



I. Vision:

A city of energy in the region, cradled in a clean, peaceful, and balanced environment, propelled by a progressive economy and wholesome people supported by sustainable infrastructure, steered by dynamic local leadership and proactive people participation.

II. Mission:

INSTITUTIONAL SECTOR

To promote the sense of accountability by:

1. Creating awareness of our responsibilities as Nagahanons;
2. Protecting the rights of its people and promoting social justice;
3. Enhancing, safeguarding and properly managing the city's resources; and
4. Creating employment opportunities and developing human resources.

ECONOMIC SECTOR

To enhance local revenue generation and stimulate economic growth by creating a business-friendly environment to promote employment opportunities and develop the entrepreneurial spirit in the city.

ENVIRONMENT SECTOR

Committed to safeguard the environment by actively leading the citizenry to protect, conserve, and manage the natural resources in parallel with the continued human and economic development.

SOCIAL SECTOR

In order to sustain a livable city status that uplifts the standard of living of the populace propelling total human development, progressive economy, and a well-balanced environment, the social sector wishes to:

- Ensure sustainability of public safety and security by maintaining peace and order for every Nagahanon.
- Promote the rights and welfare of the populace of Naga through the effective and efficient implementation of social welfare services.
- Strengthen the linkages between the CLGU and the civil society organizations.



- Enhance the protection and promotion of quality, equitable, and culture-based and complete basic education where students learn in a child-friendly, gender-sensitive, safe, and nurturing environment.
- Maintain and ensure access to quality healthcare by making services available, arousing community awareness, mobilizing resources, and promoting the means for better health.
- Promote physical, mental, and cultural well-being of the populace through sports, recreation, culture, and arts development.

INFRASTRUCTURE SECTOR

To provide effective and efficient implementation of infrastructure development projects that are most beneficial to the needs of the constituents through proper project planning and management.

III. Service Pledge:

We the officials and employees of the local government unit of Naga, Cebu pledge and commit to deliver quality public service. Specifically: We will provide quality service without discrimination and treat each citizen with respect, courtesy, consideration and compassion, irrespective of status and affiliation. We will faithfully adhere to the local government policies and practices with utmost impartiality and honesty. We will contribute to the prosperity of the local government by observing austerity measures to conserve government funds and taking care of government facilities and properties. We will cooperate in all activities of the local government, understand each other's nature, help one another so as to achieve our vision and mission.



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Business Permit and Licensing Office

External Service



1. Issuance of Business Permits

This is issued to all business owners/ operators before the start of their business operations.

Office or Division:		Business Permit and Licensing Office (BPLO)			
Classification:		Simple			
Type of Transaction:		G2B – Government to Businesses			
Who may avail:		Businessman			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
New:					
Proof of Business Registration, Incorporation, or legal personality [1 photocopy]			DTI/SEC/Cooperative Development Authority (CDA) registration		
Proof of right of applicant to use location as business address [1 photocopy] i) If owned, proof of ownership – Transfer Cert. of Title or Tax Declaration ii) If not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner					
Location plan or sketch of the location [1 photocopy]			From the owner		
Fire Safety Inspection Certificate for Occupancy [1 photocopy]			Bureau of Fire Protection		
Business Capitalization(Basis for computing taxes, fees and charges) [1 photocopy]			Proprietor		
Renewal:					
Proof of annual gross receipts [1 photocopy]			Income Tax Return		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	File	1 One-time verification of application (Submission of Documents)			
		a.) Application Form	None	15 minutes	BPLO Staff
		b.) Consolidated Inspection Report	None	1-2 days (actual ocular inspection of the area)	Business Permit and Licensing Office-Joint Inspectorate Team (BPLO-JIT)



2	Get Assessment and Pay	2	Assessment of taxes, fees and charges/ regulatory certificates/Acceptance of OR as proof of payment	Billed at the City Treasurer's Office		Cashier CTO
			a.) Environmental Certificate	₱ 50.00	10 minutes	
			b.) OBO Certificate	As shown in the schedule of payment readily available at the OBO	15 minutes	
			c.) Sanitary Permit			
			c.1. Health Card	₱80.00/pers onnel	15 minutes	
			d.) Zoning Certificate	₱50.00	10 minutes	
			e.) Assessor's Certificate			
			e.1. Property owned by applicant	As per OR paid at the Office of the City Treasurer (CTO)	10 minutes	
			e.2. Government-owned property	₱ 80.00	5 minutes	



		f.) Business Tax Assessment Bill	As shown in Business Tax Assessment Bill	25 minutes	
		g.) FSIC	As shown in the BFP Assessment	1 hour	
3	Claim	3 Release of Business Permit, other regulatory permits and clearances	None	1/2 day	<i>BPLO Staff</i>
TOTAL				2-3 days	

2. Request for Issuance of Mayor's Tricycle Permit

Issued to all Nagahanon Operators within their area of jurisdiction.

Office or Division:		BPLO			
Classification:		Simple			
Type of Transaction:		G2B			
Who may avail:		Tricycle Owners			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Barangay Clearance [original]				Barangay – Proof of Residency	
Police Clearance [1 photocopy]				Philippine National Police	
Previous year's Franchise Permit for renewal [1 photocopy]				Tricycle owner's	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	File	1 One-time verification/ assessment	None	15 minutes	<i>BPLO Designate or Admin.Aide</i>
2	Pay	2 Acceptance of payment and issuance of OR as proof of payment	Filing Fee – P150.00 Annual Fee – P300.00 Operating Fee- P150.00 Tricycle	10 minutes	<i>Cashier CTO</i>



				Driver's ID Fee – P50.00 Plate Fee – P100.00		
3	Claim	3	Check OR and release of Franchise Permit	As per OR paid at CTO	15 minutes	<i>BPLO Designate or Admin.Aide</i>
TOTAL				P 750.00	40 minutes	



Office of the City Assessor

External Service



1. Issuance of Tax Declaration for Newly Declared Real Properties

New Tax Declarations must be prepared for newly constructed buildings, newly installed machineries, and newly declared lots. The City Assessor's Office conducts field inspection to assess the value of the real property. The new TD serves as the city government's permanent record on the real property unit.

For Building And Machinery:

Office or Division:		Office of the City Assessor (Assessor's Office)				
Classification:		Complex				
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Property owners, real estate brokers/agents				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Building Plan (1 photocopy)				Office of the Building Official (OBO)		
Building Permit/ Occupancy Permit (1 photocopy)				OBO		
Sworn Statement of the Owner (Notarized)				Assessor's Office		
CTC/ Government issued ID's				Office of the City Treasurer / any Gov't. Agency		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Assessor's personnel	1	Receive, review and evaluate submitted requirements	None	15 minutes	LAOO or Data Controller
2	Wait	2	Log and inform client as to schedule of inspection	None	5 minutes	LAOO
3	Accompany the inspector	3	Conduct ocular inspection and prepare the Field Appraisal and Assessment Sheet	None	1 day	Data Controller or Draftsman or LAOO or JO Staff
4	Wait	4	Compute and prepare tax Declaration and forward to draftsman for	None	60 minutes	



			Property Identification Number			
5	Wait	5	Plot the transaction on the section map and assign Property Identification Number then forward the Tax Declaration to Assessor's staff for review	None	60 minutes	<i>Draftsman or Admin. Aide</i>
6	Wait	6	Review Tax Declaration and submit to assessor for approval and signature	None	15 minutes	<i>LAOO</i>
7	Wait	7	Approve Tax Declaration	None	15 minutes	<i>City Assessor</i>
8	Wait	8	Assign Number on Tax Declaration and inform the Client to claim the tax declaration	None	20 minutes	<i>Admin. Aide</i>
9	Present Identification Card	9	Record in logbook and have the client sign the back portion of the Tax Declarations' duplicate copy	None	10 minutes	<i>Admin. Aide</i>
10	Claim the Tax Declaration	10	Release the owner's copy of the approved tax declaration	None	5 minutes	<i>Admin. Aide</i>
TOTAL					1 day 3 hours 25 minutes	

For Land:

Office or Division:	Office of the City Assessor (Assessor's Office)
Classification:	Complex



Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Property owners, real estate brokers/agents				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Certificate of Land Classification Status (1 original copy)					CENRO Argao	
Certificate of Lot Status (1 original copy)					CENRO Argao	
Survey Plan (1 copy)					Geodetic Engineer	
Affidavit (Actual Possession, Two Disinterested, Adjoining Owners) (1 original copy)						
Barangay Clearance (1 original copy)					Barangay	
Court Clearance (1 original copy)					Courts	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Assessor's personnel	1	Receive, review and evaluate submitted requirements	None	30 minutes	<i>Data Controller or LAOO</i>
2	Wait	2	Schedule clients for inspection	None	5 minutes	<i>LAOO</i>
3	Accompany the inspector	3	Conduct ocular inspection for actual verification of the lot	None	1 day	<i>Data Controller or Draftsman or LAOO</i>
4	Wait	4	Prepare and encode the Tax Declaration then forward the printed Tax Declaration to draftsman	None	15 minutes	<i>Data Controller or JO Staff</i>
5	Wait	5	Plot the transaction on the section map and assign Property Identification Number then forward the Tax Declaration to	None	30 minutes	<i>Draftsman or Admin. Aide</i>



			Assessor's staff for review			
6	Wait	6	Review Tax Declaration and submit to assessor for approval and signature	None	15 minutes	LAOO
7	Wait	7	Approve Tax Declaration	None	15 minutes	City Assessor
8	Wait	8	Assign number on Tax Declaration and inform the Client to claim the tax declaration	None	2 minutes	Admin. Aide
9	Wait	9	Record in logbook and have the client sign the back portion of the Tax Declarations duplicate copy	None	10 minutes	Admin. Aidel
10	Claim copy of Tax Declaration	10	Release owner's copy of Tax Declaration	None	5 minutes	
TOTAL					1 day 2 hours 7 minutes	

2. Issuance of Tax Declaration for Transfer of Real Property Ownership

The City Assessor's Office issues updated Tax Declaration upon the transfer of ownership of a Real Property from the previous owner to the new owner, to update the records and to transfer Real Property taxation to the new owner.

Office or Division:	Office of the City Assessor (Assessor's Office)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business



		G2G – Government to Government				
Who may avail:		Persons who acquire real property				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Deed of Conveyance (1 original copy)					Property Owner	
Certificate of Land Classification Status (1 original copy)					CENRO Argao	
Certificate Authorizing Registration (CAR) (1 copy)					BIR	
Certified True Copy of Title (for titled lot)					ROD	
Transfer Tax, Processing Fee &Tax Clearance (1 copy)					CTO	
Sketch Plans (for partitions and uncorrelated land parcels) (1 copy)					Geodetic Engineers	
For Transactions with Court Orders (1 original/certified copy each):						
Court Order w/ Decision/ Copy of the Case					Courts	
Certificate of Finality						
Writ of Execution						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Assessor's personnel	1	Receive, review and evaluate submitted requirements	None	30 minutes	Data Controller or LAOO
2	Wait	2	Prepare and encode Tax Declaration then forward the printed Tax Declaration to draftsman	None	15 minutes	Data Controller or JO Staff or Admin. Aide
3	Wait	3	Plot the transaction on the section map and assign Property Identification Number then forward the Tax Declaration to Assessor's staff for review	None	30 minutes	Draftsman or Admin. Aide
4	Wait	4	Review Tax Declaration and submit to assessor for approval and signature	None	15 minutes	LAOO



5	Wait	5	Approve Tax Declaration	None	15 minutes	City Assessor
6	Wait	6	Assign number on Tax Declaration and inform the Client to claim the tax declaration	None	2 minutes	Admin. Aide
7	Wait	7	Record in the logbook and have the client sign the back portion of the Tax Declaration's Duplicate Copy	None	10 minutes	Admin. Aide
8	Claim copy of Tax Declaration	8	Release owner's copy of Tax Declaration	None	5 minutes	
TOTAL					2 hours 2 minutes	

3. Issuance of Notice of Assessment and Tax Bill

The City Assessor's Notice of Assessment serves as the bases of the City Treasurer's Office computation and collection of annual real property tax.

Office or Division:		Office of the City Assessor (Assessor's Office)				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Persons who wants to pay their Real Property taxes due				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Name of the property owner or previous receipts						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Give the name of the real property owner or present previous receipt	1	Search the Tax Declaration to be included in NATB	None	5 minutes	Assessment Clerk or JO Staff



2	Wait	2	Print the NATB	None	4 minutes	
3	Get the NATB	3	Release NATB	None	3 minutes	
TOTAL					12 minutes	

4. Issuance of Certified/Plain Copies of Tax Declarations, Supporting Documents and Certifications Relative to Real Property Records/Assessment

The Tax Declarations serves as the City Government permanent record for every real property unit (land/building/machineries). A certified true/ plain copy of tax declarations, supporting documents and certifications can be requested from the City Assessor's Office

Office or Division:		Office of the City Assessor (Assessor's Office)				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Property owners, notary public, courts of law, real estate brokers/agents, prospective buyers				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Property Information (TD No., Lot No.)				Assessor's Office		
Government Issued ID (1 photocopy)				Any Government Agency		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill in request for certified/plain copies of Tax Declarations, supporting documents and Certifications	1	Receive request, verify records, encode request for payment and advise client to pay to the cashier	None	5 minutes	Assessment Clerk or JO Staff
2	Pay to the cashier	2	Receive payment and issue Official Receipt (OR)	P80.00/ P50.00	10 minutes	LRCO
3	Present OR to receiving staff	3	Generate and prepare certified /plain copies of	None	10 minutes	Admin. Aide or Assessment Clerk or



			tax declaration, supporting documents and Certifications			<i>JO Staff</i>
4	Wait	4	Certifies and sign the prepared copy of tax declarations, supporting documents and certifications	None	3 minutes	<i>LAOO or Assessment Clerk</i>
5	Claim	5	Release the copies of tax declarations/ supporting docs. and certifications	None	2 minutes	<i>Admin. Aide or Assessment Clerk or JO Staff</i>
TOTAL					30 minutes	

5. Issuance of Certified/ Plain Copies of Cadastral Maps and Sketch Plans

The City Assessor's Office can issue Certified/Plain copies of DENR Cadastral Maps and sketch plans submitted in this office. Cadastral maps and sketch plans identify the boundaries and claimants of the lot.

Office or Division:		Office of the City Assessor				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Lot owners, Geodetic engineers, surveyors, real estate brokers/agents				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Property Information (TD No., Lot No.)				Assessor's Office, Property Owner		
Government Issued ID (1 photocopy)				Any Government Agency		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out request form for copies of Cadastral	1	Receive request, verify records, encode request for payment and	None	5 minutes	<i>Assessment Clerk or JO Staff</i>



	Maps and Sketch Plans		advise client to pay to the cashier			
2	Pay to the cashier	2	Receive payment and issue Official Receipt (OR)	P80.00/ P50.00	10 minutes	<i>LRCO</i>
3	Present OR to draftsman	3	Generates photocopy of the Sketch Plan	None	10 minutes	<i>Draftsman or Admin. Aide</i>
4	Wait	4	Certifies the photocopy of Sketch Plan	None	3 minutes	<i>Draftsman or LAOO</i>
5	Claim the certified/plain copy of the Cadastral Map/ Sketch Plan	5	Release the certified/ plain copy of Cadastral Map/ Sketch Plan	None	2 minutes	<i>Admin. Aide or JO Staff</i>
TOTAL				P 50.00 – P 80.00	30 minutes	

6. Annotation or Cancellation of Liens/Encumbrances on Tax Declaration

This service is requested by the property owners, mortgagee, or courts of law to annotate or cancel mortgages/liens/encumbrances on the real property. Settlements of the said annotations are needed upon the transfer of its ownership/declarants.

Office or Division:	Office of the City Assessor				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:	Mortgagors, mortgagees, courts of law, property owners				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Notice of Lien or Levy (1 original copy)			Courts, Property Owners, Mortgagee		
Deed of Mortgage (1 original copy)			Mortgagee, Property owners		
Bailbond and Release of Liens or encumbrances (1 original copy)			Courts, Property Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Fill out request form	1	Receive request, review and evaluate the required documents if all are in order.	None	5 minutes	Admin. Aide or Assessment Clerk
2	Wait	2	Encode request for payment and advise client to pay Annotation Fee to the cashier	None	3 minutes	Assessment Clerk or JO Staff
3	Pay to the cashier	3	Receive payment and issue Official Receipt (OR)	P50.00	10 minutes	LRCO
4	Present OR to assessor's staff	4	Annotate the Tax Declaration and affix signature	None	10 minutes	Assessment Clerk
5	Claim the annotated Tax Declaration	5	Record in logbook and release the annotated Tax Declaration/s to client	None	5 minutes	
TOTAL				P 50.00	33 minutes	

7. Issuance of Certificate of No/With Improvement

Upon the transfer of real property ownership, the Bureau of Internal Revenue required the buyer/seller to secure Certificate of None/With Improvements from the Assessor's Office for the computation of transfer taxes of the lot.

Office or Division:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Persons Acquiring Real Property
CHECKLIST OF REQUIREMENTS	
Tax Declaration of Land	Assessor's Office
Deed of Conveyance (for reference only)	Notary Public
Sketch Plan (for reference only)	Geodetic Engineer



CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill in request form for a Certificate of No Improvement	1	Receive request, verify computer records, encode payment request for Inspection Fee & Certification Fee and advise client to pay at the cashier	None	15 minutes	Assessment Clerk or JO Staff
2	Pay to the cashier	2	Receive payment and issue Official Receipt (OR)	P100.00 (Inspection Fee) & P80.00 (Cert. Fee)	10 minutes	LRCO
3	Wait	3	Advise client on the schedule of inspection	None	15 minutes	LAOO
4	Accompany the inspector	4	Conduct Ocular Inspection and verify the actual site.	None	1 day	Data Controller or Draftsman or LAOO or Admin. Aide or JO Staff
5	Wait	5	Prepare and encode the Certification	None	10 minutes	Assessment Clerk or JO Staff
6	Wait	6	Verify the record and sign the Certification	None	5 minutes	Data Controller or LAOO
7	Claim the Certificate of No Improvement	7	Release to client the Certificate of No Improvement	None	2 minutes	Assessment Clerk or JO Staff
TOTAL				P 180.00	1 day 57 minutes	



8. Issuance of Certificate of Land History/ Tracer

Upon the transfer of real property ownership, the Bureau of Internal Revenue required the buyer/seller to secure History/Tracer of the property to identify the previous owners and the year it was transferred.

Office or Division:		Office of the City Assessor				
Classification:		Complex				
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government				
Who may avail:		Lot Owners				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Property Information (TD No., Lot No.)				Assessor's Office, Property Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1 Fill in request form for a Tracer	1 Receive request, encode request for payment and advise client to pay Certification Fee to the cashier	None	15 minutes	Assessment Clerk I or JO Staff LRCO I Admin. Aide I		
2 Pay to the cashier	2 Receive payment and issue Official Receipt (OR)	P 80.00	10 minutes			
3 Present OR to receiving staff	3 Generate tracer from the system and verify each tax declarations from the system compare to the hard copy of tax dec.	None	30 minutes			
4 Wait	4 Print land history/ tracer	None	3 minutes			
5 Claim the tracer/ land history	5 Release the land history/ tracer	None	2 minutes			
TOTAL		P 80.00	1 hour			



City Disaster Risk Reduction and Management Office

External Service



1. Ambulance Services

As patient counts on a rush lifesaving transportation, CDRRMO ambulance aims to provide the best possible medical transportation for the residents of City of Naga.

Office or Division:		CDRRMO – Emergency Operation Center (EOC)			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Name of patient and vital signs.					
If patient needs to be transported to another health facility, referrals must be from health care facilities.				VMCH Infirmary or attending Physician	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call or text hotline for ambulance services Tel: 0324894155 Mobile: 09163614638 09084137220	1 Receive call and obtain vital signs	None	5 minutes	EOC Communicators: JO Staff or Admin. Aide
2	Wait	2 Dispatch first responders	None	Depends on the location	
3	Assist/ guide the team upon arrival	3 Board and transport patient	None	5 minutes	Medics: JO Staff or LDRRMO
TOTAL				10 minutes	

2. Inspection Services (hazard prone areas)

Hazard assessment service that helps prevent accidents and injuries.

Office or Division:		CDRRMO - Admin			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Duly approved letter request for inspection.				City Mayor	
Endorsement from concerned offices:					
Environment				City ENRO	



Buildings and Installations			OBO/ CEO CPDC		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PERSON RESPONSIBLE
1	Submit duly approved request letter.	1	Identify potential hazard that may cause harm.	None	LDRRMO
2	Accompany inspectorate team.	2	Dispatch inspectorate team to the area.	None	
3	Assist inspectorate team	3	Inspect/ verify as requested	None	
			Endorse evaluation/ recommendation to concerned offices for technical interventions: Environmental – City ENRO; Building – OBO, CEO, CPDC		
TOTAL				4 hours	

3. Emergency response (landslide, floods, fire, earthquake and other unforeseen calamities)

Appropriate actions in the event of emergency and disasters

Office or Division:		CDRRMO - Emergency Operation Center			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Affected people/ residents in an emergency situation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PERSON RESPONSIBLE
1	Call or message EOC of emergency situation/ type Tel: 0324894155 Mobile:09163614638	1	Receive and obtain emergency particulars	None	EOC Communicators: JO Staff or Admin. Aide



	09084137220					
2	Wait	2	Dispatch emergency responders Fire: BFP Medical: CHO Crowd Control: PNP Sea: PCG	None	Depends on the location	LDRRMO
3	Assist LDRRM Personnel	3	Assess the affected area	None	Depends on the location and type	
4		4	Evacuate affected residents/people Vehicles: GSO Social service: CSWD	None	Depends on the situation	
TOTAL					10 minutes	

4. Basic Life Support (BLS) and Standard First Aid (SFA) Training

BLS and SFA courses aim to teach the people as first responders in giving medical attention of emergencies until medical care has been given.

Office or Division:		CDRRMO - Admin				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Brgy officials, BDRRMC members, tanods, BHWs, purok leaders, emergency volunteers, teachers, companies and other sectors.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Duly approved letter request				Office of the City Mayor/City Administrator		
Minimum of twenty (20) participants						
Venue						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly approved letter request.	1	Receive and get participant's details	None	20 minutes	LDRRMO
2	Wait	2	Set available schedules	None	One (1) day	



3	Attend BLS/SFA Training	3	Conduct BLS/SFA Training	None	Two (2) days	
TOTAL					3 days & 20 minutes	

5. CCTV Viewing

Closed circuit television system that allows viewing and storing events for later reference

Office or Division:		CDRRMO - Emergency Operation Center				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Authorized person/s				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
May bring copy of any of the following documents: Court order, Police blotter, request from barangay					Trial Court, PNP, Barangay	
Duly approved CCTV viewing form					Office of the City Mayor	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly approved CCTV Form	1	Receive form and retrieve required footages	None	30 minutes	CCTV Operators: Admin. Aide I or JO Staff or Admin. Aide VI
2	Assist CCTV Operator	2	Review footages	None	One (1) day	
TOTAL					1 day & 30 minutes	



City Environment and Natural Resources Office

External Service



1. First Household Desludging Service (Free Service)

For a home owner who may wish to desludge their domestic septic tanks, the first collection is for free to take the opportunity to rectify the septic tanks that do not allow seepage to the ground.

Office or Division:	City Environment and Natural Resources Office (C-ENRO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
One (1) copy of Voter's ID or Voter's Certification			COMELEC			
One (1) copy of Tax Declaration			Assessor's Office			
One (1) copy of Recent Tax Bill			Assessor's Office			
One (1) copy of Lot Owner's Consent			Lot Owner			
One (1) copy Barangay Residency Certification			Brgy. Captain			
One (1) copy City of Naga Household Card			CICRD			
One (1) original copy of Purok Certification			Purok President			
NOTES:						
-Domestic Septic Tank is subject for inspection in conformance of Philippine Clean Water Act 2004						
-Desludging service will not cater domestic wastes mixed with animal wastes and presence of oil and grease.						
- Available Mondays to Saturdays; 8:00 AM to 5:00 PM						
-Only COMPLETE and COMPLIANT application will be accepted.						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Walk in and fill up the Desludging Application Form	1.0	Check and inform client.	None	5 minutes	Admin. Aide
		1.1	Check filled information in the application.			
		1.2	Inform client that household will be subjected for inspection			
2	Wait for the Inspection	2.0	Household evaluation and inspection.	None	3 days	JO Staff
		2.1	Inspect household septic tank if it is concrete and with			



			flooring.			
3	Proceed to Brgy. Hall for residency verification.	3.0	Residency verification.	None	5 minutes	Brgy. Chairman
		3.1	Signed the Desludging Form		5 minutes	
4	Submission of complete requirements	4.0	Recheck documents	None	3 minutes	Admin. Aide
		4.1	Assess requirements for counter approval.		2 minutes	
5	Proceed to Office of the Mayor for final approval	5.0	Mayor's verification and interview	None	5 minutes	City Mayor/ City Administrator
6	Return to C-ENRO for submission of Approved Desludging Application Form	6.0	Recheck completion of documents	None	1 minute	Admin. Aide
		6.1	Set schedule for desludging service		1 minute	
TOTAL					3 days & 27 minutes	

2. Desludging Service (Paid Service)

Home owner who wishes to avail succeeding desludging service is subject to payment. Service charges may change without prior public notice.

Office or Division:	City Environment and Natural Resources Office (C-ENRO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) copy of Copy of LGU Official Receipt Certification		City Treasurer's Office	
One (1) copy of Voter's ID or Voter's Certification		COMELEC	
One (1) copy City of Naga Household Card		CICRD	
One (1) original copy of Purok Certification		Purok President	



NOTES:

- Domestic Septic Tank is subject for inspection in conformance of Philippine Clean Water Act 2004
- Desludging service will not cater domestic wastes mixed with animal wastes and presence of oil and grease.
- Available Mondays to Saturdays; 8:00 AM to 5:00 PM
- A 20% discount from regular price for City of Naga residents only.
- Only COMPLETE and COMPLIANT application will be accepted.**

CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Walk in and fill up the Desludging Application Form	1.0	Check and inform client.	None	5 minutes	Admin. Aide
		1.1	Check filled information in the application.			
		1.2	Inform client that household will be subjected for inspection			
2	Wait for the Inspection	2.0	Household evaluation and inspection.	None	3 days	JO Staff
		2.1	Inspect household septic tank if it is concrete and with flooring.			
3	Proceed to Brgy. Hall for residency verification.	3.0	Residency verification.	None	5 minutes	Brgy. Chairman
		3.1	Signed the Desludging Form			
4	Pay to the Cashier	4.0	Issuance of Official Receipt	None	10 minutes	LRCO or Admin. Aide
5	Submission of documents with attached OR	5.0	Recheck documents for counter approval	None	5 minutes	Admin. Aide
6	Proceed to Office of the Mayor for final approval.	6.0	Mayor's verification and interview	None	5 minutes	Admin. Aide



7	Submission of Approved Desludging Application Form	7.0	Recheck completion of documents	None	1 minute	Admin. Aide
		7.1	Set schedule for desludging service		1 minute	
TOTAL					3 days & 32 minutes	

3. Response on Environmental Complaints

Public who observes illegal and uncommon activities on the destruction of the environment, may report the observations to C-ENRO for further ground verification and inspection.

Office or Division:	City Environment and Natural Resources Office (C-ENRO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	All					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
None			None			
NOTES:						
-Environmental complaints are documented and shall be acted immediately.						
-C-ENRO Personnel shall conduct site inspection (together with other concerned offices) to generate Inspection Report.						
- Technical Conference if necessary to resolve concerned issue.						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Report via walk-in or phone regarding any environmental violations.	1.0	Records the complaint setting and details.	None	10 minutes	Admin. Aide or EMS
		1.1	Records complainants address and contact number			
		1.2	Set schedule for inspection and verification			
2	Wait for ground	2.0	Conduct ground inspection and	None	1 day	



	inspection and verification		verification			
3	Receives action and necessary recommendation to be taken	3.0	Document the action taken and recommendations to the C-ENRO or City Administrator	None	10 minutes	
		3.1	Call for Technical Conference about the issue.			
TOTAL					1 day & 20 minutes	

4. Assistance to Tree Cutting Permit

Individual or entity proposes to cut trees for any legal purpose shall secure Tree Cutting Permit.

Office or Division:	City Environment and Natural Resources Office (C-ENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of No Objection to Cut Tree Certificate		Barangay Captain		
One (1) copy of Tax Declaration or Lot Title		City Assessor's Office		
Filled Application Form for Tree Cutting Permit		DENR-CENRO Office		
One (1) Photo of the concerned tree		Owner		
Permit Fee (not more than PhP 100.00 per tree)		Owner		
NOTES:				
-Only DENR-CENRO is authorized to issue a Tree Cutting Permit, and no other government agency.				
-Cutting of tree without pertaining permit is punishable by law.				
- Available Mondays to Fridays; 8:00 AM to 5:00 PM.				
-Only COMPLETE and COMPLIANT application will be accepted.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	walk-in client requesting cutting of tree.	1.0	Advice client on option other than cutting.	None	5 minutes	Admin. Aide or EMS
		1.1	Give list of necessary requirements for Tree Cutting Permit.			
		1.2	Request for a copy of the approved Tree Cutting Permit			
2	Proceed to DENR-Carcar to fill up the Application Form and submission of necessary requirements.	2.0	Conduct Inspection of the concerned tree and its location.	Not more than P100.00	3 days	DENR-CENRO Personnel
		2.1	Geo-tagged concerned tree.			
		2.2	Process on the issuance of Tree Cutting Permit			
3	Submit copy of the Tree Cutting Permit to C-ENRO	3.0	Receives the copy of Tree Cutting Permit.	None	1 minute	Admin. Aide or EMS
		3.1	Advice to proceed cutting of tree.			
TOTAL					3 days 6 minutes	

5. Issuance of City Environmental Certificate for New Establishment Registration

New establishments to be registered in the Business Processing and Licensing Office shall conform the following stipulated requirements by C-ENRO prior to the issuance of the City Environmental Certificate.

Office or Division:	City Environment and Natural Resources Office (C-ENRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) (applicable for small to large scale establishments)		DENR-EMB 7		
One (1) copy for Pollution Control Officer (PCO) Accreditation		DENR-EMB 7		
One (1) copy of Discharge Permit		DENR-EMB 7		
One (1) copy of Permit To Operate		DENR-EMB 7		
One (1) Copy of DENR Hazardous ID		DENR-EMB 7		
One (1) copy of latest influent and effluent laboratory result		Accredited EMB Laboratories		
One (1) copy of Drainage System construction		Proponent/ Establishment Owner		
Construction of Wastewater Treatment Facility (applicable only for establishments with wastewater discharges)		Proponent/ Establishment Owner		
One (1) set provision of segregation bins (applicable to all establishments)		Proponent/ Establishment Owner		
Construction of Materials Recovery Facility (applicable for establishments with a minimum 5 employees)		Proponent/ Establishment Owner		
Establishment of Compost Pit (applicable for establishments with significant biodegradable wastes)		Proponent/ Establishment Owner		
Emission Test Results for Air Pollution Source Equipment (APSE). Applicable only on the following: Generator Set - 300kW or more once per 2 years Boiling Furnace - 10 tons to 100 tons once per 2 years Steam Generating Boiler - 50 to 250 Hp once per 2 years		Accredited EMB Air Emission Laboratories		
NOTES: -New establishment shall comply the listed requirements first before processing the Application of Mayor's Permit and issuance of City Environmental Certificate. - Available Mondays to Fridays; 8:00 AM to 5:00 PM. -Only COMPLETE and COMPLIANT application will be accepted.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	Walk-in client requesting for City Environmental Certificate	1.0	Assist the Business Processing and Licensing Office	None	5 minutes	Admin. Aide or EMS
		1.1	Schedule time to conduct inspection of the establishment site together with BPLO Inspectorate Team.	None		
		1.2	Request for a copy of the approved Tree Cutting Permit	None		
2	Wait for conduction of inspection	2.0	Conduct Inspection together with the BPLO Inspectorate Team.	None	3 days	BPLO Inspectorate Team
		2.1	Issuance of applicable and necessary list of requirements for the establishment.			
3	Submission of necessary requirements	3.0	Receives the copies of the requirements.	None	1 minute	Admin. Aide or EMS
		3.1	Advice to proceed for BPLO Application of Mayor's Permit.			
4	Process the Application of Mayor's Business Permit	4.0	Issuance of City Environmental Certificate	None	1 minute	
TOTAL					3 days 7 minutes	



Office of the City Engineer

External Service



1. Repair and Maintenance of Government Facilities and Other Institutions

To address concerns on the need for minor repairs and routine maintenance of all government-owned facilities.

A.) Requests and Complaints for Repair and Maintenance directed to the City Engineering Office (CEO)

Office or Division:		Office of the City Engineer (CEO) - Repair and Maintenance Division			
Classification:		Highly Technical			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		City residents, and concerned citizens affected by the city infrastructure projects/ issues and other concerns.			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
For Requests: Letter request indicating site/ infra-project in need for repair and maintenance with supporting documents e.g. photos of site location/ infra-project. (1 Original copy)					To be prepared by requesting party/ client
For Complaints: Letter of complaint requesting appropriate action with supporting documents e.g. site condition and issues to be addressed. (1 Original copy)					To be prepared by complainant/ client
2 pictures (of different projections)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	File a letter request/complaint to the Office of the City Engineer.	1 Receive the document and assign registry number. Forward a copy of the complaint to the Office of the City Mayor	None	5 minutes	JO Staff or City Engineer
2	Wait	2 Feedback client on schedule of site inspection.	None	15 minutes	
3	Wait	3 Conduct necessary site inspection.	None	480 minutes Note: Time frame varies depending on site location.	Construction & Maintenance Man or Engineer or JO Staff or
4	Wait	4 Prepare report and	None	240 minutes	



			recommendation to resolve the issue/problems encountered. Coordinate with concerned personnel/department on the actions to be taken.			City Engineer or Laborer
5	Wait	5	Coordinate with GSO for availability of materials needed. Note: If all materials and manpower are available, proceed with implementation. (Estimated average duration of implementation: 1-2 days for minor repairs and 3-5 days for major repairs.) If not, proceed to next step (Step 6).		30 minutes	
6	Wait	6	Prepare program of works (POW) and plans.	None	240 minutes	Construction & Maintenance Man or Engineer or JO Staff
7	Wait	7	Processing of POW and plans for approval.	None	2400 minutes	
8	Wait	8	Feedback client on the timeline of procurement and implementation. Note: Duration of implementation may vary depending on the approved POW.	None	15 minutes.	City Engineer
TOTAL					7 days, 1 hour, and 5 minutes	



B.) Requests and Complaints for Repair and Maintenance directed to the Online Platform

Office or Division:		Office of the City Engineer (CEO) - Repair and Maintenance Division			
Classification:		Highly Technical			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		City residents, and concerned citizens affected by city infrastructure projects/ issues and other concerns.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter report thru the city's social media administrator. (1 original copy)			Online platform/city's social media sites (e.g. FACEBOOK page)		
2 pictures (of different projections)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Letter request/complaint sent to the official City Government of Naga, Cebu Facebook page.	1 Receive the document from the City Information and Communications Relation Department (CICRD) personnel and assign registry number.	None	5 minutes	JO Staff or City Engineer
2	Wait	2 Feedback CICRD/ client (<i>if contact number is provided</i>) on the schedule of site inspection.	None	15 minutes	
3	Wait	3 Conduct necessary site inspection.	None	480 minutes Note: Time frame vary depending on site location.	Construction & Maintenance Man or Engineer or JO Staff or City Engineer or Laborer
4	Wait	4 Prepare report and recommendation to resolve the issue/ problems encountered. Coordinate with concerned personnel/department on the actions to	None	240 minutes	



			be taken.			
5	Wait	5	Coordinate with GSO for availability of materials needed. Note: If all materials and manpower are available, proceed with implementation. (Estimated average duration of implementation: 1-2 days for minor repairs and 3-5 days for major repairs.) If not, proceed to next step (Step 6).		30 minutes	
6	Wait	6	Prepare program of works (POW) and plans.	None	240 minutes	<i>Construction & Maintenance Man or Engineer or JO Staff</i>
7	Wait	7	Processing of POW and plans for approval.	None	2400 minutes	
8	Wait	8	Feedback CICRD personnel/ client(<i>if information is provided</i>) on the timeline of procurement and implementation. Note: Duration of implementation may vary depending on the approved POW.	None	15 minutes.	<i>City Engineer</i>
TOTAL					7 days, 1 hour, and 5 minutes	

2. Implementation of Infrastructure Projects in the City

To secure proper project implementation is delivered on every government project/infrastructure awarded to eligible contractors in the city, the City Engineer's



Office is tasked to supervise, monitor, evaluate and asses each and every infrastructure-related development in the city to ensure that specifications as per plan and approved Program of Works (POW) is delivered properly in actual implementation.

Office or Division:		Office of the City Engineer (CEO)			
Classification:		Highly Technical			
Type of Transaction:		G2C – Government to Citizens			
Who may avail:		Eligible contractors, city residents, and concerned citizens affected by the on-going implementation of the city infrastructure projects.			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
For Request/Complaints: (1 original copy) Letter request/complaint indicating issues/concerns of the specific site/ infra-project implemented by the local government. Attach supporting documents e.g. photos of site location/ infra-project.					To be prepared by requesting party/ client
2 pictures (of different projections)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	File a letter request/complaint to the Office of the City Engineer.	1 Receive the document and assign registry number. Forward to the project-in-charge of specified infra-project the issue/ concern.	None	5 minutes	Construction & Maintenance Man or Engineer or JO Staff
2	Wait	2 Evaluate the submitted document.	None	15 minutes	
3	Wait	3 Conduct necessary site inspection.	None	480 minutes Note: Time frame varies depending on site location.	
4	Wait	4 Prepare report and recommendation to resolve the issue/ problems encountered.	None	240 minutes	



			Coordinate with concerned personnel/department on the actions to be taken.			
5	Wait	5	Refer to the City Engineer the issue and concern and the possible approach and resolution to be made.	None	Note: Duration may vary depending on the severity of the issue or concern and the solution to be made.	
6	Wait	6	Attend to the client and give feedback based on the status of the project and the relevance of issue raised by the client and the action made by the office.	None	Note: Duration may vary depending on the severity of the issue or concern and the solution to be made.	<i>City Engineer</i>
TOTAL					740 minutes	



Office of the City Engineer

Internal Service



1. Repair and Maintenance of Government Facilities

Conduct of repair and maintenance works on government projects/infrastructures and assessment of infrastructure-related issues within the city should be delivered.

Office or Division:		Office of the City Engineer (CEO) - Repair and Maintenance Division			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may avail:		LGU officials, employee/personnel and manager-in-charge of facility.			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
For Requests: Letter request indicating facility in need for repair and maintenance with supporting documents e.g. photos of site location/ infra-project.				To be prepared by the manager-in-charge of facility.	
For Complaints: Letter of complaint requesting appropriate action with supporting documents e.g. site condition/facility and issues to be addressed.				To be prepared by the manager-in-charge of facility.	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter request/complaint.	1 Receive the document and assign registry number. Forward a copy of the complaint to the Office of the City Mayor	None	5 minutes	JO Staff
2	Wait	2 Feedback client on schedule of site inspection.	None	15 minutes	JO Staff or City Engineer
3	Wait	3 Conduct necessary site inspection.	None	480 minutes Note: Time frame varies depending on site location.	Construction & Maintenance Man or Engineer or JO Staff
4	Wait	4 Prepare report and recommendation to resolve the issue/problems encountered. Coordinate with concerned personnel/departm	None	240 minutes	



			ent on the actions to be taken.			
5	Wait	5	Coordinate with GSO for availability of materials needed. Note: If all materials and manpower are available, proceed with implementation. (Estimated average duration of implementation: 1-2 days for minor repairs and 3-5 days for major repairs.) If not, proceed to next step (Step 6).	None	30 minutes	
6	Wait	6	Prepare program of works (POW) and plans.	None	240 minutes	
7	Wait	7	Processing of POW and plans for approval.	None	2400 minutes	<i>City Engineer</i>
8	Wait	8	Feedback client/office concern on the timeline of procurement and implementation. Note: Duration of implementation may vary depending on the approved POW.	None	15 minutes.	<i>Construction & Maintenance Man or Engineer or JO Staff</i>
TOTAL					7 days, 1 hour, and 5 minutes	



Office of the City Social Welfare Development Officer

External Service



1. Aid To Individual/ Families In Crisis Situation (AICS)

Aid to Individual / Families in Crisis situation or AICS refers to the provision of limited assistance, in cash to individuals, families who are hampered to function normally because of socio-economic difficulties.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	Nagahanon Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) copy of Purok Certificate		From the Purok Official where the client is a member of.	
2. One (1) copy of Certificate of Eligibility (Certificate of Indigency)		Office of the Barangay Captain where the client resides	
3. One (1) copy of Identification Card (ID) of the claimant <i>Either of the Following:</i> <ul style="list-style-type: none">• BIR• Driver's License• Professional ID (PRC)• Voter's ID• Postal ID• UMID ID (GSIS)• SSS ID• Senior Citizen ID• PWD ID• Solo Parent's ID• Voter's Certification		Government Agencies Identification Card	
4. Additional Requirements: 4.1 One (1) copy of Medical Certificate / Medical Abstract (for those needing Medical Assistance) 4.1.1) One (1) Copy of Hospital Bill / Statement of Account (if for Hospital Bill assistance) 4.1.2) One (1) Copy of Medical			
		1.1 Attending Physician conducting the medical Check-up 4.1.1) Hospital/ Infirmary the patient was admitted 4.1.2) Attending Physician prescribing the	



<p>Prescription with prices of medicines (if for medicine assistance)</p> <p>4.1.3) One (1) Copy of Laboratory Prescription with price of laboratory test (if for laboratory assistance)</p> <p>4.2 Two (2) Copies of Death Certificate with Registry Number (For Funeral Service Assistance)</p> <p>4.2.1) One (1) copy of Service Contract</p> <p>4.3 One (1) copy of recent School Tuition Fee / Statement of Account (for Educational assistance)</p> <p>4.3.1) School ID or Certificate of Enrolment or Registration Form</p>				<p>prescription (medicine amount from the pharmacy you intend to buy the medicine.</p> <p>4.1.3) Attending Physician requesting for laboratory test (laboratory test amount form the Laboratory the patient will have his/her test performed</p> <p>1.2Local Civil Registrar</p> <p>4.2.1) Funeral Homes the Burial Service was done</p> <p>1.3 From the school Registrar the student is enrolled.</p> <p>4.3.1) Registrar/ Authorized staff from school</p>			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit accomplished forms together with the necessary additional requirements appropriate to the assistance needed by the client.	1.1	Review, check and assess the completeness of the submitted documents if it's in accordance with the checklist requirements.	None	3 minutes	Admin. Aide	
		1.2	If the documents are not complete the client will be asked to comply.	None			
		1.3	If documents are complete instruct client to proceed to CSWD office for an interview	None			
		1.4	Assessment will be conducted	None	10 minutes	SWO or	



			base on the interview from the social worker.			<i>City Social Welfare & Devt. Officer</i>
		1.5	Return Documents signed by social worker to Mayor's Office for processing financial assistance	None	3 minutes	<i>Client</i>
2	Return on the date indicated in claiming financial assistance	2.0	A call will be made when the cash assistance is ready to be released.	None	5 minutes	<i>Officer in charge CTO</i>
TOTAL					21 minutes	

2. Provision Of Social Case Study Report For Referral For Financial Assistance To Other Social Welfare Agencies

This refers to the issuance of case study report to individual or family for possible availment of medical, educational, burial and even financial assistance from other social welfare agencies (NGOs / GOs) aside from their Local Government. These clients are those who are unable to clear up their medical, education or burial charges as a result of economic or financial difficulty.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	NagahanonIndigent, marginalized and vulnerable/disadvantaged individuals and families who wish to avail assistance from other agencies aside from their Local Government Unit.
CHECKLIST OF REQUIREMENTS	
1. One (1) copy of Purok Certificate	From the Purok Official where the client is a member of.
2. One (1) copy of Certificate of Eligibility (Certificate of Indigency)	Office of the Barangay Captain where the client resides
3. One (1) copy of Identification Card (ID) of the claimant	Government Agencies Identification Card



<p><i>Either of the Following:</i></p> <ul style="list-style-type: none"> • BIR • Driver's License • Professional ID (PRC) • Voter's ID • Postal ID • UMID ID (GSIS) • SSS ID • Senior Citizen ID • PWD ID • Solo Parent's ID • Voter's Certification 	
<p>4. Additional Requirements:</p> <p>4.1 One (1) copy of Medical Certificate / Medical Abstract (for those needing Medical Assistance)</p> <p>4.1.1) One (1) Copy of Hospital Bill / Statement of Account (if for Hospital Bill assistance)</p> <p>4.1.2) One (1) Copy of Medical Prescription with prices of medicines (if for medicine assistance)</p> <p>4.1.3) One (1) Copy of Laboratory Prescription with price of laboratory test (if for laboratory assistance)</p> <p>4.2 Two (2) Copies of Death Certificate with Registry Number (For Funeral Service Assistance)</p> <p>4.2.1) One (1) copy of Service Contract</p> <p>4.3 One (1) copy of recent School Tuition Fee / Statement of Account</p>	<p>4.1 Attending Physician conducting the medical Check-up</p> <p>4.1.1) Hospital/ Infirmary the patient was admitted</p> <p>4.1.2) Attending Physician prescribing the prescription (medicine amount from the pharmacy you intend to buy the medicine).</p> <p>4.1.3) Attending Physician requesting for laboratory test (laboratory test amount from the Laboratory the patient will have his/her test performed)</p> <p>4.2 Local Civil Registrar</p> <p>4.2.1) Funeral Homes the Burial Service was done</p> <p>4.3 From the school Registrar the student is enrolled.</p>



(for Educational assistance)						
4.3.1) School ID or Certificate of Enrolment or Registration Form				4.3.1) Registrar/ Authorized staff from school		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the required documents	1	Evaluate the submitted documents	None	5 minutes	SWO or CSWDO
2	Provide General information/ data (interview)	2	Intake/ interview with the client	None	20 minutes	
3	Wait for the preparation of the Social Case Study Report	3	Prepare Case Study Report and have it reviewed and sign by the CSWDO	None	35 minutes	
4	Claim The signed Social Case Study Report	4	Released the signed Social Case Study Report	None	5 minutes	Handling Social Worker
TOTAL					1 hour 5 minutes	

3. Provision Of Social Case Study Report For Medicolegal Cases

This refers to the issuance of case study report to individual or family who are victims of abuse (women, children or youth). These clients or family members are victims of abused and are requested for a Case Study Report needed in filing cases to their perpetrator or those who have pending cases.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)		
Classification:	Complex		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	Nagahanons who are victims of abuse (Women, Children and Youth)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) copy of Purok Certificate		From the Purok Official where the client is a member of.	
2. One (1) copy of Certificate of		Office of the Barangay Captain where the client	



Residency		resides			
3. One (1) copy of Birth Certificate		Office of the City Civil Registrar			
4. Medical Certificate		Attending Physician			
5. Police Blotter or Court Order		PNP- Women's Desk Court Order from the Court			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the Court Order or Police Request and orally request for a	1 Conduct an interview	None	30 minutes	SWO
2	Sign the General Information Sheet	2 Prepare General Information Sheet	None	20 minutes	
3	Wait for the preparation of the Social Case Study Report	3 Prepare Case Study Report and have it reviewed and sign by the CSWDO	None	35 minutes	SWO or CSWDO
4	Claim The signed Social Case Study Report	4 Released the signed Social Case Study Report	None	5 minutes	Client
TOTAL				1 hour 30 minutes	

4. Issuance Of Referral Letters For Public Attorneys Office's (PAO) For Legal Assistance

Issued to indigent individual who wants to seek assistance from welfare institutions or other helping agencies.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	Nagahanons who are victims of abuse (Women, Children and Youth)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) copy of Purok Certificate		From the Purok Official where the client is a member of.	



2. Two (2) copies of Certificate of Indigency		Office of the Barangay Captain where the client resides			
3. One (1) Certificate of No Income		Bureau of Internal Revenue			
4. Court Order		Palace of Justice			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit prepared documents to CSWD Staff and verbally request certificate issuance	1 Conduct an interview	None	10 minutes	SWO or CSWDO
2	Sign the General Information Sheet	2 Prepare General Information Sheet	None	20 minutes	
3	Wait for the preparation of the Social Case Study Report	3 Prepare the Referral Form / Certificate of Issuance and have it reviewed and sign by the CSWDO	None	10 minutes	SWO or CSWDO
4	Sign the logbook and claim the Certificate.	4 Retrieve the signed Referral Form and Records in the Logbook and have the client sign. Release the prepared Referral Form	None	10 minutes	SWO <i>Client</i>
TOTAL				50 minutes	

5. Issuance Of Solo Parents And Senior Citizen's Identification Cards

This refers to giving appropriate assistance to Solo Parents and senior citizens through the list of registered members on each categories Identified by City of Naga



by means of applying and getting their Identification Card to the respective category they wish to be a member of.

Office or Division:		Office of the City Social Welfare and Development Officer (CSWD)				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		All Nagahanons who are 60 years old and above. All single/solo parent Nagahanon with children below 18 years old.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
For Senior Citizen Application						
1. One (1) copy of Purok Certificate				From the Purok Official where the client is a member of.		
2. One (1) copy of Community Tax Certificate (cedula)				CTO		
3. Two (2) copies of 1x1 picture				Client		
4. Birth Certificate				CCR		
5. Filled in Application form for Senior Citizens				Senior Citizens Office		
6. Voter's ID/ Voter's Certification				COMELEC		
For Solo Parent Application						
1. One (1) Purok Certificate				From the Purok Official where the client is a member of.		
2. One (1) Barangay Certification that she/he is living alone and no financial support received				From the Barangay the resident resides		
3. Two (2) 1x1 ID Picture				Client		
4. One (1) photocopy of the children's birth certificate				CCR		
5. One (1) photocopy of Death Certificate of husband/wife (if widow or widower with minor children)				CCR		
6. One (1) copy of Voter's ID/ Voter's Certificate				COMELEC		
7. Filled in Application Form for Solo Parent				Women's Crisis Center Building		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring appropriate requirements to the respective	1	Review requirements if complete and give application form.	None	5 minutes	<i>For Solo Parent applicants:</i> <i>Admin. Aide</i> <i>CSWD – Center for</i>



	Offices intended for the desired type of application					<p><i>Women in Crisis</i></p> <p><i>For Senior Citizen applicants:</i></p> <p><i>Admin. Aide CSWD- OSCA</i></p>
2	Fill in application form and submit to appropriate Offices (Women's Crisis Center or Senior Citizen's Office)	2	Review fill in forms and instruct as to when their ID's will ready to be claimed	None	1 week	
3	Wait (For Solo Parent Application *)	3	Prepare Home Visitation for collateral Information and make Social Case Study Report	None	1 week	SWO
4	Sign the logbook and Claim Identification Card from respective Offices		Retrieved the logbook for claimed IDs and release IDs	None	5 minutes	<p><i>For PWD applicants:</i></p> <p><i>JO Staff CSWD-PDAO</i></p> <p><i>For Solo Parent applicants:</i></p> <p><i>Admin. Aide CSWD- Center for Women in Crisis</i></p> <p><i>For Senior Citizen applicants:</i></p> <p><i>Admin. Aide CSWD-OSCA</i></p>
TOTAL					2 weeks & 10 minutes	



6. Case Conference With Victims Of Abuse (Women, Children And Youth)

This refers to the appropriate assistance (counselling session) intended for the victims of abuse.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)				
Classification:	Complex				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:	All Nagahanons who are victims of abuse (women, children and youth)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. One (1) copy of Medical Certificate of the victim			Attending physician		
2. One (1) copy of Police Blotter			PNP – Women’s Desk		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Report the Incident to CSWD	1 Intake Interview	None	15 minutes	SWO
2	Adhere to counselling sessions	2 Provide counselling sessions to clients	None	2-3 hours	
TOTAL				3 hours & 15 minutes	

7. Facilitate Rescue Operation To Victims Of Violence

This refers to the appropriate assistance (Rescue Operation) intended for the victims of abuse.

Office or Division:		Office of the City Social Welfare and Development Officer (CSWD)			
Classification:		Simple			
Type of Transaction:		Government to Citizen (G2C)			
Who may avail:		All Nagahanons who are victims of abuse (women, children and youth)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. One (1) copy of Medical Certificate of the victim			Attending physician		
2. One (1) copy of Police Blotter			PNP – Women's Desk		



3. NVAW Form				BLGU		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for a rescue operation for victims of Abused Women, Children and Youth	1	Intake Interview	None	15 minutes	SWO
2	Wait	2	Coordinate with PNP – Women’s Desk Personnel for blotter	None	30 minutes	
3	Wait	3	Area Visitation	None	1 hour	
TOTAL					1 hour & 45 minutes	

8. Operation For Naga Youth Holding Center

The Naga Youth Holding Center is a 24-hour child-caring institution managed by the City Social Welfare and Development Office of the City Government of Naga, Cebu providing short-term residential care for children in conflict with the law who are awaiting court disposition of their cases or transfer to other agencies or jurisdiction.

The center is also considered as Intensive Juvenile Intervention and Support Center (IJISC) to cater a child who is above twelve (12) years of age up to fifteen (15) years of age and who have committed serious crimes such as parricide, murder, rape, destructive arson, etc.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Children in conflict with the law: a. Above 15 years old to below 18 years old whose cases are on trial/pending; b. Above 12 years old to 15 years old, alleged to have committed serious crimes under Section 20-A or RA 10630 with commitment



	<p>order issued by the court;</p> <p>c. Above 12 years to 15 years old, alleged to have committed an offense for the second time or oftener, previously subjected to a community-based intervention program but whose best interest can only be fully protected through placement in a residential care facility based on the local social welfare and development officer's assessment, either committed voluntarily by parents or with order for involuntary commitment from the court;</p> <p>d. Above 12 years old to below 18 years old whose best interest is to be placed temporarily in a facility either because:</p> <p>d.1 his life at risk in the community due to the alleged commitment of offense;</p> <p>d.2 it is likely that he will continue to harm the community; or</p> <p>d.3 s/he has no family or no responsible individuals to provide adequate care;</p> <p>e. Bona fide resident of the City of Naga, Cebu.</p>
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CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
For Admission						
1. Documents related to the apprehension of the child such as; Blotter Report and court order for child detention				From the referring party (Women Children and Protection Desk)		
2. Certificate of Discernment				From LGU Social Worker		
3. Referral Letter				From Women Children and Protection Desk		
4. Birth Certificate or any other legal documents to show proof of age that the CICL is minor				From the child's parents or from Local Civil Registrar or School Record		
5. Recent Medical Certificate				City Health Office or Infirmary		
6. Proof of Residency such as; Purok Clearance, Barangay Certificate and Certificate of Indigency				Barangay		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The referring party will submit the complete documents stated above (WCPD)	1	Checking of documents/ requirements	None	5 minutes	SWO
2	The child should undergo body	2	To ensure that the child should not bring any deadly	None	5 minutes	Security Guards and House Parent



	search Note: CICL Male preferable male houseparent. CICL Female preferable female houseparent		weapons or illegal drugs etc.			
3	Undergo Admission Pre- Conference	3	Conduct orientation • House Rule regulations • Program and Services • Home Life Structured activities	None	5 minutes	SWO
4	The child will undergo quarantine	4	Implement Health Protocols/ Quarantine	None	One (1) week	Houseparent/ Security Guards
5	Subjected to Initial Case Study	5	Conduct Intake Interview to gather other information for Social Case Study Report	None	20 minutes	SWO
6	Referral/ Discharge from the Center	6	A. Reintegration to the family and community with Court Order/ Judgement B. Referral to Regional Rehabilitation Center (RRCY) for 6 months admittance in	None With monthly payment	20 minutes One (1) week processing	SWO



			Candavong, Argao, Cebu			
TOTAL						

9. Person's With Disabilities Affairs Office

This office provides assistance to the Persons with disabilities in a form of issuance of PWD I.D, prepares and submits reports of the implemented activities, assist in the planning, formulation and development programs concerning PWD affairs, data banking of the PWDs, performs other tasks deemed necessary for promotion and protection of PWD welfare as delegated by CSWDO.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWD)				
Classification:	Simple				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:	Nagahanon Persons With Disability				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Issuance of PWD I.D					
1. One (1) copy of Purok Certificate			From the Purok Official where the client is a member of.		
2. One (1) copy of Barangay Certification of residency			From the Barangay the resident resides		
3. Two (2) 1x1 ID Picture			Client		
4. Voter's Certificate/ Voter's ID			COMELEC		
5. Filled in PWD Application Form with doctor's signature under type of disability of the PWD application form			PDAO Building		
6. Medical Certificate			From the doctor		
Provision of Assistive Device					
1. One (1) Barangay Certification of residency/indigency of the person processing the request if the patient is minor			From the Barangay the resident resides		
2. One (1) photocopy of any valid I.D of the person processing the request if the patient is minor			Client		
3. One (1) original copy of the request for assistive device			From the doctor/client		
4. One (1) photocopy of PWD I.D of the patient (if available)			Client		
5. One (1) pc whole body picture of the patient			Client		
6. Contact number			Client		



CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring appropriate requirements to PDAO	1	Review requirements if complete and give application form.	None	5 minutes	JO Staff CSWD - PDAO
2	Fill in application form and submit to PDAO Office	2	Review fill in forms and instruct as to when their ID's will ready to be claimed	None	1 week	
3	Sign the logbook and Claim Identification Card from respective Offices	3	Retrieved the logbook for claimed IDs and release IDs	None	5 minutes	
For Provision of Assistive Device						
1	Bring appropriate requirements to PDAO	1	Review requirements if complete	None	5 minutes	JO Staff CSWD - PDAO
2	Wait	2	Endorse the requirements to Mayor's Office and inform the availability of the assistive device	None	5 minutes	
3	Go to Mayor's Office	3	Release the assistive device with photo documentation	None	5 minutes	SWO I or JO Staff CSWD - PDAO
If the assistive devices is not available in PDAO						
4	Go to Mayor's Office	4	Assist client for the endorsement of the requirements to Mayor's Office for AICS Note: follow the process of AICS	None	5 minutes	JO Staff CSWD - PDAO



			assistance			
5	Wait for the scheduled date as to when to get the assistive device	5	Request from other partner agencies (DOH, DSWD-AVRC II, PSWDO, NORFIL Foundation)	None		SWO
Referral Service for Prosthesis and Skills Training						
1	Present the required documents	1	Evaluate the submitted documents	None	5 minutes	SWO
2	Provide General information/ data (interview)	2	Intake/ interview with the client	None	20 minutes	
3	Wait for the preparation of the Social Case Study Report	3	Prepare Case Study Report and have it reviewed and sign by the CSWDO	None	35 minutes	
4	Claim The signed Social Case Study Report	4	Released the signed Social Case Study Report	None	5 minutes	
TOTAL					1 week 1 hour & 35 minutes	

10. Center For Nagahanon Children With Special Needs

The center is providing a comprehensive rehabilitation services to children with special needs/disabilities. It seeks to continue to uplift the condition of the poor children with disabilities by providing free comprehensive services.

Office or Division:	Office of the City Social Welfare and Development Officer (CSWDO)		
Classification:			
Type of Transaction:	G2C		
Who may avail:	Nagahanon Children with Special Needs/Disabilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Client (0-17 y/o)			



1. One (1) Photocopy of Purok Certificate		From the purok official where the client is a member of.			
2. One (1) Photocopy of Barangay Certification of Residency		From the Barangay the resident resides			
3. One (1) Photocopy of Birth Certificate		Client			
4. Two (2) 1x1 ID Picture		Client			
5. Intake Form		CNCSN Building			
6. Medical Certificate and Doctor's Referral for PT		From the doctor			
7. Psychological Assessment for SPED		From the doctor			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring appropriate requirements to CNCSN	1 Review requirements if complete and interview	None	5 minutes	<i>JO Staff</i>
2	Client will be given a schedule for PT session or SPED session	2 Client is now enrolled and scheduled for session	None	5 minutes	<i>Physical Therapist</i> <i>JO Staff</i>
Total				10 minutes	

11. Facilitate Assistance Intended For Patients Of Vicente Mendiola Center For Health-Infirmiry

This refers to the appropriate assistance intended for patients admitted at Vicente MendiolaCenter for Health Infirmiry who has not been enrolled in PhilHealth or who is unable to pay their PhilHealth deficiencies due to economic difficulty (subject to the assessment of the Social Worker).

Office or Division:	Medical Social Service Office (under CSWD)		
Classification:	Complex		
Type of Transaction:	Government to Citizen (G2C) and Government to Government		
Who may avail:	All admitted patients of VMCHI		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Birth Certificate / Baptismal Certificate of the patient		PSA / Church where the patient was baptize	
2. One (1) Identification Card of the patient:		Patient	



<ul style="list-style-type: none"> - Police Clearance - Voter's ID / Voter's Certificate - School ID - Company ID - PhilHealth ID 						
3. PhilHealth Forms (CSF, CF2, CF4, PMRF)		From the PhilHealth corner of VCHI at the Business of Office section or Information Center.				
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Upon Admission: Patient's SO (Significant Other) will go to the Medical Social Service Office for an interview	1	Social Worker will check from PhilHealth System if Patient or family member has any PhilHealth	None	5 minutes	SWO
		1.1	If patient has active PhilHealth, social worker will ask for the requirements needed for PhilHealth Processing if requirement are not yet complete ask to comply before the patient is discharged from the hospital	None	3 minutes	SWO
		1.2	If patient has PhilHealth but has deficiencies social worker will interview SO / Patient for	None	20 minutes	SWO



			Possible POS enrolment.			
2	Fill in PhilHealth Forms (CSF, CF2, CF4, PMRF)	2	Assist SO/patient to Fill in PhilHealth Forms for PhilHealth Enrolment / Processing and instruct SO that enrolment would take 1 day	None	15 minutes	SWO
3	Wait	3	Enrol Patients who are qualified for POS to PhilHealth	None	24 hours	SWO
4	Follow-up PhilHealth Enrolment Status	4	Check if patient already has PhilHealth Identification Number through the PhilHealth POS portal	None	5 minutes	SWO
5	Wait	5	Print Point of Service (POS) Registration Slip and sign under Authorized HCI personnel	None	2 minutes	SWO
6	Claim POS Registration Slip	6	Release POS Registration Slip	None	2 minutes	SWO
TOTAL					1 day & 52 minutes	



City Information and Community Relations Department

External Service



1. Promotion of Regular City-wide Events and Activities

Information dissemination and promotion of regular city events and activities at the website, social media, newsletter and other communication materials and collaterals.

Office or Division:		City Information and Community Relations Department (CICRD)			
Classification:		Simple			
Type of Transaction:		G2G, G2C, G2B			
Who may avail:		City Government offices, partners and stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Media Release Form (1 copy only)			CICRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit filled-up Media Release (MR) Form to the City Information and Community Relations Department (CICRD) either through Messenger, Viber Community, email or hard copy	1 Acknowledges Receipt of MR Form from the client	None	5 minutes	Admin. Aide	
	2 Forward MR Form to Anchor/Focal Person handling the sector	None	5 minutes	Anchor/Focal Person Concerned	
	3 Review MR draft based on the standard for media release write-up	None	10 minutes Note: there may be occasions when anchor/focal person may need more time to coordinate with client when the need to validate/verify info, facts and data arises	Anchor/Focal Person Concerned	
	4 Forward edited MR draft to the City Information and Community Relations Officer (CICRO) for review	None	5 minutes	Anchor/Focal Person Concerned	



		5	Technical editing of MR draft	None	20 minutes	CICRO
		6	Finalize the MR	None	10 minutes	
		7	Upon approval of the CICRO, forward final MR to anchor/focal person and schedule article for publication	None	10 minutes	Anchor/Focal Person Concerned
		8	Publish article at socmed	None	10 minutes	Anchor/Focal Person Concerned
		TOTAL				1 hour &15 minutes

2. Photo Documentation

Office or Division:		City Information and Community Relations Department (CICRD)				
Classification:		Simple				
Type of Transaction:		G2G, G2C, G2B				
Who may avail:		City Government offices, partners and stakeholders				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request Slip (1 copy only)				CICRD		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit filled-up Request Slip to	1	Receive the Request Slip	None	5 minutes	JO Staff



	CICRO		for activity/event documentation			
		2	Check submitted Request Slip as to completeness and accuracy of information given <i>Note: request for Photo Documentation should be submitted by the Client at least 3 days before the event</i>	None	5 minutes	
		3	Staff Assistant forwards the request to the City Information and Community Relations Officer (CICRO) for approval	None	3 minutes	CICRO
		4	Upon approval of the CICRO, request is booked at the CICRD Calendar and forwarded to CICRD-PIA staff for facilitation on date specified in request	None	5 minutes	JO Staff
		5	Photo documentation is facilitated by focal person on date specified in	None	At least 30 minutes depending on the duration of the activity or	Anchor/Focal Person Concerned



		request		event	
	6	Anchor/Focal Person submits photos as attachment to activity/event report	None	10 minutes	
TOTAL				58 minutes	

3. Website/Facebook Page Posting

Office or Division:		City Information and Community Relations Department (CICRD)			
Classification:		Simple			
Type of Transaction:		G2G, G2C, G2B			
Who may avail:		City Government offices, partners and stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Slip (1 copy only)			CICRD		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit filled-up Request Slip to CICRO	1 Receive the Request Slip for publication at website or social media together with article/document/file to be published	None	3 minutes	JO Staff
		2 Check submitted Request Slip as to completeness/ accuracy of information provided by the client	None	10 minutes	
		3 Staff Assistant forwards the request to the City Information and Community Relations Officer (CICRO) for	None	3 minutes	



		4	approval Upon approval of the CICRO, article/document/file is published at the website or social media, as per request	None	10 minutes	<i>Anchor/Focal Person Concerned</i>
TOTAL					26 minutes	

4. Management of LGU Information/Data

Office or Division:		City Information and Community Relations Department (CICRD)				
Classification:		Simple				
Type of Transaction:		G2G, G2C, G2B				
Who may avail:		City Government offices, partners and stakeholders, and the public				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request letter addressed to the City Mayor, attention CICRD				NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1 Office of the City Mayor forwards client's request letter to CICRO	1 Acknowledges receipt of the copy of the client's request	None	3 minutes	<i>Admin. Aide</i>		
	2 Client's request letter is forwarded to the City Information and Community Relations Officer (CICRO) for review	None	3 minutes			
	3 CICRO reviews request and when found to be in order, instructs the staff to facilitate the request <i>Note: when deemed necessary, the staff clarifies with the</i>	None	10 minutes 10 minutes			



		<i>client regarding the request</i>			
	4	Staff approaches offices/departments/agencies, concerned whenever requested data and information are physically located therein	None	30 minutes	
	5	Upon the final assessment and approval of the CICRO, staff will inform the client that the data and information requested for is available	None	10 minutes	
TOTAL				1 hour & 6 minutes	

5. Information Dissemination, Education and Communication During and After Man-made and Natural Calamities and Disasters

Office or Division:		City Information and Community Relations Department (CICRD)			
Classification:		Simple			
Type of Transaction:		G2G, G2B			
Who may avail:		City Government offices, partners and stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Technical Report from CDRMMO/CENRO			CDRRMO and CENRO		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	CDRRMO-CENRO submits technical report of the calamity/disa	1 Upon receipt of the technical report on the calamity/disaster, the focal person reviews report as to	None	10 minutes	<i>Admin. Aide</i>



ster to the CICRD as basis for advisories and official press statements		accuracy.			
	2	When the report is found to be sufficient, the Focal Person forwards the report to the City Information and Community Relations Officer (CICRO) for review and assessment	None	3 minutes	
	3	The CICRO reviews and conducts a final assessment of the report and as deemed necessary, discusses and validates the same with offices/persons concerned to ensure accuracy and sufficiency	None	10 minutes	CICRO
	4	When found to be accurate and sufficient, the CICRO forwards the report to the LCE or his/her authorized representative for review/approval/clearance	None	3 minutes	
	5	Upon clearance of the LCE or his/her authorized representative, the CICRO forwards the advisory/press statement to the focal person for the creation of the layout and design of the advisory and submits this to the	None	20 minutes	Admin. Aide



			CICRO			
		6	When found to be appropriate and accurate, the CICRO gives the go-signal to the focal person for release/publication as the case may be	None	5 minutes	CICRO
		7	The advisory or press statement is released/published in various platforms upon the discretion of the LCE	None	10 minutes	Admin. Aide
		TOTAL			1 hour & 1 minute	



Office of the City Health Officer

External Service



1. Medical Consultation/ Check-up

Physical examination of all persons exhibiting signs & symptoms of any diseases.

Office or Division:	Office of the City Health Officer (CHO)					
Classification:	Simple					
Type of Transaction:	G2C					
Who may avail:	All residents of City of Naga, Cebu					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Original copy of any of the following:						
- Naga Voter's ID/Certificate			Comelec Office–City of Naga			
- Naga Community ID			CPDC			
- Barangay Clearance			Barangay Hall			
- Purok Certificate			Purok			
2. Referral Slip			Barangay Health Station			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Public Assistance and Complaints Desk (PACD)	1	Assess client for triaging and giving of priority number	None	5 minutes	<i>Admin. Aide</i>
2	Submit oneself for vital signs taking	2	Interview the patient and take the vital signs	None	10 minutes	<i>Admin. Aide</i>
3	Wait for number to be called	3	Make or retrieve ITR (Individual Treatment Record)	None	15-30 minutes	<i>Admin. Aide or JO Staff</i>
4	Consult the doctor for treatment of present illness	4	Interview and examine the patient and give prescription for medication	None	30 minutes	<i>City Health Officer or OPD Doctor</i>
TOTAL					1 hour- 1 hour& 30 minutes	

2. Issuance of Medical Certificate

Provision of medical certificate for work, school, training & travel purposes.

Office or Division:	Office of the City Health Officer
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Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All residents of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Naga Voter's ID/Certificate			Comelec Office–City of Naga			
Naga Community ID			CPDC			
Barangay Clearance			Barangay Hall			
Purok Certificate			Purok			
Referral Slip			Barangay Health Station			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Undergo Physical Examination	1	Conduct a thorough Physical Examination	None	30 minutes	City Health Officer or OPD Doctor
2	Pay to the cashier	2	Entertain the next patient in line while waiting for the other patient to come back with the O.R	P 30.00 (Encoding & Service Charge)	10 minutes	Admin. Aide
3	Present the O.R	3	Prepare Medical Certificate	None	5 minutes	City Health Officer or OPD Doctor
4	Receive Medical Certificate	4	Release the Medical Certificate	None	2 minutes	
TOTAL				Php 30.00	47 minutes	
For Students						
5	Undergo Physical Examination	5	Examine the Patient		15 minutes	City Health Officer or OPD Doctor
6	Wait	6	Prepare Medical Certificate		5 minutes	
7	Receive Medical Certificate	7	Release the Medical Certificate		2 minutes	
TOTAL					22 minutes	

3. Issuance of Death Certificate

Filling out of Death Certificate to persons who died at their homes/ residence



Office or Division:	City Health Office					
Classification:	Simple					
Type of Transaction:	G2C					
Who may avail:	All residents of City of Naga, Cebu					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Naga Voter's ID/Certificate			Comelec Office–City of Naga			
Naga Community ID			CPDC			
Barangay Clearance			Barangay Hall			
Purok Certificate			Purok			
Referral Slip			Barangay Health Station			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring Death Certificate Form to physician	1	Fills out Death Certificate Form with the Diagnosis	None	1 hour	City Health Officer
2	Proceed to City Civil Registrar for registration	2	(C/O City Civil Registrar's Office)			
TOTAL					1 hour	

4. Medicine Dispensing

The preparation and provision of prescription & non-prescription drugs to all city constituents free of charge.

Office or Division:	VMCH –City of Naga Pharmacy				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	All residents of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Doctor's prescription for prescription drugs			Licensed physician through medical consultation		
Medicine Booklet for maintenance medicines			Barangay Health Center		
Any Government-issued ID with City of Naga address as proof of residency. e.g. Voter's ID or certificate/ Senior Citizen's ID/ SSS ID/ City of Naga ID			As per respective office		
Purok Clearance/Certificate			Purok Leader		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	Get priority Number	1	Provides priority number	None	2 minutes	Pharmacist or JO Staff
2	Present Prescription & other requirements to the pharmacy personnel	2	Get the prescription & other requirements	None	2 minutes	
3	Wait	3	Pharmacist/pharmacy assistant verifies prescription & prepares medicine request	None	10 minutes	
4	Receive medicines & listen for further instructions on rational use of requested medicine	4	Dispense the medicine & provide proper instructions to patients/clients	None	5 minutes	
TOTAL					19 minutes	

5. Prenatal Services / Check-up (Community Based)

Care given to women during pregnancy.

Office or Division:	VMCH –City Health Office/ Barangay Health Stations				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	All residents of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Mother and Child Booklet/ Prenatal Booklet			Barangay Health Center		
Any Government-issued ID with City of Naga address as proof of residency. e.g. Voter's ID or certificate/ Senior Citizen's ID/ SSS ID/ City of Naga ID			As per respective office		
Purok Clearance/Certificate			Purok Leader		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Approach the Midwife/ Nurse	1	Take vital signs and record to Mother and Child Booklet	None	15 minutes	Nurse or Midwife
2	Submit self for prenatal check-up	2	Assess for the baby's condition		15 minutes	
3	Wait for the provision of prenatal vitamins and tetanus toxoid (TTD) vaccine	3	Provide prenatal vitamins and immunize with TT vaccine		5 minutes	
4	Listen to Health education and coordinate for schedule for next visit	4	Provide health teachings and give schedule for next visit		5 minutes	
TOTAL					40 minutes	

6. Conduction of National Immunization Program (NIP)

Provision of vaccines to children under 5 years old

Office or Division:		VMCH –City Health Office/ Barangay Health Stations			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		All residents of City of Naga, Cebu			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Immunization Card/ Baby's Booklet					Barangay Health Center
Any Government-issued ID with City of Naga address as proof of residency. e.g. Voter's ID or certificate/ Senior Citizen's ID/ SSS ID/ City of Naga ID					As per respective office
Purok Clearance/Certificate					Purok Leader
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit baby of 0 – 24 months for height and weight taking	1 Record the height and weight in the Immunization Card	None	5 minutes	Nurse or	



2	Wait for assessment	2	Assess Immunization Card and identify vaccines to be given		2 minutes	Midwife
3	Hold baby in a position ready for immunization	3	Execute vaccination and fill in Immunization Card detail		5 minutes	
4	Receive instruction for the next visit	4	Provide further instruction before returning the Immunization Card		1 minute	
5	Wait for assessment					
TOTAL					13 minutes	

Barangay	Schedule	Barangay	Schedule
Alpaco	2nd Thursday	Lutac	2nd Tuesday
Bairan	3rd Friday	Mainit	2nd Wednesday
Balirong	2nd Thursday	Mayana	2nd Monday
Cabungahan	3rd Monday	Naalad	2nd Monday
Cantao-an	1st Wednesday	North Poblacion	1st Monday
Central Poblacion	3rd Wednesday	Pangdan	2nd Thursday
Cogon	1st Tuesday	Patag	2nd Tuesday
Colon	1st Friday	South Poblacion	3rd Monday
East Poblacion	1st Wednesday	Tagjaguimit	2nd Tuesday
Inoburan	3rd Thursday	Tangke	2nd Tuesday
Inayagan	1st Thursday	Tinaan	3rd Tuesday
Jaguimit	2nd Friday	Tuyan	1st Thursday
Lanas	2nd Wednesday	Uling	2nd Friday
Langtad	3rd Thursday	West Poblacion	3rd Wednesday

7. Laboratory (Direct Smear Sputum Microscopy)

Collection and examination of sputum samples for TB symptomatics

Office or Division:	Office of the City Health Officer
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Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	All residents of City of Naga, Cebu who are TB symptomatics				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following:					
- Naga Voter's ID/Certificate			Comelec Office–City of Naga		
- Naga Community ID			CPDC		
- Barangay Clearance			Barangay Hall		
- Purok Certificate			Purok		
2. Referral Slip			Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and fill out Sputum Request Form	1 Provide the form and assist in filling in the forms	None	10 minutes	Laboratory Aide
2	Fill up the Sputum Cup	2 Provide the sputum cup and give instruction in collecting sputum	None	5 minutes	
3	Claim result	3 Give the Sputum result (if Negative, provide special instruction, if positive, start the treatment)	None	3 working days	
TOTAL				3 days & 20 minutes	

8. Tuberculosis- Directly Observed Treatment, Shortcourse (TB-DOTS)

Provision of treatment to clinically and bacteriologically confirmed TB patients.

Office or Division:	City Health Office				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	All residents of City of Naga, Cebu who are TB symptomatics				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following:					
- Naga Voter's ID/Certificate			Comelec Office–City of Naga		



- Naga Community ID				CPDC		
- Barangay Clearance				Barangay Hall		
- Purok Certificate				Purok		
2. Referral Slip				Barangay Health Station		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the sputum or Xray result	1	Instruct patient of the frequency and duration in taking the medicines	None	10 minutes	Nurse
2	Take medicines for the day before going home	2	Observe patient	None	1 hour	
TOTAL					1 hour & 10 minutes	

9. Mantoux Testing

Testing for TB symptomatics and identified close contacts.

Office or Division:		City Health Office				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All residents of City of Naga, Cebuwho are TB symptomatics				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. Any of the following:						
- Naga Voter's ID/Certificate				Comelec Office–City of Naga		
- Naga Community ID				CPDC		
- Barangay Clearance				Barangay Hall		
- Purok Certificate				Purok		
2. Referral Slip				Barangay Health Station		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit contacts of bacteriologically confirmed patients	1	Trace contacts of bacteriologically confirmed patients	None	Upon availability of the patients	Nurse



2	Wait for Mantoux Test to be performed	2	Perform Mantoux Test	None	5 minutes	City Health Officer or OPD Doctor
3	Coordinate with TBDOTS Nurse for schedule of next visit	3	Give instruction for reading of mantoux test (reading done after 48 – 72 hours)		2 minutes	
4	Consult Doctor for confirmation and final diagnosis	4	Reads Mantoux Test and further assess patient's condition		15 minutes	
TOTAL					22 minutes	

10. Issuance of Health Certificates/ Health Card for Employment

The Health Certificate/Health Card is issued to all persons involved in the operation and management of an establishment whether inside or outside the City of Naga, upon compliance with all the requirements set by the City Health Office – Sanitary Office.

Office or Division:		City Health Office - Sanitary Office				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Naga and Non-Naga Residents				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Original copies of:					Any DOH accredited Diagnostic Laboratory	
X-ray Result						
Stool Exam Result						
Drug test Result (Industrial Establishments)						
Hepatitis B / Hepatitis A Result (Food Establishments)						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requirements to the Officer-in-Charge	1.0	Verify validity and completeness of documents/ results	None	3 minutes	Sanitation Inspector or JO Staff
		1.1	If results are complete and	P50.00 – (Personel/	5 minutes	Cashier CTO



			normal, instruct client to pay at cashier	calling fee) employed within the City P30.00 – (Health Certificate) employed outside the City		
		1.2	If results are incomplete, instruct to comply lacking requirements	None		<i>Sanitation Inspector or JO Staff</i>
		1.3	If results have abnormalities, refer to City Health Officer/physician for consultation for fit to work	None		<i>City Health Officer or OPD Doctor</i>
2	Present requirements with attached Official Receipt	2.0	Gets the documents and conduct interview	None	3 minutes	<i>Sanitation Inspector or JO Staff</i>
3	Wait for the Health Card to be released	3.0	Print and release Health Card		2 minutes	
TOTAL				P 30.00-50.00	13 minutes	



11. Issuance of Health Certificates/Health Card for Business Purposes

The Health Certificate/Health Card is issued to all persons involved in the operation and management of an establishment within the City of Naga, upon compliance with all the requirements set by the City Health Office – Sanitary Office.

Office or Division:		City Health Office - Sanitary Office				
Classification:		Simple Complex [For bulk applications (more than 30)]				
Type of Transaction:		G2B, G2C				
Who may avail:		Business proprietor and employees within the city				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Original copies of :						
X-ray Result					Any DOH accredited Diagnostic Laboratory	
Stool Exam Result						
Drug test Result (Industrial Establishments)						
Hepatitis B / Hepatitis A Result (Food Establishments)						
Official Receipt of Payment for Business Permit with Health Certificate Fee					Office of the City Treasurer - Cashier	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requirements to the Officer-in-Charge	1.0	Verify validity and completeness of documents/results	None	3 minutes	Sanitation Inspector or JO Staff
		1.2	If results are complete and normal, instruct to present Official Receipt from Business Permit application	None	None	Cashier CTO
		1.3	If results are incomplete, instruct to comply lacking requirements	None	None	Sanitation Inspector or JO Staff
		1.4	If results have abnormalities, refer to City Health Officer/physician for consultation	None	None	City Health Officer or OPD Doctor



			and to note fit to work			
2	Present requirements with attached Official Receipt	2.0	Gets the documents and conduct interview	None	3 minutes	Sanitation Inspector or JO Staff
3	Wait for the Health Card to be released	3.0	Print and release Health Card	None	2 minutes	
		3.1	Encode bulk Health Card applications (more than 30 Health Cards)		7 days	
TOTAL					8 minutes – 7 days & 8 minutes	

12. Issuance of Sanitary Permit of New & Renewal Business Application

The Sanitary Permit is a certification issued by the City Health Officer thru the Sanitary Office which signifies the establishment's compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector.

Office or Division:	City Health Office - Sanitary Office		
Classification:	Simple Complex [For bulk applications (more than 30)]		
Type of Transaction:	G2B		
Who may avail:	All establishments doing business within the City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Original copies of:			
Business Permit Application (New)/ Business Permit & Sanitary Permit of the prior year (Renewal)		Business Owner/ Representative	
Official Receipt of Payment for Business Permit with Sanitary Fee (current year)		City Treasurer's Office - Cashier	
Current Original Health Certificate of all		Sanitary Office	



employees of the establishment including that of the owner for presentation with Official Receipt						
Water Microbiological Analysis and Physical-Chemical Water Analysis (if applicable) <ul style="list-style-type: none">Refer to Inspection report for frequency of monitoring required				DOH Accredited recognized Laboratory		
Pest Control Certification/ Vermin Abatement Program (if applicable)				Licensed Pest Control Applicator		
License to Operate (if applicable)				Department of Health/ Bureau of Food and Drugs		
Operational Permit (if applicable)				Department of Health		
Endorsement of Compliance (if applicable)				Department of Health		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all documentary requirements for evaluation.	1.0	Check for the validity of all the requirements submitted	None	10 minutes	Sanitation Inspector or JO Staff
2	Wait for the processing of the Sanitary Permit	2.0	Prepare the Sanitary Permit to be signed by the Sanitation Inspector and by the City Health Officer	None	5 minutes	
		2.1	Encode bulk Sanitary Permit applications (more than 30 permits)		7 days	
TOTAL					15 minutes – 7 days & 15 minutes	

13. Issuance of Certificate of Potability

The Certificate of Potability is an official document issued by the City Health Office to all water sources, food manufacturers, and residential areas in which the quality of



water passed the standard set by the Philippine National Standards for Drinking water (PNSDW).

Office or Division:		City Health Office - Sanitary Office				
Classification:		Simple				
Type of Transaction:		G2B				
Who may avail:		Food establishments, bulk water suppliers whether government or private entities, ice plants, apartelles/ inns, hotels, subdivisions and industrial establishments within the City of Naga.				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Latest result of microbiological water analysis (original and 1 photocopy; refer to inspection report for frequency of monitoring)					Any DOH accredited Diagnostic Laboratory	
Result of physical-chemical tests (original and 1 photocopy; refer to inspection report for frequency of monitoring)						
Official Receipt of Payment for the Certificate of Potability					City Treasurer's Office - Cashier	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present original and photocopies of the requirements	1	Review and evaluate the requirements presented	None	3 minutes	Sanitation Inspector or JO Staff
2	Pay the corresponding fees.	2	Issue Official Receipt upon Payment of required fees.	P50.00 (Certificate) P30.00 (Doc. Stamp)	5 minutes	Cashier CHO
3	Wait for the processing of the Certificate of Potability	3	Prepare the Certificate of Potability to be signed by the Sanitation Inspector and the City Health Officer	None	2 minutes	Sanitation Inspector or JO Staff
TOTAL				P 80.00	10 minutes	



14. Issuance of Transfer Permit

The Transfer Permit is a requirement for every entombment within the City that the permit will be issued as a required by law under PD 856 specifically the disposal of cadaver.

Office or Division:		City Health Office - Sanitary Office				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Relatives of the departed individuals				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Death Certificate with cause of death (original or photocopy)				Local Civil Registrar/ Funeral Service		
Official Receipt of Payment for the Transfer Permit				City Treasurer's Office - Cashier		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the original Death Certificate	1	Verify the requirements presented	None	2 minutes	Sanitation Inspector or JO Staff
2	Pay the corresponding fees.	2	Issue Official Receipt upon Payment of required fees.	P100.00 (Service Charge)	5 minutes	Cashier CTO
3	Wait for the processing of the Transfer Permit	3	Prepare the Transfer Permit to be signed by the City Health Officer	None	2 minutes	Sanitation Inspector or JO Staff
TOTAL				P 100.00	9 minutes	

15. Issuance of Exhumation Permit

The Issuance of Exhumation Permit is done to ensure proper observance of hygiene and sanitary procedure in handling of cadaver and opening of grave. Exhumation could be done if cadaver is 3 years and above for non-communicable diseases and 5 years and above for communicable diseases.

Office or Division:		City Health Office - Sanitary Office			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Relatives of the departed individuals			



CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Registered Death Certificate (original or photocopy)					Local Civil Registrar/ Funeral Service
Official Receipt of Payment for the Transfer Permit					City Treasurer's Office - Cashier
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Present the registered Death Certificate	1 Verify the requirements presented	None	2 minutes	Sanitation Inspector or JO Staff	
2 Pay the corresponding fees.	2 Pay the corresponding fees.	P100.00 (Service Charge)	5 minutes	Cashier CTO	
3 Wait for the processing of the Exhumation Permit	3 Prepare the Exhumation Permit to be signed by the City Health Officer	None	2 minutes	Sanitation Inspector or JO Staff	
TOTAL		P 100.00	9 minutes		

16. Animal Bite Treatment Center

Provision of treatment for animal bite patients

Office or Division:	City Health Office - Sanitary Office				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	All residents of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following:					
- Naga Voter's ID/Certificate			Comelec Office–City of Naga		
- Naga Community ID			CPDC		
- Barangay Clearance			Barangay Hall		
- Purok Certificate			Purok		
2. Animal Bite Referral Slip			Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Animal Bite Referral Form and purok certificates will be	1 Interview and verify biting incidents; check animal records	None	5 minutes	City Veterinary Office	



	submitted to City Veterinary Office					
2	Check the requirements	2	Provide priority number to clients	None	5 minutes	JO Staff
3	Wait for the number to be called	3	Interview the patient and take the vital signs and issue Animal Bite Referral Slip for doctor's diagnosis	None	10 minutes	
4	Submit oneself for wound categorization	4	Determine the wound, if applicable, will give prescription for medication, vaccine administration purposes by category indicated for treatment	None	15 minutes	City Health Officer
5	Vaccinated with Anti-Rabies	5	Give Anti-Rabies vaccine and instruct patient for the next schedule of vaccination	None	10 minutes	Nurse
TOTAL					45 minutes	

17. X-RAY Services

Perform radiographic examinations for patients that need further laboratory evaluation.

Office or Division:	City Health Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Nagahanons (outpatients and in patients)
CHECKLIST OF REQUIREMENTS	
X-Ray Request form	Physician
Identification card	Voter's ID/Certificate, City of Naga ID, Purok ID



CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the requirements	1	Check the examination being requested and instruct patient to pay at the cashier	None	3 minutes	<i>Radiologic Technologist</i>
2	Pay to the Cashier	2	Entertain the next patient in line while waiting for the other patient to come back with the Official Receipt (OR)	Refer to attached ordinance	10 minutes	<i>Admin. Aide</i>
3	Present the OR to the Rad. Tech. and queue in X-Ray waiting area	3	Log patient's information and set the machine ready for X-Ray procedure	None	5 minutes	<i>Radiologic Technologist</i>
4	Wait for name to called	4	Conduct x-ray examination and send images to the Radiologist via Drop Box (Internet)	None	30 minutes	
5	Present OR to claim X-Ray official result	5	Release official result	None	Day After	
TOTAL					1 day & 48 minutes	

18. Pre-Marriage Counseling (PMC)

Provision of counseling to couples prior to marriage

Office or Division:	Office of the City Population Development Officer (PopDev)
Classification:	Simple
Type of Transaction:	G2C



Who may avail:		Engaged Couples			
CHECKLIST OF REQUIREMENTS			Where To Secure		
Application Form (1 original copy)			City Population Office		
Official Receipt (1 original copy)			City Treasurers/ Infirmary Business Office		
Marriage Expectation & Inventory Questionnaire [1 copy; to be answered separately by would be couple (groom & bride)]			City Population Office		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out Application Form; and, answer Marriage Expectations Inventory questionnaire	1 Assist the applicants in filling out the application form and in answering the marriage expectations inventory questionnaire; and, schedules applicant for PMC	NONE	15-30 minutes	<i>Admin. Aide</i>
2	Pay to PMC Fee at City Treasurer's Office/ Infirmary Business Office	2 Instruct the applicants to pay the PMC Fee	150.00 (Marriage Counseling fee)	10 minutes	<i>Cashier CTO</i>
3	Attend PMC as scheduled	3 Create a profile of the participants (to be submitted at the Commission on Population [POPCOM] VII Regional Office) and let the participants sign the PMC Logbook	NONE	30 minutes	<i>Admin. Aide or JO Staff</i>
4	Participate	4 Conduct PMC with the ff. topics: - Marriage & Relationship - Responsible Parenthood - Family Planning	NONE	4 Hours	<i>City Population Officer – Designate</i> <i>Representatives:</i> SWO CSWDO <i>City Civil Registrar</i>



			- Sexually Transmitted Infections - Home Management			CCR Senior Agriculturist OCAgriculturist JO [HIV Program Staff] CHO
5	Claim Certificate	5		NONE	5-10 minutes	Admin. Aide
TOTAL				P 150.00	5 hours – 6 hours & 20 minutes	

19. Dental Services Availment

Provision of dental check-up; oral prophylaxis; filling & other dental services to all children, adults & elderly

Office or Division:	Vicente Mendiola Center for Health- Dental Section				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	Nagahanons' of all ages				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following:					
- Voter's ID			COMELEC		
- SSS ID			SSS Office		
- Postal ID			Post Office		
2. Vaccination card (COVID19)			Vicente Mendiola Center for Health – City Health Office		
3. Face shield (should be wear)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure priority number with Patients dental service form from the Security guard on duty	1 Assign individual treatment dental record and submit patient for dental triage	None	10 minutes	<i>Dental Aide or JO Staff</i>
2	Wait for your priority number to be called for entry to dental	2 Record the personal data of the patient basing on the	None	5 – 6 minutes	<i>Dentist</i>



	treatment room		Individual treatment record to the Daily Service Record (DSR)			
3	Submit self for dental treatment	3	Conduct oral check-up and provide necessary dental treatment	None	20 minutes (Sometimes time will vary as to the care perform – case to case basis)	<i>Dentist</i>
4	If patient needs Dental Certificate for various purposes	4	Dental Certificate issuance	P30.00 (encoding & service charge)	5 minutes	
TOTAL				P 30.00	40 – 41 minutes	



Office of the City Agriculturist External Service



1. Assistance in the facilitation of Insurance Application and Claim Forms for Rice, Corn, High Value Crops, Livestock and Fishing Vessel

Office or Division:		Office of the City Agriculturist (OCAgriculturist)				
Classification:		Simple				
Type of Transaction:		G2C/G2G				
Who may avail:		Farmers and Fisherfolks				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Farmer- RSBSA Registration number Fisherfolks- Registration Permit and Fishery Registration System				City Agriculture Office		
CHECKLIST OF REQUIREMENTS (Claim)				WHERE TO SECURE		
Pictures for Damage				Client		
2x2 I.D. Picture				Client		
Photocopy of Valid I.D.				Client		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for insurance coverage and claims	1.0	Assist and interview clients based on the forms and concerned.	None	10 minutes	<i>For Livestock: Agricultural Technologist or Admin. Aide I</i>
		1.1	On applying for insurance for crops, livestock and fishing vessel the Insurance application form is needed to be filled-up.			<i>For Rice: JO Staff</i> <i>For Corn: Agricultural Technologist</i> <i>For HVC: Admin. Aide or Agricultural Technologist</i> <i>For Fishery: JO Staff</i>
		1.2	On applying for insurance claims the Notice of Loss and Indemnity			OCAgriculturist Staff



			Claims are needed to be filled up.			
TOTAL					10 minutes	

2. Assistance For The Availment Of Farm Inputs Such As Seeds, Fertilizers, Pesticides And Etc.

Office or Division:		Office of the City Agriculturist (OCAgriculturist)				
Classification:		Simple				
Type of Transaction:		G2C/G2G				
Who may avail:		Farmers/Fisherfolks/Coop Members				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Farmers- RSBSA Registration number Fisherfolks- Fishery Registration System				City Agriculture Office		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request farm inputs such as Rice, Corn, Cassava, assorted vegetables seeds, fertilizers, pesticides, fishing paraphernalia and feeds.	1.0	Checked the availability of farm inputs.	None	15 minutes	<i>For Rice: JO Staff</i>
		1.1	If the requested farm inputs are available, the receiving files are signed by the clients.			<i>For Corn: Agricultural Technologist</i>
		1.2	If the requested farm inputs are not available, the clients are advised to be enlisted for waiting list.			<i>For Organic Agriculture: Admin. Aide</i>
2	Request for fruit bearing and forest seedlings	2.0	Assist clients on their requested seedlings and purpose.		5 minutes	<i>For HVC: Agricultural Technologist</i>
						<i>For Fishery: Senior Agriculturist or JO Staff</i>
						<i>Farm Worker Nursery</i>



3	Payment on Cashier	3.0	If seedlings are for personal use they are advised to pay at the Cashiering Division. The O.R. will be presented to the Nursery in-charge.	P5.00/seedling if height of seedling is below 1 ft; P10.00 for seedlings over 2 ft. P250.00 for grafted seedlings	5 minutes	Cashier CTO
		3.1	If client can present a letter of request approved by the LCE, the client can avail it free	None	5 minutes	Farm Worker Nursery
		TOTAL		P 5.00 – P250.00	30 inutes	

3. Assistance to RBOs in the preparation of documents in accreditation with Sangguniang Panlungsod (SP)

Office or Division:	Office of the City Agriculturist (OCAgriculturist)		
Classification:	Simple		
Type of Transaction:	G2C/G2G		
Who may avail:	Farmer/Fisherfolk Associations, Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Board Resolution		Cooperative/ RBOs	
Certificate of Registration		CDA/DOLE/SEC	
List of Current officers, members		Cooperative/ RBOs	
Annual accomplishment Report		Cooperative/ RBOs	
Annual Financial Statement		Cooperative/ RBOs	
Profile indicating the profile of the Organization		Cooperative/ RBOs (found in the Constitution & By Laws)	
Copy of Minutes of Meeting		Cooperative/ RBOs	



Barangay Resolution of Endorsement of Coop or RBOs				Barangay		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Coop/ RBO representative fill-out the forms	1.0	Assess the completeness of supporting documents	None	20minutes	Agriculturist or Agricultural Technologist on duty
		1.1	If complete, submit to the mayor’s office for signature			
TOTAL					20 minutes	

4. Registration of Fishing Vessel and Fishing Gears.

Office or Division:		Office of the City Agriculturist (OCAgriculturist)				
Classification:		Simple				
Type of Transaction:		G2C/G2G				
Who may avail:		Fishermen/Fisherfolks				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Barangay Clearance				Barangay LGU		
Community Tax				CTO/Barangay LGU		
Pictures of Motorized & Non-motorized Banca				Client		
Receipt of Payment				CTO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure application form and prepare all the requirements needed from the office	1.0	Assist client fill-out application form and assess the completeness of the submitted requirements.	None	20 minutes	<i>Senior Agriculturist or JO Staff</i>
2	Payment	2.0	If all the requirements are complete the clients are advised to pay at treasury	-Motorized 8hp and above- 75.00/boat -Motorized	5 minutes	<i>Cashier CTO</i>



			division then proceed to encoding	7.5hp and below- 50.00/boat -Non motorized- 35.00/boat -Fishing gear- 90.00		
		2.1	Endorse the application for inspection and approval by CFARMC	None	1 day	CFARMC Personnel
		2.2	Conduct Inspection of vessel	None	1 day	JO Staff
		2.3	Approval by CFARMC & LCE			
		2.4	Issue Registration	None	10 minutes	
TOTAL				P 30.00 – P 90.00	2 days & 35 minutes	

5. Enrollment of Farmers and Fisher folks in the RSBSA (Registry System on Basic Sector in Agriculture)

Office or Division:	Office of the City Agriculturist (OCAgriculturist)				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	Fisherfolk Associations, Cooperatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Tax Declaration copy/ barangay captain certification			Assessor Office/ office of barangay captain		
2 x 2 ID pic			client		
Valid ID copy			client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Apply for registration	1	Assist client filling out the form and assigned registry number	None	10minutes	<i>Admin. Aide</i>
TOTAL					10 minutes	

6. Dispersal of small and large animals

Office or Division:		Office of the City Agriculturist (OCAgriculturist)				
Classification:		Simple				
Type of Transaction:		G2C/G2C				
Who may avail:		Farmers				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Purok certification and barangay certification				Purok and barangay		
Barangay endorsement				Barangay		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client apply as beneficiary of the project	1	Include his/her name in the summary of applicants for endorsement and approval by the LCE.		5 minutes	<i>Agricultural Technologist</i>
TOTAL					5 minutes	



City of Naga Traffic and Management Authority

External Service



1. Releasing of Impounded Vehicle (Motorcycle, Tricycle, PUJ, etc.)

Office or Division:		City of Naga Traffic and Management Authority (CNTMA)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Traffic Violators				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
OR / CR (Original & Photocopy) (1 copy)				LTO		
Driver's License (Original & Photocopy) (1 copy)				LTO		
Notarized Deed of Sale (1 copy) (for secondhand unit)				Drafted by the seller		
Certification (1 copy) (for secondhand unit)				Authorized Dealer		
Authorization (new acquired unit)				Authorized Dealer		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Giving of Issued Traffic Citation Ticket to Traffic Admin together with the supporting documents	1.0	Reviewing of the Issued Traffic Citation Ticket and the supporting documents	None	5 mins	JO Staff
		1.1	Encoding of Issued Traffic Citation Ticket	None	5 mins	
2	Proceed to Treasurer's Office (Cashier) windows 1-5 for payment	2.0	Receiving of Issued Traffic Citation Ticket and payment.	Dependin g on the violation against City Ordinance No. 2020 - 44	3 minutes	Cashier CTO
		2.1	Released client's OR Copy		1 minute	
3	Present receipt at Traffic office Table 2	3.0	Reviewing of the Receipt & Gathering all the supporting documents	None	3 minutes	JO Staff
		3.1	Printing of	None	1 minute	



			Release Order & have the client signed			
4	Submit document	4.0	Rechecking all the supporting documents , Signatory and Signing of released order	None	3 minutes	<i>Admin. Aide</i>
5	Proceed to Impounding Area	5.0	Rechecking all the supporting documents, signatories together with the released order from CNTMA office.	None	3 minutes	<i>JO Staff Impounding Area- ECAC</i>
		5.1	Finding the specific Vehicle and checking if it coincides with the supporting documents then release.	None	3 minutes	
TOTAL					27 minutes	



Office of the Sangguniang Panlungsod

External Service



1. Issuance of Certified Photocopies of Resolutions and Ordinances

The SP is mandated to provide certified copies to the public in line with the principles of transparency, accountability and good governance.

Office or Division:		Office of the Sangguniang Panlungsod (SP)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		The general public				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request in writing with stated purpose for certified copies of Resolution or Ordinance	1	Receive request and advice client to pay certification fee to the cashier		1 minute	<i>Sec. to the SP</i>
2	Pay to the cashier	2	Receive payment and issue Official Receipt (O.R.)	Php 80.00 per document	10 minutes	<i>Cashiers CTO</i>
3	Present O. R. to receiving staff	3	Reproduce the hard copy of the document/s and certify		20 minutes	<i>Sec. to the SP or Local Legislative Staff or Admin. Aide</i>
4	Claims the document	4	Have the client signed in the logbook prior to release of the document/s		10 minutes	<i>Local Legislative Staff or Admin. Aide</i>
TOTAL				P 80.00/ document	41 minutes	



Naga People's Market

External Service



1. Acceptance of Stall Rental Application

Office or Division:		Naga People's Market			
Classification:		Simple			
Type of Transaction:		G2G-Government to Government; G2C- Government to Citizen			
Who may avail:		Naga Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter of Intent			Office of the City Mayor/ Administrator		
Barangay Clearance			Barangay		
Purok Certification			Purok Center		
Voter's Certification / Voter's ID			COMELEC		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire as to vacancy	1 Check availability of stall and provide list of requirements	None	5 minutes	Exec. Asst.
2	Present the complete requirements	2 Check and schedule for appearance to the City Mayor	None	15 minutes	Exec. Asst.
3	Submit complete requirements	3 Prepare Contract of Lease	None	1 hour	Exec. Asst. OCM
4	Pay	4 Issue OR	Dry Goods and Eatery – P4,725.00 Meat Section – P3,150.00 Chicken Section – P3,150.00 Vegetables, Sari-sari, Lechon, Fruits – P1,575.00 RTW &	10 minutes	Admin. Aide



				Used Clothing – P1,771.88 Dried Fish – P1,624.25 Ice Dealer – P1,417.50 Bakery – P2,362.50 Bank – P14,700.00 Fish Section – P55.00/day Bagsakan – P2,000.00/month until 2023		
5	Present OR	5	Turnover the space	None		<i>Admin. Aide</i>
TOTAL				500	1 hour & 30 minutes	

2. Provision of Space for Approved Sampling Activity

Office or Division:	Naga People's Market				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government G2C- Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Sample product			From the client		
Approved letter request by the City Mayor/ Administrator			Office of the City Mayor/ Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Present the product and approved request	1	Check availability of space	None		<i>Exec. Asst. I</i>
2	Accompany the staff	2	Inspect the area	None	6 hours	<i>Admin. Aide</i>
3	Pay	3	Issue OR		10 minutes	<i>Cashier CTO</i>
4	Present OR	4				
TOTAL					6 hours & 10 minutes	

3. Collection of Space Rental

Office or Division:		Naga People's Market			
Classification:		Simple			
Type of Transaction:		G2G-Government to Government G2C- Government to Citizen			
Who may avail:		Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Cash or Check					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Pay before the end of the month (working day) to avail of a 10% discount	1 Issue OR	Dry Goods and Eatery – P4,725.00 Meat Section – P3,150.00 Chicken Section – P3,150.00 Vegetables, Sari-sari, Lechon, Fruits – P1,575.00 RTW &	10 minutes	<i>Admin. Aide</i>	



			Used Clothing – P1,771.88 Dried Fish – P1,624.25 Ice Dealer – P1,417.50 Bakery – P2,362.50 Bank – P14,700.00 Fish Section – P55.00/ day Bagsakan – P2,000.00 /month until 2023		
			TOTAL		10 minutes



Office of the City Treasurer

External Services



1. Payment of Real Property Tax

Ad Valorem Tax- Levy on real property tax

Office or Division:		Office of the City Treasurer (CTO)- Cashier Section		
Classification:		Simple		
Type of Transaction:		G2B, G2C		
Who may avail:		Declared owners, business entity / persons having legal interests, rights or participation of the property		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Latest Notice of Assessment and Tax Bill (NATB)				OC Assessor
Last real property tax official receipt				Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present the Notice of Assessment and Tax Bill (NATB) and the official receipt last issued to the Cashier	1 Receive the document and compute or assess for its tax dues.	COMPUTATION: Assessed Value: P550,000.00 X 1% (Basic) ----- P 5,500.00 PLUS P550,000.00 X 1% (SEF) ----- P 5,500.00 = P 11,000.00 (ANNUAL TAX DUE)	5 minutes / Tax Declaration Number	Cashier CTO – Cashier Section LRCO or Admin. Aide CTO
2 Pay the computed Real Property Tax dues.	2 Receive payment and issue corresponding official receipt.	(base on computation) Annual tax due which is equal to P11,000.00 Note: Rates of Levy in the case of a City, at the rate of two percent of the assessed value of	5 minutes / Official Receipt	Cashier CTO – Cashier Section Admin. Aide CTO



			the real property. (Local Government Code of 1991, Sec. 333		
TOTAL				10 minutes	

2. Tax on Transfer of Real Property Ownership

The city may impose a tax on the sale, donation, or any mode of transferring ownership.

Office or Division:		Office of the City Treasurer (CTO)- Cashier Section			
Classification:		Simple			
Type of Transaction:		G2B, G2C			
Who may avail:		Declared owners, business entity / persons having legal interests, rights or participation of the property			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Latest Notice of Assessment and Tax Bill (NATB)				OCAssessor	
Deed of Sale				Client	
Extra Judicial Declaration of Heirs				Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Present the Notice of Assessment and Tax Bill (NATB) and the official receipt last issued to the Cashier including copy of Deed of Sale or any other document as basis for transfer	1 Receive the document and compute or assess its real property transfer tax.	A rate of not more than fifty percent of one percent of the total consideration involved in the acquisition of the property or of the market value in case monetary consideration involved in the transfer is not substantial, whichever is higher. Reference: LGC of 1991, BOOK 2,	5 minutes	Cashier CTO – Cashier Section RCC II CTO	



			<p>Section 135.</p> <p>Example: Market Value = 50,000.00 Cost of Acquisition = 100,000.00 whichever is higher; 100,000.00 X 1% ----- 1,000.00 X 50% ----- Total transfer tax payable is equal to P 500.00.</p> <p>Note: Add penalty and surcharge if required; imposed within 60 days from the date of the execution of the deed or from the date of the decedent’s death. Reference: LGC of 1991, BOOK 2, Section 135.</p>		
2	Pay the total transfer tax due.	2	Receive payment and issue corresponding official receipt.	Transfer tax due is equal to P500.00	5 minutes



TOTAL		10 minutes	
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3. Payment of Business Tax

Tax on trade or commercial activity engaged in as means of livelihood or with a view to profit.

Office or Division:	Office of the City Treasurer (CTO) – Cashier Section				
Classification:	Simple				
Type of Transaction:	G2B				
Who may avail:	Businesses who wants to engage in the City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Barangay Clearance			Barangay Hall		
Capitalization (New Applicant Statement of Gross receipts (Renewal)			Declared owner or prepared by the applicant		
CDA			CDA		
SEC registration					
Inspection Report			Joint Inspection Team / BPLO		
List of PTR and Com Tax			Provided by the company		
If Rented: Contract of Lease and/ or business permit of the lessor			Provided by the lessor		
Tax Clearance			City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly filled-up business application form for verification and assessment.	1	Receive the documents and check for its completeness	None	3 minutes	Cashier CTO – Cashier Section Admin Officer or RCC or Admin. Officer CTO
	1.2	Compute or assess payable business tax	COMPUTATION: In the case of newly started business , the tax shall be one-fifth of one percent (1/5 of 1%) of the	20 minutes	



			<p>capital investment. In the succeeding year, the tax shall be based on the gross receipts for the preceding calendar year, as provided in the pertinent schedules in the local code.</p> <p>(Revenue Code 2012 of the City of Naga, Cebu: Section 2H.02 on pages 29-33 and Section 2I.f.01 on page 36.)</p> <p>For business renewal: computation is based on the schedule set by the local code.</p> <p>a. Manufacturer/Producer Gross Sales: 5,500,000.00 Business Tax Due:26,812.50</p> <p>b. Wholesalers Gross Sales: 1,200,000.00 Business Tax Due:11,000.00</p> <p>c. Exporters or</p>		
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				<p>Millers ... Gross Sales: 5,500,000.00 Business Tax Due: =26,812.50(50%) = 13,406.25</p> <p>d. Retailers Gross Sales: 4,000,000.00 Business Tax Due: 12,705.00</p> <p>e. Contractor Gross Sales: 4,000,000.00 Business Tax Due:12,705.00</p> <p>f. Banks Gross Sales: 5,000,000.00(1%) =50,000.00(50%) Business Tax Due: 25,000.00</p> <p>g. Mining Operations Rate: 2% of Gross Sales 25,000,000.00 (2%) Tax Due: 500,000.00</p>		
		1.3	Print business tax assessment	None	2 minutes	
2	Pay the computed business tax	2.1	Receive the payment	Pay the computed tax due.	5 minutes	Cashier CTO – Cashier Section



assessment		base on the assessment and issue corresponding official receipt.			
*Make sure to secure an Official Receipt that will be issued upon payment					
TOTAL				30 minutes	

4. Issuance of Community Tax Certificate (Individual)

Community Tax Certificate shall be issued to every person upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:		Office of the City Treasurer (CTO) – Cashier Section			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		All City of Naga, Cebu's residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Barangay Clearance			Barangay Hall (where the client resides)		
Government Issued valid ID			DFA, SSS, GSIS, COMELEC, LTO		
Community Tax Declaration Form or CTDF (taxpayer's information form)			Cashier Division – CTC Section		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1	Check the validity of requirements and the completeness of data in the accomplished CTDF	The tax shall accrue on the 1 st day of January of each year to be paid not later than the last day of February of each year. (Local Gov. Code of 1991, Article 6, Section 156-164)	8 minutes	Cashier CTO – Cashier Section
		1.1 Encode data in the CTC			



	* Fill up Form: Provide accurate information and print legibly to avoid delays.		system and inform the taxpayer of the computed amount.	Basic: Php 5.00 Additional tax: One peso for one thousand with a maximum of five thousand. Annual Income: 100,000.00 Tax due: 5.00 - Basic + 100.00 - Add ----- 105.00		
2	Pay the computed amount	2	Receive the payment and print out the community tax certificate and to be sign, thumbmarked by the client.	Pay the amount 105.00 pesos as computed	2 minutes	
TOTAL					10 minutes	

5. Issuance of Community Tax Certificate (Corporation)

This is a yearly tax and shall be issued to every corporation upon payment of the Community tax. A community tax shall be paid in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	City Treasurer- Cashier Section, Ground Floor
Classification:	Simple
Type of Transaction:	G2B – Government to Businesses
Who may avail:	All City of Naga, Cebu's business owners or taxpayers



CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Approved Business Permit Application Form/ Business Permit Renewal Form				BPLO	
2. Articles of Incorporation and SEC Registration for new applicant				Securities and Exchange Commission	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Proceed to Revenue Collection Clerk and present the Approved Business Permit Application Form/Renewal Form, and Articles of Incorporation & SEC Registration	1 Review the Gross Sales/ Receipts of Business Permit Application Form for New /Renewal Form for the computation of tax.	The tax shall accrue on the 1 st day of January of each year to be paid not later than the last day of February of each year. (Local Gov. Code of 1991, Article 6, Section 156-164)	3 minutes	Cashier CTO – Cashier Section	
2 Wait for the issuance of the (CTC) Community Tax Certificate.	2 Compute the amount to be collected based on gross sales/ receipt derived from business and encode the data in the CTC point-of-payment system module.	Basic: P 500.00 Additional Tax: Two pesos for every five thousand with a maximum of ten thousand. Example: Gross Income of P200,000.00 /5,000.00 $= 40.00 \times 2.00$ $= 80.00 + 500.00$ Tax due = 580.00	2 minutes		
3 Sign and affix a thumb mark on the CTC on the space provided, and	3 Collect the corresponding fees and issue/print CTC.	Pay the computed amount 580.00 as showed by the example above.	3 minutes		



pay the corresponding amount					
TOTAL				8 minutes	

6. Issuance of Real Property Tax Clearance

Real Property Tax Clearance is issued to the property declared owner as proof of complete Real Property tax payment (Current tax year or Advance tax year).

Office or Division:	Office of the City Treasurer (CTO) - Real Property Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business				
Who may avail:	Property owners, administrator or their authorized representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Tax Clearance Order of Payment Form			CTO – Real Property Division		
Latest NATB (Notice of Assessment and Tax Bill)			City Assessor's Office		
Photocopy of Tax Declaration			City Assessor's Office		
Latest official receipt of Real Property tax			City Treasurer's Office		
if not declared as owner: S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company)			Real Property Declared Owner		
Proof of ownership if not transferred: Deed of Sale/Donation, Notarized Declaration of Heirs or Sole Adjudication			Persons, Company/Corporation with Legal interest of the property		
Photocopy of valid identification card (owner and authorized representative)			Real Property Declared Owner and Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the documentary requirements	1	Receive and evaluate the completeness of the submitted requirements and determine if declared owner or authorized	P50.00 for a single tax declaration and for multiple tax declarations, an additional P20.00 for succeeding tax declaration number Plus , additional P30.00	5 minutes	<i>Admin. Aide or JO Staff or LRCO or Admin. Officer</i>



			person	(documentary stamp) per clearance.		
		1.1	Verify the status of the real property tax payment records and determine if there are any outstanding real property tax arrears. Compute tax if delinquent.	A total of =P80.00 per Tax Dec.		
		1.2	Issue order of payment			
2	Accept the order of payment and pay for the issuance of OR to the Cashier	2	Receive the payment and order of payment for encoding appropriate data.	As stated in the assessment form/ order of payment.	2 minutes	Cashier CTO – Cashier Section
		2.1	Issue/print OR		3 minutes	
3	Present OR to the tax clearance section for the processing of the document.	3	Process/Create the clearance and print 2 copies to be signed by the City Treasurer.	None	8 minutes	Admin. Aide or JO Staff or LRCO or Admin. Officer
TOTAL					18 minutes	



7. Payment of Building Permit/Electrical, Certificate of Occupancy, Zoning Permit Fees

Collection of regulatory fees required by law (building codes, City's local ordinance) and imposed by the Office of the Building Official.

Office or Division:		Office of the City Treasurer (CTO) - Cashier Section				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		Taxpayers or their authorized representative				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Assessment Form/Order of Payment				Office of the Building Official		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Revenue Collection Clerk and present the Assessment Form/ Order of Payment.	1	Receive the Assessment Form/ Order of Payment and check if signed by the signatories	Amount depends on the income of the taxpayer.	2 minutes	Cashier CTO – Cashier Section
		1.2	Encode the data in the system for processing.		2 minutes	
2	Pay the corresponding amount and wait for the issuance of OR	2	Collect payment and issue/print OR	As stated in the assessment form/ order of payment.	3 minutes	
TOTAL					7 minutes	

8. Assessment of Business Tax

Determining actual business tax through accurate computation and billing in accordance to the City's local government code prior to actual payment.

Office or Division:	Office of the City Treasurer (CTO) - Cashier Section
Classification:	Simple



Type of Transaction:		G2B, G2C				
Who may avail:		All local taxpayers or business entity engaging in business and professional services				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Application Form for Business Permit				BPLO		
Statement of Gross Receipts				Citizen/Client		
Barangay Clearance				Barangay		
Current year's Community Tax Certificate				City Treasurer's Office		
Preceding year's (Mayor's Permit/Business permit)				City Treasurer's Office		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the Statement of Gross Receipts and other required documents	1	Accept the approved Application Form and other required documents.	None	18minutes	<i>Cashier</i> <i>CTO – Cashier Section</i> <i>Admin Officer</i> <i>or</i> <i>RCC</i> <i>or</i> <i>Admin. Officer</i> <i>CTO</i>
		1.1	Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees	Basis of computation: Depends on the following: -Line of business -Gross Sales -Area of establishment In the case of <u>newly started business</u> , the tax shall be one-fifth of one percent (1/5 of 1%) of the capital investment. In the succeeding year, the tax shall be based on the gross receipts for the preceding calendar year, as provided in the		



			<p>pertinent schedules in the local code.</p> <p>Reference: (Revenue Code 2012 of the City of Naga, Cebu: Section 2H.02 on pages 29-33 and Section 2I.f.01 on page 36.)</p> <p><u>For business renewal:</u> computation is based on the schedule set by the local code.</p> <p>a. Manufacturer/Producer Gross Sales: 5,500,000.00 Business Tax Due: 26,812.50</p> <p>b. Wholesalers Gross Sales: 1,200,000.00 Business Tax Due: 11,000.00</p> <p>c. Exporters or Millers ... Gross Sales: 5,500,000.00 Business Tax Due: = 26,812.50 (50%) = 13,406.25</p> <p>d. Retailers Gross Sales:</p>		
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				4,000,000.00 Business Tax Due:12,705.00 e. Contractor Gross Sales: 4,000,000.00 Business Tax Due: 12,705.00 f. Banks Gross Sales: 5,000,000.00(1%) =50,000.00(50%) Business Tax Due: 25,000.00 g. Mining Operations Rate: 2% of Gross Sales 25,000,000.00 x 2% Tax Due: 500,000.00		
		1.2	Print and issue computerized business tax bill		2 minutes	
			TOTAL		20 minutes	

9. Application and Payment of City-Owned Rentable/Commercial Spaces

The Philippine constitution empowers the local government units to create its own sources of revenues and to levy taxes, fees and charges which shall accrue exclusively to local governments. City owned rentable spaces will help augment its local income as it will serve as additional sources of revenue.



Office or Division:		Office of the City Treasurer (CTO) - Admin Section			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen ; G2B – Government to Business			
Who may avail:		Prospective entrepreneurs, business owners, local taxpayers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Letter of Intent				Citizen/Client	
Permit to Lease				City Mayor's Office	
Contract of Lease				City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit Letter of Intent (LOI) from Mayor's office.	1 Receive approved LOI	None	1 minute	LCRO	
2 Submit Permit to Lease from Mayor's office.	2 Receive/Check approved Permit to Lease and advise applicant for payment of advance/security deposit at treasury cashier's section	One month rental plus two months security deposit Example: Monthly rental of 4,000.00 plus 8,000.00 security deposit equals to 12,000.00 pesos.	3 minute		
3 Pay and submit order of payment for advance and security deposit	3 Accept order of payment and Issue OR	Pay the computed amount equal to 12,000.00 pesos.	3 minutes	Cashier CTO – Cashier Section Admin. Aide CTO	
4 Submit Contract of Lease secured from	4 Receive a copy of notarized Contract of Lease	None	1 minute	JO Staff LCRO	



Mayor's office					
TOTAL				8 minutes	

10. Cash and Check Disbursement

One of the duties of City Treasurer shall take charge of the disbursement of all local government funds and such other funds the custody of which may be entrusted to him by law or other competent authority (from LGC).

Office or Division:		Office of the City Treasurer (CTO) - Admin Section			
Classification:		Simple			
Type of Transaction:		G2C; G2B; G2G			
Who may avail:		Claimant/Suppliers, LGU employees and other National Gov't. Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid ID (Private Entity)			Company Issued ID		
Government Issued valid ID			DFA, SSS, GSIS, COMELEC, LTO		
Supplier's Official Receipt (BIR Registered Official Receipt)			BIR		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME
<u>CASH:</u>				None	LRCO
1	Present or Submit valid ID	1	Accept and check ID		1 minute
2	Sign or affix signature on payrolls	2	Check and Pay corresponding amount reflected on the payroll		2 minutes
TOTAL					3 minutes
<u>CHECK:</u>					Admin Aide
1	Present or submit valid ID	1	Accept and check ID		1 minute
2	Sign or affix signature on vouchers, check registry logbook	2	Check signature and release the check		2 minutes



2.1	If suppliers: issue correspondin g receipt on claimed check	2.1	Check issued receipt and release the check		2 minutes	
TOTAL					5 minutes	



Public Employment Service Office

External Services



1. Local Job Fair

-is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and local employers in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants

Office or Division:		Public Employment Service Office				
Classification:		Simple				
Type of Transaction:		G2C; G2B				
Who may avail:		Jobseekers and Employers (Companies & Recruitment Agencies)				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
For Jobseekers:						
Set of Resume or Bio-data					Jobseeker	
NSRP Form					PESO Office	
For Employers:						
Business Permit						
SEC Registration						
BIR Certification/Registration						
Valid Registration with DOLE (if PEA, D.O. 174-17, PCAB)						
Online registration with PhilJobNet					http://www.philjobnet.gov.ph	
Screenshots of posting of vacancies thru PhilJobNet						
List of Vacancies						
Certificate of No Pending Case						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Employer: submit to PESO the job fair requirements	1.0	Receive and check the submitted requirements if complete; if not advise employer to comply lacking requirements	None	5 minutes	<i>Admin. Aide</i>
2	Wait for PESO advice for the conduct of job fair	2.0	Submit all documentary requirements of participating employers to DOLE Region 7 for verification and issuance of	None	5 minutes	<i>Labor & Employment Officer (LEO)</i>



			authority to conduct job fair and advice participating employer after receipt of said authority			
		2.1	Solicit from participating employers their job vacancies for posting at the Shopping Area	None	1 week before job fair	<i>Admin. Aide</i>
3	Jobseeker: May pre-register at PESO and fill-up required forms	3.0	Conduct pre-registration to the applicants and provide forms	None	1 week before the job fair	<i>JO Staff</i>
During the Job Fair						
4	Jobseeker: Prepare Resume/ Bio-data, School Credentials, Pictures, Employment Certificate (if any) then register at the job fair venue	4.0	Register the jobseeker and provide the NSRP Form and advice applicant/s on how to fill up the form	None	3 minutes	<i>JO Staff</i>
5	Fill up the NSRP Form and submit to PESO Personnel	5.0	Receive and check the NSRP Form and provide the Shopping list Form to jobseekers and guide him/her to the shopping area for job vacancy	None	3 minutes	



			selection			
6	List down the desired job in the Shopping List Form and submit to the personnel in the screening area	6.0	Assign personnel screen the list and sign the form then advice the jobseeker to proceed to the employer's area for interview	None	5 minutes	Admin. Aide DOLE Representative
7	Proceed to employer's area for the interview	7.0	Assist jobseeker to the employer's area	None	1 minute	JO Staff
8	Employer: Upon arrival at the venue, he/she shall register and proceed to the employer's area	8.0	Assist and guide employers to their respective assign area.	None	2 minutes	
9	Conduct recruitment activities at the designated employer's area	9.0	Facilitate and monitor the conduct of Job Fair Activity	None	8 hours	LEO and DOLE Representative
10	Report to PESO if there are hired on the spots (HOTS) and submit terminal report before leaving the venue	10.0	Recognize applicants hired-on-the-spot and collect the terminal reports of the participating employer	None	5 minutes	
		10.1	Encode data	None	1 day after the	JO Staff



			on NSRP Form to the Skills Registry System for data banking		Job Fair	
		10.2	Follow-up the status of the applicants those for exam and interview	None	1 month after job fair	<i>PESO Staff</i>
TOTAL						

2. Overseas Job Fair

-is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and overseas employers / overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants.

Office or Division:		Public Employment Service Office				
Classification:		Simple				
Type of Transaction:		G2C; G2B				
Who may avail:		Jobseekers and Employers (Recruitment Agencies)				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
For Jobseekers:						
Set of Resume or Bio-data						
NSRP Form					PESO Office	
For Employers:						
SRA Acknowledgement Form					POEA	
Validated Job Orders					POEA	
POEA License					POEA	
Letter of Acknowledgement (LOA), if foreign Employers/Principals participate in the Recruitment					POEA	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Employer: submit to PESO the job fair requirements	1.0	Receive and check the submitted requirements if complete; if not advice employer to	None	5 minutes	<i>Admin. Aide</i>



			comply lacking requirements			
2	Wait for PESO advice for the conduct of job fair	2.0	Submit all documentary requirements of participating employers to DOLE Region 7 & POEA for verification and issuance of authority to conduct job fair	None	5 minutes	LEO
		2.1	Solicit from participating employers their job vacancies for posting at the Shopping Area	None	1 week before job fair	Admin. Aide
3	Jobseeker: May pre-register at PESO and fill-up required forms	3.0	Conduct pre-registration to the applicants and provide forms	None	1 week before the job fair	JO Staff
During the Job Fair						
4	Jobseeker: Prepare Resume/ Bio-data, School Credentials, Pictures, Employment Certificate (if any) then register at the job fair venue	4.0	Register the jobseeker and provide the NSRP Form and advice applicant/s on how to fill up the form	None	3 minutes	JO Staff
5	Fill up the NSRP Form and submit to	5.0	Receive and check the NSRP Form	None	3 minutes	



	PESO Personnel		and provide the Shopping list Form to jobseekers and guide him/her to the shopping area for job vacancy selection			
6	List down the desired job in the Shopping List Form and submit to the personnel in the screening area	6.0	Assign personnel screen the list and sign the form then advice the jobseeker to proceed to the employer's area for interview	None	5 minutes	<i>Admin. Aide</i> <i>DOLE Representative</i>
7	Proceed to employer's area for the interview	7.0	Assist jobseeker to the employer's area	None	1 minute	<i>JO Staff</i>
8	Employer: Upon arrival at the venue, he/she shall register and proceed to the employer's area	8.0	Assist and guide employers to their respective assign area.	None	2 minutes	
9	Conduct recruitment activities at the designated employer's area	9.0	Facilitate and monitor the conduct of Job Fair Activity	None	8 hours	<i>LEO</i> <i>and DOLE Representative</i>
10	Report to PESO if there are hired on the spots	10.0	Recognize applicants hired-on-the-spot and	None	5 minutes	



	(HOTS) and submit terminal report before leaving the venue		collect the terminal reports of the participating employer			
		10.1	Encode data on NSRP Form to the Skills Registry System for data banking	None	1 day after the Job Fair	JO Staff
		10.1	Follow-up the status of the applicants those for exam and interview	None	1 month after job fair	PESO Staff
TOTAL						

3. Employment Guidance & Counseling

- is a process of assisting people intellectually and psychologically to make decisions about their career and act to realize it.

Office or Division:		Public Employment Service Office (PESO)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Jobseekers				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
For Jobseekers:						
Biodata/Resume				Jobseeker		
NSRP Form				PESO Office		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign the attendance and submit biodata/resume then fill-up the NSRP Form	1	Assist jobseeker in filling up the attendance and NSRP Form and received the biodata/resume	None	5 Minutes	Admin.Aide or JO Staff
2	Submit to the	2	Provide the	None	10 minutes	Admin.Aide



	employment guidance and counseling session		following to the jobseeker: ● counsel on the current labor market situation ● Give career guidance ● Identify occupationally set base on jobseekers qualification and give recommendation s			<i>or JO Staff</i> <i>LEO</i>
		2.1	Encode data on NSRP Form to the Skills Registry System for data banking	None	5 minutes	<i>JO Staff</i>
TOTAL					20 minutes	

4. Employment Referral / Recommendation

- is process of directing pre-screened jobseekers to employers with vacancies matching their qualifications.

Office or Division:	Public Employment Service Office (PESO)				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	Jobseekers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Jobseekers:					
Biodata or Resume with picture			Jobseeker		
Barangay Clearance			Barangay Hall where jobseekers resides		
Police Clearance			Police Station		
NBI Clearance			NBI Office or Satellite Office		
NSRP Form			PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Sign the attendance and fill –up the NSRP Form	1.0	Guide jobseeker in filling up the attendance and NSRP Form	None	3 Minutes	Admin.Aide or JO Staff
2	Submit required documents to PESO Personnel	2.0	Receive and check the submitted documents if complete, if not, advice the jobseeker to comply	None	3 minutes	
3	Submit self for interview	3.0	Conduct interview with the jobseeker	None	5 minutes	Admin.Aide or JO Staff LEO
4	Wait for the PESO referral / recommendation slip	4.0	Provide PESO referral / recommendation slip	None	5 minutes	
5	Bring PESO referral / recommendation slip to Mayor’s Office	5.0	Advice jobseeker to proceed to Mayor’s Office for the issuance of Mayor’s Certificate	None	1 minute	Admin.Aide or JO Staff
		5.1	Encode data on NSRP Form to the Skills Registry System for data banking	None	5 minutes	JO Staff
TOTAL					22 minutes	

5. Special Recruitment Activity (SRA)

- is an activity where POEA licensed agencies can recruit qualified jobseekers in the City of Naga through the assistance of PESO.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple



Type of Transaction:		G2C				
Who may avail:		Employers and Jobseekers				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
For Jobseekers:						
Set of Resume or Bio-data					Jobseeker	
NSRP Form					PESO Office	
For Employers:						
Letter of Intent stating the date and agency representative/s					Employer	
POEA License					POEA	
Validated Job Orders					POEA	
SRA Acknowledgement Form					POEA	
Letter of Acknowledgement (LOA), if foreign Employers/Principals participate in the Recruitment					POEA	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of intent and requirements to PESO	1.0	Receive the letter of intent and requirements then check the propose date with PESO Calendar and advice agency to change their schedule should conflict of schedule arise	None	5 minutes	<i>Admin.Aide or JO Staff</i>
2	Wait for response	2.0	Evaluate and verify submitted requirements to POEA Portal	None	5 minutes	<i>LEO</i>
3	Wait for response	3.0	If the agency is compliant, prepare the No Objection Letter	None	5 minutes	
4	Wait for the No Objection	4.0	Forward the No Objection	None	3 minutes	<i>Admin.Aide</i>



	Letter		Letter to the Office of the Mayor for approval			
5	Receive the No Objection Letter and submit to POEA for approval and acknowledgment	5.0	Forward the No Objection Letter to the requesting agency and inform them of the final date of the recruitment activity	None	5 minutes	Admin.Aide
6	Furnace PESO with POEA SRA Acknowledgment	6.0	Receive the POEA SRA Acknowledgment from the requesting agency	None	1 minute	
7	Conduct the Special Recruitment Activity on the approve date, time, and venue	7.0	Provide venue for the recruitment activity	None	8 hours	Employers/Agency/ Company LEO JO Staff
8	Jobseeker fill-up forms and subject self for interview	8.0	Provide NSRP Forms and assist the jobseekers and employers	None		
9	Provide PESO with terminal report of qualified and accepted applicants including those hired on the spot (HOTS)	9.0	Collect the terminal report after SRA for documentation and follow-up	None	1 minute	Employers/Agency/ Company Admin.Aide
		9.1	Encode data on NSRP Form to the Skills Registry System for	None	5 minutes	JO Staff



10	Employer: Provide information and data to PESO	10	data banking Make a follow up on the status of the applicants after 1 month from the conduct of SRA	None	1 month after SRA	<i>Admin.Aide</i>
TOTAL						

6. Special Program for Employment of Students (SPES)

- is a youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

Office or Division:	Public Employment Service Office (PESO)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Students, out-of-school youth (OSY), dependent of Displaced Workers who are at least 15 but not more than 30 years of age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Resume with 2 x 2 recent picture			
Birth Certificate (2 photocopies) and bring Original copy for validation purposes			
Barangay Endorsement		Barangay Hall	
NSRP Form (1 copy)		PESO	
SPES Registration Form 1 (3 copies)		PESO	
❖ For students: (3 copies) <ul style="list-style-type: none">○ Photocopy of the Form 138 (Student's Report Card) or Form 137 (Student's Permanent Record) of the last school year or term attended immediately preceding the application○ Photocopy of the report of grades or complete set of academic class cards (for higher education) and present the original copy for validation purposes		School / University	



<ul style="list-style-type: none">○ Certification from the school of the applicant's passing general average or general weighted average						
❖ For OSY: <ul style="list-style-type: none">○ Certification as OSY from the Barangay Chairman or Punong Barangay or SWDO in the LGU○ Certificate of Good Moral Character (3 copies)		Barangay Hall or CSWDO				
❖ For dependent of displaced workers , any of the following: <ul style="list-style-type: none">○ Notice of Termination○ DOLE RO's Establishment Termination Report○ Certification of displacement issued by the concerned barangay or municipal/city social worker development officer of the LGU.		Company, DOLE, Barangay, and CSWDO				
❖ For wage-earner parents , any of the following may be submitted: <ul style="list-style-type: none">○ Photocopy of Income Tax Return (ITR),○ Photocopy of Certificate of Tax Exemption issued by BIR, or○ Original copy of Certificate of Low Income issued by the concerned barangay for those who reside outside the ten (10) kilometer-radius from the nearest Revenue District Office (RDO) of the BIR <i>Note: Indicate in the certification the purpose is for SPES Program</i>		BIR and Barangay				
❖ For non-wage earner parents: <ul style="list-style-type: none">○ Original copy of the Certificate of Indigence or Low Income issued by the Barangay or Social Welfare and Development Office of the LGU <i>Note: Indicate in the certification the purpose is for SPES Program</i>		Barangay and CSWDO				
Contract of Service		PESO				
Oath of Undertaking		PESO				
Pre - Employment Questionnaire		PESO				
Post - Employment Questionnaire		PESO				
<i>Note: Submit requirements and place it in a Long Green Folder to PESO Office</i>						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure SPES requirements	1	Provide the checklist and	None	3 minutes	Admin.Aide



			explain to applicant the needed requirements			
2	Submit the requirements	2	Receive and assess the submitted requirements as to completeness vis-à-vis with the checklist ; if found incomplete advice applicant to comply and re-apply	None	5 minutes	
3	Submit to the initial screening/interview	3	Conduct initial screening/interview and inform successful applicants on the schedule of SPES Orientation	None	5 minutes	LEO
4	Attend the SPES Orientation	4	Conduct SPES Orientation and facilitate the Contract Signing	None	2 hours	LEO DOLE Representative LCE
5	Proceed to office assignment	5	Facilitate and endorse beneficiary to their office assignment	None	1 hour	Admin.Aide
6	Render service during the whole duration of the program	6	Process the salary and other pertinent documents (LGU Counterpart)	None	15 days after the duration of the program	
7	Wait advice for claiming the salary	7	Submit pertinent documents to DOLE 7 for the processing of the	None	15 days after the duration of the program	Admin.Aide LEO



		salary (DOLE Counterpart)			
TOTAL					

7. Career Guidance and Employment Advocacy

- is an activity/service where students are provided with relevant labor market information and career guidance to assist them in choosing their career path.

Office or Division:		Public Employment Service Office (PESO)				
Classification:		Simple				
Type of Transaction:		G2C;G2G				
Who may avail:		Students and Jobseekers				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
NSRP FORM				PESO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure the NSRP Form	1.0	Provide the NSRP Form to participants	None	5 minutes	JO Staff
2	Fill-up the NSRP	2.0	Collect the accomplished Form	None	5 minutes	
3	Prepare for the orientation	3.0	Prepare the materials, equipment, and venue for the orientation	None	30 minutes	Admin.Aide
4	Participate in the orientation	4.0	Conduct the Career Guidance and Employment Program	None	1 hour	JO Staff
		4.1	Recognition & Acknowledgme nt	None	30 minutes	LEO
		4.2	Encode data on NSRP Form to the Skills Registry	None	1 after the activity	DOLE Representative
						LEO
						JO Staff



			System for data banking			
TOTAL					2 hours & 10 minutes	

8. Labor Education for Graduating Students (LEGS)

- is an activity where graduating students are educated on the rights and responsibilities of workers and employers, work ethics, values, skills, and other labor related information that will guide and help them become partners in establishing harmonious labor-management relations.

Office or Division:		Public Employment Service Office (PESO)				
Classification:		Simple				
Type of Transaction:		G2C;G2G				
Who may avail:		Graduating Students				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
NSRP FORM				PESO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure the NSRP Form	1.0	Provide the NSRP Form to participants	None	5 minutes	JO Staff
2	Fill-up the NSRP	2.0	Collect the accomplished Form	None	5 minutes	
3	Prepare for the seminar	3.0	Prepare the materials, equipment, and venue for the seminar	None	30 minutes	Admin.Aide JO Staff LEO
4	Participate in the seminar	4.0	Conduct the Labor Education Seminar	None	1 hour	LEO DOLE Representative
		4.1	Recognition & Acknowledgment	None	30 minutes	LEO
		4.2	Encode data on NSRP Form to the Skills	None	1 after the activity	JO Staff



			Registry System for data banking			
TOTAL					2 hours & 10 minutes	

9. OFW Help Desk

- is established to attend to the problems and concerns of the OFWs and their families, and to provide information on all aspect of overseas employment.

Office or Division:		Public Employment Service Office (PESO)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Overseas Filipino Worker and their Family				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request for Assistance Form				PESO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign attendance Form	1	Guide client in filling up the attendance	None	3 minutes	Admin.Aide
2	Tell to staff his/her concern / request	2	Inquire clients concern / request and endorse to PESO Manager	None	3 minutes	
3	Submit to the interview and provide facts or information on his/her request	3	Listen, interview, and gather facts from the client	None	30 minutes	LEO
4	Fill –up Request for Assistance Form	4	Provide Request for Assistance Form	None	15 minutes	
5	Sign and submit the request assistance form to PESO Manager	5	Check the request assistance form and e-mail to OWWA 7 for further action	None	30 minutes	
TOTAL					1 hour & 21 minutes	



Internal Audit System

Internal Services



1. Management Audit

Management audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date. It includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standards of the agencies/units covered (4.2 Management Audit, Philippine Government Internal Audit Manual, page 9.)

Office or Division:		Internal Audit Services (IAS)				
Classification:		Simple, Complex or Highly Technical (may vary per Project)				
Type of Transaction:		G2G- Government to Government				
Who may avail:		Executive Branch of the LGU-City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit				Office of the City Mayor (OCM)		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Endorsement Letter/ Written Instructions from the City Mayor to IAS Office	1.0	Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 minutes	JO Staff
		1.1	Evaluation of the audit request is under the scope of IAS	None	3 Hours	Internal Auditor
		1.2	If the Audit request is not under the scope of IAS but rather under external unit such as COA and other pertinent laws and regulations : a. Preparation of letter stating the	None	1 day	Internal Auditor JO Staff



			basis for declining the request and submit the letter to the requesting party and copy furnished to the City Mayor			
		1.3	If the Audit Request is under the scope of IAS: a. Assignment and discussion of the Project to IAS Staff	None	4 hours	<i>Internal Auditor</i>
		1.4	Conduct Management Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>JO Staff</i>
		1.5	Draft Audit report and submit to the HEAD of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	
		1.6	Review and Approval of Audit Report	None	2 or 3 Days (depending on the nature of the Project)	<i>Internal Auditor</i>
		1.7	Submit audit report to the requesting party and copy furnished to City Mayor	None	25 minutes	<i>JO Staff</i>
		TOTAL				



2.Compliance Audit

Compliance Audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations (4.1 Compliance Audit, Philippine Government Internal Audit Manual, page 9.)

Office or Division:		Internal Audit Services (IAS)				
Classification:		Simple, Complex or Highly Technical (may vary per Project)				
Type of Transaction:		G2G- Government to Government				
Who may avail:		Executive Branch of the LGU-City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit				Office of the City Mayor (OCM)		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Endorsement Letter/ Written Instructions from the City Mayor to IAS Office	1	Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 minutes	JO Staff
		1.1	Evaluation of the audit request is under the scope of IAS	None	3 Hours	Internal Auditor
		1.2	If the Audit request is not under the scope of IAS but rather under external unit such as COA and other pertinent laws and regulations : a. Preparation of letter stating the basis for declining the request and submit the letter to the requesting party and copy	None	1 day	Internal Auditor JO Staff



			furnished to the City Mayor			
		1.3	If the Audit Request is under the scope of IAS: a. Assignment and discussion of the Project to IAS Staff	None	4 hours	<i>Internal Auditor</i>
		1.4	Conduct Compliance Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>JO Staff</i>
		1.5	Draft Audit report and submit to the HEAD of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	
		1.6	Review and Approval of Audit Report	None	2 or 3 Days (depending on the nature of the Project)	<i>Internal Auditor</i>
		1.7	Submit audit report to the requesting party and copy furnished to City Mayor	None	25 minutes	<i>JO Staff</i>
		TOTAL				

3.Operations Audit

Operations audit is a separate evaluation of the outcome, output, process and input to determine whether government operations, programs and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures and contractual obligations.



Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results were achieved(4.3 Operations Audit, Philippine Government Internal Audit Manual, page 12.)

Office or Division:		Internal Audit Services (IAS)				
Classification:		Simple, Complex or Highly Technical (may vary per Project)				
Type of Transaction:		G2G- Government to Government				
Who may avail:		Executive Branch of the LGU-City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit				Office of the City Mayor (OCM)		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Endorsement Letter/ Written Instructions from the City Mayor to IAS Office	1	Receive the Endorsement Letter/ Written Instructions and forward to the Head of IAS	None	5 minutes	JO Staff
		1.1	Evaluation of the audit request is under the scope of IAS	None	3 Hours	Internal Auditor
		1.2	If the Audit request is not under the scope of IAS but rather under external unit such as COA and other pertinent laws and regulations : a. Preparation of letter stating the basis for declining the request and submit the letter to the requesting party and copy furnished to the City Mayor	None	1 day	Internal Auditor JO Staff



		1.3	If the Audit Request is under the scope of IAS: a. Assignment and discussion of the Project to IAS Staff	None	4 hours	<i>Internal Auditor</i>
		1.4	Conduct Operations Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>JO Staff</i>
		1.5	Draft Audit report and submit to the HEAD of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	
		1.6	Review and Approval of Audit Report	None	2 or 3 Days (depending on the nature of the Project)	<i>Internal Auditor</i>
		1.7	Submit audit report to the requesting party and copy furnished to City Mayor	None	25 minutes	<i>JO Staff</i>
TOTAL						



Office of the City General Services Officer

External Services



1. Property Borrowings (tables, chairs & tents)

The City Government aims to provide logistical support (tables and/or chairs / tents) to individuals, business entities or government agencies in the conduct of their official activities or in celebration of certain allowable events.

Office or Division:		Office of the City General Services Officer (GSO)				
Classification:		Simple				
Type of Transaction:		G2C, G2G, G2B				
Who may avail:		All				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Approved Request Letter				City Administrator's Office / Office of the City Mayor		
Borrower's Form				GSO – Property Section		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly signed and approved request letter	1.0	Receive the document and issue borrower's form	None	3 minutes	Admin. Aide
2	Filled – up borrower's form	2.0	Review the information indicated in the borrower's form	None	5 minutes	
		2.1	If all required information are properly indicated, the filled-up borrower's form shall be signed by immediate supervisor	None	5 minutes	Procurement Officer City GSO
3	Secure copy of the borrower's form	3.0	Provide copy of the approved vehicle registration form to requesting party and contact number of property officer	None	3 minutes	Admin. Aide
TOTAL					16 minutes	



2. Use of Government Vehicle

The City Government aims to provide logistical support (in terms of transportation requirements) to individuals, business entities or government agencies in the conduct of their official activities or in celebration of certain allowable events.

Office or Division:		Motorpool Unit - Office of the City General Services Officer				
Classification:		Simple				
Type of Transaction:		G2C, G2G, G2B				
Who may avail:		All				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Approved Request Letter				City Administrator's Office / Office of the City Mayor		
Vehicle Reservation Form				GSO – Motorpool Unit		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly signed and approved request letter	1	Receive the document and issue borrower's form	None	3 minutes	Admin Aide
2	Filled – up vehicle registration form	2	Review the information indicated in the borrower's form	None	5 minutes	
		2.1	If all required information are properly indicated, the filled-up vehicle registration form shall be signed by immediate supervisor	None	5 minutes	Admin Aide City GSO
3	Secure copy of the approved vehicle registration form	3	Provide copy of the approved vehicle registration form to requesting party and contact number of assigned driver	None	2 minutes	Admin Aide
TOTAL					15 minutes	



Bids and Awards Committee External Service



1. Conduct Pre-Bid Conference

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		All prospective supplier/contractors/consultant				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
NONE						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the venue as indicated in the Invitation to Bid posted in PhilGEPS website	1	Assist the prospective bidders for attendance		5 minutes	<i>Admin. Aide</i>
		1.1	Discuss/deliberate different aspects of the procurement at hand such as the eligibility requirements, technical and financial components		2 hours	<i>BAC Members, TWG& Secretariat</i>
		1.2	Take minutes of the meeting			<i>Admin. Asst. / BAC Secretariat</i>
TOTAL					2 hours & 5 minutes	

2. Issuance of Bidding Documents

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		All prospective supplier/contractors/consultant				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Official Receipt (present original and submit one photocopy)						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Signify intent to	1	Issue a note	Rates	5 minutes	Admin. Asst. / BAC



	purchase bidding documents and ask for a reference note		indicating the project title, ITB No, Company Name and Cost of Bidding Documents	provided by RA 9184 (Php 500.00 – Php 75,000.00)		<i>Secretariat</i> <i>Community Affairs Asst.</i>
2	Receive the note from the BAC Secretariat and proceed to the City Treasurer's Office (CTO) for payment	2	Print and bind the bidding documents while waiting for the official receipt		15 minutes	
3	Present original and submit copy of Official Receipt (OR) as proof of payment	3	Photocopy the OR and issue copy of the bidding documents		10 minutes	<i>Community Affairs Asst.</i> <i>Admin. Aide</i>
TOTAL					30 minutes	

3. Issuance of Supplemental/Bid Bulletin

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		All prospective supplier/contractors/consultant; Procuring Entity				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Letter request for clarification/interpretation or upon Procuring Entity's initiative						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request for clarification/interpretation	1.0	Receive and verify request submitted by prospective bidders	None	5 minutes	<i>Admin. Asst. / BAC Secretariat</i> <i>Community Affairs Asst.</i>
		1.1	Respond to the request or upon the Procuring Entity's initiative,	None	15 minutes	



			prepare supplemental/bid bulletin for approval of BAC Chairperson			
2	Receive the supplemental/bid bulletin	2.0	Post supplemental/bid bulletin in the PhilGEPS website and at three (3) conspicuous places	None	10 minutes	Community Affairs Asst. Admin. Aide
TOTAL					30 minutes	

4. Receive and Open Bids

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		All prospective supplier/contractors/consultant who purchased bidding documents				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Bid offer (Eligibility, Technical and Financial Components) – 3 copies (original, copy 1 & copy 2)						
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit bid offer to the BAC Office on the date, time, and place specified in the Invitation to Bid	1.0	Receive bid and assist the bidders for attendance	None	5 minutes	Admin. Aide
		1.1	Prepare for the BAC Conference	None	10 minutes	BAC Secretariat
2	Wait for the findings of the BAC	2.0	Opening of bids of the bid offer/s from the participating bidders	None	2 hours	BAC Members & TWG
		2.2	Take minutes of	None		Admin. Asst. / BAC



			the meeting			<i>Secretariat</i>
		2.3	Pronouncement of the lowest/single calculated bid	None	5 minutes	<i>BAC Members</i>
TOTAL					2 hours & 20 minutes	

5. Issuance of Certificate of Eligibility

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		All prospective supplier/contractors/consultant				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
<i>(for alternative methods of procurement)</i>						
1 certified true copy from original						
1. Current and valid Mayor's/Business Permit						
2. PhilGEPS Registration						
3. PCAB license for contractors						
4. Curriculum Vitae for consultants						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit documentary requirements	1.0	Receive and verify documents submitted	None	5 minutes	<i>Community Affairs Asst.</i>
		1.1	Prepare Certificate of Eligibility for approval of the BAC Chairperson		5 minutes	<i>Community Affairs Asst.</i> <i>City Legal Officer OCM</i>
TOTAL					10 minutes	

6. Conduct Post-Qualification

Office or Division:	Bids and Awards Committee
Classification:	Complex



Type of Transaction:		G2B, G2C			
Who may avail:		Bidder with the lowest/single calculated bid			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Eligibility, Technical and Financial Documents & other post-qualification requirements – 3 copies (original, copy 1 & copy 2)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit Eligibility, Technical and Financial Documents & other post-qualification requirements	1 Verify, validate, and ascertain all statements made and documents submitted by the bidder with the lowest/single calculated bid using non-discretionary criteria, as stated in the Bidding Documents	None	12 calendar days	BAC Members & TWG	
TOTAL			12 days		

7. Issuance of Notice of Post-Qualification

Office or Division:		Bids and Awards Committee			
Classification:		Simple			
Type of Transaction:		G2B, G2C			
Who may avail:		Bidder with the lowest/single calculated and responsive bid			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Duly signed post-qualification report					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit all post-qualification requirements and be responsive to all concerns of BAC and BAC-	1 Prepare Notice of Post-qualification for signature by the BAC Chairperson	None	15 minutes	Admin. Asst. / BAC Secretariat	
	1.1 Release signed Notice of Post-qualification to				



TWG	winning bidder			
TOTAL			15 minutes	

8. Issuance of Notice of Award

Office or Division:	Bids and Awards Committee					
Classification:	Simple					
Type of Transaction:	G2B, G2C					
Who may avail:	Winning bidder					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1.Notice of Post-qualification with conforme (3 copies)						
2. BAC Resolution Recommending Award duly approved by the Head of the Procuring Entity (HoPE)				c/o BAC Secretariat		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly signed Notice of Post-qualification	1	Prepare Notice of Award for signature by the city mayor	None	15 minutes	Admin. Asst. / BAC Secretariat
		1.1	Release signed Notice of Award to winning bidder			
TOTAL					15 minutes	

9. Issuance of Contract/Purchase Order

Office or Division:		Bids and Awards Committee		
Classification:		Simple		
Type of Transaction:		G2B, G2C		
Who may avail:		Winning bidder		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Notice of Award with conforme (4 copies)				
2. Performance Security (original copy with OR)				
3. DOLE approved CSHP (original)				
4. SP Resolution authorizing the City Mayor to enter into contract				c/o BAC Secretariat
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON



				BE PAID	TIME	RESPONSIBLE
1	Submit duly signed Notice of Award and all documentary requirements as indicated in NOA	1	Draft Contract/ Purchase Order	None	15 minutes	Admin. Asst. / BAC Secretariat
		1.1	Review Contract/Purchase Order for signature of city mayor & city treasurer	None	15 minutes	City Legal Officer OCM
		1.2	Release contract/ purchase order to winning bidder	None	2 minutes	Admin. Asst. / BAC Secretariat
TOTAL					32 minutes	

10. Issuance of Notice to Proceed

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2B, G2C				
Who may avail:		Winning bidder				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Duly notarized contract agreement (3 copies)						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly signed and notarized contract	1	Prepare Notice to Proceed for signature by the city mayor	None	15 minutes	Admin. Asst. / BAC Secretariat
		1.1	Release signed Notice to proceed to winning bidder			
TOTAL					15 minutes	



Bids and Awards Committee

Internal Service



1. Advertisement/Posting of Invitation to Bid/Request for Expression of Interest in PhilGeps Website & Conspicuous Places

Office or Division:		Bids and Awards Committee				
Classification:		Simple				
Type of Transaction:		G2G				
Who may avail:		CPDC/GSO/Barangays				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1 copy of the following:						
Approved POW/PR/TOR						
ABC						
SP Resolution for Lump Sum						
Appropriation/Certification of Availability of Funds						
ROW/land status/technical specifications						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit documentary requirements	1	Receive and verify documents submitted	NONE	30 minutes	Community Affairs Asst.
		1.2	Prepare Invitation to Bid/Request for Expression of Interest for approval of BAC Chairperson	NONE	10 minutes	Community Affairs Asst. City Legal Officer OCM
		1.3	Post Invitation to Bid/Request for Expression in PhilGEPS Website and three (3) conspicuous places	NONE	20 minutes	Community Affairs Asst. Admin. Aide
TOTAL					1 hour	

2. Issuance of BAC Resolution

Office or Division:		Bids and Awards Committee
Classification:		Simple
Type of Transaction:		G2G
Who may avail:		All departments/units/sections



CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Present original and submit 1 photocopy of the following, except for item iv:						
Declaring the LCRB/SCRB and Recommending Award						
i. Post-qualification report/Notice of post-qualification						
Recommending method of procurement						
i. Program of Work (for infrastructure projects), Procurement/Project Proposal (for goods), Training Design (for seminar/training), Terms of Reference (for services)						
ii. SP Resolution for Lump Sum Appropriation for procurement with source of funds; <ul style="list-style-type: none">• Other MOOE – above 10,000• Tourism and Heritage• Sports Development• Capital Outlay Accounts• Other source of funds which may require so						
iii. Approved Purchase Request (PR)						
iv. Request to BAC to enter into Alternative Method of Procurement (2 copies)						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present original copies of the aforementioned documents and submit photocopy of approved purchase request and request to BAC	1	Receive and verify documents submitted		3 calendar days	Admin. Asst.
		2	Attach yellow note indicating pertinent details including the BAC Resolution date and return documents to concerned offices			
		3	Prepare BAC			
						Admin. Asst.



			Resolution			City Legal Officer OCM
		4	Approval of the BAC members			BAC Members
TOTAL					3 days	



Office of the Building Official

External Service



1. Issuance of Building Permit

A permit is required before construction work, renovation any type of building within the jurisdiction of the City of Naga, Cebu setting the acceptable levels of safety for construction in compliance with the National Building Code of the Philippines.

Office or Division:	Office of the Building Official (OBO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
-Four(4) copies of properly filled up and notarized Unified Application Form for Building Permit		Office of the Building Official (OBO)	
-Four(4) copies of Filled up/ signed and sealed Enforcement Division		Office of the Building Official (OBO)	
-Two(2) copies of Locational or Zoning Clearance		City Planning Development Office	
-Four(4) copies of Fire Safety Evaluation Clearance with Official Receipt		Bureau Of Fire Protection Office	
-Three(3) copies of Tax Clearance and Certified True Copy (CTC) of Tax Declaration		Office of the City Assessor	
-Two(2) copies of Consent and Authority if applicant is not the registered lot owner		Concerned Offices or Private Professionals	
-Two(2) copies of Original Certificate of Title (OCT)/ Transfer of Certificate of Title (TCT) or Deed of Absolute Sale or Lot Locational Plan from LRA (If Lessee, Contract of Lease)		Registry of Deeds or concerned Offices	
-Two(2) copies of Special Power of Attorney (SPA) or Secretary's certificate if the applicant is corporation		Private Professionals	
-Five (5) Sets of Survey /Design plans and other documents, signed and sealed by the concerned Design Professionals as follows: A. Architectural Documents (Four (4) copies of Materials, Technical Specifications and General Conditions) B. Civil / Structural Documents Two (2) copies of Structural Analysis (for 2 storeys and above) Two (2)copies of Soil Boring Test for Three (3) Storeys and above C. Electrical Documents			
D. Mechanical Documents E. Sanitary Documents			



<p>F. Plumbing Documents G. Electronics Documents H. Geodetic Documents Three (3 copies) of Sketch Plan I. Fire Protection Plan (if applicable) Three (3 copies)</p> <p>-Three (3) photocopies of Valid Professional Licenses (PRC I.D.) signed and sealed and Professional Tax Return (PTR) of all involved professionals - Four (4) copies of Notarized estimated value of the building / structure to be erected as declared by the owner - Three (3) copies of Barangay Clearance -One (1) copy of the project's Construction Safety and Health Program (DOLE) -Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary -Vicinity Map, (as needed)</p>	<p>Concerned Offices and Private Professionals</p>
<p>-Two (2) copies DPWH Clearance, if proposed building is along National Highway</p>	<p>DPWH</p>
<p>-Two (2) copies DENR Certificate-ECC/CNC as needed ECC for high-rise buildings, gas stations, warehouses, cell sites, etc.</p>	<p>DENR</p>
<p>-Two (2) copies of Building Permit Fee (Official Receipt) -The Applicant is also required to prepare a bill board: 16"x22" SAMPLE BILLBOARD (16" X 22")</p> <p>BLDG. PERMIT NO. _____ DATE ISSUED: OWNER: LOCATION:</p> <p>SUBMIT PICTURE OF THIS IN 4R SIZE FOR OCCUPANCY</p>	<p>Concerned Offices and Private Professionals</p>
<p>NOTES: - Please include this checklist when submitting the above-mentioned documents for your application -All the fully accomplished above-mentioned forms must be fastened in a LONG FOLDER including the drawing plans and reports upon submission</p>	



-Only COMPLETE and COMPLIANT application will be accepted -Keep your CLAIM STUB at all times. "NO CLAIM STUB, NO RELEASE! Policy"						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Accomplished form together with all other requirements	1.0	Review, check and assess the completeness of the submitted	None	30 minutes	Sorters of OBO
		1.1	Assess and compute fees to be paid and Prepares Endorsement form for Bureau of Fire Protection with Assessment fee, give to client and set schedule of inspection	None	60 minutes	Admin. Aide Engineer Architect
		1.2	Evaluation, check and review the submitted plans and documents if it's in accordance with the standards set by National Building Code of the Philippines and other statutory requirements: (Civil, Architectural, Electrical, Sanitary/Plumbing, Mechanical, Electronics and Geodetic)	None	720 minutes	Engineer Architect Electrical Engr.



		1.3	Conduct site inspection	None	240 minutes	<i>Inspectorate Team of OBO</i>
		1.4	If the submitted document are compliant as to the requirements upon the evaluation and site inspection, the Section Head shall conduct final evaluation and approval of such for assessment, Otherwise, if application is not compliant, it shall be endorsed for compliance of the applicant	None	480 minutes	<i>Building Official</i>
2	Return on the date indicated in the stub, submit FSEC and Zoning Clearance with O.R. and inquire status of the application. If application is ready for payment, pay the required fees, Otherwise if application is for compliance, get the documents, comply with	2.0	If the application is approved for payment, the order of payment shall be signed by the Building Official and issued by the assessment personnel.	None	30 minutes	<i>Building Official</i> <i>&</i> <i>Assessor of OBO</i>



	the requirements and go back to step 1.					
		2.1	If the application is for compliance, the personnel in charge shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	<i>Officer of the Day</i>
3	Present or submit the Official Receipt (OR) to the Person In charge	3.0	The receipt shall be accepted and recorded and Client is advised	None	10 minutes	<i>Admin. Aide</i> <i>Or</i> <i>Officer of the Day</i>
		3.1	The documents shall be processed and prepared for releasing	None	20 minutes	
		3.2	The plans shall be signed by the Building Official or his/her representative and forward to the employee in-charge for printing the Building Permit Certificate.	None	480 minutes	<i>Building Official</i> <i>/</i> <i>Admin. Aide</i>
		3.3	The Building Official shall sign the Building Permit Certificate.			<i>Building Official</i> <i>Or Authorized Representative</i>



		3.4	The Building Permit Certificate and Enforcement form will be submitted to the office of the Mayor for Signature.	None	240 minutes	Admin. Aide
		3.5	The documents shall be sorted and prepared for releasing	None	40 minutes	
4	Claim the permit and sign the logbook or other transmittals for acknowledgment.	4	The permit shall be released to the applicant.	None	20 minutes	Releasing Personnel/ Admin. Aide
TOTAL				Order of Payment shall be based on the schedule of fees prescribed by the National Building Code, Zoning Ord. and the Local Revenue Code	2400 minutes	



2. Issuance of Certificate of Occupancy

A Certificate of Occupancy Permit is issued before the use or occupancy of a building to ascertain that the building is completed according to the approved plans and specifications with stringent safety and sanitary for occupancy.

Office or Division:		Office of the Building Official (OBO)				
Classification:		Highly Technical				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
-Four (4) copies of properly filled up andnotarized Unified Application Form for Certificate of Occupancy			Office of the Building Official (OBO)			
-Four (4) copies of properly filled-up and duly notarized Certificate of Completion (using the form Annex -H), signed and sealed byduly licensed Architect or Civil Engineer incharge of construction, together with one (1) set of issued Building Permit and a copy of the Construction Logbook if the construction was undertaken through a contract, the Certificate of Completion shallalso be signed by the Contractor/Authorized Managing Officer - Four (4) sets photocopy of the issued BuildingPermit and the issued Ancillary permits -Four (4) sets photocopy of Owner's copy of issued Fire Safety Evaluation Clearance -Four (4) sets of Compliant AS-BUILT PLANS reflecting all correctedcomments made in the Issued Building Permit Plans, signed and sealedby owner and all involved professionals -Clear 3R size Photographs of the completed structure showingsubstantial completion of front, sides, and rear areas (4 sets)			Office of the Building Official (OBO), Private Professionals			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application and all required documents	1	The sorters of the Office of Building Official (OBO) shall review, check and assess the completeness	None	30 minutes	Sorters of the OBO



			of the submitted documents			
		1.2	The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)and schedule for inspection	None	240 minutes	<i>Architectural, Civil, Electrical, Mechanical and Electronics Evaluators of the OBO</i>
		1.3	Site inspection shall be conducted	None	240 minutes	<i>Inspectorate Team of OBO</i>
		1.4	Assess and compute fees to be paid and Prepares Endorsement form for Bureau of Fire Protection with Assessment fee, give to client and set schedule of inspection	None	60 minutes	<i>(Assessor of OBO) Admin. Aide Engineer Architect</i>



		1.5	If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such assessment; otherwise, the application shall be endorsed for compliance.	None	480 minutes.	<i>Building Official</i>
2	Return on the date indicated in the stub and submit Fire Safety Inspection Certificate and inquire on the status of the application, If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1	2	If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the Applicant.	Order of Payment shall be based on the schedule of fees prescribed by the National Building Code of the Philippines and the Local Revenue Code	60 minutes	<i>Building Official</i> <i>and Officer of the Day</i>
		2.1	If the application is	None	30 minutes	<i>Officer of the Day</i>



			for compliance, the officer of the Day shall return the documents to applicant for compliance of the remarks indicated in the correction sheet.			
3	Present or submit the Official Receipt (OR) to the Officer of the Day.	3	The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Certificate of Occupancy.	None	60 minutes	<i>Officer of the Day, Recording Section, and Admin</i>
		3.1	The Certificate shall be signed by the Building Official or his authorized representative.	None	60 minutes	<i>Building Official or his authorized representative</i>
		3.2	The Certificate will be submitted to the office of the Mayor for Signature.	None	480 minutes	<i>Admin. Aide</i>



		3.3	The documents shall be sorted or prepared for endorsement to the concerned offices	None	40 minutes	
4	Claim permit and sign logbook or other transmittals for acknowledgment	4	The permit shall be released to the applicant	None	20 minutes	<i>Releasing Section</i> <i>Admin. Aide</i>
TOTAL				Order of Payment shall be based on the schedule of fees prescribed by the National Building Code of the Philippines and the Local Revenue Code	1800 minutes	



3. Issuance of Fencing Permit

A permit is required before construction work, renovation or operation of any type of building within the jurisdiction of the City of Naga, Cebu setting the acceptable levels of safety for construction in compliance with the National Building Code of the Philippines.

Office or Division:	Office of the Building Official (OBO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
-Four (4) copies of properly filled up and signed Application Form for Fencing Permit		Office of the Building Official (OBO)	
-Two (2) copies of Locational or Zoning Clearance		City Planning Development Office	
-Three (3) copies of Tax Clearance and Certified True Copy (CTC) of Tax Declaration.		Office of the City Assessor	
-Two (2) copies of Consent and Authority if applicant is not the registered lot owner		Concerned Offices or Private Professionals	
-Two (2) copies of Original Certificate of Title (OCT)/ Transfer of Certificate of Title (TCT) or Deed of Absolute Sale or Lot -Locational Plan from LRA (If Lessee, Contract of Lease)		Registry of Deeds or concerned Offices	
-(2) copies of Affidavit of No complaints from Adjoining Owner (4 sides)		Private Individuals	
-Two (2) copies of Special Power of Attorney (SPA) or Secretary's certificate if the applicant is corporation		Private Individuals	
-Five (5) Sets Design plans and other documents, signed and sealed by the concerned Design Professionals as follows: A. Architectural Documents (Four (4) copies of Materials, Technical Specifications and General Conditions) B. Civil / Structural Documents C. Electrical Documents D. Electronics Documents (if applicable) E. Geodetic Documents -Two (2) copies of Sketch Plan -Two (2) photocopy of Valid Professional Licenses (PRC I.D.) signed and sealed and Professional Tax Return (PTR) of all involved professionals -Two (2) copies of Barangay Clearance		Private Individuals	



-One (1) copy of the project's -Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary -Vicinity Map, (as needed)						
-Two (2) copies DPWH Clearance, if proposed fence is along National Highway		DPWH				
- Two (2) copies DENR Certificate-ECC/CNC as needed		DENR				
- Two (2) copies of Building Permit Fee (Official Receipt) -The Applicant is also required to prepare a bill board: 16"X22" SAMPLE BILLBOARD (16" X 22") FENCING PERMIT NO. _____ DATE ISSUED: OWNER: LOCATION: SUBMIT PICTURE OF THIS IN 4R SIZE FOR OCCUPANCY		Concerned Offices and Private Professionals				
NOTES: - Please include this checklist when submitting the above-mentioned documents for your application -All the fully accomplished above-mentioned forms must be fastened in a LONG FOLDER including the drawing plans and reports upon submission						
'-Only COMPLETE and COMPLIANT application will be accepted -Keep your CLAIM STUB at all times. "NO CLAIM STUB, NO RELEASE!" Policy						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Accomplished form together with all other requirements	1.0	Review, check and assess the completeness of the submitted documents if it's in accordance with the	None	30 mins	Sorters of OBO



			checklist requirements.			
		1.1	Evaluate, check and review the submitted plans and documents if it's in accordance with the standards set by National Building Code of the Philippines and other statutory requirements: (Civil, Architectural, Electrical and Electronics)	None	60 mins	<i>Engineer</i> <i>Architect</i> <i>Electrical Engr.</i>
		1.2	Conduct site inspection	None	480 mins	<i>Inspectorate Team of OBO</i>
		1.3	Assess and compute fees to be paid.	None	60 mins	
		1.4	If the submitted document are compliant as to the requirements upon the evaluation and site inspection, the Section Head shall conduct final evaluation and approval of such for assessment,	None	240 mins	<i>Building Official</i>



			Otherwise, if application is not compliant, it shall be endorsed for compliance of the applicant			
2	Return on the date indicated in the stub, submit Zoning Clearance with O.R. and inquire status of the application. If application is ready for payment, pay the required fees, Otherwise if application is for compliance, get the documents, comply with the requirements and go back to step 1.	2.0	If the application is approved for payment, the order of payment shall be signed by the Building Official and issued by the assessment personnel.	None	30 mins	<i>Building Official and Assessor of OBO</i>
		2.1	If the application is for compliance, the personnel in charge shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 mins	<i>Officer of the day</i>
3	Present or	3.0	The receipt	None	10 mins	



	submit the Official Receipt (OR) to the Person In charge		shall be accepted and recorded and Client is advised for the schedule of releasing.			Admin. Aide Officer of the day
		3.1	The documents shall be processed and prepared for releasing	None	20 mins	
		3.2	The plans shall be signed by the Building Official or his/her representative and forward to the employee in-charge for printing the Fencing Permit.	None	60 mins	Building Official Admin. Aide
		3.3	The documents shall be sorted and prepared for releasing	None	40 mins	Admin. Aide
4	Claim the permit and sign the logbook or other transmittals for acknowledgment	4	The permit shall be released to the applicant.	None	20 mins	Releasing Personnel/ Admin. Aide
TOTAL				Order of Payment shall be based on the schedule of fees prescribed	1080 mins	



	by the National Building Code, Zoning Ord. and the Local Revenue Code		
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4. Issuance of Certificate of Annual Inspection Report

Regulate and monitor all business establishments operating in the City to ensure their compliance with applicable laws, standards, issuances, laws and regulations

To provide the public with the highest level of service in efficient, courteous, and competent manner in order to create an environment that encourages economic development and promotes investment in the City of Naga

Office or Division:		Office of the Building Official (OBO)				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		Enterprise / Business Owners				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Duly Accomplished Application Form				BPLO		
One (1) copy of Inspection Report				Office of the Building Official		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Conduct Site Inspection		240 minutes	<i>Architect</i>
1	Submit Accomplished form together with all other requirements	1	Evaluate, review, check and assess the application and compute fees to be paid	None	3 minutes	<i>Engineer</i>
		1.1	If the application is approved for payment, the order of payment	None	5 minutes	<i>Admin. Aide</i>



			shall be issued by the assessment personnel.			
2	Present or submit the Official Receipt (OR) to the Person In charge	2	The receipt shall be accepted, processed and prepared for releasing	None	10 minutes	
		2.1	The Application shall be signed by the Building Official or his/her representative and forward to the employee in-charge for releasing.	None	5 minutes	<i>Building Official / Admin. Aide</i>
3	Claim the permit and sign the logbook or other transmittals for acknowledgment	3	The permit shall be released to the applicant.	None	3 minutes	<i>Admin. Aide</i>
TOTAL				Order of Payment shall be based on the schedule of fees prescribed by the National Building Code, Zoning Ord. and the Local Revenue Code	266 minutes	



5. Issuance of Demolition Permit

A demolition permit is required before a property owner can legally demolish a structure.

Office or Division:	Office of the Building Official (OBO)					
Classification:	Higly Technical					
Type of Transaction:	Government to Citizen (G2C)					
Who may avail:	All					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
-Four (4) copies Duly Accomplished Application Form signed and sealed by and architect or a civil engineer on the total area to be demolished			Office of the Building Official (OBO)			
-Two (2) copies of Barangay Clearance			Concerned barangay			
-Two (2) copies of Tax Clearance and Certified True Copy (CTC) of Tax Declaration			Office of the City Assessor			
- Two (2) copies of Certified copy of Tax Declaration of the building						
- Two (2) copies of Current Tax Receipt			Office of the City Treasurer			
- Two (2) copies of Lot Plan With Vicinity Map.			Office of the City Assessor			
- Two (2) copies of Consent and Authority if applicant is not the registered lot owner			Concerned Offices or Private Individual			
- Two (2) copies of Original Certificate of Title (OCT)/ Transfer of Certificate of Title (TCT) or Deed of Absolute Sale or Lot -Locational Plan from LRA (If Lessee, Contract of Lease)			Registry of Deeds or concerned Offices			
- Two (2) copies of Special Power of Attorney (SPA) or Secretary's certificate if the applicant is corporation			Private Individuals			
- Two (2) copies of Demolition Permit Fee (Official Receipt)			Concerned Offices			
NOTES:						
- Please include this checklist when submitting the above-mentioned documents for your application						
-- All the fully accomplished above-mentioned forms must be fastened in a LONG FOLDER including the drawing plans and reports upon submission						
-Only COMPLETE and COMPLIANT application will be accepted						
--Keep your CLAIM STUB at all times. "NO CLAIM STUB, NO RELEASE!" Policy						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Accomplished form together with all other	1	Evaluate, review, check and assess the completeness of	None	30 minutes	Engineer Architect



	requirements		the submitted documents if it's in accordance with the checklist requirements and in accordance with the standards set by the National Building Code of the Philippines and other statutory requirements			<i>Electrical Engr.</i>
		1.2	Conduct site inspection	None	480 minutes	<i>Inspectorate Team of OBO</i>
		1.3	Assess and compute fees to be paid.	None	60 minutes	<i>Admin. Aide</i> <i>Engineer</i> <i>Architect</i>
		1.4	If the submitted document are compliant as to the requirements upon the evaluation and site inspection, the Section Head shall conduct final evaluation and approval of such for assessment, Otherwise, if application is not compliant, it shall be endorsed for compliance of the applicant	None	240 minutes	<i>Building Official</i>
2	Return on the date indicated in the stub,	2	If the application is approved for payment, the	None	30 minutes	<i>Building Official and Assessor of OBO</i>



	and inquire status of the application. If application is ready for payment, pay the required fees, Otherwise if application is for compliance, get the documents, comply with the requirements and go back to step 1.		order of payment shall be signed by the Building Official and issued by the assessment personnel.			
		2.1	If the application is for compliance, the personnel in charge shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	<i>Officer of the day</i>
3	Present or submit the Official Receipt (OR) to the Person In charge	3	The receipt shall be accepted and recorded and Client is advised for the schedule of releasing.	None	10 minutes	<i>Admin. Aide</i> <i>Officer of the day</i>
		3.1	The documents shall be processed and prepared for releasing	None	20 minutes	



		3.2	The Application shall be signed by the Building Official or his/her representative and forward to the employee in-charge for releasing.	None	60 minutes	<i>Building Official/ Admin. Aide</i>
		3.3	The documents shall be sorted and prepared for releasing	None	40 minutes	<i>Admin. Aide</i>
4	Claim the permit and sign the logbook or other transmittals for acknowledgment	4	The permit shall be released to the applicant.	None	20 minutes	<i>Releasing Personnel/ Admin. Aide</i>
TOTAL				Order of Payment shall be based on the schedule of fees prescribed by the National Building Code, Zoning Ord. and the Local Revenue Code	1020 minutes	



6. Issuance of Indigenous Electrical Permit

In line with the primary objective of the Department of Energy to attain (90%) percent household electrification by 2017, the City Government of Naga, Cebu through its Office of the Building Official (OBO), is implementing the Rural Electrification program since 2013. Rural electrification is one of the top priorities of the local government in the belief that provision of electric services will stimulate rural development, yield more opportunities and improved quality of life to the indigent residents, most especially those living in the far-flung areas in the City. In support of the DOE's program, the City Council passed a resolution waiving the imposition of electrical permit fees of qualified (indigent) households without access to electricity as certified by the Punong Barangay.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Higly Technical	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
-Four (4) copies of properly filled upApplication Form for Indigenous Electrical Permit		Office of the Building Official (OBO)
-Four (4) copies of Fire Clearance with Official Receipt		Bureau Of Fire Protection Office
-Three (3) copies of Tax Clearance andCertified True Copy (CTC) of Tax Declaration		Office of the City Assessor
- Two (2) copies Consent and Authority if applicant is not the registered lot owner		Concerned Offices or Private Professionals
- Two (2) copies of Original Certificate of Title (OCT)/ Transfer of Certificate of Title (TCT) or Deed of Absolute Sale or Lot -Locational Plan from LRA (If Lessee, Contract of Lease)		Registry of Deeds or concerned Offices
- Two (2) copies of Special Power of Attorney (SPA) or Secretary's certificate if the applicant is corporation		Private Professionals
-Five (5) Sets of Survey /Design plansand other documents, signed and sealedby the concerned Design Professionalsas follows: A. Architectural B. Civil / Structural Documents C. Electrical Documents		
D. Plumbing Documents -Three (3) photocopies of Valid ProfessionalLicenses (PRC I.D.) signed andsealed and Professional Tax Return(PTR) of all involved professionals - Three (3) copies of Barangay Clearance		



E. Barangay Certification for Toilet Ownership F. Picture of the House with CR G. Site Location Sketch H O.R. Payment for Electrical Permit -Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary -Vicinity Map, (as needed)						
-Two (2) copies of Electrical Permit Fee (Official Receipt				Concerned Offices		
NOTES: - Please include this checklist when submitting the above-mentioned documents for your application -- All the fully accomplished above-mentioned forms must be fastened in a LONG FOLDER including the drawing plans and reports upon submission -Only COMPLETE and COMPLIANT application will be accepted --Keep your CLAIM STUB at all times. "NO CLAIM STUB, NO RELEASE!" Policy						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Accomplished form together with all other requirements	1.0	Review, check and assess the completeness of the submitted documents if it's in accordance with the checklist requirements.	None	30 minutes	Sorters of OBO
		1.1	Evaluate, check and review the submitted plans and documents and other statutory requirements, Give back to client for Fire Safety Requirement.	None	720 minutes	Admin. Aide
		1.2	Conduct site inspection	None	240 minutes	Admin. Aide
		1.3	Assess and			



			compute fees to be paid and Prepares Endorsement form for Bureau of Fire Protection with Assessment fee, give to client and set schedule of inspection			
		1.4	If the submitted document are compliant as to the requirements upon the evaluation and site inspection, the Section Head shall conduct final evaluation and approval of such for assessment, Otherwise, if application is not compliant, it shall be endorsed for compliance of the applicant	None	480 minutes	<i>Building Official</i>
2	Return on the date indicated in the stub, submit FSEC and Zoning Clearance with O.R. and inquire status of the application. If	2.0	If the application is approved for payment, the order of payment shall be signed by the Building Official and issued by the assessment personnel.	None	30 minutes	<i>Building Official and Assessor of OBO</i>



	application is ready for payment, pay the required fees, Otherwise if application is for compliance, get the documents, comply with the requirements and go back to step 1.					
		2.1	If the application is for compliance, the personnel in charge shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	<i>Officer of the day</i>
3	Present or submit the Official Receipt (OR) to the Person In charge	3.0	The receipt shall be accepted and recorded and Client is advised for the schedule of releasing.	None	10 minutes	<i>Admin. Aide</i> <i>Officer of the day</i>
		3.1	The documents shall be processed and prepared for releasing	None	20 minutes	
		3.2	The plans shall be signed by the	None	480 minutes	<i>Building Official</i>



			Building Official or his/her representative and forward to the employee in-charge for printing the Building Permit Certificate.			<i>Admin. Aide</i>
		3.3	The Building Official shall sign the Building Permit Certificate.			<i>Building Official or his authorized representative</i>
		3.4	The Building Permit Certificate and Enforcement form will be submitted to the office of the Mayor for Signature.	None	240 minutes	<i>Admin. Aide</i>
		3.5	The documents shall be sorted and prepared for releasing	None	40 minutes	
4	Claim the permit and sign the logbook or other transmittals for acknowledgment	4	The permit shall be released to the applicant.	None	20 minutes	<i>Releasing Personnel/ Admin. Aide</i>
TOTAL				Order of Payment shall be based on the schedule of fees prescribed	2400 minutes	



	by the National Building Code, Zoning Ord. and the Local Revenue Code		
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7. Issuance of Excavation Permit

A demolition permit is required before a property owner can legally demolish a structure.

Office or Division:	Office of the Building Official (OBO)		
Classification:	Technical		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
-Four (4) copies Duly Accomplished Application Form signed and sealed by and architect or a civil engineer on the total area to be excavated.		Office of the Building Official (OBO)	
-Two (2) copies of Barangay Excavation Clearance		Concern office	
-Two (2) copies of Tax Clearance and Certified True Copy (CTC) of Tax Declaration		Office of the City Assessor	
-Two (2) copies of Current Tax Receipt		Office of the City Treasurer	
-Two (2) copies of Lot Plan/ Sketch Plan With Vicinity map signed and sealed by Geodetic Engineer		Office of the City Assessor	
-Two (2) copies of Consent and Authority if applicant is not the registered lot owner		Concerned Offices or Private Individual	
-Two (2) copies of Original Certificate of Title (OCT)/ Transfer of Certificate of Title (TCT) or Deed of Absolute Sale or Lot -Locational Plan from LRA (If Lessee, Contract of Lease)		Registry of Deeds or concerned Offices	
-Two (2) copies of Special Power of Attorney (SPA) or Secretary's certificate if the applicant is corporation		Private Individuals	



- Two (2) copiesof Excavation Permit Fee(Official Receipt)					Concerned Offices	
- Two (2) copiesDPWH Clearance, ifproposed Excavation is along National Highway					DPWH	
-Only COMPLETE and COMPLIANT application will be accepted --Keep your CLAIM STUB at all times. "NO CLAIM STUB, NO RELEASE!" Policy						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Accomplished form together with all other requirements	1	Evaluate, review, check and assess the completeness of the submitted documents if it's in accordance with the checklist requirements and in accordance with the standards set by the National Building Code of the Philippines and other statutory requirements	None	30 minutes	Engineer Architect Electrical Engr.
		1.1	Conduct site inspection	None	480 minutes	Inspectorate Team of OBO
		1.2	Assess and compute fees to be paid.	None	40 minutes	Admin. Aide Engineer Architect
		1.3	If the submitted document are compliant as to the requirements upon the evaluation and site inspection, the Section Head shall conduct final evaluation	None	240 minutes	Building Official



			and approval of such for assessment, Otherwise, if application is not compliant, it shall be endorsed for compliance of the applicant			
2	Return on the date indicated in the stub, and inquire status of the application. If application is ready for payment, pay the required fees, Otherwise if application is for compliance, get the documents, comply with the requirements and go back to step 1.	2	If the application is approved for payment, the order of payment shall be signed by the Building Official and issued by the assessment personnel.	None	30 minutes	<i>Building Official and Assessor of OBO</i>
		2.1	If the application is for compliance, the personnel in charge shall return the documents to the applicant for compliance of the remarks indicated in the	None	30 minutes	<i>Officer of the day</i>



			correction sheet.			
3	Present or submit the Official Receipt (OR) to the Person In charge	3	The receipt shall be accepted and recorded and Client is advised for the schedule of releasing.	None	10 minutes	<i>Admin. Aide</i> <i>Officer of the day</i>
		3.1	The documents shall be processed and prepared for releasing	None	20 minutes	<i>Admin. Aide</i>
		3.2	The Application shall be signed by the Building Official or his/her representative and forward to the employee in-charge for releasing.	None	60 minutes	<i>Building Official</i> <i>Electrical Engr.</i> <i>Admin. Aide</i>
		3.3	The documents shall be sorted and prepared for releasing	None	40 minutes	<i>Admin. Aide</i>
4	Claim the permit and sign the logbook or other transmittals for acknowledgment	4	The permit shall be released to the applicant.	None	20 minutes	<i>Releasing Personnel/</i> <i>Admin. Aide</i>
TOTAL				Order of Payment shall be based on the schedule of fees prescribed	1000 minutes	



	by the National Building Code, Zoning Ord. and the Local Revenue Code		
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Human Resource Division

External Services



1. Issuance of Service Record

This is the preparation of Service Records of employees (existing and previous or separated) as requested by respective employees or their authorized representatives or whenever deemed.

Office or Division:		Human Resource Division (HRD)			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Existing and former employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Authorization Letter (if the requestor is not the employee)					
ID of the employee and authorized person (SSS, GSIS, COMELEC, Passport, Postal or any government issued ID)					
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME
1	Employee /Authorized Representative logs the request and completely fill-in the required data	1	Verifies the entry and advises the client for any discrepancy	None	2 minutes
2	Wait while the Service Record is prepared	2	Prepares the Service Record	None	25 minutes (for records with no discrepancy)
3	Reviews the Service Record	3	Endorse the Service Record for HRMO's signature	None	5 minutes
4	Wait while the document is reviewed and signed by HRMO	4	HRMO reviews and sign the Service Record	None	10 minutes
5	Receives the Service Record for Mayor's Signature	5	Releases the Service Record and let the employee/representative sign the HR copy	None	2 minutes
TOTAL					44 minutes



2. Issuance of Certificate of Employment

This is the preparation of the certification that an individual has been employed or hired by the agency at a particular period and receiving a particular pay/rate as well as the individual's duties if deemed and upon presentation of supervisor's declaration.

Office or Division:		Human Resource Division			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Existing and former employees			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Authorization Letter (if the requestor is not the employee)					
ID of the employee and authorized person (SSS, GSIS, COMELEC, Passport, Postal or any government issued ID)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Employee /Authorized Representative logs the request and completely fill-in the required data	1 Verifies the entry, advises the client for any discrepancy and indicate a control number	None	2 minutes	Admin. Aide
2	Wait while the Certificate of Employment is prepared	2 Prepares the Certificate of Employment	None	25 minutes (for records with no discrepancy)	
3	Reviews the Certification	3 Revises/Endorses the Certification to HRM Assistant	None	3 minutes	
4	Wait while the document is reviewed	4 Administrative Assistant verifies and countersigns the Certification Endorses the Certification to HRMO IV HRMO IV reviews and signs the Certification	None	10 minutes	Admin. Officer HRMO



5	Receives the Certificate of Employment for Mayor's Signature	5	Releases the Certificate of Employment and let the employee sign the HR copy	None	2 minutes	<i>Admin. Aide</i>
TOTAL					42 minutes	

3. Issuance of Certificate of No Pending Administrative Case

This is the facilitation and preparation or issuance of certification of No Pending Administrative Case as far as HRD record is concerned. And this is issued upon request of an employee.

Office or Division:		Human Resource Division				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Existing and former employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Authorization Letter (if the requestor is not the employee)				From the employee		
ID of the employee and authorized person(SSS, GSIS, COMELEC, Passport, Postal or any government issued ID)				From the employee		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Employee /Authorized Representative logs the request and completely fill-in the required data	1	Verifies the entry, advises the client for any discrepancy and indicate a control number	None	2 minutes	<i>Admin. Aide</i>
2	Wait while the Certification is prepared	2	Prepares the Certification	None	minutes (for records with no discrepancy)	<i>Admin. Officer</i>
3	Reviews the Certification	3	Revises/Endorses the Certification to HRMO IV	None	3 minutes	<i>Admin. Aide</i>
4	Wait while the document is	4	HRMO IV reviews and signs the	None	10 minutes	<i>HRMO</i>



	reviewed		Certification			
5	Receives the Certification	5	Releases the Certification and let the employee sign the HR copy	None	2 minutes	<i>Admin. Aide</i>
TOTAL					17 minutes	

4. Filing of Grievance

This is the facilitation and initial process of filing a grievance complaint against the agency or an official of the agency on his/ her mismanagement or unfair practices in the office.

Office or Division:		Human Resource Division				
Classification:		Complex				
Type of Transaction:		G2C				
Who may avail:		All employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Completely filled in Grievance Form				HRD		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Complaint or Grievance Form	1	Receive document and check for incident details or conduct initial interview to determine validity and jurisdiction of complaint/case.	None	10-30 minutes depending on the validity and seriousness of the complaint	<i>Admin. Officer</i> <i>HRMO</i>
2	Receive information on the process whenever deemed	2	Facilitate the process of settling or answering the complaint	None	Depending on the seriousness of the complaint/ case	
3	Get or provided with the result of the complaint	3	Inform both complainant and person complained of of the result through issuance of necessary document	None		
TOTAL						



Office of the City Mayor

External Services



1. Action on Request for AICS

Approval and release of direct financial or material assistance to individuals and their families for on demand request for assistance to individuals in crisis situation (AICS).

Office or Division:	Office of the City Mayor					
Classification:	Complex					
Type of Transaction:	G2C					
Who may avail:	Individuals, or their authorized representatives, who are in crisis situations based on the assessment and recommendation of the city social welfare and development officer and duly approved by the local chief executive					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Burial Assistance						
1. Death Certificate			CHO			
2. Funeral Contract			Funeral Service			
3. Certificate of Indigency			Barangay			
4. Certificate of Residency			Barangay			
5. Voter's ID/ Voter's Certificate <ul style="list-style-type: none">Deceased & Claimant			COMELEC			
6. Purok Certificate			Purok President			
Hospitalization Assistance						
1. Medical Abstract			Hospital			
2. Final Billing			Hospital			
3. Laboratory request & prescription			Hospital			
4. Certificate of Indigency			Barangay			
5. Voter's ID/ Voter's Certificate			COMELEC			
6. Purok Certificate			Purok President			
Medical Assistance						
1. Medical Abstract			Hospital			
2. Laboratory request & prescription			Hospital			
3. Certificate of Indigency			Barangay			
4. Voter's ID/ Voter's Certificate			COMELEC			
5. Purok Certificate			Purok President			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request and supporting documents for transportation assistance, medical	1.0	Screen and vet request based on supporting documents	None	5 minutes	Admin. Aide
		1.1	Assess and recommend	None	1 hour	Assigned Social Welfare Officer



	assistance, burial assistance, educational assistance, food assistance, provision of personal protective equipment	1.2	Process documents for financial or material assistance	None	2 days or less	<i>Internal Audit Service, City Budget Officer, City Accountant, City Treasurer</i>
2	Claim Financial or material assistance	2.0	Notify client	None	1 minute	<i>Admin. Aide</i>
		2.1	Release financial assistance	None	1 minute	<i>Admin. Aide CTO</i>
		2.2	Release material assistance	None	1 minute	<i>Admin. Aide and Assigned SWO</i>
TOTAL					2 days, 1 hour & 8 minutes	

2. Action on Request for Mayor's Permit, Certification, Lease Contract

Approval and release of permit, certification, and lease contract from the local chief executive for legal purposes to individuals or their authorized representatives.

Office or Division:	Office of the City Mayor	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Individuals, or their authorized representatives, who need written permit, clearance, or certification from the local chief executive for legal purposes.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Permit to Lease		
a. Letter of Intent, indicating the following: <ul style="list-style-type: none">- Lessee's complete name and home address- Complete business name- Contact number		
b. Lessee's Purok Certificate		
c. Lessee's Barangay Certificate		
d. Voter's ID/ Certificate		



e. Endorsement from City Treasurer's Office						
Contract of Lease						
a. Signed Permit to Lease						
b. Official Receipt (Advance Rental & Security Deposit)						
c. Letter of Intent						
d. Lessee's Purok Certificate						
e. Lessee's Barangay Certificate						
f. Voter's ID/ Certificate						
g. Endorsement from City Treasurer's Office						
Mayor's Special Permit (Special Activities and Events)						
a. Letter of Intent, indicating the following: <ul style="list-style-type: none">- Permittee's complete name and home address- Activity/ Event- Event's date, time and schedule- Contact Number						
b. Voter's ID/ any ID with City of Naga address						
Mayor's Permit (Local Employment)						
a. NBI Clearance/ Police Clearance						
b. Purok Certificate						
c. Barangay Clearance						
d. PESO Registration Slip						
e. Official Receipt of payment						
Certificate of Appearance						
a. Attendance Sheet						
Mayor's Ad Hoc Endorsement (PNP Recruitment)						
a. NBI Clearance/ Police Clearance						
b. Purok Certificate						
c. Barangay Clearance						
Mayor's Clearance (No Known Formal Employment – ESC Scholarship Grant)						
a. BIR Certificate of No Income Tax Return						
b. Purok Clearance (Parent/ Guardian)						
c. Barangay Certificate of Indigency (Parent/ Guardian)						
d. <i>If guardian</i> , affidavit of guardianship or letter from parent stating reason of guardianship						
Mayor's Recommendation (Employment)						
a. NBI Clearance/ Police Clearance						
b. Purok Certificate						
c. Barangay Clearance						
d. PESO Registration Slip						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request	1.0	Screen and vet	None	5 minutes	<i>Private Sec.</i>



	and supporting documents		request based on supporting documents			
		1.2	Draft permit or clearance for signature by the local chief executive	None	30 minutes	
		1.3	Release signed permit or clearance	None	1 minute	
2	Submit request and supporting documents	2.0	Screen and vet request based on supporting documents	None	5 minutes	Community Affairs Asst.
		2.1	Draft lease contract for signature by the local chief executive	None	30 minutes	
		2.2	Release signed lease contract	None	1 minute	
TOTAL					72 minutes	

3. Action on Request for Assistance or Appointment for Actual or Virtual Clients/ Visitors

Response and accommodation provided to individuals or groups who need assistance from or request for appointment with the local chief executive.

Office or Division:		Office of the City Mayor			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Individuals or groups who need assistance from or request for appointment with the local chief executive			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Submit written or walk-in request	1.0	Receive request for assistance or appointment	None	1 minute	Private Sec. II
		1.1	Schedule or Queue for appointment	None	5 minutes	
2	Wait for turn or schedule of appointment	2.0	Provide seats in waiting area	None	Within the hour or day	
		2.1	Provide assistance as instructed by local chief executive	None	Within the hour or day	
TOTAL						



Office of the City Legal Officer

External Services



1. Filing of Administrative Complaints

For the filing of administrative complaints against Government officials or employees.

Office or Division:		Office of the City Legal Department				
Classification:		Simple				
Type of Transaction:		G2C- Government to Citizen				
Who may avail:		All				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Original copy & 3 photocopies of:						
Complaint –Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service				Client		
Supporting Documents / Records				Client		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to the receiving section	1	Receive the required documents and check for completeness	None	20 minutes	<i>Receiving Clerk City Legal services</i>
TOTAL				None	20 minutes	

2. Request for Free Legal Advice

The City Legal Services gives free legal advice to City constituents. The client will register and be interviewed by the receiving clerk. A legal assistance assessment form will be given to be properly accomplished by the client. The form will be the basis of the Assistant Legal Officer in referring the client to the appropriate lawyer.

Office or Division:		Office of the City Legal Department				
Classification:		Complex				
Type of Transaction:		G2C- Government to Citizen				
Who may avail:		City Constituents				
CHECKLIST OF REQUIREMENTS						WHERE TO SECURE
Supporting documends related to the legal assistance needed						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration in the Legal Assistance log	1.0	Referral of assignment	None	5 minutes	<i>Receiving Clerk City Legal Services</i>



	book.					
2	Filling up of Legal Assistance form	2.0	Interview of client	None	10 minutes	<i>Legal Researcher City Legal Services</i>
		2.1	Refer to designated officer for assignment	None	5 minutes	<i>Receiving Clerk City Legal Services</i>
		2.2	Evaluation of request	None	10 minutes	<i>Assistant City Attorney/ Designated Officer City Legal Services</i>
		2.3	Simplification of facts and issues	None	30 minutes	<i>Attorney City Legal Services</i>
		2.4	Rendering of legal advice	None	30 minutes	<i>Assigned lawyer City Legal Services</i>
TOTAL					1 hour & 30 minutes	



Office of the City Legal Officer

Internal Services



1. Submission of Requests for Legal Opinions and Representation

For requests seeking legal opinion and/or representation, the concerned party must submit a written request with supporting documents.

Office or Division:		Office of the City Legal Officer				
Classification:		Complex				
Type of Transaction:		G2C- Government to Government				
Who may avail:		City Government Officials and Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Written request for Legal Opinion or Representation (2 copies)				City Government Department/ Office seeking Legal Opinion/ Representation		
Supporting Documents/ Records (2 copies)				City Government Department/ Office seeking Legal Opinion/ Representation		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to the Receiving Section Or Forward the required documents to the City Legal Services through the LGIS Or Email the required documents to citylegalnagacebu@gmail.com	1	Receive the required documents and check for completeness	None	5 minutes	<i>Receiving Clerk City Legal Services</i> <i>Or</i> <i>Designated Email Administrator City Legal Services</i>
TOTAL					5 minutes	



2. Request for Certification of No Pending Administrative Case

For requests by City Government employees or officials seeking Certifications of No Pending Administrative Case for clearance or loan purposes.

Office or Division:		Office of the City Legal Officer				
Classification:		Simple				
Type of Transaction:		G2C- Government to Citizen				
Who may avail:		City Government Officials and Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For general clearance, membership/ loan						
Notarized (if applicable) request form – Request for Clearance/ Certification Form			Client			
Photocopies of valid ID (2 copies)			Client			
Latest appointment paper			Client			
For retirement, terminal leave, resignation and transfer						
Notarized (if applicable) request form – Request for Certification and Signing of General Clearance Form			Human Resource Division			
Photocopies of valid ID (2 copies)			Client			
Latest appointment paper			Client			
Regional Trial Court Clearance			Regional Trial Court			
Metropolitan Trial Court Clearance			Metropolitan Trial Court			
Office of the City Prosecutor Clearance			Office of the City Prosecutor			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to the Receiving Area	1	Receive the required documents and check for completeness; interview the applicant and issue Claim Stub with contact number	None	10 minutes	<i>Receiving Clerk City Legal Services</i>
		2	Verification of office records for pending administrative case, if any	None	Up to 1 day	<i>Records Staff City Legal Services</i>
		3	Preparation of Clearance/ Certification	None	30 minutes	<i>Records Staff City Legal Services</i>
		4	Review of Certification	None	15 minutes	<i>Records Officer City Legal Services</i>



		5	Signing of Certification	None	Up to 1 day	<i>City Attorney/ Authorized Signatory City Legal Services</i>
		6	Recording and releasing of documents	None	10 minutes	<i>Receiving Clerk City Legal Services</i>
TOTAL					1- 3 days	



Department of Public Services

External Services



1. Request of Services (Housekeeping, Landscaping, Water works and Electrical)

Provide assistance in terms of cleaning and maintaining, plumbing and electrical works.

Office or Division:		Department of Public Services				
Classification:		Simple				
Type of Transaction:		G2C; G2B; G2G				
Who may avail:		Citizen, Community, Business & Government Agencies				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request letter for a particular assistance needed (Housekeeping, Landscaping, Water Works or Electrical)				Requesting Office/Business/ Citizen		
Approved request letter by City administrator or City Mayor				Office of the City Mayor/ City Administrator		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present approved letter by the City Mayor or City Administrator	1	Receive the letter and provide tentative schedule to client	None	10 minutes	<i>Admin. Aide</i>
2	Wait	2	Endorse to in-charge or concerned section	None	Actual (Depends in the scale of the areas needed of assistance.)	<i>Park Maintenance General Foreman Housekeeping Public Services Officer Electrical</i>
		3	Update/ inform client of the actual schedule or confirm schedule through call or text			<i>City Engineer Repair and Maintenance Admin. Aide Landscaping</i>
TOTAL						



Information Technology Section

Internal Services



1. Request for Technical assistance to different units on various IT concerns

Provide assistance to all internal transaction, including software and hardware concerns.

Office or Division:		Information Technology Center				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		LGU- Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request For Repair and Maintenance Form				GSO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for technical assistance	1	Provide the Request for Inspection Form (RFIF)	None	5 minutes	Computer Programmer Admin. Aide
2	Fill up the RFIF	2	Receive the RFIF	None	20 minutes	
3	Wait for the schedule of inspection	3	Set a Schedule	None	20 minutes	Computer Programmer Admin. Aide JO Staff
4	Repairs	4	Diagnose	None	1 hour	
5	Waiting for the Repair	5	Repair	None	2 hours	Computer Programmer Admin. Aide
TOTAL					3 hours and 45 minutes	

2. Request for Inspection of Purchased and Delivered I.T Goods and Services

Inspection of purchased and delivered ICT equipment and goods in different offices.

Office or Division:		Information Technology Center
Classification:		Simple
Type of Transaction:		Government to Citizen (G2C)



Who may avail:		LGU- Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Request For Inspection of Purchased Form				GSO		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Inspection of Purchased and delivered IT Goods and Services	1	Provide the Request for Inspection of Purchased and Delivered IT Goods and Services Form	None	5 minutes	Computer Programmer Admin. Aide JO Staff
2	Fill up the Request Inspection of Purchased and delivered IT Goods and Services	2	Receive the Request Inspection of Purchased and delivered IT Goods and Services	None	15 minutes	Computer Programmer Admin. Aide
3	Wait	3	Set a Schedule	None	15 minutes	Computer Programmer Admin. Aide JO Staff
4	Present the Item to be inspected	4	Inspection	None	20 minutes	
TOTAL					55 minutes	

3. Request of Graphics and Media for Requesting Department

This service is requested by the various offices in the LGU. Layouts and designs are created for different activities and programs.

Office or Division:		Information Technology Center				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		LGU- Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for	1	Provide the	None	5 minutes	Computer



	Graphics and Media		Request for Graphics and Media Form			Programmer Admin. Aide JO Staff
2	Wait	2	Design and edit the request graphics and media	None	1 hour	Computer Programmer Admin. Aide JO Staff
TOTAL					1 hour and 5 minutes	

4. Request for New Household Card

This service is requested to all constituents of 28 barangays in the City of Naga in issuance of new and replacement of lost Household Card.

Office or Division:		Information Technology Center				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		LGU- Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Purok Certificate				Purok		
Barangay Residency				Barangay Hall		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Household Card	1	Provide the Household Information Form	None	5 minutes	Computer Programmer Admin. Aide JO Staff
2	Fill up the Household Information form	2	Receive the Household Information Form	None	2 minutes	
3		3	Verify the household data information	None	5 minutes	
For New		For new				



	Household Present these requirements: 1. Purok Certificate 2. Barangay Residency 3. Attached picture of the House For Lost Household Card Present these requirements: 1. Purok Certificate 2. Barangay Residency		Household : Check the requirements 1. Purok Certificate 2. Barangay Clearance 3. Attached picture of the house For Lost Household Card Check the requirements 1. Purok Certificate 2. Barangay Residency			
4	Waiting for Verification	4	Check if the names indicated in the household information form are valid.	None	4 minutes	<i>Computer Programmer</i> <i>Admin. Aide</i> <i>JO Staff</i>
5	Waiting for the Household Card	5	Print the household cards	NONE	4 minutes	
TOTAL					20 minutes	



**Office of the City Planning and Development
Coordinator
External Services**



1. Issuance of Locational Clearance

Office or Division:		Office of the City Planning and Development Coordinator (OCPDC)			
Classification:		Simple			
Type of Transaction:		Government to Citizen (G2C)			
Who may avail:		Building Permit Applicants			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Perspective drawing w/ vicinity map and Site Development (Photocopy)				Owner / Client	
Tax Declaration (Photocopy)				Assessor's Office	
Sketch Plan (Photocopy)				Assessor's Office / Geodetic Engr.	
Barangay & Tax Clearance (Photocopy)				Barangay Hall and Treasurer's Office	
Bill of Materials and Specs duly signed by Civil Engineer / Architect				Owner / Client	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure & fill up application form	1 Provide application form & checklist of requirements	None	5 minutes	<i>Draftsman</i>
2	Submit all requirements to CPDC Staff after verification of documents from OBO	2 Evaluate the submitted documents from OBO. Review, conduct assessment and advise client for the schedule of inspection. Encode details to CNIS System.	None	10 minutes	<i>City Planning & Devt. Coordinator</i> <i>Draftsman</i>
3	Pay to the cashier	3 Receive payment	Locational Clearance fee (see following excerpt from the Local Revenue Code 2012)	15 minutes	<i>LRCO</i> <i>CTO-Cashier Section</i>



4	Present the O.R. to the CPDC Staff	4	Receive the O.R. Prepare the Locational Clearance and have it signed by the CPDC.	None	15 minutes	<i>Draftsman</i> <i>City Planning & Devt. Coordinator</i>
5	Sign the Logbook and claim the Locational Clearance	5	Have the client signed the logbook and releases the Locational Clearance.	None	5 minutes	<i>Client</i>
TOTAL					45 minutes	

Article D. Permit Fee for Zoning/ Locational Clearance

Section 3D.01. Imposition of Fee. There shall be collected a Mayor's Permit Fee for issuance of Zoning/ Locational Clearance fees at rates in accordance with the following schedule:

a) Zoning / Location Clearance

1. Residential structure single or detached other than apartments/ townhouses, dormitories and subdivision/ condominiums projects, the project cost of which is:
 - = P 100,000.00 and below - P 110.00
 - = over P 100,000.00 - 110.00 + 1/10 of 1% of cost in excess of P100,000.00
2. Apartments
 - = Five (5) doors & below - P 220.00
 - = More than five doors - P 220.00 + 55.00 for every door in excess of five (5)
3. Dormitories
 - = Ten (10) rooms & below - P 220.00
 - = More than ten (10) rooms - P 220.00 + 55.00 for every room in excess of ten (10)
4. Institutional, the project cost of which is:
 - = P 100,000.00 and below - P 220.00
 - = Over P 100,000.00 - P 220.00 + 1/10 of 1% of cost in excess of P100,000.00
5. Commercial, Industrial, Agro-industrial of the project cost of which is:
 - = P 100,000.00 and below - P 550.00
 - = Over P 100,000.00 - P 550.00 + 1/10 of 1% of cost in excess of P100,000.00
6. Special Uses/ Special Projects including memorial parks, the project cost of which is:
 - = P 100,000.00 and below - P 440.00
 - = Over P 100,000.00 - P 440.00 + 1/10 of 1% of cost in excess of P100,000.00
7. Expansion/ Alteration (affected areas/ cost of expansion only) – same as original application
8. Temporary Use Permit - P 500.00

2. Issuance of Business Zoning Certification

Office or Division:	Office of the City Planning and Development Coordinator (OCPDC)
Classification:	Simple



Type of Transaction:		G2B				
Who may avail:		Building Permit Applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Simple business – Tax Declaration (Sari-sari store, karenderia and etc.)			Assessor's Office / Client			
Light business – Tax Declaration. Sketch Plan, Establishment Photos (Water Refilling Station, Event Center and etc.)			Assessor's Office / Client			
Heavy business – Needs Variance, Checklist Requirements (Manufacturing, Industrial, Repair Shops and etc.)			CPDC Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For New Application						
1	Submit to BPLO the application of Business Zoning Certificate with required documents.	1	Receive from BPLO the requirements and verify tax declaration/lot number if business is conforming to its land use. If not, request for reclassification of land use.	None	5 minutes	<i>Draftsman</i> <i>Admin. Aide</i>
2	Pay to the cashier	2	Receive payment	P 50.00	10 minutes	<i>LRCO</i> <i>CTO-Cashier</i> <i>Section</i>
3	Present O.R to CPDO Staff		Issuance of Business Zoning Certificate	None	5 minutes	<i>Admin. Aide</i>
TOTAL			P 50.00	20 minutes		
For Renewal Application						
1	Submit to BPLO the application of Business Zoning Certificate	1	Issuance of Business Zoning Certificate	P 50.00	5 minutes	<i>Admin. Aide</i>
TOTAL			P 50.00	5 minutes		



3. Issuance of Lot Zoning Certification

Office or Division:	Office of the City Planning and Development Coordinator (OCPDC)				
Classification:	Simple				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:	Applicants pertaining to lot & disposition & acquisition or for inquiry purposes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Tax Declaration			Assessor's Office / Client		
Sketch Plan			Assessor's Office / Geodetic Engr.		
Land Classification Status (if not titled)			CENRO Argao		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for a Lot Zoning Certification from CPDC Staff	1 Advise client to submit requirements to CPDC Staff	None	5 minutes	Draftsman
2	Submit all the requirements needed to the CPDC Staff	2 Receive all the documents and evaluate the existing land use	None	10 minutes	
3	Pay to the cashier	3 Receive payment	P 80.00	10 minutes	LRCO CTO-Cashier
4	Present OR to CPDC Staff	4 Prepare the Lot Zoning Certificate and have it signed by the CPDC	None	5 minutes	Draftsman Admin. Aide
5	Claim the Lot Zoning Certificate	5 Release the Lot Zoning Certificate to the client	None	1 minute	Draftsman
TOTAL			P 80.00	31 minutes	



Office of the City Health Officer - Infirmary External Services



1. Encoding of Live Birth and Death Certificates

Facts of a person's birth and death of a person shall be encoded on the certificate.

Office or Division:		CHO-Infirmery (CHO-I) – Administrative Office				
Classification:		Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		Hospitals, Birthing Centers & Funeral Homes				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Live Birth Data Sheet				Administrative Office CHO-I		
Certificate of Death				Funeral Homes		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the duly filled out and signed Certificate to the admin staff in charge.	1	Receive the document and check/interview data provided by client	None	5 minutes	JO Staff
		1.1	Encode data to Certificate of Live Birth / Death form	None	5 minutes	
2	Receive accomplished the Certificate	2	Provide copy for record keeping	None	2 minutes	
3	Register Live Birth / Death Certificate to LCRO		Receive the document and assign registry number for registration	P 0.00 – 250.00	15 minutes	Admin. Aide/ Registration Officer CCR
TOTAL				P 250.00	27 minutes	

2. Processing of PhilHealth Benefit for Admitted Patients

Processing client eligibility for PhilHealth benefit use.

Office or Division:	CHO-Infirmery (CHO-I) – Administrative Office
Classification:	Simple
Type of Transaction:	G2C



Who may avail:		Hospital patients with PhilHealth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Claim Signature Form, Claim Form - 2, Claim Form - 3, Claim Form - 4, PhilHealth Member Registration Form, PhilHealth Benefit Eligibility Form / MDR			Administrative Office / Billing Section / Information Section CHO-I		
Statement of Account			Billing / Cashiering Section CHO-I		
Point of Service Registration Slip			Medical Social Worker Office CHO-I		
Certificate of Live Birth			CCR		
Certificate of Marriage			CCR		
Voter's Certification			COMELEC		
NBI Clearance			NBI Office		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		1 Informs client to provide the necessary forms and fill out the required documents	None	5 minutes	<i>Nurse</i>
2	Fill out required documents to avail PhilHealth benefit (Claim Signature Form, Claim Form - 2, Claim Form - 3, Claim Form - 4, PhilHealth Member Registration Form, PhilHealth Benefit Eligibility Form)		None	30 minutes	
3	Submit the duly accomplished and signed PhilHealth forms and required documents	3 Receive documents for data checking and confirmation	None	5 minutes	<i>Nurse</i>
TOTAL				40 minutes	



3. Medical Certificate Issuance

Patients / SO requesting for medical certificate from their current or previous admission.

Office or Division:		CHO-Infirmery (CHO-I) – Administrative Office			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Admitted hospital patients			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Official Receipt				Billing / Cashiering Section CHO-I	
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approach in charge in the administrative office	1	Interview client for purpose of certification and inform of the fees	None	2 minutes	JO Staff
	1.1	Retrieve patient record	None	5 minutes	
2 Pay the specified amount for medical certificate fee	2	Receive payment and issue OR	P 30.00	3 minutes	Admin. Aide Billing Section
3 Show OR to in charge	3	Prepare medical certificate	None	5 minutes	JO Staff
	3.1	Medical certificate forwarded to the designated physician for verification and signature	None	3 minutes	
4 Claim your medical certificate	4	Give accomplished certificate	None	1 minute	
TOTAL			P 30.00	14 minutes	

4. Newborn Screening Test

Performance of newborn screening tests to outside of the facility patients.

Office or Division:	CHO-Infirmery (CHO-I) – Administrative Office
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Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Infants delivered outside the facility			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Baby book or Immunization Card			Facility where the infant was delivered		
Payment slip			Administrative Office CHO-I		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach in charge in the administrative office	1 Check the client's child's baby book / immunization card, issue request slip and let client pay for the fee	None	3 minutes	<i>Nurse</i>
2	Show request slip and pay the specified amount for newborn screening test.	2 Receive request slip, process payment and issue OR	P1,800.00	3 minutes	<i>Admin. Aide Billing Section</i>
3	Show OR to nurse in charge of performing the test.	3 Perform newborn screening test	None	5-10 minutes	<i>Nurse on duty</i>
TOTAL			P1,800.00	11-16 minutes	

5. Claiming of Newborn Screening Test Results

The newborn screening result will be released two to three months after the infant's newborn screening test was performed.

Office or Division:		CHO-Infirmery (CHO-I) – Administrative Office			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Infants whose newborn screening tests are performed on the facility			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Any valid government issued ID card			Any government agency		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach in charge in the	1 Verify proof of identification from	None	1 minute	<i>Nurse</i>



	administrative office		claimant			
2		2	Retrieve record and provide copy to client. Let him/her sign before giving the copy.	None	5 minutes	<i>Admin. Aide Billing Section</i>
TOTAL					6 minutes	

6. Claiming of Official RTPCR Test Results

Issuance of official results to clients tested with RTPCR test.

Office or Division:	CHO-Infirmary (CHO-I) – Administrative Office					
Classification:	Simple					
Type of Transaction:	G2C					
Who may avail:	Clients whose RTPCR tests performed by the facility’s laboratory technician					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Any valid government issued ID card			Any government agency			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach in charge in the administrative office	1	Verify proof of identification from claimant and filling out of request form	None	1 minute	Admin. Aide
		1.1	Receive request slip and provide claimant a copy of the result.	None	2 minutes	
		1.2	If the claimant’s official result is not yet released provide certification instead.	None	5 minutes	
		1.3	Have the certification signed by a physician. After the certification is signed give to claimant.	None	5-10 minutes	
TOTAL					13-18 minutes	



7. Hospital Bill Payment

Processing of payment of hospital patient's statement of account.

Office or Division:		CHO-Infirmery (CHO-I) – Billing Section				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Hospital patients				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Discharge Slip				Ward Nurse CHO-I		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit discharge slip to Billing / Cashiering Section	1	Receive discharge slip	None	1 minute	JO Staff Billing Section	
	1.1	Compute payables	None	5 minutes		
	1.2	Issue statement of account (SOA)	None	5 minutes		
2 Show statement of account to the cashier	2	Process payment and tell client how much is the bill	None	2 minutes	Admin. Aide Billing Section	
3 Pay hospital bill	3	Process payment and Issue official receipt (OR)	Case to case basis	1 minute		
TOTAL				14 minutes		

8. Point Of Service Registration to Indigent Patients With No Previous PhilHealth Membership

Registration of indigent patients to the Point of Service program.

Office or Division:		CHO-Infirmery (CHO-I) – Medical Social Office (MedSoc)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Hospital patients				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Discharge Slip				Ward Nurse CHO-I		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Approach the	1	Interview patient	None	5 minutes	SWO CHO-I MedSoc/	



	medical social officer for an interview		for initial screening.			CSWD
		1.1	Compute payables	None	5 minutes	JO Staff Billing Section
		1.2	Issue statement of account (SOA)	None	5 minutes	
2	Show statement of account to the cashier	2	Process payment and tell client how much is the bill	None	2 minutes	Admin. Aide Billing Section
3	Pay hospital bill	3	Process payment and Issue OR	Case to case basis	1 minute	
TOTAL					18 minutes	



Office of the City Civil Registrar

External Services



1. Registration of Civil Registry Documents

Facts of a person's birth, marriage, fetal death and death shall be registered at the place of event within 30 days of occurrence.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		Owner of the document, Hospitals, Birthing Centers, Funeral Homes, Solemnizing Officers and DSWD personnel				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
4 copies of duly accomplished Certificate of:						
Live Birth				Hospital, Birthing Center, & Midwife		
Marriage				Solemnizing Officer		
Fetal Death				Hospital, Birthing Center, & Midwife		
Death				Hospital & Funeral Homes		
Foundling				DSWD Office		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly filled up Civil Registry Form (4 copies) to Counter 4	1.0	Receive the document for checking as to completeness of data	None	10 minutes	<i>Admin. Aide</i>
		1.1	Assign registry number			<i>Alternates: Registration Officer Asst. Registration Officer</i>
		1.2	Have it sign by the Civil Registrar			<i>City Civil Registrar</i>
2	Receive the copy of the duly registered document	2.0	Release the registered document	None	10 minutes	<i>Admin. Aide</i>
		2.1	Scan the document for office file			<i>Alternate: JO Staff</i>
		2.2	Transcribe in the appropriate registry book the document submitted for registration.			
TOTAL					20 minutes	



2. Delayed Registration of Civil Registry Documents

Facts of a person's birth, marriage, fetal death and death that was not registered within the reglementary period of 30 days shall avail of this service.

Office or Division:	Office of the City Civil Registrar (CCR)		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Owner of the document, father, mother or guardian who desires to register the facts of birth, death, fetal death and marriage at the place of occurrence.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Delayed Registration of Birth			
1. Duly accomplished Municipal Form 102		Office of the City Civil Registrar	
Submit 1 original and 2 photocopies of the following:			
2. PSA Negative Certificate of Birth		PSA Outlet or City of Naga BREQS Outlet	
3. LCRO Negative Certification		Office of the Civil Registrar	
4-5. At least two of the following documents: <ul style="list-style-type: none">- Baptismal Certificate- Form 137-E- Voter's Certificate- Barangay Captain's Cert. for late registration		Parish where the person was baptized School where you enrolled in the primary COMELEC Barangay Captain at the place of birth	
6. Affidavit for Delayed Registration		Lawyer	
7. Marriage Certificate of the owner of the document		PSA Outlet or City Civil Registrar	
8. Marriage Certificate of parents			
9. Valid ID			
Delayed Registration of Death			
1. Duly accomplished Municipal Form 103		Office of the City Civil Registrar	
Submit 1 original and 2 photocopies of the following:			
2. PSA Negative Certification of Death		PSA Outlet or City of Naga BREQS Outlet	
3. LCRO Negative Certification		Office of the Civil Registrar	
4. Burial Permit		Office of the City Treasurer	
5. Certificate of Death		Parish where the mass was celebrated	
6. Medical Certification if applicable		Hospital	
7. Affidavit for Delayed Registration of Death		Lawyer	
Delayed Registration of Marriage			
1. Duly accomplished Municipal Form 97		Office of the City Civil Registrar	
Submit 1 original and 2 photocopies of the			



following:						
2. PSA Negative Certification of Marriage		PSA Outlet or City of Naga BREQS Outlet				
3. LCRO Negative Certification		Office of the Civil Registrar				
4. Certificate of Marriage		Office of the Civil Registrar				
5. Any document that will show the date & place of marriage		Office where the marriage was solemnized				
6. Affidavit for Delayed Registration of Marriage		Lawyer				
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all the required documents to Counter 2 & Counter 3 for initial assessment & verification *Make sure to secure the Order of Payment that will be issued.	1.0	Receive the document and check for completeness	None	20 minutes	Admin. Aide Alternates: Registration Officer
		1.1	Issue the order of payment if all required documents were given			
		1.2	Start processing the request			
2	Pay the required fees at the Cashier Section by showing the order of payment. *Make sure to secure OR that will be issued upon payment	2.0	Accept the payment based on the Order of Payment	Delayed Registration (within municipality)- P250.00 (out of town)- P500.00 Certified True Copy- P80.00	15 minutes	Cashier CTO- Cashier Section
3	Return to LCRO for the final processing of delayed registration.	3.0	Check the OR	None	10 minutes	Admin. Aide
		3.1	Client to sign the prepared Mun. Form for delayed registration			Reg. Officer
		3.2	Advice client to come back after			Reg. Officer City Civil Registrar



			the lapse of the 10 days posting. Posting will start on the next day.			
TOTAL				w/in municipality – P350.00 Out of town- P500.00	10 days & 45 minutes	

3. Acknowledgement & RA 9255 (Affidavit to Use the Surname of the Father)

An act allowing illegitimate children to use the surname of the father.

Office or Division:	Office of the City Civil Registrar (CCR)					
Classification:	Simple					
Type of Transaction:	G2C					
Who may avail:	The person himself if 18 years old and over, father, mother					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Submit 1 original copy & 2 photocopies:						
1. PSA Certificate of Live Birth			PSA Outlet or City of Naga BREQS Outlet			
2. Affidavit of Acknowledgement			LCR Office			
3. Affidavit to Use the Surname of the Father <ul style="list-style-type: none">Executed by Mother for Child 0-6 years oldExecuted by Child & Mother for child 7-17 years oldExecuted by the Person if 18 years old and over			LCR Office			
4. Valid ID of parents & child (if applicable)			GSIS, SSS, Philhealth, Pag-ibig, Company, National ID			
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all the required documents to Counter 3 or Counter 6 for initial	1.0	Receive the document, check for completeness	None	20 minutes	Reg. Officer
		1.1	Issue the Order of Payment after determining the			



	assessment and verification. *Make sure to secure the Order of Payment that will be issued.		required documents needed.			
		1.2	Start processing the request			
2	Pay the required fees at the City Treasurer's Office by showing the Order of Payment. *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	Acknowledgement- P200.00 RA 9255 – P200.00 Affidavit Fee – P50.00 Birth Cert. – P80.00		Cashier CTO-Cashier Section
		2.2	Issue the OR			
3	Return to the CCR staff for the processing of the documents.	3.0	Check the OR	None	10 minutes	Reg. Officer
		3.1	Register the Affidavits in Legal Instrument Book			
		3.2	Prepare the Certificate of Live Birth with annotation re: Acknowledgement/ RA 9255			
4	Claim the prepared documents and endorsement letter for mailing to PSA Manila	4.0	Release the endorsement letter for PSA Manila and Certificate of Live Birth with annotation to the client.	None	10 minutes	Reg. Officer City Civil Registrar
TOTAL				P530.00	40 minutes	



4. Legitimation

Legitimation of children by subsequent marriage of parents.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		The person himself if 18 years old and over, father & mother				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Submit 1 original & 2 photocopies of the following:						
1. PSA Birth				PSA		
2. Affidavit of Legitimation				LCR Office		
3. CENOMAR of parents				PSA Outlet of City of Naga BREQS Outlet		
4. Certificate of Marriage of Parents				PSA Outlet of City of Naga BREQS Outlet		
5. Death Certificate of deceased parents				PSA Outlet of City of Naga BREQS Outlet		
6. Valid ID of parents				UMID ID, COMELEC ID, Philhealth ID, National ID		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to CCR staff for initial assessment and verification. *Make sure to secure the Order of Payment that will be issued.	1.0	Receive the required documents and check for completeness	None	20 minutes	Reg. Officer
		1.1	Issue the Order of Payment after determining the required documents needed.			
		1.2	Start processing the request.			
2	Pay the required fees at the Cashier Section by showing the Order of Payment. *Make sure to secure OR that	2.0	Accept the payment based on the Order of Payment	Legitimation – P200.00 Affidavit Fee- P50.00 Cert. True Copy of Live Birth – P80.00		Cashier CTO- Cashier Section
		2.1	Issue the OR			



	will be issued upon payment.					
3	Return to the CCR staff for processing of the documents	3.0	Check the OR	None	10 minutes	Reg. Officer
		3.1	Register the Affidavit of Legitimation in Legal Instrument Book			
		3.2	Prepare the Certificate of Live Birth for annotation re: Legitimation			
4	Claim the prepared document and endorsement letter for mailing to PSA Manila	4.0	Release endorsement letter to PSA Manila and Certificate of Live Birth with annotation re: Legitimation	None	10 minutes	Reg. Officer City Civil Registrar
TOTAL				P 330.00	40 minutes	

5. Registration of Application for Marriage License

Marriage License is a mandatory document to be secured by persons who wish to get married.

Office or Division:	Office of the City Civil Registrar (CCR)
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	One of the applicants must be a resident of City of Naga, Cebu
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Submit 1 original & 2 photocopies of the following:	
1. Proof of Residence (Voter's Certificate/Certification from Barangay Captain)	Comelec/Office of the Punong Barangay
2. PSA Birth Certificate, if not available secure baptismal certificate with LCR Negative certification	PSA Outlet or City of Naga BREQS Outlet Church LCRO
3. Certificate of No Record of Marriage or	PSA Outlet or City of Naga BREQS Outlet



CENOMAR						
4. Advice/Consent of parents for applicants 25 years of age and below				Municipal Civil Registrar/City Civil Registrar		
5. Community Tax Certificate and one (1) valid ID				CTO/Office of the Punong Barangay		
6. Legal Capacity to contract marriage, with a foreign partner				Consular Office		
7. Death Certificate of spouse or Certificate of Finality and Marriage Contract with annotation, for applicants with previous marriage/s				PSA		
8. Seminar in Marriage Counseling & Family Planning				RHU – City of Naga		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to Counters 2,3 & 4 for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1.0	Receive the required documents and check for completeness	None	20 minutes	Admin. Aide Reg. Officer
		1.1	Issue the Order of Payment if all required documents were given			
		1.2	Start processing the application			
2	Pay the required fee at the CTO by showing the Order of Payment. *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	Marriage Counseling with cert– P150.00 Municipal Form 90 – P10.00 Application Fee- P183.00 (local) P1,083.00 (foreigner)	10 minutes	Cashiers CTO-Cashier Section
		2.1	Issue the OR			
3	Return to the	3.0	Check the OR		20 minutes	Admin. Aide



	LCR staff to proceed the processing of application	3.1	Interview applicants and prepare Municipal Form 90 in 3 copies, advice & consent form whichever is applicable.			Reg. Officer
4	Review and sign the application for Marriage License	4.0	Advise the applicants that their application will be posted for 10-days to start the next day	None	5 minutes	
5	Claim marriage license the 11 th day after the lapse of 10 days posting	5.0	Prepare the marriage license and release it after posting period of 10 days	Accountable Form 54 – Php 2.00	5 minutes	City Civil Registrar
TOTAL				Filipino P335.00 Foreigner P1,185.00	10 days & 1 hour	

6. Court Order/ Decree

Correction of Entry concerning the status of a person, Adoption, Annulment of Marriage, Legal Separation or Declaration of Nullity of Marriage and Presumptive of Death

Office or Division:	Office of the City Civil Registrar (CCR)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Document owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
4 Certified True Copy of the following:		
1. Finality	Judicial Office or Court where the case is	



				being filed		
2. Petition				Judicial Office or Court		
3. Decision				Judicial Office or Court		
4. Certificate of Registration of Court Decree				LCR Office where the court is functioning		
5. Certificate of Authenticity				LCR Office where the court is functioning		
6. Valid ID						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the required documents to Counter 6 for initial assessment and verification. *Make sure to secure the Order of Payment that will be issued.	1.0	Receive the required documents and check for completeness	None	20 minutes	Reg. Officer City Civil Registrar
		1.1	Issue the Order of Payment if all documents were given			
		1.2	Start processing the request			
2	Pay the required fees at the Cashier by showing the Order of Payment. *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	Adoption P500.00 Annulment of Marriage P1,500.00 Correction Entry P300.00 Presumptive Death P1,500.00 Other Court Decree P300.00	10 minutes	Cashier CTO-Cashier Section
		2.1	Issue the OR			
3	Return to the CCR Staff for the processing of the	3.0	Check the OR	None	10 minutes	Reg. Officer City Civil Registrar
		3.1	Register the Court Decree in the Registry of			



	documents		Court Decrees			
		3.2	Prepare the Certificate of Live Birth, Death/ Marriage with annotation as to correction of entry			
4	Claim the prepared document and endorsement letter for mailing to PSA Manila	4.0	Released the endorsement letter to PSA Manila and annotated document re: correction of entries	None	10 minutes	
TOTAL				Adoption P500.00 Annulment of Marriage P1,500.00 Correction Entry P300.00 Presumptive Death P1,500.00 Other Court Decree P300.00	50 minutes	

7. Issuance of Birth, Death and Marriage Certificates

Facts of birth, marriage and death of a person duly registered in our office can be available for issuance either as transcription from the Registry of Books or Certified True Copy of the Certificate of Live Birth, Death and Marriage.

Office or Division:	Office of the City Civil Registrar (CCR)
Classification:	Simple



Type of Transaction:		G2C				
Who may avail:		An individual person, owner of the document, resident or non-resident of City of Naga or duly authorized representative				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. Valid I.D. of the owner of the document				GSIS, SSS, Pantawid, Senior Citizen, Voter's Registration, National ID		
2. Authorization letter with valid I.D., if requester is other than the owner				Owner of the Document		
3. Baptismal, Marriage, Death Certificate for non-record				Church		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill up the request form and submit to Counters 1,2,3,4, & 5 *Make sure to secure the Order of Payment will be issued.	1.0	Receive the request form and search the data in the computer	None	10 minutes	Admin. Aide Reg. Officer
		1.1	Issue the Order of Payment for positive results			
		1.2	Start processing the request			
2	Pay the required fees at Cashier Section by showing the Order of Payment. *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	Transcripti on Copy - P80.00 Certified True Copy- P80.00	10 minutes	Cashier CTO – Cashier Section
		2.1	Issue the OR			
3	Return to CCR for processing of requested document	3.0	Check the OR	None	5 minutes	Admin. Aide Reg. Officer
		3.1	Issue the Certificate either certified or			



			Transcription			
4	Claim the Certificate	4.0	Release to client the prepared documents	None	5 minutes	
TOTAL				P 80.00	30 minutes	

8. Change of First Name in the Certificate of Live Birth

Change of a person's first name in his/her Certificate of Live Birth.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Complex RA 9048				
Type of Transaction:		G2C				
Who may avail:		a.) Owner of the record that contains the error to be corrected b.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardians or any other person duly authorized by law or by the owner of the document sought to be corrected.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. PSA and local copy of COLB				PSA & City of Naga Breqs Outlet		
2. NBI, Police and Barangay Clearance				NBI, Police and Barangay Office		
3. Publication in the newspaper once for two consecutive weeks				Banat News or Any Newspaper		
4. At least two (2) supporting documentary evidences such as Baptismal certificate, Marriage certificate, Voter's Registration Record, TOR, Form 137 and etc.				Church, PSA, City of Naga Breqs outlet, COMELEC, School		
5. Affidavit not gainfully employed – if unemployed				Lawyer		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Counter 6 for initial assessment and verification. *Make sure to secure the Order of	1.0	Receive the required document and check for completeness.	None	10 minutes	Reg. Officer City Civil Registrar
		1.1	Issue the Order of Payment if all required documents were given			
		1.2	Start processing the request			



	Payment that will be issued.					
2	Pay the required fees at the CTO by showing the Order of Payment *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	P3,000.00 Service Fee for Migrant Petition P1,000.00	10 minutes	Cashiers CTO- Cashier Section
		2.1	Issue the OR			
3	Return to LCR staff for the signing of petition	3.0	Check the OR	None	10 minutes	Reg. Officer
		3.1	Prepare the petition for client to review and sign.			City Civil Registrar
4	Claim the endorsement for Publication in the newspaper for 2 consecutive weeks	4.0	Issue Notice of Publication and have it publish in the newspaper of general circulation	None		
		4.1	Advise client to come back upon release of Affidavit of publication and the newspaper clippings			
5	Submit the Affidavit of Publication and newspaper clippings	5.0	Receive the required documents and check for completeness	None	10 minutes	Reg. Officer
		5.1	The City Civil Registrar will act on the petition.			City Civil Registrar
6	Claim the	6.0	Release the		"Service is	Reg. Officer



	approved petition and endorsement letter to PSA Manila for mailing.		acted petition for the Civil Registrar General's action		covered under RA 9048"	
			After 4 months			
7	Process the approved Petition for issuance of Certificate of Finality *Make sure to secure the Order of Payment that will be issued.	7.0	Receive the approved petition from the Civil Registrar General	None	10 minutes	Reg. Officer City Civil Registrar
		7.1	Issue the Order of Payment			
		7.2	Start processing the Finality			
8	Pay the required fees at the Cashier Section by showing the Order of Payment	8.0	Accept the payment based on the Order of Payment	Finality P300.00 Civil Registry Doc. P80.00	10 minutes	Cashiers CTO- Cashier Section
		8.1	Issue the OR			
9	Return to Counter 6 for the processing and release of Certificate of Finality and annotated Civil Registry document.	9.0	Check the OR			Reg. Officer City Civil Registrar
		9.1	Issue the Certificate of Finality and the annotated Civil Registry document.			
		9.2	Forward to PSA Provincial Office the approved petition with Finality and Certified True Copy of the annotated Civil Registry			



			Document for them to annotate their copy for future SECPA issuance.			
TOTAL				P 3,380.00	4 months & 50 minutes	

9. Petition for Correction of Clerical Error (RA 9048)

Correction for clerical or typographical errors in any entry in civil registry documents, except corrections involving the change in sex, age, nationality and status of a person.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Complex				
Type of Transaction:		G2C				
Who may avail:		a.) Owner of the document b.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardians or any other person duly authorized by law or by the owner of the document				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
PSA and local copy of the problem document				PSA Outlet or City of Naga BREQS outlet/ Local Civil Registrar's Office		
Other supporting papers that will be required by the registrar based on the kind of error to be corrected or as the case arises.						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Counter 6 for initial assessment and verification *Make sure to secure the	1.0	Receive the required documents and check for completeness	None	20 minutes	Reg. Officer City Civil Registrar
		1.1	Issue the Order of Payment if all required documents were given			



	Order of Payment that will be issued.	1.2	Start processing the petition			
2	Pay the required fees at the CTO by showing the Order of Payment. *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	P 1,000.00 Service Fee for Migrant Petition P 500.00	10 minutes	Cashiers CTO-Cashier Section
		2.1	Issue the OR			
3	Return to LCR staff for the signing of petition	3.0	Check the OR	None	10 minutes	Reg. Officer City Civil Registrar
		3.1	Prepare the petition for Client to review and sign.			
		3.2	Advise client to come back on the 11 th day after the 10 days posting period			
4	Claim the acted petition after the lapse of 10 days posting for mailing to PSA Manila for the Civil Registrar General's action	4.0	Release the acted petition for the Civil Registrar General's action	None	10 minutes	Reg. Officer City Civil Registrar
		4.1	Upon approval of Petition, process the finality for issuance of new PSA record with annotation.			
After 4 months						



5	Process the approved petition for issuance of Certificate of Finality *Make sure to secure the Order of Payment that will be issued	5.0	Receive the approve petition from the Civil Registrar General	None	"Service is covered under RA 9048" 4 months	Reg. Officer City Civil Registrar
		5.1	Issue the Order of Payment			
		5.2	Start processing the Finality			
6	Pay the required fees at the Cashier Section by showing the Order of Payment *Make sure to secure OR that will be issued upon payment	6.0	Accept the payment based on the Order of Payment	Finality P300.00 Civil Registry document P80.00	10 minutes	Cashier CTO-Cashier Section
		6.1	Issue the OR			
7	Return to counter 6 for release of Certificate of Finality and the annotated Civil Registry document.	7.0	Check the OR	None	10 minutes	Reg. Officer City Civil Registrar
		7.1	Issue the Certificate of Finality and the Civil Registry Document			
		7.2	Forward to PSA Provincial Office the approved petition with finality and certified true copy for them to annotate their copy for			



			future SECPA issuance.			
TOTAL				P 1,380.00	4 months, 1 hour & 5 minutes	

10. Petition for Correction of Clerical Error (RA 10172)

Correction for clerical error in the Certificate of Live Birth such as day and month of birth and sex.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Complex RA 10172				
Type of Transaction:		G2C				
Who may avail:		a.) Owner of the record that contains the error to be corrected b.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardians or any other person duly authorized by law or by the owner of the document sought to be corrected.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. PSA and local copy of COLB				PSA & City of Naga Breqs outlet		
2. NBI, Police and Barangay Clearance				NBI, Police and Barangay Office		
3. Publication in the newspaper once for two consecutive weeks				Banat News or any newspaper		
4. At least two (2) supporting documentary evidences such as Baptismal Certificate, Marriage Certificate, Voter's Registration Record, TOR, Form 137 and etc.				Church, PSA, City of Naga Breqs outlet, COMELEC, School		
5. Affidavit not gainfully employed – if unemployed				Lawyer		
6. Medical Certificate				Rural Health Officer		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Counter 6 for initial assessment and verification	1.0	Receive the required documents and check for completeness	None	10 minutes	Reg. Officer City Civil Registrar
		1.1	Issue the Order of Payment if all required			



	*Make sure to secure the Order of Payment that will be issued.		documents were given			
		1.2	Start processing the request			
2	Pay the required fees at the CTO by showing the Order of Payment *Make sure to secure OR that will be issued upon payment	2.0	Accept the payment based on the Order of Payment	P3,000.00 Service Fee for Migrant Petition P1,000.00	10 minutes	Cashier CTO-Cashier Section
		2.1	Issue the OR			
3	Return to LCR staff for the signing of petition	3.0	Check the OR	None	10 minutes	Reg. Officer
		3.1	Prepare the petition for Client to review and sign.			City Civil Registrar
4	Claim the endorsement for Publication in the newspaper for 2 consecutive weeks	4.0	Issue Notice of Publication and have it publish in the newspaper of general circulation	None		
		4.1	Advise client to come back upon release of Affidavit of publication and the newspaper clippings			
5	Submit the Affidavit of Publication and newspaper	5.0	Receive the required documents and check for completeness.	None	10 minutes	Reg. Officer City Civil Registrar



	clippings	5.1	The Civil Registrar will act on the petition.			
6	Claim the approved petition and endorsement letter to PSA Manila for mailing.	6.0	Release the acted petition for the Civil Registrar General's action		"Service is covered under RA 9048"	<i>Reg. Officer</i>
After 4 months						
7	Process the approved Petition for issuance of Certificate of Finality *Make sure to secure the Order of Payment that will be issued	7.0	Receive the approved petition from the Civil Registrar General	None	10 minutes	<i>Reg. Officer</i> <i>City Civil Registrar</i>
		7.1	Issue the Order of Payment			
		7.2	Start processing the Finality			
8	Pay the required fees at the Cashier Section by showing the Order of Payment	8.0	Accept the payment based on the Order of Payment	Finality P300.00 Civil Registry Doc. P80.00	10 minutes	<i>Cashier</i> <i>CTO – Cashier Section</i>
		8.1	Issue the OR			
9	Return to Counter 6 for the processing and release of Certificate of Finality and annotated Civil Registry document.	9.0	Check the OR			<i>Reg. Officer</i> <i>City Civil Registrar</i>
		9.1	Issue the Certificate of Finality and the annotated Civil Registry document			
		9.2	Forward to PSA Provincial Office the approved			



			petition with Finality and Certified True Copy of the annotated & unannotated Civil Registry Document for them to annotate their copy for future SECPA issuance.			
TOTAL				P 3,380.00	4 months & 50 minutes	

11. Supplemental Report

To supply information inadvertently omitted when the civil registry documents such as birth, marriage, fetal death & death was registered.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:						
Type of Transaction:		G2C				
Who may avail:		a.) Owner of the document b.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardians or any other person duly authorized by law or by the owner of the document.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. PSA and local copy of the problem document				PSA & City of Naga Breqs outlet/ Local Civil Registrar's Office		
2. Other supporting papers that will be required by the registrar based on the kind of error to be corrected or as the case arises.						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents to Counter 6 for	1.0	Receive the required documents and check for	None	20 minutes	<i>Reg. Officer</i>



	initial assessment and verification *Make sure to secure the Order of Payment that will be issued.		completeness			City Civil Registrar
		1.1	Issue the Order of Payment if all required documents were given			
		1.2	Start processing the petition			
2	Pay the required fees at the CTO by showing the Order of Payment. *Make sure to secure Official	2.0	Accept the payment based on the Order of Payment	P200.00 Civil Registry Document P80.00	10 minutes	Cashier CTO-Cashier Section
TOTAL				P280.00	30 minutes	

12. Request for security paper (SECPA) thru BREQS

Facts of a person's birth, marriage and death duly registered in our office have an official file at the Philippine Statistics Authority in Manila and can be issued on a Security Paper.

Office or Division:		Office of the City Civil Registrar (CCR)				
Classification:		Complex				
Type of Transaction:		G2C				
Who may avail:		Only the owner of the document or his/her authorized representative, resident or non-resident of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Valid Identification Card						
Authorization letter with valid ID, if the requester is other than the owner						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-up Request	1.1	Review the request form	None	5 minutes	Admin. Aide



	Form and submit the required document to Counter 5 for initial assessment and verification *Make sure to secure the Order of Payment that will be issued		and check for completeness			
		1.2	Issue the Order of Payment if all required documents were given			
2	Pay the required fees at the CTO by showing the Order of Payment *Make sure to secure OR that will be issued upon payment.	2.0	Accept the payment based on the Order of Payment	P 20.00	10 minutes	Cashier CTO – Cashier Section
		2.1	Issue OR			
3	Return to Counter 5 for processing and for the scheduled date of release	3.0	Check the OR	Birth, Death & Marriage - P 155.00 CENOMAR - P 210.00	10 minutes	Admin. Aide
		3.1	Issue Acknowledgment Receipt			
		3.2	Advise client to comeback two weeks after			
		3.3	Deposit collection of BREQS & submit the batch request			
		3.4	Claim at PSA			



			the requested Civil Registry documents in SECPA after one week			
7	Present the claim stub to CCR staff	7	Release the requested document in SECPA	None	10 minutes	
TOTAL				Birth, Death & Marriage P175.00 CENOMAR P230.00	2 weeks & 35 minutes	



Office of the City Accountant External Services



1. Processing of Payrolls, Vouchers for Salaries and Other Remunerations

Office or Division:	Office of the City Accountant – Financial Operations Division					
Classification:	Simple					
Type of Transaction:	G2G					
Who may avail:	Government Employees					
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Obligation Request (ORS)					Office of origin	
Payroll/Voucher						
Duly Signed Accomplishment Reports						
Duly Signed Daily Time Record (DTR)						
Approved Leave Application, if necessary						
Other documents as deemed needed per COA circular 2012-001						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive payrolls, vouchers for salaries and wages and other remunerations with complete supporting documents	1	Receive documents and log in manual and digital format	None	1-2 minutes	<i>Personnel-in-charge</i>
2	Review of documents and generation of Journal Entry Voucher	2	Review of documents	None	1-15 minutes	<i>Personnel-in-charge</i>
		2.1	Generation of Journal Entry Vouchers			
3	Final Review and Release of Payroll/Voucher for payment	3	Final Review of Document and Sign in Journal Entry Voucher and Payroll/ Voucher	None	1-60 minutes	<i>City Accountant</i> <i>Or</i> <i>Authorized Alternate Signatory</i>
		3.1	Release of Payroll/Voucher to Treasury for Appropriate			<i>Personnel-in-charge</i>



		Action			
		TOTAL		3 minutes – 1 hour & 17 minutes	

2. Processing of Commercial Vouchers

Office or Division:		Office of the City Accountant – Financial Operations Division				
Classification:		Simple				
Type of Transaction:		G2G				
Who may avail:		Government Employees				
CHECKLIST OF REQUIREMENTS						WHERE TO SECURE
Obligation Request (ORS)						Office of origin
Disbursement Voucher						
Documentary Requirements as to pertinent COA Circulars						
Documentary Requirements as required by RA 9184 and its IRR						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive vouchers with complete supporting documents	1	Receive documents and log in manual and digital format	None	1-2 minutes	<i>Personnel-in-charge</i>
2	Review of documents and generation of Journal Entry Voucher	2	Review of documents	None	1-15 minutes	<i>Personnel-in-charge</i>
		2.1	Generation of Journal Entry Vouchers			
3	Final Review and Release of Vouchers for payment	3	Final Review of Document and Sign in Journal Entry Voucher and Disbursement Voucher	None	1-60 minutes	<i>City Accountant</i> <i>Or</i> <i>Authorized Alternate Signatory</i>
		3.1	Release of Documents to Treasury for Appropriate			<i>Personnel-in-charge</i>



		Action			
		TOTAL		3 minutes – 1 hour & 17 minutes	

3. Generation of Various Financial Reports

Office or Division:		Office of the City Accountant – Financial Operations Division				
Classification:		Simple				
Type of Transaction:		G2G				
Who may avail:		Government Employees				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Finalize Financial Transactions in coordination with necessary reports from Treasurer's Office as per GAAM	1	Receipt of various reports from CTO	None	1-2 minutes	<i>Personnel-in-charge</i>
2	Generation of various reports	2	Reconcile Treasurer's reports with Accounting Records	None	3-5 days	<i>Bookkeepers, Accountant, City Accountant</i>
		2.1	Generate Financial Reports and post/forward to appropriate offices/committees/ departments including National Government Web Portals		1 day	
TOTAL					3 – 7 days	



Office of the City Accountant

Internal Services



1. Pre-audit of Payrolls, Vouchers for Salaries and Other Financial Claim

Office or Division:	Office of the City Accountant – Pre-Audit Division					
Classification:	Simple					
Type of Transaction:	G2G					
Who may avail:	Other Departments					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Obligation Request (ORS)				Office of origin		
Payroll Voucher						
Duly Signed Accomplishment Reports						
Duly Signed Daily Time Record (DTR)						
Approved Leave Application, if necessary						
Other documents as deemed needed per COA circular 2012-001						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Complete Documents	1	Receive complete documents	None	1-2 minutes	<i>Pre-Audit Division</i>
2	Receive documents with appropriate action.	2	Pre-Audit payrolls, vouchers	None	1-15 minutes	
		2.1	Forward/Return payroll/voucher for appropriate action			
TOTAL					2-17 minutes	

2. Pre-audit of Commercial Transactions (Check Disbursement)

Office or Division:	Office of the City Accountant – Pre-Audit Division				
Classification:	Simple				
Type of Transaction:	G2G				
Who may avail:	Other Departments				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Obligation Request (ORS)				Office of origin	
Disbursement Voucher					
Documentary Requirements as to pertinent COA Circulars					
Documentary Requirements as required by RA 9184 and its IRR					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1	Submit Complete Documents	1	Receive complete documents	None	1-2 minutes	Pre-Audit Division
2	Receive documents with appropriate action.	2	Pre-Audit of Voucher	None	1-15 minutes	
		2.1	Forward/Return voucher for appropriate action			
TOTAL					2-17 minutes	



Office of the City Veterinarian

External Services



1. Rabies Vaccination

Office or Division:	Office of the City Veterinarian (OCV)				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Citizen of Naga				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
3 month-old pet in a healthy condition and without any bite history for 1 month				Pet owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Bring their pet (dog/cat) for vaccination	1 Conduct of Registration	None	2-3 minutes	City Veterinarian JO Staff	
2 Answer the interview	2 Interview the client	None	5-10 minutes	City Veterinarian Admin. Aide	
3 Assist the OCV personnel by holding their pet (dog/cat) during vaccination	3 Perform vaccination	None	1 minute	JO Staff	
TOTAL			8-14 minutes		

2. Hemosep Vaccination (Large Animals)

Office or Division:	Office of the City Veterinarian (OCV)				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Citizen of Naga				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Healthy animal (cattle, carabao, goat)				Various barangays	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Visit the OCV	1 Conduct necessary registration	None	2-3 minutes	City Veterinarian JO Staff	
2 Answer the interview	2 Interview the client	None	5-10 minutes	City Veterinarian JO Staff	
3 Wait	3 Provide	None	1-2 minutes	City Veterinarian	



		prescription			
	3.1	Administer the vaccine	None	1-2 minutes	City Veterinarian JO Staff
TOTAL				9-17 minutes	

3. Dog Impounding

Office or Division:		Office of the City Veterinarian (OCV)			
Classification:		Simple			
Type of Transaction:		G2C- Government to Citizen			
Who may avail:		Citizen of Naga			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Consent of Pet Owner					Pet owner
Letter Request from the Barangay					Barangay Hall
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME
1	Make a request report to OCV	1	Conduct registration & set schedule for impounding	None	2-3 minutes
2	Accompany the OCV personnel for the conduct of impounding	2	Impounding of dogs from household	None	2-3 hours based on the schedule
		2.1	Impounding of stray dogs	None	2-5 days based on the schedule
3	Visit the OCV & make request for adoption	3	Dogs impounded are placed in the shelter & will be subject for adoption	None	Depends on the person who will adopt
4	Recover the impounded dogs	4	Secure waiver form	P 50.00	2 – 3 minutes
TOTAL				P 50.00	



4. Consultation & Treatment of Animal Disease

Office or Division:		Office of the City Veterinarian (OCV)				
Classification:		Simple				
Type of Transaction:		G2C- Government to Citizen				
Who may avail:		Citizen of Naga				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Sick animal				Client/ various barangays		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Visit the OCV	1	Conduct necessary registration	None	2-3 minutes	City Veterinarian Admin. Aide JO Staff
2	Answer the interview	2	Interview the client	None	5-10 minutes	City Veterinarian JO Staff
3	Wait	3	Provide prescription	None	1-2 minutes	City Veterinarian
		3.1	Administer the medicine	None	1-2 minutes	City Veterinarian JO Staff
4	Wait	4	Do follow up interview with the client after treatment of large animal	None	Depending on the distance of the household & availability of manpower	City Veterinarian Barangay Animal Health Aide (BAHA)
TOTAL						

5. Slaughtering of Hogs

Office or Division:		City of Naga Slaughterhouse				
Classification:		Simple				
Type of Transaction:		G2C- Government to Citizen				
Who may avail:		Citizen of Naga				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Veterinary Health Certificate (VHC)				Private Veterinarian		
Healthy & fit for human consumption (live hogs)				Provincial Veterinary Office (PVO)		
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	Bring live animal to slaughterhouse	1	Accept the animal for slaughtering	None	5-10 minutes	Owner JO Staff
2	Wait	2	Conduct Ante-mortem inspection	None	12 minutes	Admin. Aide Meat Inspector
3	Wait	3	Start the slaughtering of animals	None	8 minutes	Admin. Aide JO Staff (Butchers)
4	Wait	4	Cleaning & final washing of carcass & offal	None	20 minutes	JO Staff
5	Payment of fees	5	Weighing of slaughtered carcass	Entry Fee- P50.00 Slaughter Fee- P150.00 Post Mortem- P1.00/kg Delivery Fee – 0.25 cents/kg	10 minutes	Meat Inspector Admin. Aide
6	Receive meat	6	Loading the carcass in the meat van for delivery	None	5 minutes	JO Staff
TOTAL					1 hour – 1 hour & 10 minutes	



Office of the City Budget Officer External Services



1. Budgetary Service

Provide timely and accurate responses to budgetary and management transactions, issues and concerns for the betterment of the LGU's operations and implementation of projects, programs & activities; and to deliver efficient, effective and speedy budgeting, financial and management services which will aid the Local Chief Executive and Legislative Officials in their tasks for proper management of the resources for sustainable development of the city and upliftment of the standard of living of its constituency.

Office or Division:		Office of the City Budget Officer (CBO)				
Classification:		Simple				
Type of Transaction:		G2G				
Who may avail:		LGU Local and National Offices				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
A. Signed documents for procurement of goods, services, infrastructure and consultancy: 1. Signed Program of Work/ Project Proposal/ Training Design 2. Signed Purchase Request 3. Signed Obligation Request and voucher					Office of the City Budget Officer	
B. Reviewed Annual/ Supplemental Budget of 28 Barangays & 28 Sanggunian Kabataan						
C. Verified Annual Procurement Plan of Commonly-Used Supplies of all offices						
D. Annual Budget and Supplemental Budget of the City						
E. Quarterly Appropriation Release Order/ Advice Allotment						
F. Periodic reports to DILG, COA, Provincial Budget Office and DBM-RO VII						
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Signed documents for procurement of goods, services, infrastructure and consultancy:						
1	Requesting department to submit transactions to Internal Audit Services (IAS)section for verification	1	Receives verified Program of Work/ Project Proposal/ Training Design and Purchase Request from IAS office;	None	10 seconds/ transaction	Admin. Aide
		1.1	Earmarks the transaction as to	None	30 seconds/ transaction	



		availability of appropriation –			
		20%			<i>Admin. Officer</i>
		Development Fund, Capital Outlay (Infrastructure/ Development Projects) of the General Fund- Proper.			<i>Admin. Asst.</i>
		DRRM Fund, Aid to Barangays, Capital Outlay (Equipment) General Fund – Proper & Special Education Fund; and Information Office.			<i>Admin. Aide</i>
		Sanggunian, Administrator, LCR, Budget, Gen. Services, Treasury, Legal, City Health, Infirmary and Population Dev. Office			<i>Admin. Aide</i>
		Special Education Fund (Personal Services and MOOE) of the City Division Office and elementary and			<i>Admin. Aide</i>



			<p>secondary schools of Districts 1,2, and 3</p> <p>Engineering, CPDC, Market, Slaughterhouse and National Agencies (COA, PAO, Prosecutor, RTC Branch 76, RTC Branch 12-FC, MTCC, PNP, BJMP, Parole, Fire, COMELEC, DILG & DepEd City Division</p> <p>Mayor's Office, and its sub-sections (BAC, PESO, BPLO, IT Center, Chief of Staff, IAS and Traffic)</p> <p>Accounting, CENRO, CSWD, Assessor, DPS, Veterinary, and Agriculture</p>			<p><i>JO Staff</i></p> <p><i>JO Staff</i></p>
		1.2	Signs earmarked documents (in 4 copies)	None	10 seconds/ transaction	<i>City Budget Officer</i>
		1.3	Transmittal to Accounting Office the signed	None	3 minutes	<p><i>Admin. Aide</i></p> <p><i>JO Staff</i></p>



			Purchase Requests and to Treasury the Program of Work/ Project Proposals			
2	Requesting department to submit Obligation Request with Voucher to IAS for verification	2	Receive the verified documents (Voucher & ORS) from IAS and distribute to responsible person for control of transactions.	None	10 seconds/ transaction	<i>Admin. Aide JO Staff</i>
			Control of transactions of assigned departments	None	1 minute/ transaction	<i>All concerned staff</i>
			Controlled documents to staff in charge for recording in the logbook and pre-numbering of Obligation Requests	None	1 minute/ transaction	<i>Admin. Aide</i>
			Signs the controlled/ pre-numbered Obligation Requests (in 4 copies)	None	10 seconds/ transaction	<i>City Budget Officer</i>
			Recording of signed Obligation Requests in the Registry of Appropriation Allotment & Obligations (RAAO)	None	30 seconds/ Obligation Request	<i>Admin. Aide</i>



		Transmittal to Accounting Office of the recorded Obligation Requests with voucher	None	3 minutes	<i>Admin. Aide</i> <i>JO Staff</i>
B. Reviewed Annual/ Supplemental Budget of 28 Barangays & 28 Sanggunian Kabataan					
	Barangay Treasurer submits to CBO respective Annual Budget for initial review	Barangay Annual Budget required documents: 1.Budget Message 2.Appropriation Ordinance 3.Budget Preparation Forms No. 1 to 4 4.Barangay Development Plan 5.Annual Investment Plan 6.DILG- Approved GAD Plan 7.Barangay DRRM Plan 8.Nutrition Action Plan 9.Devolution Transition Plan 10.Indicative Procurement Plan Mandatory and Budgetary requirements are also complied with:	None	With the assumption that all required documents are complied with and are mathematically correct- the initial review is done at a maximum of 5 days from receipt of respective Annual Budget. (NOTE: Reglementary review period for each barangay budget is 60 calendar days.)	<i>Admin. Officer</i> <i>Admin. Asst.</i>



		<ul style="list-style-type: none"> ▪ 55% PS cap/ limitation based on Financial Statement from Accounting Office ▪ 20% of NTA – For Development Fund ▪ 5% of regular sources for DRRM Fund ▪ 5% of regular sources for GAD Fund ▪ 1% of NTA-allocated for Children ▪ 1% of regular sources – for senior citizens & PWDs ▪ Allocation for Anti-Drug and Nutrition 			
	SK Treasurer submits Annual Budget to CBO	<p>Sangguniang Kabataan Annual Budget required documents:</p> <ol style="list-style-type: none"> 1.SK Resolution for the approval of the Annual Budget 2.Annual Barangay Youth Investment Plan 3.Comprehensive Barangay Youth 		Maximum of 5 days	<p><i>Admin. Officer</i></p> <p><i>Admin. Asst.</i></p>



		Development Plan 4.Certification from the Barangay Treasurer for the 10% allocation for Sangguniang Kabataan.			
	Barangay Treasurer and SK Treasurer submit to CBO respective Supplemental Budget for initial review	Barangay Supplemental Budget supporting documents: 1.Official Receipt for the Additional Realized Income within the year 2.Certification from the Barangay Treasurer attested by the Punong Barangay for the savings from appropriated items. Sangguniang Kabataan Supplemental Budget: 1.Certification of savings from appropriated items/ of the current year and/or continuing SK	None	With the assumption that all required documents are complied with and are mathematically correct- the initial review is done at a maximum of 5 days from receipt of respective Annual Budget. (NOTE: Reglementary review period for each barangay budget is 60 calendar days.)	<i>Admin. Officer</i> <i>Admin. Asst.</i>



			Fund 2. Bank Certification as to respective current balance for confirmation of ready cash.			
			Forward to Sanggunian Panlungsod the reviewed Annual/ Supplemental Budget of the barangay & SK for final review and approval.	None	5 minutes	<i>JO Staff</i>
C. Verified Annual Procurement Plan of Commonly-Used Supplies of All Offices						
	Each department/ section to submit respective Annual APP- CUS to CBO for review		Review first the unit cost of each item reflected on the APP based on the price list provided by the General Services Office	None	20 minutes	<i>Admin. Asst.</i> <i>JO Staff</i>
			Recheck the mathematical computation; likewise, recheck total amount if it doesn't go beyond the allocation for each office	None	30 minutes	
D. Annual Budget and Supplemental Budget of the City						
	Issuance of Budget Call by the LCE- signals the start of budget		Immediate distribution of the directive from the Local Chief Executive through the	None	On or before June 16 of the current year	<i>City Budget Officer</i> <i>JO Staff</i> <i>Admin. Aide</i>



	preparation wherein all departments are guided by the policies, ceilings and targets embodied in the budget call		Office of the City Budget Officer			
	Conduct of Budget Forum (July 16) – by the LCE, LFC & Department Heads		All stakeholders and department/ section heads are invited to explain and discuss the objectives, major thrusts, policy decisions and budget strategies; likewise, the sources of income in the past three years and estimates for the next budget year	None	July 16	
	Prepare and submit budget proposals- each department/ section to submit Work & Financial Plan/ budget proposal for the budget year		City Budget Officer receives the budget proposals from all department/ section heads	None		
	Conduct Budget		Evaluation of the Budget	None	August 15	



	Hearing (August 15)		Proposals by Local Finance Committee based on the rationale of the PPAs, major output and performance indicators, targets & cost criterion for final approval of the LCE			
	Preparation of the Executive Budget		The City Budget Officer consolidates all of the approved budget proposals to form a Proposed Executive Budget. Also, sees to it that all Local Budget Preparation Forms, mandated plans and other required documents are complete	None	September – October 10	<i>City Budget Officer</i>
	Submission of Annual Budget to Sangguniang Panlungsod		The City Budget Officer facilitates submission of the Proposed Executive Annual Budget to the Sangguniang Panlungsod for legislation and authorization	None	On or before October 16	<i>City Budget Officer</i>
E. Preparation and distribution of Appropriation Release Order/ Advice Allotment based on the						



Authorized Annual Budget & Recording in the RAAO						
			Prepares six (6) sets of Allotment Release Order (ARO)/ Advice of Allotment for distribution to all national and local offices of the LGU as their guide for the ceiling of their appropriations	None	3 hours	<i>Admin. Officer</i>
			Signs the ARO and forwards to the LCE for approval	None	30 minutes	<i>City Budget Officer</i>
			Distributes to each department/ section the signed ARO/ Advice of Allotment	None	2 hours	<i>Admin. Aide</i> <i>JO Staff</i>
			Recording of the appropriations of all offices in the Registry of Appropriations, Allotment & Obligations (RAAO)	None	One (1) day	<i>Admin. Officer</i>
F. Periodic reports submission to DILG, COA, Provincial Budget Office and DBM-RO VII						
			Posting of the Annual Budget on the DILG Full Disclosure Portal and submission to the LGU DILG Office 3 sets of the Annual Budget for	None	On or before January 20	<i>City Budget Officer</i>



			posting in three (3) conspicuous places			
			Submission of Statement of Appropriations , Allotment and Obligation Report as of December 31 to the Commission on Audit	None	January 31	<i>City Budget Officer</i>
			Submission of the 3-Year Statement of Receipts and Expenditures to the Provincial Budget Office	None	March 31	<i>City Budget Officer</i>
			Submission of report/s to the Department of Budget and Management-Regional Office VII	None	When required	<i>City Budget Officer</i>



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are enticed or encouraged to put into writing their complaints, suggestions, or feedback in the Feedback Form that can be found at the Public Assistance & Complaints Desk (PACD) located at the Ground Floor of the City Hall. And drop the filled-in form in the Suggestion/ Comment Box that is also placed therein.
How feedbacks are processed	The filled-in Feedback Forms are retrieved from the Suggestion/ Comment Box by the PACD Personnel and forwarded to Human Resource Division Staff. Any feedback is immediately relayed to the concerned office and to the concerned personnel if any.
How to file a complaint	One must go to the Human Resource Division to get the Complaint Form and duly accomplish it. And ensure detailing the following: a. Full name and address of the complainant; b. Full name and address of the person complained of as well as his/her position and office; c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed; d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and e. Certification or statement of non-forum shopping. <i>[Pursuant to 2017 RACCS Rule 3 Sec. 11 on Requisites of a Vaild Complaint]</i>
How complaints are processed	Complaints are forwarded to concerned or acountable office/ personnel.
Contact Information	2683010/ 4899624 (Trunkline)



List of Offices

Office	Address	Contact Information
Bids and Awards Committee	2 nd Floor, City Hall	Local 4005
Business Permit & Licensing Office	Ground Floor, City Hall	Local 4029
CHO – Infirmary	East Pob., City of Naga, Cebu	3456183/ 5110762
CHO – Sanitary Section	East Pob., City of Naga, Cebu	Local 4026
City Disaster Risk Reduction & Management Office (CDRRMO)	2 nd and 3 rd Floors, City Hall	4894155
City Environment & Natural Resources Office (CENRO)	2 nd Floor, City Hall	Local 4008
City Information & Community Relations Department (CICRD)	2 nd Floor, City Hall	Local 4019
City of Naga Traffic Mgt. Authority	2 nd Floor, City Hall	Local 4010
Department of Public Services	East Pob., City of Naga, Cebu	Local 4018
GSO – Motorpool	East Pob., City of Naga, Cebu	Local 4014
GSO – Warehouse	East Pob., City of Naga, Cebu	Local 4025
Human Resource Division	Ground Floor, City Hall	Local 4021
Information Technology Section	Ground Floor, City Hall	Local 4012
Internal Audit Services (IAS)	Ground Floor, City Hall	Local 4002
Naga Peoples Market	East Pob., City of Naga, Cebu	Local 4024
Office of the Building Official	Ground Floor, City Hall	Local 4022
Office of the City Accountant	Ground Floor, City Hall	Local 4001
Office of the City Agriculturist	Ground Floor, City Hall	Local 4003
Office of the City Assessor	Ground Floor, City Hall	Local 4004
Office of the City Budget Officer	Ground Floor, City Hall	Local 4006
Office of the City Civil Registrar	Ground Floor, City Hall	Local 4015
Office of the City Engineer	2 nd Floor, City Hall	Local 4011
Office of the City General Services Officer (GSO)	Ground Floor, City Hall	Local 4013
Office of the City Health Officer (CHO)	East Pob., City of Naga, Cebu	3456183
Office of the City Legal Officer	2 nd Floor, City Hall	Local 4016
Office of the City Mayor	2 nd Floor, City Hall	Local 4017
Office of the City Planning & Development Coordinator	2 nd Floor, City Hall	Local 4007
Office of the City Social Welfare & Development Officer	Ground Floor, City Hall	Local 4009
Office of the City Treasurer	Ground Floor, City Hall	Local 4023
Office of the City Veterinarian	Ground Floor, City Hall	Local 4028



Office of the Sangguniang Panlungsod	East Pob., City of Naga, Cebu	2611341
Public Employment Services Office	Ground Floor, City Hall	Local 4020