM Office.</b>	1. Evaluates submitted documents as to completeness.  <b>Iga-check kag evaluate ang imo gin pasa nga requirements.</b>	None	20 minutes	<i>Ingrid Joanne M. Espeleta, HRMO I</i>  <i>Violy P. De Guzman, HRM Assistant</i>
2. Once the documents are received, go back to your office and wait for the notice when to claim your requested document.  <b>Pagkabaton sa dokumento, magbalik sa imo opisina kag maghulat ang notisya kon sa san-o pwede makuha ang dokumento nga ginrequest.</b>	2. Prepares documents for submission to the PRC.  <b>Iga-preparar ang mga dokumento para mapasa sa Professional Regulation Commission (PRC).</b>	None	15 minutes	<i>Ingrid Joanne M. Espeleta, HRMO I</i>  <i>Violy P. De Guzman, HRM Assistant</i>
	3. Goes to PRC Regional Office (Iloilo City) to submit documents for authentication.  <b>Ang CHRMO staff magalakat sa PRC Regional Office para magpasa sang mga</b>	None	2 days	<i>Ingrid Joanne M. Espeleta, HRMO I</i>  <i>Violy P. De Guzman, HRM Assistant</i>



	<b>dokumento para sa authentication.</b>			
	4. PRC will take action on the submitted documents.  <b>Ang PRC maga aksyon sa gin submit nga mga dokumento.</b>	PhP 75.00 per copy	Time frame may vary.	PRC
3. Upon notice, go to CHRM Office to claim your requested document and sign in the acknowledgment document.  <b>Magkadto sa CHRM office para kuha-on ang imo gin request nga dokumento. Magpirma sa acknowledgment document.</b>	5. Upon notice/ schedule, CHRMO staff will pick up the authenticated eligibility from the PRC Regional Office.  <b>Kuha-on sang amun office staff sa PRC Regional Office ang gin pa-authenticate nga eligibility para sa releasing.</b>	None	2 days	Ingrid Joanne M. Espeleta, HRMO I  Violy P. De Guzman, HRM Assistant
	6. Informs/ notifies the concerned employee that the document requested is ready for release. Requests employee to sign in the acknowledgment receipts.  <b>Ang CHRMO mapabalo ukon matawag sa natungdan nga empleyado nga ara na ang iya authenticated copy sang eligibity kag pwede na makuha. Papirmahon ang empleyado sa acknowledgment document.</b>	None	10 minutes	Ingrid Joanne M. Espeleta, HRMO I  Violy P. De Guzman, HRM Assistant
	<b>TOTAL:</b>	None	4 days and 45 minutes (PRC processing time not included)	



#### 14. Requesting for Extension of Government Service

This service is provided to regular employees who will reach the compulsory age of retirement (65 years old) but did not complete the fifteen (15) years of government service requirement to qualify to retire under GSIS laws. For this purpose, the Civil Service Commission may grant extension of service with a maximum period of two (2) years.

*(Ang ini nga serbisyo gina hatag sa mga regular nga empleyado nga nakalab-ot sa compulsory nga edad para sa retirement (65 years old) pero wala naka kompleto sang kinse (15) katuig sa government service kon sa diin pwede siya ma-qualify nga magretire sa GSIS Law. Tungod diri ang Civil Service Commission gilayon makahatag sa emplyado sang maximum nga duha (2) ka tuig nga extension sa serbisyo.)*

<b>Office or Division:</b>	City Human Resource Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Government
<b>Who may avail:</b>	Regular Employees of the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> 1 original letter from the employee requesting extension of service with reason	Client
<b>Document 2</b> 1 original certification by a licensed government physician that the employee is still mentally and physically fit to perform the duties and functions of his/her position	City Health Office
<b>Document 3</b> 1 original or certified true copy of Certificate of Live Birth (Birth Certificate)	PSA
<b>Document 4</b> 1 original Clearance of No Pending Administrative Case	CSC
<b>Document 5</b> 1 original Ombudsman Clearance	Ombudsman
<b>Document 6</b> 1 original Certification of No Pending Administrative Case	CHRMO
<b>Document 7</b> 1 original Employee's Service Record	CHRMO
<b>Document 8</b> 1 original GSIS Certification of Total Length of Service	GSIS / CHRMO
<b>Document 9</b>	CHRMO



1 certified true copy of updated Plantilla of Personnel				
<b>Document 10</b> 1 original copy of proof of payment (Postal Money Order)		Any Post Office within the Province		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete documents to CHRM Office.</p> <p>Request should be submitted to the CHRMO at least 8 months prior the employee's 65<sup>th</sup> birthday.</p> <p><b>Magpasa sang kompleto nga requirements sa CHRM Office.</b></p> <p><b>Ang request iga-pasa sa CHRMO walo (8) ka bulan antis ang 65<sup>th</sup> nga birthday sang empleyado.</b></p>	<p>1. Receives, checks the submitted documents as to completeness.</p> <p><b>Ang office staff maga-check sang gin pasa nga dokumento kon insakto kag kompleto.</b></p>	None	20 minutes	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>
<p>2. If documents are received by the CHRMO, go back to your office and wait for the notice on the status of your request.</p> <p><b>Pagkabaton sang dokumento, magbalik sa imo opisina kag maghulat sang impormasyon parti sa status sang imo gin request.</b></p>	<p>2. Prepares and submits documents to the City Mayor's Office for the action of the City Mayor.</p> <p><b>Iga-pasa ang dokumento sa City Mayor's Office para sa nagakadapat nga aksyon sang City Mayor sa request.</b></p> <p>3.1 Action of the City Mayor.</p> <p><b>Ang City Mayor maga-aksyon sa request.</b></p> <p>3.2 Once approved by the City Mayor, CHRMO will facilitate its indorsement to the CSC, Central Office.</p> <p><b>Kon aprobado sang City Mayor, ang</b></p>	None	1 hour	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>
		None	1 day	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>
		None	2 hours	<p><i>Kristine O. Gayoso, HRMO I</i></p> <p><i>Ma. Ronamie J. Torres, HRM Assistant</i></p>



	<b>CHRMO ang gilayon nga magapasa sang mga dokumento sa CSC, Central Office.</b>			
	4. CSC Central Office will render decision on the request.  <b>Magahatag ang Civil Service Commission sang nagaka-igo nga desisyon sa request.</b>	None	Time may vary	CSC Central Office
3. Upon notice, go to CHRM Office to claim your requested document and sign in the acknowledgment document.  <b>Magkadto sa CHRM office para kuha-on ang imo gin request nga dokumento. Magpirma sa acknowledgment document.</b>	5. Upon receipt of CSC decision, CHRMO will furnish the concerned offices, official and employee with a copy of the decision.  <b>Pagnabaton na ang desisyon sang CSC, gilayon magahatag sang kopya sang desisyon ang CHRMO sa mga concerned nga opisina, opisyal kag sa empleyado.</b>	None	20 minutes	<i>Kristine O. Gayoso, HRMO I</i>  <i>Ma. Ronamie J. Torres, HRM Assistant</i>
	<b>TOTAL:</b>	None	1 day, 3 hours and 40 minutes (CSC processing time not included)	



## 15. Securing Employment Certification/ Records

This service is provided to employees of the City Government who want to secure copies of their employment records. Employment records of individual employees may be given upon their request. These records include, service record, certificate of employment, certificate of leave balances, copy of latest appointments as well as other documents related to their employment with the City Government.

***(Ang ini nga serbisyo gina hatag sa nga empleyado sang City hall nga luyag magkuha sang kopya sang ila employment records. Service Record, Certificate of Employment, Certificate sang balance sang ila leave credits, kopya sang ila latest nga appointment kag kon ano pagd ang mga dokumento nga may labot sa ila employment sa syudad, sarang makuha kon sila magarequest CHRM Office.)***

<b>Office or Division:</b>		City Human Resource Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Government		
<b>Who may avail:</b>		City Officials, Regular Employees of the City Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make written or verbal request for the document needed stating purpose for such need.  <b><i>Maghimo sang sulat ukon magkadto sa CHRM Office kag mag-request sang kinahanglanon nga dokumento.</i></b>	1. Facilitates the availability of the or prepare the requested document.  <b><i>Iga-hikutar ukon magapreparar sang gin request nga dokumento.</i></b>	None	15 minutes	<i>Kristine O. Gayoso, HRMO I</i>  <i>Ma. Ronamie J. Torres, HRM Assistant</i>
	2. Document will be forwarded to HRM Officer for review.  <b><i>Ang document iga-pasa sa HRM Officer para ma-review.</i></b>	None	15 minutes	<i>Ma. Stella F. Dumaran, HRMO IV</i>  <i>Benedict J. Kuey HRMO III</i>
2. Wait for the document to be released or go back to your office and wait for the information when to claim the requested document.	3. Document will then be forwarded to CHRM Officer for action.  <b><i>Pagkatapos check, ipasa gin request nga dokumento sa CHRM</i></b>	None	15 minutes	<i>Tricia Y. Matti, CGDH I (CHRMO)/ City Administrator-Designate</i>



<p><b>Palihog maghulat sa pagrelease sang dokumento ukon magbalik sa imo opisina kag maghulat sang impormasyon kon san-o pwede makuha ang gina request nga dokumento.</b></p>	<p><b>Officer nagaka-igo nga aksyon.</b></p>			<p>Ma. Stella F. Dumaran, HRMO IV</p>
	<p>3. Document will be forwarded to the employee or to the office of the requesting employee or the employee will be informed that the document is ready to be claimed.</p> <p><b>Pagapabal-on, ukon ipasa ang dokumento sa empleyado ukon sa opisina sang empleyado nga nag request sang dokumento.</b></p>	None	10 minutes	<p>Kristine O. Gayoso, HRMO I</p> <p>Ma. Ronamie J. Torres, HRM Assistant</p>
	<p>4. Releasing of document.</p> <p><b>Iga-release ang dokumento sa naga request nga empleyado.</b></p>	None	5 minutes	<p>Kristine O. Gayoso, HRMO I</p> <p>Ma. Ronamie J. Torres, HRM Assistant</p>
<b>TOTAL:</b>		None	1 hour	



# CITY BUDGET OFFICE

**Mandate:**

*To provide technical assistance to the Local Chief Executive in the preparation and execution of the City Budget, review and consolidate budget proposals of different departments and offices of the LGU, study and evaluate budgetary implications of proposed legislations and submit comments and recommendations thereon and acts as member of the Local Finance Committee.*



# **CITY BUDGET OFFICE**

## **Internal Services**



## 1. Certifying Obligation Request (ObRs): For Purchase Request, Job Orders, Payroll and Payment Voucher

Certification of Obligation Request for the existence of available appropriation is issued to the different Offices/Departments and employees of the City in processing claims and other remunerations.

***(Pag certify sang Obligation Request (ObR) nga may ara nga available appropriation gina issue sa mga opisina ukon departamento kag empleyado sang syudad para sa pag process sang ila kuluhaon kag iban nga mga balayran.)***

<b>Office or Division:</b>	City Budget Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Respective Offices/Departments and Employees of the City Government of Bago	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> Signed Obligation Request (Quadruplicate, with 1 Original Copy)		Office/Department concerned
<b>Document 2:</b> A. Purchase Request (PR) (Quadruplicate, with 1 Original Copy) <ul style="list-style-type: none"> <li>• PR for Projects (attach 1. Program of Works)</li> <li>• Common Used Supplies (attach 1. Approved Project Procurement Management Plan)</li> <li>• PR with Project Proposal (attach:1. Approved Project Proposal)</li> </ul>		
B. Disbursement Voucher: (DV) (3 copies with Original) <ul style="list-style-type: none"> <li>• DV for Travel (attach 1. Travel Order/Office Order 2. Itinerary of Travel)</li> </ul>		
<ul style="list-style-type: none"> <li>• DV for Cash Advances (attach: 1. Approved Project Proposal)</li> </ul>		Office/Department Concerned
		City Mayor's Office, thru the City Human Resource and Development Office Office/Department Concerned



<ul style="list-style-type: none"> <li>• .DV for Initial Salary (attach: 1. Approved Daily Time Record 2. Statement of Assets, Liabilities &amp; Networth 3. Certified True Copy of Approved Appointment 4. Certified True Copy of Oath of Office 5. Certificate of Assumption of Office)</li> </ul>	Office/Department Concerned
<ul style="list-style-type: none"> <li>• DV for Representation and Traveling Allowance (RATA) 1. Approved Daily Time Record</li> </ul>	Office/Department Concerned
<ul style="list-style-type: none"> <li>• DV for Terminal Leave Pay 1. Approved Application for Terminal Leave 2. Clearance from money, property and other accountabilities</li> </ul>	Office/Department Concerned
<ul style="list-style-type: none"> <li>• DV for payment of Utilities (attach: 1. Billing Statement of Account)</li> </ul>	Office/Department Concerned/Service Provider (e.g. PLDT, CENECO, LTO, GSIS)
C. Payrolls ( Duplicate Copy with Original)	
<ul style="list-style-type: none"> <li>• Salary (Regular)</li> </ul>	Office/Department Concerned
<ul style="list-style-type: none"> <li>• Salary (Job Order/Contract of Services) – (attach: 1. Approved DTR, 2. Approved Job Order 3. Approved Contract of Services)</li> </ul>	Office/Department Concerned
<ul style="list-style-type: none"> <li>• Overtime Pay and other Remunerations- (attach: 1. Office Order 2. Approved DTR 3. Accomplishment Report 4. Certification of no Tardiness)</li> </ul>	Office/Department Concerned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Submit to the receiving personnel all the documentary requirements.</p> <p><b><i>Palihog ipasa ang mga dokumento nga gina kinanglan.</i></b></p> <p>1.2 Receive the receiving copy.</p> <p><b><i>Batunon ang gin receive nga kopya.</i></b></p> <p>1.3 Leave the documents for processing.</p> <p><b><i>Ibilin ang mga dokumento para maprocess.</i></b></p>	<p>1.1 Receive and check the completeness of the documentary requirements.</p> <p><b><i>Ginbaton kag gin-check and mga dokumento nga gina kinanglan.</i></b></p> <p>1.2 If found complete and in order, receiving copy will be given to the client</p> <p><b><i>Kon ang gin submit nga dokumento kumpleto ang requirement kag “in order”, ini ipaga batunon kag ibalik sa kleyente ang gin receive nga kopya.</i></b></p> <p>1.3 Assign number to the ObR.</p> <p><b><i>Ipagabutangan sang assigned number ang ObR.</i></b></p> <p>1.4 Distribute documents to respective controlling officer.</p> <p><b><i>I-distribute ang mga dokumento sa controlling officer.</i></b></p>	None	10 minutes	<i>Roberto T. Guevarra, Clerk I</i>
	2. Evaluate, control and record transactions, as to availability of	None	1 hour	<i>E. Pellejo General Fund</i>



	<p>appropriation. Affix initials to OBr for signature.</p> <p><b><i>I-evaluate, control kag i-record ang transaction, ibutangan initials ang ObR kon may available nga appropriation.</i></b></p>			<p><i>MJ de Nicolas Gen.Fund/CDRR MF/GAD</i></p> <p><i>G. Guevarra Infra/Gen.Fund/20 %DF(Env;Mgt/LC PC</i></p> <p><i>M.O. Narazo Other Gen Services (CEO), 20%DF (Soc.Serv.)</i></p> <p><i>R. Guevarra 20%DF (Eco. Dev.)/SEF</i></p>
	<p>3.Certify OBr as to availability of appropriation.</p> <p><b><i>I-pirmahan ang ObR nga ini may available nga appropriation.</i></b></p>	None	1 hour	<i>Monica Ofelia M. Narazo Budget Officer I/ City Budget Officer Designate</i>
	<p>4. Logged documents on a releasing logbook and forward the same to the concerned office. (Payroll.DV: City Accountant's Office, JOR/PR/PO: CMO)</p> <p><b><i>I-lista kag ipasa ang mga dokumento sa concerned nga opisina.</i></b></p> <p><b><i>(Payroll.DV: City Accountant's Office, JOR/PR/PO: CMO)</i></b></p>	None	1 hour	<i>Roberto T. Guevarra, Jr. Clerk 1</i>
	<b>TOTAL</b>	None	3 hours and 10 minutes	



## 2. Preliminary Review of Barangay Annual/ Supplemental Budget

This service is being rendered to the Barangay Officials specifically the Punong Barangay, the Treasurer and Sangguniang Kabataan of the Twenty Four (24) Barangays of Bago City, to ensure that the Annual/Supplemental Budget conforms with all the Budgetary requirements and general limitations set forth in Local Government Code of 1991 and other provisions of the Local Budget Circulars.

*(Ang ini nga serbisyo gina hatag sa mga Opisyaes sang Barangay espisyalmente sa mga Punong Barangay kag Tesorero sang bientekuatro (24) ka barangay sa syudad sang Bago, para masiguro nga ginatuman ang tanan nga Budgetary requirements kag general limitations suno sa Local Government Code sang 1991 kag ang iban pa nga provisions sang Local Budget Circulars.)*

<b>Office or Division:</b>	City Budget Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Barangay Officials – Punong Barangay, Barangay Treasurer and Sangguniang Kabataan	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Barangay Annual Budget</b>		
<b>Document 1</b> Transmittal Letter	Concerned Barangay	
<b>Document 2</b> Approved Barangay Appropriation Ordinance for Annual Budget	Concerned Barangay	
<b>Document 3</b> BBP Form No. 1 Budget of Expenditures and Sources of Financing	Concerned Barangay	
<b>Document 4</b> BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results	Concerned Barangay	
<b>Document 5</b> BBP No. 2A – List of Project chargeable to 20% Development Fund (with attached BDC Resolution)	Concerned Barangay	
<b>Document 6</b> BBP Form No. 4 – Plantilla of Personnel	Concerned Barangay	
<b>Document 7</b> BBP Form No. 4 – Statement of Indebtedness	Concerned Barangay	



<b>Document 8</b> Sanggunian Approved AIP		Concerned Barangay		
• Indicative Annual Procurement Plan		Concerned Barangay		
• DILG-Indorsed Gender and Development		Concerned Barangay		
• Barangay Disaster Risk Reduction and Management Plan		Concerned Barangay		
<b>A. Barangay Supplemental Budget</b>				
<b>Document 1</b> Transmittal Letter		Concerned Barangay		
<b>Document 2</b> Approved Barangay Appropriation Ordinance for Supplemental Budget		Concerned Barangay		
<b>Document 3</b> Approved Supplemental AIP		Concerned Barangay		
<b>B. SK Annual/Supplemental Budget</b>				
<b>Document 1</b> Transmittal Letter		Concerned Barangay		
<b>Document 2</b> Approved SK Appropriation Ordinance for Annual Budget		Concerned Barangay		
<b>Document 3</b> BBP Form No. 1 • Budget of Expenditures and Sources of Financing		Concerned Barangay		
<b>Document 4</b> BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results		Concerned Barangay		
• Current Year Annual Barangay Youth Development Plan (ABYIP)		Concerned Barangay		
• SK Resolution Approving ABYIP		Concerned Barangay		
• Annual Procurement Plan		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements.	1. Receive and check the completeness of the documentary requirement.	None	4 hours	Monica Ofelia M. Narazo Budget Officer I/





<p><b><i>Palihog ipasa ang mga dokumento nga gina kinanglan.</i></b></p>	<p><b><i>Ginbaton kag gin-check ang mga dokumento nga gina kinanglan.</i></b></p>			<p>City Budget Officer Designate</p>
<p>2. Receive the receiving copy.</p> <p><b><i>Batunon ang gin receive nga kopya.</i></b></p>	<p>2. If found complete and in order, receiving copy is given to the client.</p> <p><b><i>Kun ang ginsubmit nga dokumento kumpleto ang requirement kag in order, ini ipaga batunon kag ibalik sa kliyente ang gin receive nga kopya.</i></b></p>			
<p>3. Leave the copy of the Barangay Budget and wait for the advice from the Sangguniang Panlungsod for a committee hearing.</p> <p><b><i>Ibilin ang kopya sang Barangay Budget kag maghulat sang advice halin sa Sangguniang Panlungsod para sa "Committee Hearing".</i></b></p>	<p>3. Review the Barangay Budget and its supporting documents to ensure compliance with budgetary requirements and limitations provided in the Local Government Code and Budget Circular, including computations. Prepare and sign a preliminary budget review and indorsement letter.</p> <p><b><i>Ipaga-review ang Barangay Budget nga ini naga sunod sa limitasyon suno sa Local Government Code and Budget Circular . Maga buhat kag magapirma sang preliminary budget review kag indorsement letter.</i></b></p>	<p>None</p>	<p>2 days</p>	<p>Monica Ofelia M. Narazo Budget Officer / City Budget Officer Designate</p>
	<p>4. Indorse Barangay Budget and supporting documents to the</p>	<p>None</p>	<p>4 hours</p>	<p>Monica Ofelia M. Narazo</p>



	<p>Sangguniang Panlungsod for final review.</p> <p><b><i>I-indorse sa Sangguniang Panlungsod ang Barangay Budget kag ang iya supporting documents para sa final review.</i></b></p>			<p><i>Budget Officer / City Budget Officer Designate</i></p>
<b>TOTAL:</b>	None	3 days		



### 3. Processing Request Concerning Budgetary Matters

This service is rendered to office/department and employees needing data concerning budgetary matters.

*(Ini nga serbisyo gina hatag sa opisina ukon departamento kag sa empleyado nga naga kinanglan “data concerning budgetary matters”.)*

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Respective Offices/Departments and Employees of the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Communication/Letter -Request duly signed (Duplicate, 1 Orig.)		Concerned Department/Office/Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit communication/letter request.  <b><i>Palihog ipasa ang communication ukon ang sulat.</i></b>  1.2 Receive the receiving copy.  <b><i>Pagabatunon ang gin receive nga kopya.</i></b>  1.3 Leave the request and wait for an advice that data requested is complete.	1.1 Receive communication/letter.  <b><i>Ginbaton ang communication ukon and sulat.</i></b>  1.2 Stamp “RECEIVE and affix date of receipt, give the receiving copy to the client  <b><i>I-butangan “RECEIVE” kag petsa sang pagbaton, kag ibalik sa kliyente ang gin receive nga kopya.</i></b>	None	5 minutes	<i>Lourdes B. Alindao Budget Officer II</i>



<p><b>Ibilin ang request kag maghulat sang advice kon ang data nga ginapangayo na kompleto na.</b></p>	<p>1.3 Forward communication to the City Budget Officer. <b>I-hatag ang sulat sa City Budget Officer.</b></p>			
	<p>2. Refer the letter request to concerned person for appropriate action. <b>I-refer sa concerned nga tawo para sa naga kaigo nga action.</b></p>	None	10 minutes	<p>Monica Ofelia M. Narazo Budget Officer I/ City Budget Officer Designate</p>
<p>3. Receive the requested data/documents. <b>Batunon ang gin request nga datos ukon dokumento.</b></p>	<p>3.1 Prepare requested documents and data, affix initials, for signature of the City Budget Officer. <b>I-preparar, ang gin request nga dokumento ukon ang "data" nga gina kinanglan inisyalan para mapirmahan sang City Budget Officer.</b></p> <p>3.2 Forward reply to requesting person or office. <b>I-pasa ang sabat sa nag pangayo nga tawo ukon opisina.</b></p>	None	2 days	<p>E. Pellejo General Fund  MJ de Nicolas Gen.Fund /CDRRMF/GAD  G.Guevarra Infra/Gen.Fund/20 %DF(Env;Mgt/LC PC  M.O. Narazo Other Gen Services (CEO), 20%DF (Soc.Serv.)  R. Guevarra 20%DF (Eco. Dev.)/SEF</p>
<b>TOTAL</b>		None	2 days and 15 minutes	

# OFFICE OF THE CITY ACCOUNTANT

**Mandate:**

*The Office of the City Accountant was created in 1992 by virtue of Republic Act 7160 otherwise known as the New Local Government Code of the Philippines.*



# **OFFICE OF THE CITY ACCOUNTANT**

## **Internal Services**



## 1. Accountant's Advice for Checks Issued

An Accountant's Advice is prepared for all checks issued in payment for claims of City officials and employees, payment to Suppliers and such other government claims.

**(Ang Accountant's Advice gina himo kon may mga tseke nga gin issue para bayad sa mga opisyaes kag empleyado sang syudad, bayad sa mga Suppliers kag iban pa nga mga government claims.)**

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Clients with checks issued by the City, Suppliers, City Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> All Checks		Cash Division, City Treasurer's Office, City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit checks and make sure the receiver sign in the logbook.  <b><i>Ipasa ang mga tseke kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i></b>	1. Receive and record all checks, return the logbook to the client and prepare the Accountant's Advice.  <b><i>Gina baton kag gina record ang tanan nga tseke, ibalik ang logbook sa kliyente kag amo pag preparar sang Accountant's Advice.</i></b>	None	20 minutes per check	<i>Mary Joy D. Galas Accounting Clerk II</i>
2. Return to Cash Division with the logbook.  <b><i>Balik sa Cash Division dala ang logbook.</i></b>	2. Verify as to the correctness of date of checks, name of payee and amount of check if it corresponds to the prepared Accountant's Advice.  <b><i>Gina usisa ang petsa, ngalan sang payee kag amount sa tseke kon pareho</i></b>	None	20 minutes per Advice	<i>Jacqueline C. Semeña Accountant IV</i>



	<b>sa ginhimo nga Accountant's Advice.</b>			
	3. Approve by signing the Advice and submit to person responsible.  <b>Gina aprubahan paagi sa pag pirma sa Advice kag ihatag sa tawo nga na assign sa Advice.</b>		10 minutes per Advice	<i>Ruby V. Abellar City Accountant</i>
<b>3.</b> Get the check(s) in Cash Division for encashment to the bank.  <b>Kuhaon ang tseke sa Cash Division para mapa encash sa bangko.</b>	4. Submit original copy of Accountant's Advice to banks. Submits 3 <sup>rd</sup> copy of Accountant's Advice to Cash Division.  <b>Gina padala sa banko ang original nga kopya sang Accountant's Advice. Ginapadala ang 3<sup>rd</sup> copy sang Accountant's Advice sa Cash Division.</b>	None	PVB, MB & LBP – Bacolod City (PM only)	<i>Rosalie L. Reyes, Mngt. &amp; Audit Analyst III</i>
<b>TOTAL:</b>		None	50 minutes	





## 2. Financial Reports Preparation: Trial Balance

This service is for the 24 Barangays of this City.

*(Ang ini nga serbisyo para sa 24 ka barangay sang sini nga syudad.)*

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Punong Barangay, Barangay Treasurers and SK Chairpersons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for financial reports.  <i>Mag-request sang financial reports.</i>	1. Preparation of Financial Reports.  <i>Gina preparar ang financial reports.</i>	None	20 minutes	<i>Judee T. Dionido Accountant II</i>
2. Receive the financial reports.  <i>Batunon and financial reports.</i>	2. Forward to the City Accountant for her signature and give to client.  <i>Ihatag sa City Accountant para ma pirmahan kag amo paghatag sa kliyente.</i>	None	10 minutes	<i>Ruby V. Abellar City Accountant</i>
<b>TOTAL:</b>		None	30 minutes	



### 3. Grant of Special Cash Advance for Field Activity Expenditure

This service is given to properly bonded City Officials and Employees for special programs and projects duly approved by the City Mayor.

***(Ang serbisyo nga para sa properly bonded City Officials kag Employees para sa special programs kag projects nga aprubado ni Mayor.)***

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Bonded City Officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies of duly approved project proposal/ Summary of Budgetary Requirements		Claimant's Office		
<b>Document 2</b> 2 copies Obligation Request duly signed		Claimant's Office		
<b>Document 3</b> 3 copies Designation as Special Disbursing Officer		Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Disbursement Voucher with complete supporting documents.  <b><i>Ipasa ang Disbursement Voucher upod ang kumpleto nga mga supporting documents nga gina kinahanglan para sa transaksyon.</i></b>	1. Review previous cash advance liquidation history and verify the accuracy and completeness of supporting documents.  <b><i>Gina review ang cash advance liquidation history. Gina verify ang accuracy kag completeness sang dokumento.</i></b>	None	2 hours	General Fund - <i>Sherlyn M. Rodriguez Bookbinder III</i>  Special Education Fund - <i>Helen E. Bimbao Accounting Clerk III</i>  Trust Fund - <i>Geobeelyn D. Guevarra Accounting Clerk II</i>



<p>2. Wait for final review and approval of Disbursement Voucher.</p> <p><b>Maghulat para sa final review kag approval sang Disbursement Voucher.</b></p>	<p>2. Final review and approval of Disbursement Voucher and submission to Cash Division.</p> <p><b>Gina final review kag gina approve ang Disbursement Voucher kag gina dul-ong sa Cash Division.</b></p>	<p>None</p>	<p>20 minutes</p>	<p><i>Ruby V. Abellar</i> <i>City Accountant</i></p> <p><i>Jacqueline C. Semeña</i> <i>Accountant IV</i> <i>(vice)</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>2 hours &amp; 20 minutes</p>	

Note1: The procedures/steps of processing disbursement vouchers of all claims should be followed.

Note 2: Follow up check from City Treasurer's Office-Cash Division.

Note 3: Request for Accountant's Advice for check disbursement. Check if Accountant's Advice for checks issued has been prepared, approved and submitted to depository banks.

Note 4: Encashment of check. Proceed to the depository bank for the encashment of check.



#### 4. Issuance of Certification

The service is given to City Officials and employees and to National Government Agencies for infrastructure projects funded by the National Government.

***(Ang ini nga serbisyo para sa mga opisyaes kag empleyado sang syudad kag para man sa National Government Agencies kon may infrastructure projects nga ang pondo halin sa National Government.)***

<b>Office or Division:</b>		Office of the City Accountant		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		City Officials and Employees, National Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a certification.  <b>Mag-request sang certification.</b>	1. Receive request and prepare certification.	None	20 minutes every Friday PM only	<i>Arnel I. Gilongo Computer Maint. Tech. I</i>
	<b>Himuan sang certification.</b> For: GSIS, PAG-IBIG, PHILHEALTH			
	For: Net Take Home Pay			
	For: Status of Project Funds (National funded Projects)			
2. Receive the certification.  <b>Batunon ang certification.</b>	Availability of Funds (Appointment)	None	20 minutes per Appointment	<i>Rosalie L. Reyes, Mngt. &amp; Audit Analyst III</i>
	2. Sign the certification and give to client.  <b>Pirmahan kag ihatag ang certification sa kliyente.</b>	None	5 minutes per certification	<i>Ruby V. Abellar City Accountant</i>



## 5. Liquidation of Special Cash Advance for Field Activity Expenditure

This service is given to properly bonded City Officials and Employees for special programs and projects duly approved by the City Mayor.

***(Ang serbisyo nga para sa properly bonded City Officials kag employees para sa special programs kag projects nga aprubado ni Mayor.)***

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Bonded City Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies Liquidation Reports		Office where the Cash Advance was granted		
<b>Document 2</b> 1 copy of documents relating to activity		Office where the Cash Advance was granted		
<b>Document 3</b> 1 copy Disbursement Voucher for the Cash Advance		Sherlyn M. Rodriguez, Office of the City Accountant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Initial Verification  Bring and present Liquidation Report to the receiving section for Cash Advance.  <b><i>I-hatag ang Liquidation Report sa receiving section para sa Cash Advance.</i></b>	1. Verification as to the accuracy and completeness of Supporting documents.  <b><i>Gina verify ang accuracy kag gina check kung kumpleto ang mga dokumento.</i></b>	None	2 hours	<i>Sherlyn M. Rodriguez Bookbinder III</i>
2. Approval  You will be informed to pick up from the office a duplicate copy of your liquidation report subject to final verification and approval.  <b><i>I-inform ka nga kuha-on mo sa opisina ang</i></b>		None	10 minutes	<i>Ruby V. Abellar City Accountant</i>  <i>Jacqueline C. Semeña Accountant IV (vice)</i>



<i>duplicate copy sang liquidation report depende sa final verification kag approval.</i>				
<b>TOTAL:</b>		None	2 hours & 10 minutes	
<p><b>Note 1:</b> Liquidation report should be submitted within 20 days after the end of the activity.</p> <p><b>Note 2:</b> Journal Entry Voucher shall be prepared and approved by the office and transmitted to COA for post audit)</p>				



## 6. Payroll Preparation

Payrolls for monthly salary, PERA and other benefits are prepared and printed under the city electronic payroll system.

***(Ang mga payrolls para sa bulanan nga sweldo, PERA kag iban pa nga benepisyo gina preparar kag gina print paagi sa aton city electronic payroll system.)***

<b>Office or Division:</b>		Office of the City Accountant		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		City Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait and get print out of payroll for salaries and wages every week, PERA and other benefits to be signed by the department head.  <b><i>Nagahulat sang print out nga payroll para sa sweldo kada semana, Mid-year kag Year-end Bonus, etc. para ma pirmahan sang department head.</i></b>	1. Preparation and printing of City payrolls for distribution to different Offices.  <b><i>Ang mga City payrolls gina preparar kag gina print para ma panghatag sa kada opisina.</i></b>	None	2 days	<i>Arnel I. Gilongo Computer Maint. Tech. I</i>  <i>Aimee E. Tolosa Accounting Clerk II</i>
2. Return the duly signed payroll making sure the logbook was signed by the receiver.  <b><i>Ibalik ang pirmado na nga payroll kag siguraduhon nga napirmahan sang nagbaton sang logbook.</i></b>	2. Receive and record payrolls and return the logbook to the client.  <b><i>Ginabaton kag gina record ang payrolls kag ibalik ang logbook sa kliyente.</i></b>	None	10 minutes per Payroll	<i>Ednalyn D. Aparecio, Financial Analyst II</i>
	3. Allotment Verification & Recording		10 minutes per payroll	<i>Jacqueline C. Semeña Accountant IV</i>



	<p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>			<p>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</p>
<p>3. Get claims from Cash Division.</p> <p><b>Kuhaon ang claims sa Cash Division.</b></p>	<p>4. Approval of the payroll and submission to Cash Division.</p> <p><b>Ang payroll gina aprubahan kag gina dul-ong sa Cash Division.</b></p>		<p>10 minutes per payroll</p>	<p>Ruby V. Abellar City Accountant</p> <p>Jacqueline C. Semeña Accountant IV (vice)</p> <p>Judee T. Dionido Accountant II (vice)</p>
	<b>TOTAL:</b>	None	2 days & 30 minutes	





## 7. Printing of Journal Entry Vouchers

This service is for City Officials and Employees.

*(Ang ini nga serbisyo para sa mga opisyal kag empleyado sang syudad.)*

<b>Office or Division:</b>		Office of the City Accountant		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		City Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> All approved Journal Entry Vouchers		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a print out of Journal Entry Voucher.  <i>Ga pangayo sang print out ka Journal Entry Voucher.</i>	1. Printing of approved Journal Entry Voucher.  <i>Gina print ang na approve nga Journal Entry Voucher.</i>	None	10 minutes	General Fund: <i>Ednelyn D. Aparecio</i> <i>Financial Analyst II</i>  SEF: <i>Helen E. Bimbao</i> <i>Accounting Clerk III</i>  Trust Fund: <i>Geobeelyn D. Guevarra</i> <i>Accounting Clerk II</i>
2. Receive the approved Journal Entry Voucher.  <i>Batunon ang gin aprobahan nga Journal Entry Voucher.</i>	2. Signing of approved Journal Entry Voucher and give to client.  <i>Gina pirmahan ang approved Journal Entry Voucher kag ihatag sa kliyente.</i>	None	5 minutes	<i>Ednelyn D. Aparecio</i> <i>Financial Analyst II</i>  <i>Jacqueline C. Semeña</i> <i>Accountant IV</i>
<b>TOTAL:</b>		None	15 minutes	



## 8. Processing of Personal Claims- Overtime and Contract of Services

Personal Claims such as overtime pay and Contract of services are processed, approved and released for payment.

***(Personal claims pareho sang overtime pay kag contract of services gina proseso, gina aprubahan kag gina release para mabayaran.)***

<b>Office or Division:</b>	Office of the City Accountant		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	City Officials and Employees, Contractuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Document 1</b> 3 copies Disbursement Voucher or 3 copies Payroll	Claimant's Office		
<b>Document 2</b> 2 copies Obligation Request duly signed	Claimant's Office		
<b>Document 3</b> 1 copy Office Order	Office of the City Mayor/City Administrator		
<b>Document 4</b> 1 copy of Certification of no tardiness & absences	Claimant's Office		
<b>Document 5</b> 1 copy Accomplishment Report	Claimant's Office		
<b>Document 6</b> 1 copy Daily Time Record	Claimant		
<b>Document 7</b> (1 copy Contract) for contract of Services	Office of the City Mayor/City Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers or Payrolls and make sure the receiver sign in the logbook.  <b><i>Ipasa ang Disbursement Vouchers kag siguraduhon nga na pirmahan sang nagbaton logbook.</i></b>	1. Receive and record Disbursement Vouchers or Payrolls and return the logbook to the client.  <b><i>Ginabaton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik ang logbook sa kliyente.</i></b>	None	10 minutes per Voucher/ Payroll  <b><i>Ednaly D. Aparecio Financial Analyst II</i></b>



<p>2. Return to the City Treasurer's Office with the logbook.</p> <p><b>Magbalik sa opisina sang City Treasurer's Office dala ang logbook.</b></p>	<p>2. Verification of Claims</p> <p>The claims are verified as to the correctness of amount and the completeness of supporting documents.</p> <p><b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b></p>	None	30 minutes per voucher/ payroll	<p><i>Helen E. Bimbao</i> Accounting Clerk III</p> <p><i>Ma. Candy Peppi</i> U. Reporas Clerk I</p>
	<p>3. Allotment Verification &amp; Recording.</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>	None	10 minutes per voucher/ payroll	<p><i>Jacqueline C. Semeña</i> Accountant IV</p> <p><i>Rosalie L. Reyes</i> Mngt. &amp; Audit Analyst III</p>
<p>3. Get claims from the Cash Division.</p> <p><b>Kuhaon ang claims sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang claims gina aprubahan kag gina dul-ong sa Cash Division.</b></p>	None	10 minutes per voucher/ payroll	<p><i>Ruby V. Abellar</i> City Accountant</p> <p><i>Jacqueline C. Semeña</i> Accountant IV (vice)</p> <p><i>Judee T. Dionido</i> Accountant II (vice)</p>
<b>TOTAL:</b>		None	1 hour	



## 9. Processing of Personal Claims - Financial Assistance

This service is for indigent constituents of this City.

*(Ini nga serbisyo para sa mga pigado nga pumuluyo sang syudad)*

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Indigent constituents of Bago			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies Disbursement Voucher		DSWD Office		
<b>Document 2</b> 2 copies Obligation Request duly signed		DSWD Office		
<b>Document 3</b> 1 copy Referral letter		DSWD Office		
<b>Document 4</b> 1 copy of Certificate of Eligibility		DSWD Office		
<b>Document 5</b> 1 copy Medical Certificate		CHO, Private Physician		
<b>Document 6</b> 1 copy Barangay Certificate of Indigency		Barangay Hall where the client resides		
<b>Document 7</b> 1 copy ID of claimant		PSA, Philhealth, LTO		
<b>Document 8</b> (1 copy of CDRRMC report) In case of natural calamities		CDRRMC		
<b>Document 9</b> Assessment Report & picture of damage in case of Natural Calamities		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers and make sure the receiver sign in the logbook.  <i>Ipasa ang Disbursement Vouchers kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i>	1. Receive and record Disbursement Vouchers and return the logbook to the client.  <i>Ginabaton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik</i>	None	10 minutes	<i>Ednalyn D. Aparecio Financial Analyst II</i>



	<b>ang logbook sa kliyente.</b>			
2. Return to the City Budget Office with the logbook.  <b>Magbalik sa City Budget Office dala ang logbook.</b>	2. Verification of Claims.  The claims are verified as to the correctness of amount and the completeness of supporting documents.  <b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b>	None	20 minutes	<i>Helen E. Bimbao Accounting Clerk III</i>  <i>Corazon J. Retolosa Senior Bookkeeper</i>
	3. Allotment Verification & Recording.  The claims are verified as to its allotment and recorded to the corresponding office.  <b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini sia kuhaon.</b>	None	10 minutes per voucher	<i>Jacqueline C. Semeña Accountant IV</i>  <i>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</i>
3. Get claims from the Cash Division.  <b>Kuhaon ang claims sa Cash Division.</b>	4. Approval of the disbursement voucher and submission to Cash Division.  <b>Ang claims gina aprubahan kag gina dul ong sa Cash Division.</b>	None	10 minutes per voucher	<i>Ruby V. Abellar City Accountant</i>  <i>Jacqueline C. Semeña Accountant IV (vice)</i>  <i>Judee T. Dionido Accountant II (vice)</i>
<b>TOTAL:</b>		None	50 minutes	



## 10. Processing of Personal Claims – 1<sup>st</sup> Salary

This service is given to newly hired City employees.

*(Ang ini nga serbisyo para sa mga bag-o na baton nga mga empleyado sang syudad.)*

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Newly hired City employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies of Disbursement Vouchers	Claimant's Office			
<b>Document 2</b> 2 copies Obligation Request duly signed	Claimant's Office			
<b>Document 3</b> 1 copy Appointment	City Mayor's Office / CHRMO			
<b>Document 4</b> 1 copy Oath of Office	City Mayor's Office / CHRMO			
<b>Document 5</b> 1 copy Assumption to Office	City Mayor's Office / CHRMO			
<b>Document 6</b> 1 copy Daily Time Record	Claimant's Office			
<b>Document 7</b> 1 copy Statement of Assets, Liabilities & Net Worth	CHRMO			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers and make sure the receiver sign in the logbook.  <i>Ipasa ang Disbursement Vouchers kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i>	1. Receive and record Disbursement Vouchers and return the logbook to the client.  <i>Ginabaton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik ang logbook sa kliyente.</i>	None	10 minutes	<i>Ednalyn D. Aparecio Financial Analyst II</i>
2. Return to the City Treasurer's Office with the logbook.	2. Verification of Claims.	None	10 minutes	<i>Helen E. Bimbao Accounting Clerk III</i>



<p><b>Balik sa City Treasurer's Office dala ang logbook.</b></p>	<p>The claims are verified as to the correctness of amount and the completeness of supporting documents.</p> <p><b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b></p>			<p><b>Corazon J. Retolosa Senior Bookkeeper</b></p>
	<p>3. Allotment Verification &amp; Recording.</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>	None	10 minutes	<p><b>Jacqueline C. Semeña Accountant IV</b></p> <p><b>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</b></p>
<p>3. Get claims from the Cash Division.</p> <p><b>Kuhaon ang claims sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul-ong sa Cash Division.</b></p>	None	10 minutes	<p><b>Ruby V. Abellar City Accountant</b></p> <p><b>Jacqueline C. Semeña Accountant IV (vice)</b></p> <p><b>Judee T. Dionido Accountant II (vice)</b></p>
<b>TOTAL:</b>		None	40 minutes	



## 11. Processing of Personal Claims – Salary Differential

This service is given to regular employees who are promoted and when there is an ordinary increase in salary.

*(Ang ini nga serbisyo para sa mga regular nga empleyado nga gin promote kag kon may ara nga saka sa sweldo sang mga empleyado.)*

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City officials and regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies Disbursement Vouchers or Payrolls		Claimant's Office		
<b>Document 2</b> 2 copies Obligation Request duly signed		Claimant's Office		
<b>Document 3</b> 1 copy Appointment		CHRMO		
<b>Document 4</b> 1 copy Oath of Office		CHRMO		
<b>Document 5</b> 1 copy Assumption to Office		CHRMO		
<b>Document 6</b> (1 copy Notice of Salary Adjustment) – if ordinary increase		CHRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers or payrolls and make sure the receiver sign in the logbook.	1. Receive and record Disbursement Vouchers or payrolls and return the logbook to the client.	None	10 minutes per Voucher/ payroll	<i>Ednalyn D. Aparecio Financial Analyst II</i>
<i>Ipasa ang Disbursement Vouchers ukon payrolls kag siguraduhon nga na pirmahan sang nagbaton logbook.</i>	<i>Ginabaton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik ang logbook sa kliyente.</i>			
2. Return to the City Treasurer's Office with the logbook.	2. Verification of Claims	None	20 minutes per	<i>Helen E. Bimbao Accounting Clerk III</i>





<p><b>Magbalik sa City Treasurer's Office dala ang logbook.</b></p>	<p>The claims are verified as to the correctness of amount and the completeness of supporting documents.</p> <p><b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b></p>		<p>Voucher/ payroll</p>	<p><i>Corazon J. Retolosa Senior Bookkeeper</i></p>
	<p>3. Allotment Verification &amp; Recording</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>	<p>None</p>	<p>10 minutes per Voucher/ payroll</p>	<p><i>Jacqueline C. Semeña Accountant IV</i></p> <p><i>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</i></p>
<p>3. Get claims from the Cash Division.</p> <p><b>Kuhaon ang claims sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul ong sa Cash Division.</b></p>	<p>None</p>	<p>10 minutes per Voucher/ payroll</p>	<p><i>Ruby V. Abellar City Accountant</i></p> <p><i>Jacqueline C. Semeña Accountant IV (vice)</i></p> <p><i>Judee T. Dionido Accountant II (vice)</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>50 minutes</p>	



## 12. Processing of Personal Claims – Hazard Pay, Subsistence and Laundry Allowance, Terminal Leave Benefits

This service is given to employees who are exposed to hazards and to those employees who have retired and those who have died

***(Ang ini nga serbisyo para sa mga empleyado nga ang obra may exposure to hazards, mga empleyado nga nag retire kag mga empleyado nga napatay.)***

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City employees who are exposed to hazards, retired employees and those who have died			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies Disbursement Vouchers or Payrolls		Claimant's Office		
<b>Document 2</b> 2 copies Obligation Request duly signed		Claimant's Office		
<b>Document 3</b> 1 copy Daily Time Record		Claimant		
<b>Document 4</b> 1 copy Application for Leave – for Terminal pay		CHRMO		
<b>Document 5</b> 1 copy Clearance- for Terminal pay		CHRMO / City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers or payrolls and make sure the receiver sign in the logbook.  <b><i>Ipasa ang Disbursement Vouchers ukon payrolls kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i></b>	1. Receive and record Disbursement Vouchers and return the logbook to the client.  <b><i>Gina baton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik ang logbook sa kliyente.</i></b>	None	10 minutes per Voucher/ payroll	<b><i>Ednaly D. Aparecio Financial Analyst II</i></b>
2. Return to the City Budget Office with the logbook.	2. Verification of Claims	None	20 minutes per	<b><i>Helen E. Bimbao Accounting Clerk III</i></b>



<p><b>Magbalik sa City Budget Office dala ang logbook.</b></p>	<p>The claims are verified as to the correctness of amount and the completeness of supporting documents.</p> <p><b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b></p>		<p>Voucher/ payroll</p>	<p><i>Ma. Candy Peppi U. Reporas Clerk I</i></p>
	<p>3. Allotment Verification &amp; Recording</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>	<p>None</p>	<p>10 minutes per voucher/ payroll</p>	<p><i>Jacqueline C. Semeña Accountant IV</i></p> <p><i>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</i></p>
<p>3. Get claims from the Cash Division.</p> <p><b>Kuhaon ang claims sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul-ong sa Cash Division.</b></p>	<p>None</p>	<p>10 minutes per voucher/ payroll</p>	<p><i>Ruby V. Abellar City Accountant</i></p> <p><i>Jacqueline C. Semeña Accountant IV (vice)</i></p> <p><i>Judee T. Dionido Accountant II (vice)</i></p>
<b>TOTAL:</b>		<p>None</p>	<p>50 minutes</p>	



### 13. Processing of Miscellaneous Claims

This service is for payment of bills with CENECO, NOCECO, PLDT, INNOVE, SMART, BCGEMPC, GSIS for insurance of buildings and service vehicles, GSIS, PAG-IBIG, PHILHEALTH and bank loan remittances)

*(Ini nga serbisyo para sa mga balayran sa CENECO, NOCECO, PLDT, INNOVE, SMART, BCGEMPC, GSIS ukon insurance sang buildings kag mga salakyan sang syudad, GSIS, PAG-IBIG, PHILHEALTH and bank loan remittances.)*

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Utility Companies, Cooperatives and Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 3 copies of Disbursement Voucher		Office where expense is charged		
<b>Document 2</b> 2 copies Obligation Request duly signed		Office where expense is charged		
<b>Document 3</b> 1 copy of Bill or Statement of Account		Office/ Agency/ Business Establishment where Billing statement ins needed for payment		
<b>Document 4</b> 1 copy Certification of Official Call – for Telephone use only		Office where expense is charged		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers and make sure the receiver sign in the logbook.  <i>Ipasa ang Disbursement Vouchers kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i>	1. Receive and record Disbursement Vouchers and return the logbook to the client.  <i>Ginabaton kag gina record ang Disbursement Vouchers ukon Payrolls kag ibalik ang logbook sa kliyente.</i>	None	10 minutes	<i>Ednaly D. Aparecio Financial Analyst II</i>
2. Return to the City Treasurer's Office with the logbook.	2. Verification of Claims  The claims are verified as to the	None	10 minutes	<i>Helen E. Bimbao Accounting Clerk III</i>



<p><b>Balik sa City Treasurer's Office dala ang logbook.</b></p>	<p>correctness of amount and the completeness of supporting documents.</p> <p><b>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</b></p>			<p>Corazon J. Retolosa Senior Bookkeeper</p>
	<p>3. Allotment Verification &amp; Recording</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>	None	10 minutes	<p>Jacqueline C. Semeña Accountant IV</p> <p>Rosalie L. Reyes Mngt. &amp; Audit Analyst III</p>
<p>3. Get check/checks from the Cash Division.</p> <p><b>Kuhaon ang tseke sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul-ong sa Cash Division.</b></p>	None	10 minutes	<p>Ruby V. Abellar City Accountant</p> <p>Jacqueline C. Semeña Accountant IV (vice)</p> <p>Judee T. Dionido Accountant II (vice)</p>
<b>TOTAL:</b>		None	40 minutes	



#### 14. Processing of Disbursement Voucher for Payment to Suppliers for the Procurement of Supplies and Materials

This service is given to properly accredited Suppliers for supplies and materials procured by the City for use of different offices.

*(Ang serbisyo nga ini para sa properly accredited na Suppliers para sa supplies kag materials nga ginbakal sang syudad nga gamiton sang tagasa ka opisina.)*

<b>Office or Division:</b>	Office of the City Accountant	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Suppliers with Accreditation in the City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 3 copies of Disbursement Voucher	General Services Office	
<b>Document 2</b> 2copies of Obligation Request duly signed	Requesting Office	
<b>Document 3</b> 2 copies of Purchase Request / Job Order Request	Requesting Office	
<b>Document 4</b> 2 copies of (Annual Procurement Plan	Requesting Office	
<b>Document 5</b> 2 copies of Abstract of Bids/Quotations duly signed	Bids and Awards Committee Office	
<b>Document 6</b> 2 copies of Notice of Award duly signed and received by supplier	Bids and Awards Committee Office	
<b>Document 7</b> 2 copies of BAC Resolution duly signed	Bids and Awards Committee Office	
<b>Document 8</b> 2 copies of Purchase Order / Job Order duly signed and approved	General Services Office	
<b>Document 9</b> 1 copy of Charge / Sales Invoice	Supplier's Office	
<b>Document 10</b> 1 copy of Delivery Receipt	Supplier's Office	
<b>Document 11</b> 2 copies of Inspection & Acceptance Report duly signed	General Services Office	
<b>Document 12</b> 2 copies of Requisition and issue Slip duly signed	General Services Office	



<b>Document 13</b> 1 copy each of Bidding Documents duly signed, when applicable		Bids and Awards Committee Office		
<b>Document 14</b> 1 copy of PHILGEPS posting when applicable		PHILGEPS		
<b>Document 15</b> 1 copy of additional documents as prescribed in COA Circular 2012-001, dated June 14, 2012, re: Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions		Bids and Awards Committee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers and make sure the receiver sign in the logbook.  <b><i>Ipasa ang Disbursement Vouchers kag siguraduhon nga na pirmahan sang nagbaton ang logbook.</i></b>	1. Receiving of Disbursement Vouchers with complete supporting documents.  <b><i>Ginabaton ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	None	10 minutes per Voucher	<b><i>Ednaly D. Aparecio Financial Analyst II</i></b>
2. Return to the Treasurer's Office with the logbook.  <b><i>Balik sa Treasurer's Office dala ang logbook.</i></b>	2. Verification of Claims.  The claims are verified as to the correctness of amount and the completeness of supporting documents.  <b><i>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</i></b>	None	30 minutes per voucher	<b><i>Corazon J. Retolosa Senior Bookkeeper</i></b>
	3. Allotment Verification & Recording	None	10 minutes per voucher	<b><i>Jacqueline C. Semeña Accountant IV  Rosalie L. Reyes</i></b>



	<p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>			<p><b>Mngt. &amp; Audit Analyst III</b></p>
<p>3. Get check/checks from the Cash Division.</p> <p><b>Kuhaon ang tseke sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul-ong sa Cash Division.</b></p>	None	10 minutes per voucher	<p><b>Ruby V. Abellar</b> <i>City Accountant</i></p> <p><b>Jacqueline C. Semeña</b> <i>Accountant IV (vice)</i></p> <p><b>Judee T. Dionido</b> <i>Accountant II (vice)</i></p>
<b>TOTAL:</b>		None	1 hour	





## 15. Processing of Disbursement Voucher for Payment to Suppliers for the Procurement of Property, Plant and Equipment

This service is given to properly accredited Suppliers for Property, Plant and Equipment procured by the City.

*(Ang serbisyo nga ini para sa properly accredited na Suppliers.)*

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Suppliers with Accreditation in the City
<b>CHECKLIST OF REQUIREMENTS</b>	
	<b>WHERE TO SECURE</b>
<b>Document 1</b> 2 copies of Disbursement Voucher	General Services Office
<b>Document 2</b> 2 copies of Obligation Request	Requesting Office
<b>Document 3</b> 4 copies of Purchase Request / Job Order Request	Requesting Office
<b>Document 4</b> 2 copies of (Annual Procurement Plan)	Requesting Office
<b>Document 5</b> 2 copies of Abstract of Bids/Quotations	Bids and Awards Committee Office
<b>Document 6</b> 2 copies of Notice of Award	Bids and Awards Committee Office
<b>Document 7</b> 2 copies of BAC Resolution duly signed	Bids and Awards Committee Office
<b>Document 8</b> 2 copies of Purchase Order / Job Order	General Services Office
<b>Document 9</b> 1 copy of Charge / Sales Invoice	Supplier's Office
<b>Document 10</b> 1 copy of Delivery Receipt	Supplier's Office
<b>Document 11</b> 2 copies of Inspection & Acceptance Report duly signed	General Services Office
<b>Document 12</b> 2 copies of Requisition and issue Slip	General Services Office
<b>Document 13</b> 2 copies of Inspection Report duly signed	General Services Office
<b>Document 14</b> 2 copies of Property Acknowledgement Receipt duly signed	General Services Office



<b>Document 15</b> 2 copies of Bidding Documents		Bids and Awards Committee Office		
<b>Document 16</b> 1 copy of additional documents as prescribed in COA Circular 2012-001, dated June 14, 2012, re: Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions		Bids and Awards Committee Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Disbursement Vouchers with complete supporting documents.  <b><i>Ipasa ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	1. Receiving of Disbursement Vouchers with complete supporting documents.  <b><i>Ginabaton ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	None	10 minutes per Voucher	<i>Sherlyn M. Rodriguez Bookbinder III</i>
2. Return to the City Treasurer's Office with the logbook.  <b><i>Magbalik sa City Treasurer's Office dala ang logbook.</i></b>	2. Pre-Audit of Claims  The claims are verified as to the correctness of amount and the completeness of supporting documents.  <b><i>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</i></b>	None	30 minutes per voucher	<i>Corazon J. Retolosa Senior Bookkeeper</i>
	3. Allotment Verification & Recording.  The claims are verified as to its allotment and recorded to the corresponding office.	None	10 minutes per voucher	<i>Jacqueline C. Semeña Accountant IV</i>  <i>Rosalie L. Reyes, Mngt. &amp; Audit Analyst III</i>



	<b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b>			
3. Get check/checks from the Cash Division.  <b>Kuhaon ang tseke sa Cash Division.</b>	4. Approval of the disbursement voucher and submission to Cash Division.  <b>Ang disbursement voucher gina aprubahan kag gina dul-ong sa Cash Division.</b>	None	10 minutes per voucher	<i>Ruby V. Abellar City Accountant</i>  <i>Jacqueline C. Semeña Accountant IV (vice)</i>  <i>Judee T. Dionido Accountant II (vice)</i>
<b>TOTAL:</b>		None	1 hour	



## 16. Processing of Disbursement Voucher for Payment to Suppliers for the Procurement of Construction Materials for Infrastructure Projects by Administration

This service is given to properly accredited Suppliers for Construction Materials procured by the City for Infrastructure projects by Administration.

*(Ang serbisyo nga ini para sa properly accredited nga suppliers.)*

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Properly Accredited Suppliers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Document 1</b> 3 copies of Disbursement Voucher	General Services Office
<b>Document 2</b> 2 copies of Obligation Request duly signed	City Engineer's Office
<b>Document 3</b> 2 copies of Purchase Request duly signed	City Engineer's Office
<b>Document 4</b> 2 copies of Abstract of Bids/Quotations duly signed	Bids and Awards Committee Office
<b>Document 5</b> 2 copies of Notice of Award duly signed	Bids and Awards Committee Office
<b>Document 6</b> 2 copies of BAC Resolution duly signed	Bids and Awards Committee Office
<b>Document 7</b> 2 copies of Purchase Order duly signed	City Engineer's Office
<b>Document 8</b> 1 copy of Charge / Sales Invoice	Supplier's Office
<b>Document 9</b> 1 copy of Delivery Receipt	Supplier's Office
<b>Document 10</b> 2 copies of Inspection & Acceptance Report duly signed	General Services Office
<b>Document 11</b> 2 copies of Requisition and issue Slip	General Services Office
<b>Document 12</b> 1 copy PHILGEPS	Bids and Awards Committee Office
<b>Document 13</b> 2 copies of Bidding Documents duly signed	Bids and Awards Committee Office
<b>Document 14</b>	City Engineers' Office



1 copy of Approved Program of Works and Detailed Cost Estimate duly signed				
<b>Document 15</b> 2 copies of Acknowledge Receipt for Equipment duly signed if applicable		General Services Office		
<b>Document 16</b> 1 copy of additional documents as prescribed in COA Circular 2012-001, dated June 14, 2012, re: Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions		Bids and Awards Committee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers with complete supporting documents.  <b><i>Ipasa ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	1. Receiving of Disbursement Vouchers with complete supporting documents.  <b><i>Ginabaton ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	None	10 minutes per Voucher	<i>Sherlyn M. Rodriguez Bookbinder III</i>
2. Return to the City Treasurer's Office with the logbook.  <b><i>Balik sa City Treasurer's Office dala ang logbook.</i></b>	2. Pre-Audit of Claims  The claims are verified as to the correctness of amount and the completeness of supporting documents.  <b><i>Ang claims gina usisa kon eksakto ang amount kag kon kumpleto ang mga dokumento.</i></b>	None	30 minutes per voucher	<i>Corazon J. Retolosa Senior Bookkeeper I</i>
	3. Allotment Verification & Recording.  The claims are verified as to its allotment and	None	10 minutes per voucher	<i>Jacqueline C. Semeña Accountant IV</i>  <i>Rosalie L. Reyes, Mngt. &amp; Audit Analyst III</i>



	<p>recorded to the corresponding office.</p> <p><b>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</b></p>			
<p>3. Get check/checks from the Cash Division.</p> <p><b>Kuhaon ang tseke sa Cash Division.</b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b>Ang disbursement voucher gina aprubahan kag gina dul ong sa Cash Division.</b></p>	None	10 minutes per voucher	<p><i>Ruby V. Abellar</i> <i>City Accountant</i></p> <p><i>Jacqueline C. Semeña</i> <i>Accountant IV</i> <i>(vice)</i></p> <p><i>Judee T. Dionido</i> <i>Accountant II</i> <i>(vice)</i></p>
<b>TOTAL:</b>		None	1 hour	



## 17. Processing of Disbursement Voucher for Payment to Contractors for Infrastructure Projects by Straight Contract

This service is given to properly accredited Contractors for infrastructure projects by Straight Contract

*(Ang serbisyo nga ini para sa properly accredited nga Contractor.)*

<b>Office or Division:</b>	Office of the City Accountant	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Properly Accredited Suppliers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Document 1</b> 3 copies of Disbursement Voucher		City Engineer's Office
<b>Document 2</b> 2 copies of Obligation Request duly signed		Requesting Office
<b>Document 3</b> 2 copies of Purchase Request duly signed		Requesting Office
<b>Document 4</b> 1 copy of Abstract of Bids/Quotations duly signed		Bids and Awards Committee Office
<b>Document 5</b> 2 copies of Notice of Award duly signed and accepted by supplier		Bids and Awards Committee Office
<b>Document 6</b> 2 copies of BAC Resolution duly signed		Bids and Awards Committee Office
<b>Document 7</b> 1 copy of Program of Works duly signed		City Engineer's Office
<b>Document 8</b> 2 copies of Accomplishment Report with percentage of work done duly signed		City Engineer's Office
<b>Document 9</b> 1 copy of computation of liquidated damages if applicable		City Engineer's Office
<b>Document 10</b> 2 copies of Notice to Commencement work duly signed		Bids and Awards Committee Office
<b>Document 11</b> 1 copy each of Bidding Documents duly signed and accepted by contractors		Bids and Awards Committee Office
<b>Document 12</b> 1 copy each for the COA Additional Requirements for Straight Contract Transactions duly accomplished		Bids and Awards Committee Office



<b>Document 13</b> 1 copy of additional documents as prescribed in COA Circular 2012-001, dated June 14, 2012, re: Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions		Bids and Awards Committee Office		
<b>Document 14</b> 1 copy Certificate of Project Completion /Acceptance if Project is 100% completed		City Engineers Office		
<b>Document 15</b> 1 copy of Contract duly notarized and signed by both parties		City Legal Office		
<b>Document 16</b> 1 copy of Request of advance payment by the Contractors for Mobilization, if applicable		Client		
<b>Document 17</b> 1 copy of Request for payment by the Contractors for partial; Progress Billing and full payment; 100% work accomplishment		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers with complete supporting documents.  <b><i>Ipasa ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	1. Receiving of Disbursement Vouchers with complete supporting documents.  <b><i>Ginabaton ang Disbursement Vouchers nga may kumpleto nga mga dokumento.</i></b>	None	10 minutes per Voucher	<b><i>Sherlyn M. Rodriguez Bookbinder III</i></b>
2. Return to the City Treasurer's Office with the logbook.  <b><i>Magbalik sa City Treasurer's Office dala ang logbook.</i></b>	2. Pre-Audit of Claims  The claims are verified as to the correctness of amount and the completeness of supporting documents.  <b><i>Ang claims gina usisa kon eksakto ang amount kag kon</i></b>	None	30 minutes per voucher	<b><i>Corazon J. Retolosa Senior Bookkeeper</i></b>





	<b><i>kumpleto ang mga dokumento.</i></b>			
	<p>3. Allotment Verification &amp; Recording.</p> <p>The claims are verified as to its allotment and recorded to the corresponding office.</p> <p><b><i>Ang claims gina verify kon ini may allotment kag gina record sa opisina kon diin ini siya kuhaon.</i></b></p>	None	10 minutes per voucher	<p><i>Jacqueline C. Semeña</i> <i>Accountant IV</i></p> <p><i>Rosalie L. Reyes,</i> <i>Mngt. &amp; Audit Analyst III</i></p>
<p>3. Get check/checks from the Cash Division.</p> <p><b><i>Kuhaon ang tseke sa Cash Division.</i></b></p>	<p>4. Approval of the disbursement voucher and submission to Cash Division.</p> <p><b><i>Ang disbursement voucher gina aprubahan kag gina dul ong sa Cash Division.</i></b></p>	None	10 minutes per voucher	<p><i>Ruby V. Abellar</i> <i>City Accountant</i></p> <p><i>Jacqueline C. Semeña</i> <i>Accountant IV (vice)</i></p> <p><i>Judee T. Dionido</i> <i>Accountant II (vice)</i></p>
<b>TOTAL:</b>		None	1 hour	



# CITY LEGAL OFFICE

## **Mandate:**

*The City Legal Office is mandated: (1) to formulate measures for the consideration for the consideration of the Sanggunian and provide legal assistance and support to the City Mayor in carrying out the delivery of basic services and the provision of adequate facilities as provided for under the Local Government Code; (2) Develop plans and strategies and upon approval of the City Mayor implement the same, particularly those which have to do with programs and projects related to legal services which the City Mayor is empowered to implement and which the Sanggunian is empowered to provide; (3) to represent the city in all civil actions and special proceedings where it is a party or any of its officials, in their official capacity; (4) when required by the City Mayor or the Sanggunian, draft ordinances, contracts, bonds or instruments involving the interest of the City and provide opinion, comment, or recommendations on one already drawn or drafted or on any question of law; (5) Investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office and recommend appropriate action to the City Mayor; (6) Investigate or cause to be investigated any person, firm or corporation holding any franchise or public privilege for failure to comply with the terms and conditions of such franchise or privilege and recommend appropriate action to the City Mayor or the Sanggunian; (7) to accommodate transactions requiring legal documentation within the City of Bago and to rendering legal assistance to Lupon Tagapamayapa and Bagonhons, especially the poor and the underprivileged by providing legal advice or opinion.*



# **CITY LEGAL OFFICE**

## **External Services**



## 1. Availment of Legal Advice and Opinion

This service is rendered upon the request of the Barangay Officials and the general public.

*(Ini nga serbisyo gina hatag suno sa request sang mga opisyal sang barangay kag sang publiko.)*

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Barangay officials and General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of letter request		Client		
<b>Document 2</b> 1 photo copy of any document needed for the said purpose		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents and answer interview.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo kag sabton ang mga pamangkot sa interview.</i>	1. Receive the required documents and evaluate as to completeness and interview client.  <i>Ang mga gin pasa nga mga dokumento iga-evaluate ukon rebyohon sang abogado sang syudad para mahatagan sang nagakaigo nga suhestiyon o rekomendasyon.</i>	None	1 hour	<i>Atty. Aaron R. Lirazan City Legal Officer</i>



<p>2.Prepare and sign legal opinion or recommendation</p> <p><i>Ubrahon kag permahan ang legal opinion o rekomendasyon.</i></p>	<p>2.Legal opinion or recommendation duly signed and released to client.</p> <p><i>Ang napermahan na nga legal opinion o rekomendasyon igahatag sa kliyente.</i></p>	None	30 minutes	Atty. Aaron R. Lirazan City Legal Officer
<b>TOTAL:</b>		None	1 hour and 15 minutes	



## 2. Prepare & Notarize Official and Legal Documents

This service is rendered after receiving a document or any communication from the City Officials, Government Employees or Barangay Officials, requiring the City Legal Officer for preparation and notarization of any legal and official document.

***(Ini nga serbisyo ginahatag sang opisina legal sang syudad sang Bago matapos nga makabaton sang dokumento ukon komunikasyon halin sa mga opisyal sang syudad, mga empleyado sang gobyerno kag mga opisyal sang barangay nga nagakinahanglan sang serbisyo sang abogado sang syudad sa pagpreparar kag pagnotaryo sang mga legal kag opisyal nga mga dokumento.)***

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	City Officials, Government employees and Barangay officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of letter request		City Officials, Government Employees & Barangay Officials		
<b>Document 2</b> 4 original copy of contract or any document to be notarize		City Officials, Government Employees & Barangay Officials		
<b>Document 3</b> 1 Photo copy of Government Issued Identification Card of concerned parties		BIR, Post Office, DFA, SSS, GSIS, PAG-IBIG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to office staff.  <b><i>Personal nga ipasang mga dokumento nga ginapangayo.</i></b>	1. Receive, evaluate and validate as to completeness of requirements and prepare the requested document.  <b><i>Ang mga ginapasa nga mga dokumento iga-rebyohon sang empleyado sang opisina kag ubrahan</i></b>	None	30 minutes	<i>Atty. Aaron R. Lirazan City Legal Officer</i>



	<i>sang nagakaigo or kinahanglanon nga dokumento.</i>			
2. Sign the document. <b><i>Pirmahan ang mga dokumento.</i></b>	2. After signing, the document will be notarized and sealed by the City Legal Officer.  <b><i>Pagkatapos pirmahan sang kliyente, ang dokumento paga notaryohan ka selyuhan sang City Legal Officer.</i></b>	None	45 minutes	<i>Atty. Aaron R. Lirazan City Legal Officer</i>
<b>TOTAL:</b>		None	1 hour and 15 minutes	





## **City Legal Office**

## **Internal Services**



## 1. Availment of Legal Advice and Opinion

This service is rendered upon the request of the City Officials and Government employees

*(Ini nga serbisyo ginahatag suno sa request sang mga City Officials kag mga empleyado sang gobyerno.)*

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Officials, Government employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of letter request		Client		
<b>Document 2</b> 1 photo copy of any document needed for the said purpose		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents and answer interview.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo kag sabton ang mga pamangkot sa interview.</i>	1. Receive the required documents and evaluate as to completeness and interview client.  <i>Ang mga gin pasa nga mga dokumento iga-evaluate ukon rebyohon sang abogado sang syudad para mahatagan sang nagakaigo nga suhestiyon o rekomendasyon.</i>	None	1 hour	<i>Atty. Aaron R. Lirazan City Legal Officer</i>



<p>2.Prepare and sign legal opinion or recommendation</p> <p><i>Ubrahon kag permahan ang legal opinion o rekomendasyon.</i></p>	<p>2.Legal opinion or recommendation duly signed and released to client.</p> <p><i>Ang napermahan na nga legal opinion o rekomendasyon igahatag sa kliyente.</i></p>	None	30 minutes	<p><i>Atty. Aaron R. Lirazan City Legal Officer</i></p>
<b>TOTAL:</b>		None	1 hour and 15 minutes	



## 2. Review Contracts, MOA and Other Documents as Requested by The City Mayor, SP Members and Other Department Heads

The City Mayor, SP Members and other department heads requested that all documents which needs their signatures or approval, it should be first reviewed by our City Legal Officer for his comment or recommendation, thus this service.

*(Ini nga serbisyo ginahatag sang opisina legal sang syudad sang Bago suno sa pag pangabay sang Mayor sang syudad, myembro sang konseho kag pinuno sang mga departamieto sang syudad para sa pag rebyo sang mga dokumento artis nila pagapermahan kag aprubahan.)*

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Mayor, SP Members and Department Heads			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 original copy of letter request		City Mayor, SP Members & Department Heads		
<b>Document 2</b> 1 original copy of any document needed for the said purpose		City Mayor, SP Members & Department Heads		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit the required Documents.  <i>Personal nga ipasa ang mga dokumento nga gina pangayo.</i>	1.Receive the required documents and evaluate as to completeness for review and evaluation of our City Legal Officer.  <i>Ang mga gin pasa nga mga dokumento iga-usisaon ukon rebyohon sang abogado sang syudad para mahatagan sang nagakaigo nga suhestiyon o rekomendasyon</i>	None	1 hour	<i>Atty. Aaron R. Lirazan City Legal Officer</i>



<p>2. Prepare and sign comment or recommendation</p> <p><b>Ubrahon ang komento o rekomendasyon kag paga permahan sang abugado sang syudad.</b></p>	<p>2. Comment or recommendation duly signed and released to client.</p> <p><b>Ang napermahan na nga komento o rekomendasyon igahatag sa kliyente.</b></p>	None	30 minutes	<p><i>Atty. Aaron R. Lirazan City Legal Officer</i></p>
<b>TOTAL:</b>		None	1 hour and 30 minutes	



# CITY PLANNING AND DEVELOPMENT OFFICE

## **Mandate:**

*The City Planning and Development Office was created as one of the mandatory offices in the local government units by the Republic Act No. 7160, or the Local Government Code of 1991.*

*Based on Section 476, Article Six, Title Five of the Code, the following are the multifarious tasks assigned to the Local Planning and Development Office:*

- (1) Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;*
- (2) Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;*
- (3) Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;*
- (4) Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;*
- (5) Prepare comprehensive plans and other development planning documents for the consideration of the local development council;*
- (6) Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;*
- (7) Promote people participation in development planning within the local government unit concerned;*
- (8) Exercise supervision and control over the Secretariat of the local development council; and*
- (9) Exercise such other powers and perform such other functions and duties as may be prescribed by law or ordinance.*



# **CITY PLANNING AND DEVELOPMENT OFFICE**

## **External Services**





**1. Issuance of Preliminary Approval and Locational Clearance, Development Permit and Alteration Permit for Simple Subdivision, Subdivision/Condominium, Industrial Subdivision, Commercial Subdivision and Farmlots Projects Under Pd 957, Bp 220, Memorial Park/Cemeteries and Other Applicable Laws.**

This service is given to individuals, corporations and developers with simple subdivision, subdivision/condominium, commercial subdivision, industrial subdivision, farmlots, and or memorial park projects. The approval of the proposed project is needed prior to the start of developing or construction of the project. Plans of the project shall be in accordance with the standards of PD 957, BP 220, Memorial parks and other applicable laws and guidelines.

*(Ang ini nga serbisyo gina hatag sa mga indibidwal, korporasyon kag developers sang simple subdivision, subdivision/condominium commercial subdivision, industrial subdivision, farmlots kag ukon memorial parks nga mga proyekto. Ini nga approval kag mga permit kinahanglanon antis mag sugod paobra sang sini nga mga proyekto. Ang plano kinahanglan kag dapat maga sunod sang standards sang PD 957, BP 220, Memorial Parks kag iban pa nga mga laye ukon mga guidelines.)*

<b>Office or Division:</b>	City Planning & Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Citizens of Bago City
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>* 3 Sets of fully accomplished Application Form.</li> <li>* 5 Sets Engineering Plans duly signed by licensed professionals.</li> <li>* 3 copies of Certified True Copy TCT or Title .</li> <li>* 3 copies DAR Conversion/Non Coverage Clearance.</li> <li>* 3 Copies Zoning Certification.</li> <li>* Permit to drill from NWRB for deepwell or application for water supply system from Water District</li> <li>* 2 xerox copy of the ECC</li> <li>* Current Tax Receipts</li> <li>* Application for Power Supply from local Franchise Holder.</li> <li>* Specifications, Bill of Materials and Cost Estimates.</li> </ul>	<ul style="list-style-type: none"> <li>* City Engineer’s Office</li> <li>*Licensed Civil Engineer/Architect</li> <li>*Register of Deeds</li> <li>*Department of Agrarian Reform</li> <li>*City Engineer’s Office</li> <li>*National Water Resources Board (National Irrigation Administration)</li> <li>* DENR</li> <li>*City Treasurer’s Office (Land Tax Division)</li> <li>*CENECO</li> <li>*Licensed Civil Engineer/Architect</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure Application Form and Requirements at the City Engineer's Office.</p> <p><b>Magkuha/mangayo sang application form kag mga dokumento nga kinahanglanon sa City Engineer's Office.</b></p>	<p>1. Personnel-in-Charge will issue the application form and explain to the client about the requirements.</p> <p><b>Ang office staff magahatag sang application form kag mag esplikar sa kliyente parte sa mga kinahanglanon.</b></p>	None	30 minutes	<i>Engr. Edgar L. Cadena, Engineer III</i>
<p>2.1 Submit the duly signed and fully accomplished form together with the documentary requirements at the City Engineer's Office.</p> <p>2.2 Receive/wait for any instruction on what to do after the requirements are submitted and leave your number for any additional information regarding the proposed project.</p> <p><b>Magpasa sang gin pirmahan kag gin sulatan nga application form upod ang mga dokumento nga kinahanglanon sa City Engineer's Office.</b></p> <p><b>Mag hulat para sa mga instruction kon ano ang paga himuon tapos submit sang</b></p>	<p>2.1 Receive the duly signed and fully accomplished application form.</p> <p>2.2 Review submitted documents if its in accordance with the law.</p> <p>2.3 Prepare and endorse the necessary documents to the Sanggunian Panlungsod for Approval.</p> <p><b>Batunon and pirmado kag kompleto nga application form.</b></p> <p><b>Tan awon kag i-check kon ang gin submit nga mga dokumento kompleto kag suno sa mga laye.</b></p> <p><b>Preparahon ang mga dokumento nga</b></p>	None	1 week	<i>Engr. Edgar L. Cadena, Engineer III</i>



<p><b><i>mga rekositos kag magbilin sang numero para sa mga dugang nga pamangkot parte sa imu proyekto.</i></b></p>	<p><b><i>kinahanglanon kag i-endorse sa Sangguniang Panlungsod para ma aprobahan.</i></b></p>			
<p>3.Wait for the schedule of the Committee Hearing to be set by the Committee in charge of your project.</p> <p><b><i>Maghulat sang schedule sang committee hearing nga paga hiwaton sa Sangguniang Panlungsod.</i></b></p>	<p>3.Inform and invite the proponent or its representative to attend the scheduled committee hearing set by the SP.</p> <p><b><i>Pahibaloon kag imbitaron ang tag iya ukon representante nga mag attend sang gin schedule nga Committee Hearing.</i></b></p>	None	2 weeks	Sangguniang Panlungsod Staff
<p>4.Committee Hearing</p> <p>Please attend the Committee Hearing set by the Sangguniang Panglungsod regarding your proposed project.</p> <p><b><i>Palihog magkadto sa Sangguniang Panlungsod kag mag attend/magsabat sang mga pamangkotanon parte sa imu proyekto.</i></b></p>	<p>4.1 Prepare documents for reporting on the next session.</p> <p>4.2 Prepare SP Resolution Approving the project.</p> <p><b><i>Preparahon ang dokumento nga inug report sa madason nga session.</i></b></p> <p><b><i>Preparahon ang SP Resolution nga naga aprobar sang proyekto.</i></b></p>	None	3 days	Sangguniang Panlungsod staff (Committee on Landed Estates)
<p>5.Approval of the project</p> <p>Wait for the communication regarding the approval of your project.</p>	<p>5.1 Wait for the SP Resolution approving the proposed project.</p> <p>5.2 Prepare documents/decision for signature of the Chairman of the</p>	None	1 week	Sangguniang Panlungsod Staff  or Engr. Edgar L. Cadena, Engineer III



<p><b>Maghulat sang komunikasyon parti sa approval sang imo proyekto.</b></p>	<p>Committee on Landed Estate and City Mayor.</p> <p>5.3 Stamp the Plans in accordance with the law and have it signed by the Chairman of the Committee on Landed Estates.</p> <p>5.4 Inform the Proponent that the project has been approved.</p> <p><b>5.1 Hulaton ang SP Resolution nga naga approbar sang proyekto.</b></p> <p><b>5.2 Preparahon ang mga papeles ukon desisyon kag pa pirmahan sa Chairman sang Committee on Landed Estate kag ni Mayor.</b></p> <p><b>5.3 Stampahan ang mga plano suno sa mga layi kag pa pirmahan sa Chairman sang Komite on Landed Estates.</b></p> <p><b>5.4 Pa hibaluon ang tag iya ukon representante nga aprobado na ang iya Proyekto.</b></p>			
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<p>6. Assessment and Payment.</p> <p>6.1 Upon knowing that your Project has been approved, please proceed to the City Engineer's Office for your assessment.</p> <p>6.2 Get your assessment and pay the exact amount at the City Treasurer's Office.</p> <p><b>Pagkabalo mo nga aprobado na ang imo proyekto, palihog kadto sa City Engineer's Office para sa imo balayran.</b></p> <p><b>Kuhaa ang imo balayran kag magkadto sa City Treasurer's Office para mag bayad.</b></p>	<p>6.1 Prepare the assessment and wait for the proponent to appear at the City Engineer's Office.</p> <p>6.2 Give the assessment to the proponent and instruct them to pay at the City Treasurer's Office.</p> <p><b>Preparahon ang balayran kag maghulat sa tag iya ukon representante nga mag kadto sa City Planning and Dev't. Office.</b></p> <p><b>Ihatag ang balayran sa tag iya ukon representante kag hambalon nga mag bayad sa City Treasurer's Office.</b></p>	<p>See "Annex B"</p>	<p>1 day</p>	<p>Engr. Edgar L. Cadena, Engineer III</p> <p>and</p> <p>Revenue Collection Officer, City Treasurer's Office</p>
<p>7. Release of Approved Plans and Decision.</p> <p>After payment, present your official receipt to the Personnel in charge for the release of your Plans and Decision.</p> <p><b>Pagkatapos bayad, ipakita ang imo resibo sa empleyado nga in charge para ma release ang imu plano kag desisyon.</b></p>	<p>7.1 Upon seeing the official receipt, record the official receipt number and amount in the logbook.</p> <p>7.2 Segregate the decision and approved plans and release them to the owner or its representative (Be sure to file a copy of the Decision and Plans)</p>	<p>None</p>	<p>4 hours</p>	<p>Engr. Edgar L. Cadena, Engineer III</p>



	<p><b>7.1 Pagka hatag sang official receipt, i-record ang official receipt number kag kon pila ang gin bayad sa logbook.</b></p> <p><b>7.2 Mag kuha ukon mag hawid sang kopya sang decision kag plano antes ihatag sa tag iya ukon representante and aprobado nga mga plano kag decision</b></p>			
<b>TOTAL:</b>		<p>45 Days</p> <p>Less for assessment and payment.</p>		



## 2. Issuance of Socio-Economic Profile, Maps, Other Data/ Information

This service is given to clientele such as government officials and functionaries, students and professionals, non-government organizations, people's / civil society organizations to be used for their researches and studies.

***(Ang ini nga serbisyo ginahatag sa kliyente labi na ang opisyal sang gobyerno, estudyante, propisyonal kag sa mga nanarisari nga katilingban para sa ila talamdan kag ihibalo.)***

<b>Office or Division:</b>	City Planning & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Government officials and functionaries, students and professionals, non-government organizations, peoples/civil society organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Letter-request addressed to the City Mayor stating the purpose to which the document requested will be used.		To be provided by client		
<b>Document 2</b> Note indicating that the request was duly approved by the City Mayor or his authorized representative.		Office of the City Mayor or Office of the City Administrator.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit the letter request with the note indicating that the request was approved by the City Mayor or his authorized representative.  1.2 Receive the documents.	1.1 Attend to the requesting person and prepares the requested documents.  1.2 Issue the documents requested.	None	10 minutes	Perpetua C. Amanquion, <i>Statistician I</i>
<b><i>Ipasa ang sulat nga nagahangyo sang dokumento nga kinahanglanon, upod ang sulat ukon dokumento halin sa City Mayor nga nagapahanugot sa</i></b>	<b><i>Paga-atubangon kag hatagan sang pagserbisyo ang nagahangyo sang dokumento, ka iga-preparar ang mga dokumento.</i></b>			



<i><b>paghatag ginapangayo. Batunon dokumento.</b></i>	<i><b>sang ang I-issue dokumento nga gin request.</b></i>			
<b>TOTAL:</b>		None	10 minutes	





### 3. Locational Clearance

This service is given to individuals, corporations and governments agencies required to secure building permit. It is the first clearance that shall be secured by the project proponent in the process of securing building permit. It is in this office that proposed projects are evaluated if it conforms to or allowed under the Zoning Ordinance. The clearance issued is called **Locational Clearance**.

***(Ang ini nga serbisyo gina hatag sa mga indibidwal, korporasyon kag ahensya sang gobyerno nga naga kinahanglan magkuha sang building permit.)***

<b>Office or Division:</b>	City Planning & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>* 5 Sets of Site Development Plan &amp; Engineering Plans duly signed by a licensed Civil Engineer or Architect.</li> <li>* 3 xerox copies of TCT or Title .</li> <li>* 3 copies of Bill of Materials or Estimates</li> <li>* 3 copies of Construction Specification</li> <li>* 3 copies of Construction Safety and Health Program</li> <li>* 3 Copies of Consent, Deed of Sale, Contract if the proponent is not the owner of the property.</li> <li>* For environmentally critical projects:               <ul style="list-style-type: none"> <li>A. 2 xerox copy of the ECC/CNC</li> <li>B. 2 copies of Brgy. Endorsement &amp; Social Acceptability</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>* Licensed Engineer or Architect</li> <li>* Register of Deeds</li> <li>* Licensed Engineer or Architect</li> <li>* Licensed Engineer or Architect</li> <li>* Licensed Engineer or Architect</li> <li>* Lot Owner, Attorney or Subdivision Owner/Developer</li> <li>A. DENR</li> <li>B. Barangay Council where the Project is located</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up the Application Form at the City Engineers Office (this includes the requirements and assessment).  <b><i>Mangayo kag sulatan ang Application Form</i></b>	1. Personnel-in-Charge will give the Application Form together with the requirements.  <b><i>Hatagan sang office staff ang aplikante upod ang mga</i></b>	None	15 minutes	<b><i>Engr. Edgar L. Cadena, Engineer III</i></b>



<p><b>sa City Engineer's Office (upod na dire ang mga requirements kag balayran).</b></p>	<p><b>kinahanglanon nga requirements.</b></p>			
<p>2. Payment of Zoning (Locational Clearance) Fee.</p> <p>Please pay the required Zoning Fee at the City Treasurer's Office.</p> <p><b>Palihog bayad sang nagakaigo nga balayran sa City Treasurer's Office.</b></p>	<p>2. Personnel in Charge will receive the payment and issue official Receipt.</p> <p><b>Batunon sang personnel in charge ang bayad kag maga hatag sang official receipt.</b></p>	<p>See "Annex A"</p>	<p>30 minutes</p>	<p><i>Revenue Collection Clerk, City Treasurer's Office</i></p>
<p>3. Filing of the Application form.</p> <p>File the Application Form with the requirements and official receipt at the City Engineer's Office (A short interview will be conducted with the Applicant/Representative).</p> <p><b>Palihog file sang Application Form upod ang requirements kag official receipt sa City Engineer's Office (May dyutay nga interview nga pagahimuon sa aplikante ukon representative).</b></p>	<p>3. Personnel in charge will receive the application form, requirements and Official Receipt.</p> <p><b>Batunon sang personnel in charge ang application form, requirements kag official receipt.</b></p>	<p>None</p>	<p>15 minutes</p>	<p><i>Engr. Edgar L. Cadena, Engineer III</i></p>



<p>4. Processing and Release of Locational Clearance.</p> <p>Please check/wait for your Locational Clearance at the City Engineer's Office (Locational Clearance will be released together with your Building Permit).</p> <p><b><i>Palihog lantaw/hulat sang imo locational clearance sa City Engineer's Office (Ang Locational Clearance i-release upod sang imu Building Permit).</i></b></p>	<p>4. Personnel in charge will log and encode the Locational Clearance application in the computer and forward the approved LC at the City Engineer's Office for the Building Permit release.</p> <p><b><i>I-logbook kag i-encode sa computer sang personnel in charge ang application kag ipadala sa City Engineer's Office para ma-release ang Building Permit.</i></b></p>	None	2 hours	<i>Engr. Edgar L. Cadena, Engineer III</i>
<b>TOTAL:</b>		None	3 hours	



#### 4. Zoning Certification

This service is given to individuals, corporations and government agencies securing Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC). Also, private individuals secure this certificate for the purpose of selling or for appraisal of their property.

***(Ang ini nga serbisyo ginahatag sa mga indibidwal, korporasyon, kag ahensya sang gobyerno nga nagakinahanglan para sa ila kinaugalingon nga pag gamit ukon bilang kinahanglan sa ila pag proseso sa iban nga ahensya sang gobyerno.)***

<b>Office or Division:</b>	City Planning & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of Bago City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Certified True Copy of TCT or Title,		Register of Deeds		
<b>Document 2</b> Vicinity Map and Lot Plan		Geodetic Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Requirements at the City Engineer's Office.  <b><i>Magpasa sang mga dokumento nga kinahanglanon sa City Engineer's Office.</i></b>	1. Personnel-in-Charge will receive the requirements and asses its payment.  <b><i>Batunon sang office staff ang mga dokumento kag i-assess kon pila ang balayran.</i></b>	None	5 minutes	<i>Engr. Edgar L. Cadena, Engineer III</i>
2. Pay the assessed amount at the City Treasurer's Office.  <b><i>Magbayad sang gin assess nga balayran sa City Treasurer's Office.</i></b>	2. Receive payment and release Official Receipt.  <b><i>Batunon ang bayad kag ihatag ang official receipt sa kliyente.</i></b>	PHP 700.00 per Hectare	30 minutes	<i>Revenue Collection Clerk, City Treasurer's Office</i>
3. Return to this Office and present the Official Receipt for encoding	3. Receive the Official Receipt, encode in the	None	10 minutes	<i>Engr. Edgar L. Cadena, Engineer III</i>



and release of the Zoning Certification.  <b><i>Balik sa sini nga opisina kag ipakita ang resibo para ma-print kag ma-release ang Zoning Certification.</i></b>	computer and release the signed Zoning Certificate.  <b><i>Batunon ang resibo, type sa computer kag i-release ang pirmado nga Zoning Certificate.</i></b>			
<b>TOTAL:</b>		None	45 minutes	



# **CITY PLANNING AND DEVELOPMENT OFFICE**

## **Internal Services**



## 1. Assessment of Office Work Commitment and Evaluation (OWCE) Forms

This service is given to the local government departments and offices in compliance with the Civil Service Commission Memorandum Circular No. 6, Series of 2012, on the Establishment and Implementation of Agency Strategic Performance Management System (SPMS).

*(Ang ini nga serbisyo ginahatag sa mga departamento kag opisina sa idalom sang local nga gobyerno sa pagtuman sa Memorandum Circular No. 6, Series of 2012, nga ginamando sang Civil Service Commission ukon ang pagpatuman sang Establihmnt and Implementation of Agency Strategic Performance Management System [SPMS].)*

<b>Office or Division:</b>	City Planning & Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Departments and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> Office Work Commitment and Evaluation (OWCE) Forms, duly accomplished and signed by the concerned Head of Department of Office		Concerned LGU Department or Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Office Work Commitment and Evaluation (OWCE).	1. Consolidates, reviews, validates and evaluates the initial performance of the Heads of Departments/Offices.	None	30 minutes	<i>Roselyn A. Golvio Project Development Assistant</i>
<i><b>Ipasa ang Office Work Commitment and Evaluation (OWCE).</b></i>	<i><b>Pagatiponon kag pagarepasohon ang una nga gin himo nga report sang mga Departamento/Opisi na nahanugod sa ila hinimoan</b></i>			
<b>TOTAL:</b>		None	30 Minutes	





# OFFICE OF THE SENIOR CITIZENS AFFAIRS

## **Mandate:**

*Republic Act No. 9994, otherwise known as “An act to maximize the contribution of Senior Citizens to nation building, grant benefits and special privileges and for other purposes”, states that the following functions of the OSCA Office, to wit:*

- “(a) To plan, implement and monitor yearly work programs in pursuance of the objectives of this Act;*
- “(b) To draw up a list of available and required services which can be provided by senior citizens;*
- “(c) To maintain and regularly update on a quarterly basis the list of senior citizens and to issue national individual identification cards, free of charge, which shall be valid anywhere in the country;*
- “(d) To serve as a general information and liaison center for senior citizens;*
- “(e) To monitor compliance of the provisions of this Act particularly the grant of special discounts and privileges to senior citizens;*
- “(f) To report to the mayor, any individual, establishments, business entity, institutions or agency found violating any provision of this Act; and*
- “(g) To assist the senior citizens in filing complaints or charges against any individual, establishments, business entity, institution, or agency refusing to comply with the privileges under this Act before the Department of Justice (DOJ), the Provincial Prosecutor’s Office, the regional or the municipal trial court, the municipal trial court in cities, or the municipal circuit trial court.”*



# **OFFICE OF THE SENIOR CITIZENS AFFAIRS**

## **External Services**



## 1. Issuance of Endorsement Letter and Cancellation of Membership

Senior Citizens who wish to transfer to other cities/ municipalities/ provinces should acquire an endorsement letter and cancellation certificate.

*(Mga Senior Citizen nga gusto mag saylo sa iban nga syudad/ munisipalidad/ probinsya kinahanglan mag kuha sang cancellation certificate.)*

<b>Office or Division:</b>	Office of the City Senior Citizen Affairs			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b>		OSCA		
Senior ID that was issued from Bago City				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit the Senior ID to the OSCA staff.  1.2 Receive the signed certificate.  <b>1.1 Palihog ipasa ang Senior ID sa OSCA staff.</b>  <b>Batunon ang signed Letter of Endorsement kag Cancellation Certificate.</b>	1.1 Receive the Senior ID. 1.2 Prepare and print out the Letter of Endorsement and Cancellation Certificate and have it signed by the OSCA Head. 1.3 Release the Letter of endorsement and cancellation certificate to the client.  <b>1.1 Batunon ang Senior ID.</b> <b>1.2 I-preparar kag i-print ang Letter of Endorsement kag Cancellation Certificate kag papirmahan sa OSCA Head.</b> <b>1.3 I-release ang Letter of Endorsement kag Cancellation Certificate sa kliyente.</b>	None	10 minutes	<i>Leonito C. Garbanzos, OSCA HEAD</i>  <i>or</i>  <i>any OSCA Staff/Personnel</i>
<b>TOTAL:</b>		None	10 minutes	



## 2. Issuance of Certificate for the Centenarian

This service is provided to the Senior Citizens who reached the age of 100 years old and above. The qualified will have a Certificate for the Centenarian to claim the benefit of Php 100, 000.

*(Ini nga serbisyo gina hatag sa mga Senior Citizen nga nakalab-ot sa edad nga 100 anyos pasaka. Ang qualified magakuha sang Certificate para sa Centenarian para maka baton sang benepisyo nga Php 100, 000.)*

<b>Office or Division:</b>		Office of the City Senior Citizen Affairs		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 Senior ID		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the Senior ID to the OSCA staff.  1.2 Receive the signed certificate.  <b>1.1 Palihog ipasa ang Senior ID sa OSCA staff.</b> <b>1.2 Batunon ang signed certificate.</b>	1.1 Check the Senior ID if the client is 100 years old and above. 1.2 Print out the Certificate of the Centenarian. 1.3 OSCA Head will sign the Certificate of the Centenarian. 1.4 Release the certificate to client.  <b>1.1 Tan-awon ang Senior ID kung ang kliyente naga edad sa 100 anyos pasaka.</b> <b>1.2 I-print ang Certificate sang Centenarian kag papirmahan sa OSCA Head.</b> <b>1.3 I-release ang certificate sa kliyente.</b>	None	10 minutes	<i>Leonito C. Garbanzos</i> <b>OSCA HEAD</b>  <i>or</i>  <i>any OSCA Staff/Personnel</i>
<b>TOTAL:</b>		None	10 minutes	



### 3. Issuance of Senior Citizens ID and Booklet

This service is given to all Senior Citizens, 60 years old and above to avail of the 20% discount privilege to all establishments like purchase of generic medicines, in hotels, restaurants, recreation centers such as theaters, cinema houses, concert halls, and the like, on medical, dental and laboratory services in both public and private facilities, for domestic and international fares on land, water and air transportation and funeral homes, a 5% discount is also provided for all grocery purchases, 5% discount on light and water not exceeding 100 kwh and 30 cu/m as well. The same is also provided to all Senior Citizens requesting for certification that they are bona fide members of the Senior Citizen's Association in their barangay.

*(Ini nga serbisyo gina hatag sa tanan nga Senior Citizens, naga-edad 60 anyos pataas para makakuha sang 20% nga diskwento sa pagbakal sang mga generic nga mga bulong pati sa tanan nga establisyemento pareho sang hotel, restaurants, recreation centers pareho sang theaters, cinema houses, concert halls kag iban pa. Ini nga serbisyo magamit man sa mga medical, dental kag laboratory nga serbisyo mapublic man o pribado nga pasilidad, sa domestic kag international nga plete sa eroplano, barko, bus kag iban pa nga mga pampubliko nga tranportasyon kag sa mga punerarya. Makakuha man sang 5% nga diskwento kon magbakal sang mga groceries kag suga nga indi maglapaw sa 100 kwh kag 30 cu/m sa tubig. Ini mabaton man sang mga Senior Citizens nga nag-request sang certification nga sila myembro sang Senior Citizen's Association sang ila barangay.)*

<b>Office or Division:</b>	Office of the City Senior Citizen Affairs			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of Filled out Application Form		OSCA or Barangay Hall		
<b>Document 2</b> 2 pcs. 1x1 picture		Photography studio		
<b>Document 3</b> Photocopy of Birth Certificate/ Baptismal/ any Valid ID with birth date		PSA, Local Civil Registrar Office		
<b>Document 4</b> Dual Citizen's ID (for foreigners with dual citizenship)		DFA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application form and other requirements to OSCA.	1. Receive application form and evaluate and validate as to completeness of the information and	None	5 minutes	OSCA Staff/Personnel



<p><b><i>Palihog ipasa ang application form kag mga dokumento sa OSCA.</i></b></p>	<p>requirements.  <b><i>Batunon ang application form kag lantawon kung kompleto ang impormasyon kag ang mga requirements.</i></b></p>			
<p>2.1 Wait for the issuance of your ID and booklet.  2.2 Receive Senior Citizen ID and booklet.  <b><i>2.1 Palihog maghulat nga ma-isyuhan sang ID kag booklet.</i></b>  <b><i>2.2 Batunon ang Senior Citizen ID kag booklet.</i></b></p>	<p>2.1 Process the Senior ID and Booklet. 2.2 OSCA Head will sign the Senior Citizen's ID. 2.3 Issuance of ID and Booklet.  <b><i>2.1 I-process ang Senior ID kag booklet.</i></b> <b><i>2.2 Pirmahan ang Senior Citizens ID sang OSCA HEAD.</i></b> <b><i>2.3 Ihatag and ID kag booklet.</i></b></p>	None	10 minutes	<p><i>Leonito C. Garbanzos OSCA HEAD</i></p> <p><i>or</i></p> <p><i>any OSCA Staff/Personnel</i></p>
<b>TOTAL:</b>		None	15 minutes	



#### 4. Request for Senior Citizens Application Form

This service is provided to all Senior Citizens, 60 years old and above, applying for their Senior Citizen ID and request for application form to submit the requirements.

*(Ang ini nga serbisyo gina hatag sa tanan nga Senior Citizens nga nag edad 60 anyos pasaka nga ga-apply para sa ila nga Senior Citizens ID kag mangayo sang application form para mag pasa sang mga dokumento.)*

<b>Office or Division:</b>	Office of the City Senior Citizen Affairs			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document 1</b> 1 copy of Application Form		OSCA or Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Go to Barangay Hall or OSCA to request for an application form and attend orientation on the needed requirements and how to fill-up the forms.  1.2 Submit accomplished application form to OSCA.	1. Provide the application form to the client and discuss the requirements needed and how to fill-up the forms.  <i>Ihatag ang application form sa kliyente kag ipa-athag ang mga kinahanglanon nga dokumento kag tudlo-an sa pag fill-up sang mga pormas.</i>	None	5 minutes	<i>Barangay Captain / Senior President / OSCA Staff</i>
<b>1.1 Palihog magkadto sa Barangay Hall ukon sa OSCA para mangayo sang Application Form.</b>				
<b>1.2 Ipasa ang application form sa OSCA.</b>				
<b>TOTAL:</b>		None	5 minutes	



## 5. Request for Re-Printing of Senior ID

This service is provided to Senior Citizens who have errors in their issued Senior ID. Senior Identification Card can be replaced using the same ID number.

***(Ang ini nga serbisyo gina hatag sa mga Senior Citizens nga may sala ukon error sa ila Senior ID. Ang Senior Identification Card pwede ma-islan gamit ang pareho nga ID number.)***

<b>Office or Division:</b>		Office of the City Senior Citizen Affairs		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Document 1</b> Senior ID that was issued from Bago City		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Senior ID to the OSCA staff for correction and re-printing.  <b><i>Palihog ipasa ang Senior ID sa OSCA staff para sa correction kag re-printing.</i></b>	1.1 Receive the old Senior ID and check for errors. 1.2 Make appropriate correction and re-print Senior ID. 1.3 Release ID to client.  <b><i>1.1 Batunon and daan nga Senior ID kag tan-awon ang errors. 1.2 I-correct kag i-print ang senior ID. 1.3 I-release ang ID sa kliyente.</i></b>	None	10 mins	<i>Leonito C. Garbanzos OSCA HEAD  or  any OSCA Staff/Personnel</i>
<b>TOTAL:</b>		None	10 minutes	





## VI: FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients are encouraged to accomplish feedback forms &amp; drop them at the designated Suggestion/Drop Boxes located at the different offices.</p> <p>You can also accomplish and drop them at the Public Assistance and Complaints Desk (PACD) located at the City Hall main lobby.</p>
How feedback is processed	Feedback is gathered and processed by City Human Resource Management Office and forwarded to concerned office for appropriate action.
How to file a complaint	Accomplish the Complaint Form & drop it at the designated suggestion/drop box at the PACD or designated Suggestion/Drop Boxes located at the different offices.
How complaints are processed	Complaint/s received, whether verbal or written, shall be referred/forwarded to concerned Head of Office who shall investigate and provide recommendation to the City Mayor for his appropriate action. Client will then be notified of the action taken.
Contact Information	PACD: (034) 454-0045 City Mayor's Office: (034) 4610-164 CHRMO: (034) 4610-807 / 454-0435 Email: cmo_bago@yahoo.com bagocityhrmo@gmail.com

## CUSTOMER FEEDBACK FORM

Name : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 Department/Office Visited: \_\_\_\_\_  
 Purpose of Visit : \_\_\_\_\_

*For us to serve you better, we need your comments and suggestions. Please answer the following questions:*

<u>Customer Level of Satisfaction:</u>	Excellent	-----	Poor		
Overall Level of Satisfaction	5	4	3	2	1
Response Time	5	4	3	2	1
Quality of Work	5	4	3	2	1
Employee's Courtesy and Attitude	5	4	3	2	1

<u>Customer Service Satisfaction:</u>	YES	NO
1. Is the employee-in-charge available?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the employee-in-charge knowledgeable?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the office clean and orderly?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the other employees helpful?	<input type="checkbox"/>	<input type="checkbox"/>
5. Were you given adequate information on the requirements/instructions?	<input type="checkbox"/>	<input type="checkbox"/>
6. Were you properly informed of the fee you need to pay?	<input type="checkbox"/>	<input type="checkbox"/>
7. Was/Were the authorized official/s available?	<input type="checkbox"/>	<input type="checkbox"/>
8. Did it take them long to sign/approve your needed document?	<input type="checkbox"/>	<input type="checkbox"/>
9. Is the document complete?	<input type="checkbox"/>	<input type="checkbox"/>
10. <b>Comments/Suggestions :</b> _____		

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Thank you.**

*This form is also available at the Public Assistance and Complaint Desk (PACD).*

*You may submit this form to the PACD Officer or send to:*

**Hon. Nicholas M. Yulo, City Mayor**  
**City Mayor's Office, City Government of Bago**  
**A. Gonzaga St., Brgy. Poblacion, Bago City, Negros Occidental, Philippines 6101**

# CITY GOVERNMENT OF BAGO

## COMPLAINT FORM

Date : \_\_\_\_\_  
Name of Complainant : \_\_\_\_\_  
Address : \_\_\_\_\_  
Contact Number : \_\_\_\_\_  
Name of Employee Being Complained: \_\_\_\_\_  
Office/Department : \_\_\_\_\_  
Reason for Complaint : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*This form is also available at the Public Assistance and Complaint Desk (PACD) at the City Hall Lobby. You may submit this form to the PACD Officer.*

# CITY GOVERNMENT OF BAGO

## COMMENDATION FORM

Date : \_\_\_\_\_  
Name of Commending Party : \_\_\_\_\_  
Address : \_\_\_\_\_  
Contact Number : \_\_\_\_\_  
Name of Employee Being Complained: \_\_\_\_\_  
Office/Department : \_\_\_\_\_  
Reason for Commendation : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*This form is also available at the Public Assistance and Complaint Desk (PACD) at the City Hall Lobby. You may submit this form to the PACD Officer.*



## CONTACT INFORMATION

**SEND FEEDBACK ON GOVERNMENT SERVICES, WHETHER POSITIVE OR NEGATIVE, TO THE CONTACT CENTER NG BAYAN VIA THE FOLLOWING ACCESS CHANNELS:**

<b>Anti-Red Tape Authority (ARTA)</b>	<ul style="list-style-type: none"> <li> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li> Anti-Red Tape Authority</li> <li> @artagovph</li> <li> @artagovph</li> <li> 8888</li> <li> <a href="http://arta.gov.ph">arta.gov.ph</a></li> </ul>
<b>Presidential Complaints Center (PCC)</b>	<ul style="list-style-type: none"> <li> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li> <li> Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</li> <li> +63(2)-87368621</li> <li> +63(2)-8736-8645</li> <li> +63(2)-8736-8603</li> <li> +63(2)-8736-8629</li> <li> +63(2)-8736-8621</li> </ul>
<b>CSC Contact Center ng Bayan</b>	<ul style="list-style-type: none"> <li> 1-6565</li> <li> 0908-8816565</li> <li> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li> <li> <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></li> <li> <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></li> </ul>

## VII. LIST OF OFFICES

Office	Address	Contact Information
<b>CITY MAYOR'S OFFICE- Administrative Section</b>	Second Floor, Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0164 Email: cmo_bago@yahoo.com
<b>CITY MAYOR'S OFFICE- City Population Office</b>	Cor. Mabini-Trinidad St., Brgy. Poblacion, Bago City	(034) 461-0891
<b>CITY MAYOR'S OFFICE- Tourism Affairs Office</b>	Bantayan Park, Brgy. Poblacion, Bago City	0968-701-6217 Email: tourismaffairsbago@gmail.com
<b>CITY MAYOR'S OFFICE- Public Affairs and Information Office</b>	2nd Floor, Bago City Hall, Brgy. Poblacion, Bago City	(034) 454-1308 Email: thecitybridge@yahoo.com
<b>CITY MAYOR'S OFFICE- Nutrition</b>	Ground Floor, Bago City Hall, Brgy. Poblacion, Bago City	0909-614-9565
<b>CITY MAYOR'S OFFICE- Library</b>	Rizal Street, Brgy. Poblacion	(034) 461-1233
<b>CITY MAYOR'S OFFICE- Traffic Management Division</b>	Bago City Hall, Brgy. Poblacion, Bago City	0956-632-4171
<b>CITY MAYOR'S OFFICE- Sports &amp; Games Development Office</b>	ABAP Gymnasium, Rizal St., Bago City	(034) 461-0164
<b>CITY MAYOR'S OFFICE- Bids and Awards Committee</b>	A. Gonzaga Street, Brgy. Poblacion, Bago City	(034) 461-0409
<b>CITY MAYOR'S OFFICE- City Disaster Risk Reduction and Management Office</b>	MYTMTCCC Sports Complex Compound, Brgy. Balingasag, Bago City	(034) 431-5058 (OFFICE HOURS) 0933-693-6444 (24/7) 0927-022-4884 (24/7)
<b>CITY MAYOR'S OFFICE- Local Economic Development and Investment Promotions Office</b>	Ground Floor, Bago City Hall, Brgy. Poblacion, Bago City	Email: ipcbagocity@yahoo.com
<b>CITY MAYOR'S OFFICE- Urban Poor Affairs and Housing Office</b>	MYTMTCCC Brgy. Poblacion, Bago City	Email: upahobago.01@gmail.com
<b>Office of the Sangguniang Panlungsod</b>	Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0172 (034) 461-1057
<b>City Health Office</b>	Bago City Hall, Brgy. Poblacion, Bago City	Pharmacy (034) 454-2317
<b>Bago City Hospital</b>	Rafael Salas Drive, Brgy. Balingasag, Bago City	(034) 461-0553 (034) 461-0552
<b>City Social Welfare and Development Office</b>	Trinidad Street, Brgy. Poblacion, Bago City	Email: cswdo.bagocity@gmail.com cswdo_bagocity@yahoo.com
<b>Caring Home For Women and Children</b>	Rafael Salas Drive, Brgy. Balingasag, Bago City	
<b>Local Civil Registrar</b>	Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0861

Office	Address	Contact Information
City Treasurer's Office	Bago City Hall, Brgy. Poblacion, Bago City	(034) 446-6353 (034) 445-5005
City Treasurer's Office Cash Division		(034) 445-5467
City Treasurer's Office Negosyo Center/BOSS	MYTMCCC (Coliseum), Brgy. Poblacion, Bago City	(034) 732-4470 0961-739-4502
Bago City College	Rafael Salas Drive, Brgy. Balingasag, Bago City	(034) 461-0963 (034) 461-0962
Office of the City Agriculturist	Barangay Balingasag, Bago City	(034) 461-0649
City Cooperative Office	Rafael Salas Drive (National Highway) Barangay Balingasag, Bago City	0917-328-8941
Office for Veterinary Services	Karabag-o Nucleus Farm, Brgy. Lag-asan, Bago City	(034) 454-2315
City Environment Management Office	Corner Mabini-Trinidad Streets, Barangay Poblacion, Bago City	Email: cemobagocity2021@gmail.com
City Engineer's Office	Rear Annex, City Hall Compound, Brgy. Poblacion, Bago City	(034) 461-0113 (034) 732-4171
General Services Office	City Hall Compound, Brgy. Poblacion, Bago City	(034) 454-2360
Motor Pool Division	4th Street, Brgy. Poblacion, Bago City	
Warehouse Division	Balingasag Road, Brgy. Balingasag, Bago City	
Manuel Y. Torres Memorial Coliseum and Cultural Center	Bago City Public Plaza, Brgy. Poblacion, Bago City	
ABAP Gym	Rizal Street, Brgy. Poblacion, Bago City	
Office of the City Assessor	Bago City Hall, Brgy. Poblacion, Bago City	Email: bagocityassessor@gmail.com
City Human Resource Management Office	Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0807 (034) 454-0435 Email: bagocityhrmo@gmail.com bagocityhrmo.rsp@gmail.com bagocityhrmo.ldii@gmail.com
City Budget Office	2nd Floor Main City Hall Bldg., A. Gonzaga St., Brgy. Poblacion, Bago City	(034) 461-1303
Office of the City Accountant	Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0352
City Legal Office	Bago City Hall, Brgy. Poblacion, Bago City	(034) 461-0290
City Planning and Development Office	Bago City Hall, Brgy. Poblacion, Bago City	Email: cpdo.bagocity@yahoo.com
Office of the Senior Citizen Affairs	Trinidad Street, Brgy. Poblacion, Bago City	Email: oscaoffice1221@gmail.com



