CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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I. Mandate:

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

II. Vision:

Meycauayan, a highly-urbanized green city and the Jewellery Center of the Philippines, is the benchmark of exemplary governance with inclusive social services where citizens are responsible, communities are safe and resilient and the economy is prosperous.

III. Mission:

M - Modernized Jewellery and Leather industry

E - Employment opportunities

Y - Yardstick for exemplary governance

C - Center of Quality Education

A - Attractive business opportunities

U - Urban re-development for flood-resilient city

A - Adaptive and resilient environment

Y - YES to effective solid waste management

A - Action-oriented leadership against crime and disorder

N - Nurturing inclusive growth

IV. Service Pledge:

We, the officials and employees of the City Government of Meycauayan, under the leadership of the Honorable City Mayor Atty. Henry R. Villarica, do hereby commit ourselves to effectively serve our clients with absolute courtesy and efficiency towards clienteles' satisfaction.

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OFFICE OF THE CITY MAYOR

External Services

1. FINANCIAL ASSISTANCE

Financial assistance includes medical assistance, burial assistance, educational assistance and any other assistance that the Mayor may extend to the residents of the City of Meycauayan.

Office or Division:	Office of the City Mayor (City Hall Saluysoy & City Hall Annex – Camalig)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigent residents of the City of Meycauayan, People's Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency - 1 original copy	Barangay Hall where the client is residing
2. Valid government issued ID - 1 photocopy with 3 specimen signature	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ Barangay Clearance	Barangay Hall where the client is residing
Additional documents for Burial Assistance: 1. Death Certificate - 1 original and 1 photocopy 2. Funeral Contract or Official Receipt of the funeral plan or Official Receipt of the memorial lot - 1 original and 1 photocopy	Office of the City Civil Registrar, 1st Floor, City Hall, City of Meycauayan, Bulacan Funeral Services
Additional documents for Medical Assistance: 1. Barangay Indigency - 1 original and 1 photocopy 2. Medical Abstract/Medical Certificate - 1 original and 1 photocopy	Barangay Hall where the client is residing Hospital where the client was confined Hospital where the client was confined

3. Temporary Hospital Bill/Laboratory Request with Price - 1 original and 1 photocopy 4. Prescription of medicine/Official Receipt of medicine - 1 original and 1 photocopy 5. Quotation for Dialysis Patient - 1 original and 1 photocopy 6. Treatment Protocol for Cancer Patient - 1 original and 1 photocopy 1. Schedule of Injection for Dog/Cat Bite - 1 original and 1 photocopy		Attending Physician Attending Physician Attending Physician Attending Physician		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the social welfare desk and submit all the required documents	1.1 Interview and prepare report and forward to the City Mayor for approval 1.2 Inform the client to wait for advise as to the release of the assistance	None	10 minutes	Administrative Aide I Office of the City Mayor Administrative Aide III Office of the City Mayor Administrative Officer IV Office of the City Mayor
	1.3 Review and approve request through a notation in the document	None	10 minutes	City Mayor
	1.4 Record and forward documents to the City Social Welfare and Development Office	None	5 minutes	Administrative Aide I Office of the City Mayor Administrative Aide III Office of the City Mayor

	1.5 Process the request by the Office of the City Social Welfare and Development Officer and Local Finance Committee and forward cheque to the Office of the City Mayor for signature	None	7 days	Office of the City Social Welfare and Development Officer Administrative Officer V Office of the City Budget Officer Administrative Officer V Office of The City Accountant Administrative Officer V Office of the City Treasurer City Mayor Office of the City Mayor
	1.6 Inform the client as to the scheduled date of release through text	None	2 minutes	Administrative Aide I Office of the City Mayor Daycare Worker I Office of the City Mayor
2. Receive cheque on the scheduled date	2.1 Release cheque	None	1 hour	Administrative Officer V Office of the City Accountant Senior Labor & Employment Officer Office of the City Treasurer Administrative Aide I Office of the City Mayor Administrative Officer IV Office of the City Mayor
	TOTAL:	**None**	**7 days, 1 hour, and 27 minutes**	

2. MARRIAGE SOLEMNIZATION

A function expressly provided under the Local Government Code of 1991.

Office or Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	At least one of the contracting party is a resident of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Marriage License - 1 original copy	Office of the City Civil Registrar, 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the marriage license	1.1 Receive the document, verify with the Office of the City Civil Registrar all the supporting documents and issue order of payment	None	5 minutes	Administrative Aide I Office of the City Mayor
2. Proceed to the Cashier Window at the Office of the City Treasurer, 1st Floor, present the order of payment and pay the required fees	2.1 Issue official receipt	Php 200.00	5 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Proceed to the Office of the City Mayor and present the original receipt	3.1 Schedule the marriage ceremony and inform the client	None	5 minutes	Administrative Aide I Office of the City Mayor
4. Return to the Office of the City Mayor on the scheduled date of marriage accompanied by two witnesses	4.1 Solemnize marriage	None	20 minutes	City Mayor Office of the City Mayor

	4.2 Inform the client on the date of release of Marriage Certificate and return the documents to the Office of the City Civil Registrar for registration	None	15 minutes	Administrative Aide I Office of the City Mayor
5. Married couple to return to the Office of the City Mayor on the scheduled date of release of certificate	5.1 Release the Certificate of Marriage	None	5 minutes	Administrative Aide I Office of the City Mayor
	TOTAL:	**Php200.00**	**55 minutes**	

3. REDEMPTION OF IMPOUNDED VEHICLES

Release of impounded vehicles due to traffic violation committed by motorists, in accordance with city ordinances, rules and regulations, upon payment of prescribed fines and penalties.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Motorist/Driver

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Receipt (payment of fines and penalties) - (1 Original and 1 Photocopy)	Office of the City Treasurer
2. Vehicle Original Receipt (OR) and Certificate of Registration (CR)	Land Transportation Office / Vehicle Owner
3. One (1) Valid ID	Motorist / Vehicle Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Official Receipt, OR/CR, and Valid ID	1. Verify records and impounded vehicle	None	15 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Claim vehicle after verification	2. Record and release impounded vehicle	None	15 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
Total			**30 minutes**	

4. TRAFFIC ADJUDICATION

Act on all complaints/ contest on apprehension / citation on Traffic Enforcer.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Motorist/Driver

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Traffic Violation Receipt/ Apprehension Ticket	Issued by Traffic Enforcer
2. Valid Driver's License	Land Transportation Office (LTO)
3. Official Receipt (OR) and Certificate of Registration (CR) of Vehicle (if applicable)	Land Transportation Office (LTO)
4. Letter of Complaint / Contest (stating reasons for contesting citation)	To be prepared by the motorist
5. Authorization Letter and ID of representative (if applicable)	Motorist / Driver

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of complaint or contest with supporting documents	1. Receive, record, and review completeness of submitted documents	None	1 hour	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Wait for notification or schedule of hearing	2. Evaluate complaint and schedule hearing date	None	1 working day	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
3. Attend scheduled adjudication hearing	3. Conduct hearing, deliberate, and determine resolution	None	2 working days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
4. Receive written decision or resolution	4. Prepare and release decision/resolution to motorist	None	2 working days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
Total			**5 working days**	
What if: Complex concern	Submit all documents to Office of the City Legal & Office of the City Administrator	None	7-15 Working Days	City Legal Officer City Administrator

5. CLAMPING AND UNLOCKING OF ILLEGAL PARKED VEHICLES

Immobilize illegally parked vehicles with a wheel clamp to prevent movement until the owner settles the prescribed fine and the vehicle is released.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Meycauayan Residents / Vehicle Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 1. Official Receipt (OR) of payment for clamping fine	Office of the City Treasurer / Cashier
2. Valid ID / Driver's License	Land Transportation Office (LTO)
3. Vehicle Certificate of Registration (CR) and Official Receipt (OR) (for verification)	Land Transportation Office (LTO)
4. Violation Notice	To be issued by Clamping Enforcer
5. Authorization Letter and ID of representative (if not the vehicle owner)	Vehicle Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the location where vehicle is clamped and inquire about violation	1. Clamping Enforcer informs the driver/owner of the violation and required penalties.	None	5 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)

2. Secure violation notice and pay the correspondin g fine at the Office of the City Treasurer	2. Issue violation notice and advise client to pay at the Office of the City Treasurer	2wheels– 3wheels = 500pesos 4wheels = 1,500pesos 6 wheels and/or above = 5,000pesos	15-30 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
3. Present Official Receipt (OR) of payment to the CMO-MTTM Office / Clamping Enforcer	3. Verify payment and validity of documents	None	5 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
4. Wait for wheel clamp removal	4. Unlock and remove wheel clamp from the vehicle	None	1 hour	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
5. Receive acknowledgm ent or release slip (if applicable)	5. Record transaction and release vehicle	None	5 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
Total			**1 hour & 45 minutes**	

6. APPLICATION FOR TRAFFIC MANAGEMENT CLEARANCE

Procedure in applying Traffic Clearance. Purpose of which is to make a technical analysis of traffic problems and safety issues relating to specific development.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Complex
Type of Transaction:	Government to Government / Government to Business
Who may avail:	Business Establishment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request with detailed information (project, work schedule, location of project) addressed to the City Mayor through the Head of CMO-TTM – 1 original signed copy	To be provided by the client
2. Vicinity Map of the Project – 1 original or photocopy	To be provided by the client or City Engineer's Office, City Government of Meycauayan
3. Barangay Permit - 1 copy	Barangay Hall where Project is located

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete required documents	1. Forward documents to the OIC - CMO-MTTM for review.	None	30 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
	1.2 Schedule the assessment of request and inform the client through call/text.	None	1 day	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
	1.3 Prepare Traffic Management Clearance and forward to the Head of CMO-MTTM for review and signature and inform the client to sign the Clearance	None	1 hour	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Sign the Traffic Management Clearance as to scheduled date	2.1 Endorse to Office of the City Engineer for comments, recommendation, and approval.	None	3 days	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
	2.2 Review the comments and recommendations by City Administrator. 2.3 Forward to the City Mayor for approval after signature of the client Inform the client through text / call upon receipt of approved request	None None	3 days 3 days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division) CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
3. Receive the Traffic Management Clearance	3. Record and release the Traffic Management Clearance	None	30 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
Total			**10 days, 3 hours & 30 minutes**	

- Note: If long term project, subject for monthly renewal. Traffic Management Clearance will be prepared and issued by the CMO-TTM Staff.

7. ADMISSION FOR REFORMATION PROGRAM

This service is for pushers to be delisted from the PNP-PDEA Certified Barangay Anti-Drug Abuse Council (BADAC) Watchlist. Reformation program is provided to all clients and issue Certificate of Completion once they completed the program.

Office or Division:	Office of the City Mayor - Balay Silangan Reformation Center
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Pushers listed in PNP-PDEA CBWL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Undertakings – 3 original copies	Notary Public
2. Valid government issued ID – 1 photocopy with 3 specimen signatures	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
▪ Barangay Clearance	Barangay Hall where the client is residing
3. Certificate of Indigency – 1 original copy	Barangay Hall where the client is residing
4. Referral/ Endorsement Letter – 1 original copy	Barangay Captain, Barangay Hall where the client is residing
5. Medical Certificate with laboratory results, if with medical condition – 1 original copy	Rural Health Physician at City Health Units or Private Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check all documents, verify in Barangay Anti-Drug Abuse Council (BADAC) Watchlist, interview the client and fill out intake sheet form	None	30 minutes	Social Worker Officer IV Balay Silangan Reformation Center

	1.2 Take photo, inspect personal belongings and accept and orient the client for the reformation program 1.3 Prepare Certificate of Enrollment and forward to City Health Officer for signature 1.4 Review and sign	None None None	1 hour 1 hour 1 day	Support Staff Social Worker Officer IV Balay Silangan Reformation Center Social Worker Officer IV Balay Silangan Reformation Center City Health Officer City Health Office
2. Receive Certificate of Enrollment	2.1 Record and issue Certificate of Enrollment upon receipt of signed certificate	None	5 minutes	Social Worker Officer IV Balay Silangan Reformation Center
3. Undergo Reformation Program	3.1 Reformation Program Phase 1: Conduct of Moral Recovery Program/Spiritual Formation Physical Fitness Personality Development Drug Awareness Talk / RA 9165 First Aid and Disaster Awareness	None	31 days in-house	Bless Our Cops Spiritual Formators PNP Personnel Social Worker Officer IV PNP Personnel Yeshua Change Agent Support Staff Balay Silangan Reformation Center
	Phase 2: Livelihood Training Program	None	31 days lived-out	TESDA Trainor
	Phase 3: Community Service in their respective barangay Note: After each phase completed, client is	None	31 days live-out reporting in their respective barangay	Barangay Anti-Drug Abuse Council (BADAC)

	required to undergo drug testing			
	3.2 Prepare all documents required for graduation of the reformist	None	1 day	Social Worker Officer IV Balay Silangan Reformation Center
4. Attend the Graduation and receive the Certificate of Completion	4.1 Conduct Graduation and Awarding of Certificate of Completion	None	4 hours	City Anti-Drug Abuse Council (CADAC) Philippine Drug Enforcement Agency
	TOTAL:	**None**	**95 days, 6 hours and 35 minutes**	

8. PROVISION OF FINANCIAL ASSISTANCE TO REFORMIST

Balay Silangan Reformation Center provided financial assistance to reformist for them to augment income of the family during their one-month in-house reformation program and start anew.

Office or Division:	City Mayor's Office - Balay Silangan Reformation Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Reformist of the Balay Silangan Reformation Center, City of Meycauayan, Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid government issued ID – 1 photocopy with 3 specimen signatures	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, Saluysoy, City of Meycauayan, Bulacan
▪ Barangay Clearance	Barangay Hall

2. Certificate of Indigency – 1 original copy		Barangay Hall where the reformist is residing		
3. Certificate of Enrollment		City Mayor's Office - Balay Silangan Reformation Center, Saluysoy, City of Meycauayan, Bulacan		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents	1.1 Review documents, interview and assess the client	None	30 minutes	Social Worker Officer IV Balay Silangan Reformist Center
	1.2 Prepare and sign Social Case Study and inform the client to wait for the release of financial assistance	None	30 minutes	Social Worker Officer IV Balay Silangan Reformist Center
	1.3 Prepare all documents for financial assistance and forward to City Accountant's Office for payroll preparation	None	1 day	Social Worker Officer IV Balay Silangan Reformist Center
	1.4 Inform the client on the date of release through text / call	None	10 minutes	Social Worker Officer IV Balay Silangan Reformist Center
2. Receive financial assistance as to scheduled date	2.1 Release financial assistance	None	1 hour	Senior Administrative Assistant II City Treasurer's Office
	TOTAL:	**None**	**1 day, 2 hours and 30 minutes**	

OFFICE OF THE CITY MAYOR

Internal Services

1. INFORMATION TECHNOLOGY (IT) TECHNICAL SUPPORT

To provide a standard procedure for the conduct of corrective maintenance on the City Government of Meycauayan's hardware, software, and other information and communication facilities. This process applies to all Information Technology (IT) maintenance services provided by the IT Unit for the Departments/Offices within the City Government of Meycauayan.

Office or Division:	Office of the City Mayor – Information Technology (IT) Unit
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices in the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Information and Communication Technology (ICT) Service Request Form (1 original)	Office of the City Mayor – Information Technology (IT) Unit, 2nd Floor, City Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the completed Information and Communication Technology (ICT) Service Request Form at the Information Technology (IT) Unit	1.1 Receive and verify the details of the request form. 1.2 Classify the request according to the priority queue (Low or High).	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
2. Wait for system, hardware, or software check-up and initial evaluation	2.1 Record the request in the spreadsheet. 2.2 Conduct hardware/software/system assessment (initial evaluation).	None	30 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
3. Allow the IT support staff to perform the corrective	3.1 Perform the recommended corrective	None	**Simple** 3 hours	Administrative Officer III Office of the City Mayor – IT Unit Or

maintenance procedure	maintenance procedure. 3.2 Test and verify the effectiveness of the applied solution.		**Complex** 3 days **Highly Technical** 7 days	Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
4. Wait for confirmation of service completion	4.1 Log service details and update the service status in the monitoring spreadsheet (Completed, Pending, For Monitoring, For Follow-up, or For Approval).	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
5. Submit client feedback to the Information Technology (IT) Unit	5.1 Receive and record client feedback for documentation and service improvement.	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
	Total	***None***	**Simple** 4 hours **Complex** 3 days and 1 hour **Highly Technical** 7 days and 1 hour	

2. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SPECIFICATIONS RECOMMENDATION

To provide a standardized procedure for requesting, evaluating, and approving Information and Communication Technology (ICT) equipment, software, and services within the City Government of Meycauayan. This process ensures that all Information and Communication Technology (ICT) acquisitions align with the city's technology needs and operational requirements.

Office or Division:	Office of the City Mayor – Information Technology (IT) Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices in the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Information and Communication Technology (ICT) Equipment Request Form (1 original)	Office of the City Mayor – Information Technology (IT) Unit, 2nd Floor, City Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure and fill out the ICT Equipment Request Form	1.1 Receive the accomplished ICT Equipment Request Form. 1.2 Review and check the completeness of the submitted form.	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
2. Submit the completed form for evaluation and recommendation at the Information Technology (IT) Unit	2.1 Evaluate requested ICT equipment based on specifications and operational needs. 2.2 Assess compliance with standard technical requirements.	None	3 hours	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I

				Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
3. Wait for the approved recommendation	3.1 Approve and sign the Information and Communication Technology (ICT) specifications recommendation for endorsement.	None	15 minutes	IT Officer Office of the City Mayor – Information Technology (IT) Unit And Head, Executive Assistant / Personal Staff Division Office of the City Mayor
4. Receive the signed recommendation from the IT Unit	4.1 Release and forward the signed recommendation to the requesting department/office.	None	15 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
	Total	***None***	**3 hours and 40 minutes**	

OFFICE OF THE CITY ASSESSOR

External Services

1. TAX DECLARATION ISSUANCE

Simple Transfer of Ownership

Transfer of property ownership from one person to another (e.g., purchase, assumption of mortgage, donation, exchange, or inheritance). *No ocular inspection required*.

Correction or Updating of Records

Modification of declared information such as actual use, ownership details, or property description. *Ocular inspection required.*

Simple Partition or Subdivision

Division of one parcel of land into multiple lots for updating ownership in the tax map. *Ocular inspection required.*

New Assessment, Reassessment, or Reclassification

Conduct of initial assessment, reassessment, or reclassification of properties.

Issuance of Certified True Copy of Tax Declaration

Issuance of authenticated copies of existing tax declarations.

Office or Division:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G – Government to Citizen / Government to Business / Government to Government
Who may avail:	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Land Title - 1 certified true copy or photocopy (bring the original title for verification)	Owner's File Copy / Registry of Deeds Owner's File Copy / Registry of Deeds
2. Deed of Conveyance (Deed of Absolute Sale, Donation, Extrajudicial & others) - 1 photocopy	Owner's File Copy / Registry of Deeds / Bureau of Internal Revenue
3. BIR (Certificate of Authorizing Registration) - 1 photocopy	Owner's File Copy / Registry of Deeds / City Treasurer's Office, 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
4. Transfer Tax Receipt - 1 photocopy	Owner's File Copy / Registry of Deeds / City Treasurer's Office, 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
5. Latest Real Property Tax Receipt/Tax Clearance - 1 photocopy	
6. Identification Card: • Driver's License • Senior Citizens ID • Voter's ID • Company ID	Land Transportation Office Municipal/City Social Welfare & Development Office Commission on Election Employer Social Security System

• SSS UMID Card • GSIS UMID Card • PRC ID • PhilID/ePhilID	Government Service Insurance System Professional Regulation Commission Philippine Statistics Authority (PSA)
Additional Requirements:	
If the Requesting/Filing Party is Not the Real Owner, need to submit: 1. Special Power of Attorney/Authorization Letter from the owner - 1 photocopy	To be provided by the client
For Extrajudicial Settlement of Estate • Affidavit of Publication - 1 photocopy	To be provided by the client
For Partition/Subdivision of Titled/Untitled Property • Approved Subdivision Plan (Blue/White Print)	To be provided by the client
For Correction or Updating of Records • If no documents available, secure Certification (No Available Documents) from Registry of Deeds	To be provided by the client
For New Assessment / Newly Declared Property • Building Permit/ Occupancy	To be provided by the client
For Newly Installed Machinery • Official Receipt of Machine with Certification from the Company	To be provided by the client
NOTE: • If Corporation submit Secretary Certificate • We reserve the right to request additional documents if and when necessary.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application form	1.1 Receive and record the application	None	5 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV

and required documents	1.2 Check completeness and authenticity of documents 1.3 Return incomplete applications			Office of the City Assessor
2. Wait while the agency verifies property details	2. Review ownership, tax mapping, RPAS entries (ARPN, TDN, PIN)	None	10 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
3. If required, wait for schedule of ocular inspection	3.1 Schedule inspection within 3 working days (if applicable) 3.2 Conduct inspection, take photos, compute area, and record findings	None	This depends on the location of the property	Assessment Clerk I Administrative Aide IV Office of the City Assessor
4. Pay applicable fees at the cashier	4.1 Issue Order of Payment 4.2 Verify proof of payment (Official Receipt and valid ID/SPA)	P100.00 for Simple Transfer of ownership, Correction or Updating Records, Simple Partition/Subdivision, New Assessment, Reassessment, Reclassification; P50.00 for Certified True Copy of Tax Declaration	5 minutes	Senior Administrative Assistant I Administrative Assistant V Administrative Aide I Office of the City Treasurer

		as per City Ordinance No. 1, S-2006 Sec.352(d)		
5. Wait while the Tax Declaration or CTC is prepared	5.1 Prepare Tax Declaration, FAAS, and Notice of Assessment 5.2 Encode data into RPAS or official forms 5.3 Ensure accuracy and correct any discrepancies 5.4 Prepare CTC (if applicable)	None	10 minutes per Tax Declaration	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
6. Wait for document signing/countersigning	6.1 Review and approve Tax Declaration or CTC 6.2 Return for corrections if needed	None	15 Minutes	Acting City Assessor Assistant City Assessor Office of the City Assessor
7. Present valid ID/SPA and claim the document	7.1 Assign control number and dry seal 7.2 Verify claimant's identity 7.3 Obtain signature in acknowledgment logbook	None	5 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
	TOTAL	**P100.00** for Simple	**50 Minutes**	

		Transfer of ownership, Correction or Updating Records, Simple Partition/Subdivision, New Assessment, Reassessment, Reclassification**; P50.00** for Certified True Copy of Tax Declaration as per City Ordinance No. 1, S-2006 Sec.352(d)		

2. DIFFERENT CERTIFICATIONS ISSUANCE

Certificate of No Property

No recorded estate assets, real or leased property declared in the name of the individual, company, organization or entity, such as land, building or other types of property.

Certificate of Property Holdings

Refers to the list of real property/estate assets owned by an individual, company, organization or entity.

Certificate of Actual Location

The place where the real property is actually or exactly situated or located.

Certificate of Non-Improvement or With Improvement

A proof that the property has no or with existing building/structure and or machinery adhered to the land usually used for habitation, commercial and industrial purposes and for other various uses.

Office or Division:	Office of the City Assessor
Classification:	Highly Technical
Type of Transaction:	G2C/G2B/G2G – Government to Client / Government to Business / Government to Government
Who may avail:	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Land Title – 1 Certified True Copy or if photocopy bring the original title for verification	Notary Public
2.Written Request – 1 Original Copy	To be provided by the client/representative.
3.Authorization Letter from the owner if the requesting party is not the real owner - 1 Original Copy	To be provided by the client/representative
4.Latest Real Property Tax Receipt (Land) - 1 Original Copy or 1 photocopy	To be provided by the client/representative.
NOTE: • If Corporation submit Secretary Certificate • We reserve the right to request additional documents if and when necessary.	To be provided by the client/representative.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application form and required documents	1.1 Receive and record the application 1.2 Check completeness and authenticity of documents 1.3 Return incomplete applications	None	15 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
2. Wait while Order of Payment is issued	2.1 Prepare and issue Order of	P50.00 as per City	5 minutes	Senior Administrative Assistant I

	Payment based on applicable fees	Ordinance No. 1, S-2006 Sec.352 (d)		Administrative Assistant V Administrative Aide I Office of the City Treasurer
3. If required, wait for schedule of inspection	3.1 Conduct ocular inspection for "With/Non-Improvement" or "Actual Use" certifications 3.2 Document findings in a field report and attach to file	None	This depends on location of property	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
4.Wait while certification is prepared	4.1 Encode and prepare the Certification 4.2 Include property details, location, owner name, and improvement status	None	15 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
5. Wait for review and approval	5.1 Review certification and supporting documents 5.2 Sign or return for correction if needed	None	5 minutes	Acting City Assessor Assistant City Assessor Office of the City Assessor
6. Claim the signed and sealed certification	7.1 Affix documentary stamp and dry seal 7.2 Log release and file a copy in office records 7.3 Release to client upon valid ID/SPA verification	None	5 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor

	TOTAL:	**P50.00** as per City Ordinance No. 1, S-2006 Sec.352 (d)	**45 minutes**	

3. NOTICE OF CANCELLATION (BUILDING/MACHINERY) ISSUANCE

Real property that already demolished/dilapidated (building) and defective/pulled out (machinery).

Office or Division:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G – Government to Citizen / Government to Business/ Government to Government
Who may avail:	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written Request - 1 Original Copy	To be provided by the client
2. Latest Real Property Tax Receipt - 1 photocopy	To be provided by the client / City Treasurer's Office, 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
3. Picture of the Property - 1 photocopy	To be provided by the client
NOTE: • If Corporation submit Secretary Certificate • We reserve the right to request additional documents if and when necessary.	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present complete requirements	1.1 Review requirements. Verify records (Index Card/ Ownership	None	5 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV

	Record Form (ORF) 1.2 Ocular Inspection 1.3 Cancellation of property (building/ Machinery) 1.4 Review and sign	None None None	This depends on the location of property 5 minutes 5 minutes	Office of the City Assessor Assessment Clerk I Administrative Aide IV Office of the City Assessor Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor Acting City Assessor Assistant City Assessor Office of the City Assessor
2. Receive copy of signed notice of cancellation	2. Assign control no. and annotate Field Appraisal Assessment Sheet (FAAS) (regarding the cancellation)	None	5 minutes	Administrative Assistant I Office of the City Assessor
	TOTAL:	**None**	**20 minutes**	

4. NOTICE OF ASSESSMENT ISSUANCE

It indicates what the local assessor determines your property is worth and how much of that value is taxable.

Office or Division:	Office of the City Assessor *(New City Hall / City Hall Annex-Camalig)*
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G – Government to Client / Government to Business/ Government to Government
Who may avail:	Property Owner or Authorized Representative
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1.Latest Real Property Tax Receipt - Original or photocopy 2.Transfer Certificate of Title - 1 Certified True Copy or if photocopy bring the original title for verification 3.Documents pertaining to the concern property - 1 original copy **If the Requesting is Not the Real Owner need to submit:** 1. Special Power of Attorney 2. Authorization Letter from the owner - 1 original copy 3. Valid government ID (Owner and Auth.Rep)- 1 photocopy **NOTE:** • If Corporation submit Secretary Certificate • We reserve the right to request additional documents if and when necessary.	To be provided by the client / Registry of Deeds To be provided by the client To be provided by the client To be provided by the client To be provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Receive/ check verify the Real Property Tax Receipt or the document 1.2 Issue Notice of Assessment	None None	5 minutes 5 minutes	Assessment Clerk I Administrative Assistant III Draftsman I Administrative Aide IV Office of the City Assessor
	TOTAL:	**None**	**10 minutes**	

OFFICE OF THE CITY BUSINESS PERMIT AND LICENSING OFFICER

External Services

1. BUSINESS ONE STOP SHOP (BOSS) / BUSINESS PERMIT ISSUANCE

Permit issued to new and existing business owners within the City of Meycauayan, authorizing the lawful operation of their establishments upon full compliance with all documentary and regulatory requirements prescribed under the DILG guidelines, the Local Government Code of 1991, the City's Administrative and Revenue Codes, and all other applicable or subsequent national and local laws, ordinances, rules, and policies on business permitting and licensing.

Office or Division:	Office of the City Business Permit and Licensing Officer (CBPLO)
Classification:	Simple
Type of Transaction:	G2C & G2B-Government to Client and Business Entity
Who may avail:	Owners of business establishments located within the City of Meycauayan, or their duly authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished business permit application form -Original	• City Hall Annex, City of Meycauayan • Official Website of the City of Meycauayan • CBPLO Official Facebook Page • Designated Web Link
A certificate attesting to the tax exemption if the business is tax-exempt -Original & 1 photocopy	• Concerned government agency or other issuing authority of the certificate evidencing the business's tax-exempt status, as applicable. ***Note:*** *Applicable only to businesses or entities exempt from local business taxes under Section 149 of the City Revenue Code of 2017.*
Tax clearance showing that the operator has paid all tax obligations in the City -Original & 1 photocopy	• Office of the City Assessor (CAsO), City Hall of Meycauayan
Sanitary Permit and Health Certificate for all food handlers, and those required under Chapter IV, Art. D. Sect. 322 (1) of the City Revenue Code -Original	• Office of the City Health Officer (CHO), City Hall of Meycauayan
Valid Barangay Business Clearance -Original and 1 photocopy	• CBPLO, City Hall of Meycauayan
Valid Fire Safety Inspection Certificate (FSIC) (maybe submitted subsequently but is required upon permit release) –Original or 1 photocopy	• Bureau of Fire Protection (BFP)
Other permits, clearances, certifications, or documentary requirements prescribed under applicable national laws, City Ordinances, or regulations of the appropriate government agencies, as applicable to the nature of the business. –Original or 1 photocopy	• Concerned National Government Agency (NGA), as identified in Annex A, or the concerned City Government Office, as applicable.

Additional requirements for authorized representatives: 1. Special Power of Attorney (SPA) if single proprietorship/Board Resolution or Secretary Certificate if corporation or partnership -Original and 1 photocopy 2. Photocopy of Owner's Valid ID (Single Prop.)/Corp. Secretary(Corporation) with three (3) specimen signatures of owner. -2 copies 3. Valid ID of Representative -Original & 1 photocopy	• Notary Public / Corporation represented • Government agency issuing valid identification card, such as the: Philippine Statistics Authority (PSA), Land Transportation Office (LTO), Department of Foreign Affairs (DFA), Social Security System (SSS), Government Service Insurance System (GSIS), Professional Regulation Commission (PRC), Commission on Elections (Comelec), Office of the Senior Citizens Affairs (OSCA) • Government agency issuing valid identification card.
Valid Community Tax Certificate (Cedula) -Original	• Barangay Hall where the business establishment is located • CTO, City Hall of Meycauayan
Alien Certificate of Registration and Passport (For Foreign Nationals)	• Bureau of Immigration (BI)
For New Business Permit Applications	
Location sketch of the business establishment -1 copy	• To be provided by client
Paid-up capital of the business as shown in the Articles of Incorporation, if a corporation or partnership, or a sworn statement of the capital invested by the owner or operator, if a sole proprietorship -Original & 1 photocopy	• For corporations or partnerships: Securities and Exchange Commission (SEC) – Articles of Incorporation/ For sole proprietorships: To be executed by the owner or operator and notarized by a Notary Public
Zoning Clearance certifying that the location of the business complies with existing zoning laws and land use regulations of the City -Original and 1 photocopy	• Office of the City Planning and Development Coordinator (CPDC), City Hall of Meycauayan
Passport-size pictures of the owner or operator or in cases of a partnership or corporation the picture of the senior or managing partners and that of Manager. -3 pieces	• To be provided by client

A certification from the owner that the name of the business establishment is posted in bold letters on the frontage of the place of business for identification purposes. -Original	• Barangay Hall where the business establishment is located
Valid Business Name Registration: a. For Single Proprietor b. For Corporation or Partnership or OPC c. For Cooperative -Original and 1 photocopy	• Department of Trade and Industry (DTI), or the DTI Business Name Registration System (BNRS) (online) • SEC • Office of the City Cooperatives and Development Officer (CCDO), City Hall of Meycauayan
Building Permit or Certificate of Occupancy or Change of Use certification issued by the City Engineering Officer (CEO) -Original and 1 photocopy	• City Engineering Office (CEO), City Hall of Meycauayan
For Business Permit Renewal Applications	
Previous year's mayor's permit (business permit)	• CBPLO, City Hall of Meycauayan
Annual quarterly tax payments -2 copies	• Bureau of Internal Revenue (BIR)
All receipts showing payments of all regulatory fees as provided for by the Revenue Code -2 copies	• CPDC, CEO, City Hall of Meycauayan
Audited Financial Statement -Original and 1 photocopy	• BIR
Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage -Original and 1 photocopy	• Department of Environment and Natural Resources (DENR)
BIR Income Tax Return/VAT (if applicable) -Original and 1 photocopy	• BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out application form with complete requirements to Assessment Window. *Make sure to receive tax order of payment and documents	1.1. Review completeness of submitted documents. 1.2. Encode details of the application on the system. 1.3. Print and issue tax order of payment and submitted documents.	None None None	15 minutes 15 minutes 10 minutes	Local Revenue Collection Officer III / Revenue Collection Clerk I / Administrative Aide I / Revenue Collection Clerk I Office of the City Treasurer

2. Submit tax order of payment to Cashier Window inside the BOSS, complete documents and settle the required fees. *For non-continuing applicants, secure Official Receipt. **Receive claim stub.	2.1 Receive tax order of payment, cash and complete documents.	Based on Revenue Code	10 minutes	Administrative Assistant III/ Administrative Aide I Office of the City Treasurer
	2.2 Print Official Receipt (OR). *Ask client if application will continue or not. *If not continuing, issue OR to client. End of Transaction	None	15 minutes	
	2.3 Forward complete documents to receiving window.	None	10 minutes	
	2.4 Check completeness of documents.	None	15 minutes	
	2.5 Print business permit.	None	30 minutes	City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	2.6 Sign business permit.	None	30 minutes	Licensing Officer III / Licensing Officer II / License Inspector II Office of the City Business Permit and Licensing Officer
	2.7 Forward business permit application documents to the Office of the City Mayor (CMO).	None	10 minutes	
	2.8 Sign the business permit.	None	2 1/2 days	City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	2.9 Return signed document to CBPLO.	None	10 minutes	City Mayor Office of the City Mayor

3. Submit claim stub and other documents (if required) to the Releasing Window *Sign Logbook *Receive Business Permit, plate and other documents	3.1 Receive claim stub and other documents. 3.2 Locate business permit. 3.3 Photocopy FSIC, business permit and application form before release. 3.4 Log the details of the business permit in the official record book. 3.5 Release business permit.	None None None None None	10 minutes 15 minutes 15 minutes 20 minutes 10 minutes	Admin Aide III / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL:	***Based on Revenue Code***	**3 days**	

2. ONLINE BUSINESS PERMIT RENEWAL APPLICATION

A simple and efficient online process that allows business owners to renew their permits anytime, anywhere. Applicants can easily submit requirements, apply online, and receive fee assessments without visiting government offices.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C / G2B – Government to Citizen and Business Entity
Who may avail:	Owners of business establishments with existing business permit located within the City of Meycauayan, or their duly authorized representatives

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Previous year's business permit -Scanned copy	• CBPLO, City Hall of Meycauayan
Annual quarterly tax payments -Scanned copy	• BIR
Receipts showing payment of all regulatory fees -Scanned copy	• CTO, City Hall of Meycauayan

Certificate of tax exemption from local taxes or fees if exempt -Scanned copy	• To be provided by applicant
Barangay Business Clearance -Original copy	• CBPLO, City Hall of Meycauayan
Tax clearance showing that the operator has paid all local tax obligations in the city -Scanned copy	• CAsO, City Hall of Meycauayan
Audited Financial Statements -Scanned copy	• To be provided by applicant
ECC/CNC -Scanned copy	• DENR Region III, San Fernando, Pampanga
BIR Income Tax Return/VAT, if Applicable -Scanned copy	• BIR
Fire Safety Inspection Certificate (FSIC) -Original copy and 1 photocopy	• BFP, Common Terminal, Malhacan, City of Meycauayan
Health certificate for all food handlers, and those required under Chapter IV, Art. D. Sect. 322 (1) of this Code -Original copy	• CHO – Sanitation Unit, City Hall of Meycauayan
Building Permit or Certificate of Occupancy or Change of Use certification issued by the building official -Scanned copy	• CEO, City Hall of Meycauayan
Valid Community Tax Certificate (Cedula) -Scanned copy	• Barangay Hall where the business is located, or • CTO, City Hall of Meycauayan
Contract of Lease if business establishment is being leased or Latest O.R./Tax Declaration of Real Property if owned -Scanned copy	• To be provided by applicant
Permits, clearances, certifications, or other documentary requirements prescribed under applicable national laws, City Ordinances, executive issuances, or regulations of the appropriate government agencies, as applicable to the nature of the business. -Original and one (1) photocopy	• Concerned National Government Agency (NGA), as identified in Annex A, or the concerned City Government Office, as applicable.

Additional requirements for authorized representatives: 1. Special Power of Attorney if single proprietorship or Board Resolution or Secretary Certificate if corporation or partnership -Scanned copy 2. Photocopy of Owner's Valid ID (Single Prop.)/Corp. Secretary(Corporation) with three (3) wet signatures of owner. -Scanned copy 3. Valid ID of Representative -Scanned copy	• Notary Public / Corporation represented • Government agency issuing valid identification card. • Government agency issuing valid identification card.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online portal and create/log in to account. *For first-time applicant: upload ID or Special Power of Atty * Register business account * Once approved, upload required documents * Print the tax order of payment	1.1 Approve applicant registration. 1.2 Assess applicable fees. 1.3 Notify applicants of availability of online tax order of payment.	None None None	20 minutes 20 minutes 20 minutes	Licensing Officer III / Licensing Officer II City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
2. Submit tax order of payment to Cashier Window inside the BOSS, complete documents and settle the required fees. *For non-continuing applicants, secure Official Receipt. **Receive claim stub	2.1 Receive tax order of payment, cash and complete documents. 2.2 Print Official Receipt (OR). *Ask client if application will continue or not. *If not continuing, issue OR to client. End of Transaction. 2.3 Forward complete documents to receiving window. 2.4 Check completeness of documents.	Based on Revenue Code None None None	10 minutes 15 minutes 10 minutes 15 minutes	Administrative Assistant III / Administrative Aide I Office of the City Treasurer

	2.5 Print business permit.	None	30 minutes	City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	2.6 Sign business permit.	None	30 minutes	Licensing Officer III / Licensing Officer II / License Inspector II Office of the City Business Permit and Licensing Officer
	2.8 Forward business permit application documents to the Office of the City Mayor (CMO).	None	10 minutes	City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	2.9 Sign the business permit.	None	2 1/2 days	
	2.10 Return signed document to CBPLO.	None	10 minutes	City Mayor Office of the City Mayor
3. Submit claim stub and other documents (if required) to the Releasing Window. *Sign Logbook *Receive Business Permit, plate and other documents	3.1 Receive claim stub and other documents.	None	10 minutes	Admin Aide III / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	3.2 Locate business permit.	None	10 minutes	
	3.3 Photocopy FSIC, business permit and application form before release.	None	15 minutes	
	3.4 Log the details of the business permit in the official record book.	None	10 minutes	
	3.5. Release business permit.	None	5 minutes	
	TOTAL	**Based on Revenue Code**	**3 days**	

3. MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP) ISSUANCE FOR TRICYCLE-FOR-HIRE UNITS

An annual permit issued to bona fide residents of the City of Meycauayan who operate a tricycle-for-hire units duly covered by a valid franchise. It serves as a prerequisite for the legal operation of a tricycle-for-hire within the territorial jurisdiction of the City.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Bona fide residents of the City of Meycauayan who are registered tricycle owners holding a valid franchise issued by the City, or their duly authorized representative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance with OR -Original	• Barangay Hall where the operator resides, CTO, City Hall of Meycauayan
Federation TODA Certification -Original	• FMTODA, City Hall of Meycauayan
O.R./C.R. of Tricycle Unit (Unit must be **FOR-HIRE** and named under the Franchise Owner) -Original and 1 photocopy	• Motorcycle Dealer / Seller / LTO
Valid Certificate of Franchise -Original and 1 Photocopy	• Office of the Secretary to the Sanggunian Panglunsod (OSSP), City Hall of Meycauayan
Valid Professional Driver's License -Original and 1 Photocopy	• LTO
Old MTOP (For Renewal) -Original and 1 photocopy	• CBPLO, City Hall of Meycauayan
Long Folder -1 piece	• To be provided by the operator
Road-worthy Tricycle Unit	• To be complied with by the operator
Additional requirements if applicant is an authorized representative: a. Authorization Letter -Original b. Valid ID of Representative -Original and 1 photocopy c. Photocopy of owner's valid ID with three (3) wet signatures of the owner -2 Photocopies	• To be provided by the operator • Government agency issuing valid identification card. • Government agency issuing valid identification card.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to MTOP Window *Obtain the application form, verify the information, affix signature, and return the accomplished form to the TRU Staff. ** Receive the Tax Order of Payment (TOP).	1.1 Review submitted complete requirements. 1.2 Inspect the tricycle unit. *If the unit fails to meet the inspection standard, return the documents and advise the client to make necessary corrections or repairs to ensure compliance. **End of transaction 1.3 Record application details in the assigned logbook. 1.4 Encode the tricycle and owner information into the system. 1.5 Print the application form, release it to the applicant for signature, and receive the duly signed form. 1.6 Print and issue tax order of payment.	None None None None None None	10 minutes 30 minutes 10 minutes 10 minutes 15 minutes 10 minutes	Administrative Aide IV / Admin Aide I / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer License Inspector II Office of the City Business Permit and Licensing Officer
2. Present the Tax Order of Payment (TOP) to the Cashier at the Business One-Stop Shop (BOSS) and pay the corresponding fees. *Secure OR.	2.1 Receive payment. 2.2 Print Official Receipt. 2.3 Forward OR to the MTOP-assigned staff. 2.4 Give photocopy of OR, tax order of payment and application form for signature to client. 2.5 Print MTOP.	PHP500 None None None None	10 minutes 10 minutes 10 minutes 10 minutes 30 minutes	Administrative Assistant III / Admin Aide I Office of the City Treasurer Administrative Aide IV / Admin Aide I Office of the City Business Permit and Licensing Officer License Inspector II

	2.6 Sign the permit. 2.7 Forward the MTOP to the Office of the City Mayor. 2.8 Sign the MTOP. 2.9 Return signed document to CBPLO.	None None None None	15 minutes 10 minutes 2 1/2 days 10 minutes	Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer City Mayor Office of the City Mayor
3. Present OR and/or the tax order of payment to the MTOP window and receive permit. *Sign the logbook.	3.1 Present the logbook to the client for signature. 3.2 Install the official sticker to the tricycle unit. 3.3 Release the tricycle plate and MTOP to client.	None None None	10 minutes 30 minutes 10 minutes	Administrative Aide IV / License Inspector II / Admin Aide I / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL	**PHP500**	**3 days**	

4. PRIVATE TRICYCLE/KOLONG-KOLONG PERMIT FOR PERSONAL OR BUSINESS USE ISSUANCE

An annual permit issued to individuals operating a private tricycle or kolong-kolong used exclusively for personal or business purposes within the City of Meycauayan, to authorize its lawful operation and ensure compliance with local traffic and regulatory ordinances.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individuals who own and operate private tricycle unit for personal or business use

CHECKLIST OF REQUIREMENTS	WHERE TO SECUR
Valid OR and CR of the motorcycle, showing that the attached sidecar is registered with the unit. -Original and 1 photocopy	• LTO
Road-Worthy Tricycle Unit	• To be complied with by the operator
Long Folder -1 pc	• To be provided by the operator

Voter's ID / Voter's Certification (if the tricycle unit is for Personal Use) -Original and 1 photocopy		• COMELEC		
Barangay Clearance (if the tricycle unit is for Personal Use) -Original and 1 photocopy		• Barangay Hall where the operator resides		
Valid Business Pemit (if the tricycle unit is for Business Use) -Original and 1 photocopy		• CBPLO/BPLO, Concerned City or Municipal Hall		
Additional requirements if applicant is an authorized representative: 1. Authorization Letter -Original and 1 photocopy 2. Valid ID of Representative -Original and 1 photocopy 3. Photocopy of owner's valid ID with three (3) wet signatures of the owner -2 photocopies		• To be provided by the operator • Government agency issuing valid identification card. • Government agency issuing valid identification card.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements to MTOP Window. *Make sure to secure tax order of payment.	1.1 Verify submitted documents.	None	10 minutes	Admin Aide IV/Admin Aide I/ City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	1.2 Inspect the tricycle unit. *If the unit fails to meet the inspection standard, return documents and advise the client to make necessary corrections or repairs to ensure compliance. **End of transaction	None	30 minutes	
	1.3 Encode details of the tricycle unit and owner.	None	10 minutes	
	1.4 Print and issue tax order of payment.	None	15 minutes	License Inspector II Office of the City Business Permit and Licensing Officer

2. Proceed to the Cashier Window of the City Treasurer's Office (CTO), submit the Tax Order of Payment (TOP), and pay the applicable fees. *Receive the permit and sign the logbook	2.1 Receive payment. 2.2 Print Official Receipt. 2.3 Submit the OR to the MTOP-assigned staff. 2.4 Print Private Tricycle Permit. 2.5 Sign the permit. 2.6 Record the details of the permit in the official logbook. 2.7 Install the official sticker to the tricycle unit. 2.8 Release the tricycle plate and MTOP to client.	PHP200 None None None None None None None	10 minutes 10 minutes 10 minutes 30 minutes 15 minutes 10 minutes 20 minutes 10 minutes	Admin Assistant III / Admin Aide I Office of the City Treasurer License Inspector II Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer Admin. Aide IV / License Inspector II / Admin Aide I/ City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL:	**PHP200**	**3 hours**	

5. ENDORSEMENT LETTER ISSUANCE

Certification issued to tricycle owners residing in the City of Meycauayan (private or for-hire) who operate a regular route in the City of Valenzuela, for the purpose of securing a Supervision Permit from the City Government of Valenzuela.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Bona fide residents of the City of Meycauayan who are registered tricycle owners (private or for-hire) operating a regular route within the City of Valenzuela

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MTOP for public utility use unit -Original and 1 photocopy Private Permit for private unit owners	• CBPLO, City Hall of Meycauayan

Additional requirements if applicant is an authorized representative: 1. Authorization Letter -Original and 1 photocopy 2. Valid ID of Representative -Original and 1 photocopy 3. Photocopy of owner's valid ID with three (3) wet signatures of the owner -2 photocopies		• To be provided by the operator • Government agency issuing valid identification card. • Government agency issuing valid identification card.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements to MTOP Window. *Receive the endorsement letter and sign the logbook.	1.1 Verify the applicant's name in the system. *If no record is found, advise the applicant to apply for a business permit. **End of Transaction.	None	10 minutes	License Inspector II / Administrative Aide IV / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	1.2 Print the Endorsement Letter.	None	10 minutes	License Inspector II Office of the City Business Permit and
	1.3 Sign the Endorsement letter.	None	30 minutes	City Business Permit and Licensing Officer Office of the City Business Permit and
	1.4 Record the details of the permit in the official logbook.	None	10 minutes	License Inspector II / Administrative Aide IV Office of the City Business Permit and Licensing Officer
	1.5 Release Endorsement Letter.	None	10 minutes	
	TOTAL	**None**	**1 hour and 10 minutes**	

6. SUPERVISION PERMIT ISSUANCE

A permit granted to owners of tricycles-for-hire and private tricycle units who present an official endorsement from another city or municipality, authorizing them to operate or pass through specific routes within the City of Meycauayan. Such operation must be in accordance with the terms and conditions stated in the inter-local agreement between the City of Meycauayan and the concerned local government unit.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Tricycle Operator with endorsement letter or his duly authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Barangay Clearance -Original	• Barangay that serves as an entry point to the city
Endorsement Letter -Original	• Transport Office or Transportation Regulatory Unit of the concerned Local Government Unit (LGU)
OR/CR of Tricycle Unit Indicating with Sidecar Registration -Original and 1 photocopy	• Motorcycle Dealer / Seller / LTO
Road-worthy Tricycle Unit	• To be complied with by the operator
Current Community Tax Certificate -Original and 1 photocopy	• Barangay Hall where the operator resides
For For-Hire Units	
Cert. of Franchise from other LGU -1 photocopy	• Other LGU Municipal/City Hall
Valid MTOP -1 photocopy	• Other LGU Municipal/City Hall
Valid Professional Driver's License -Original and 1 photocopy	• LTO
For Private use Units	
Business Permit (If used for business purpose)	• Office of the Business Permit and Licensing Officer of concerned LGU
Affidavit of undertaking	• Notary Public
Additional requirements if applicant is an authorized representative: 1. Authorization Letter -Original and 1 photocopy 2. Valid ID of Representative -Original and 1 photocopy) 3. Photocopy of owner's valid ID with three (3) wet signatures of the owner. -2 Photocopies	• To be provided by the operator • Government agency issuing valid identification card. • Government agency issuing valid identification card.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete documents to MTOP Window. *Present the tricycle unit for inspection. *If unit fails inspection, receive documents. *Secure tax order of payement.	1.1 Verify submitted documents. 1.2 Inspect the tricycle unit. *If the unit fails to meet the inspection standard, return documents and advise the client to make necessary corrections or repairs to ensure compliance. **End of transaction 1.3 Encode details of the tricycle unit and owner. 1.4 Print and issue tax order of payment.	None None None None	10 minutes 30 minutes 10 minutes 10 minutes	Admin Aide IV / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer License Inspector II Office of the City Business Permit and Licensing Officer
2. Proceed to the Cashier Window of the City Treasurer's Office (CTO), submit the Tax Order of Payment (TOP), and pay the applicable fees. *Secure O.R.	2.1 Receive payment and issue Official Receipt. 2.2 Forward OR to the MTOP-assigned staff. 2.3 Print Supervision Permit for CBPLO Head's signature. 2.4 Sign Supervision Permit.	PHP400 For private Unit PHP500 For for-hire Unit None None None	10 minutes 15 minutes 30 minutes 30 minutes	Administrative Assistant III / Admin Aide I Office of the City Business Permit and Licensing Officer License Inspector II Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer

	2.5 Forward the Supervision Permit to the Office of the City Mayor for approval. 2.6 Sign the permit. 2.7 Return signed permit to CBPLO.	None None None	20 minutes 2 1/2 days 20 minutes	 City Mayor Office of the City Mayor
3. Present photocopy of Official Receipt to MTOP Window and receive documents. *Sign the official logbook	3.1 Record the details of the permit in the official logbook. 3.2 Install the official sticker to the tricycle unit. 3.3 Release the Supervision Permit to the client.	None None None	20 minutes 20 minutes 15 minutes	License Inspector II Administrative Assistant III / Admin Aide I / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL:	**PHP400** *For private unit* **PHP500** *For for-hire unit*	**3 days**	

7. TRICYCLE FRANCHISE APPLICATION PROCESSING (NEW AND RENEWAL)

Granted to individuals residing within the City of Meycauayan, intending to operate a tricycle-for-hire, or to those with an expiring franchise, pursuant to the provisions of the City Administrative Code and other applicable laws, ordinances, and policies. The franchise is valid for three (3) years and is granted by the Sangguniang Panlungsod, while the application processing and payment are facilitated by the CBPLO.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified tricycle owners or operators who are bona fide residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance -Original and 1 photocopy	• Barangay Hall where the operator resides

OR & CR of Tricycle Unit (Must be FOR HIRE and named under the Operator/Applicant) -Original and 1 photocopy	• LTO
Federation TODA Certification -Original	• FMTODA, City Hall of Meycauayan
Voter's ID/ Voter's Certification -Original and 1 photocopy	• COMELEC
Valid Professional Driver's License -Original and 1 photocopy	• LTO
Long Folder -1 piece	• To be provided by the applicant
Road-worthy Tricycle Unit	• To be complied with by the operator
Additional requirements if applicant is an authorized representative: 1. Authorization Letter - Original and 1 photocopy 2. Valid ID of Representative -Original and 1 photocopy) 3. Photocopy of owner's valid ID with three (3) wet signatures of the owner. -2 Photocopies	• To be provided by the operator • Government agency issuing valid identification card. • Government agency issuing valid identification card.
Valid Franchise Certificate (FOR RENEWAL) -Original	• OSSP, City Hall of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the MTOP Window. *Submit the tricycle unit for inspection. **If rejected, accept the documents. ***Secure tax order of payment.	1.1 Verify submitted complete requirements.	None	10 minutes	Administrative Aide IV / Admin Aide I / City Business Permit and Licensing Officer Office of the Business Permit and Licensing Officer
	1.2 Inspect the tricycle unit. *If the unit fails to meet the inspection standard, return documents and advise the client to make necessary corrections or repairs to ensure compliance. **End of transaction	None	30 minutes	
	1.3 Encode details of the tricycle unit and owner.	None	10 minutes	License Inspector II Office of the City Business Permit and Licensing Officer
	1.4 Print and issue tax order of payment.	None	20 minutes	

2. Present tax order of payment and Pay at the Cashier Window. *Verify and sign application form and return to MTOP staff. **Secure photocopy of OR and submit a copy of OR to the OSSP.	2.1 Receive payment and issue Official Receipt.	PHP800 (Additional PHP150 per year for delinquent applicant)	20 minutes	Administrative Assistant III / administrative Aide I Office of the City Treasurer
	2.2 Forward photocopy of OR to MTOP assigned staff.	None	5 minutes	
	2.3 Receive the photocopy of OR.	None	5 minutes	Admin Aide IV / Admin Aide I / City Business Permit and Licensing Officer Office of the Business Permit and Licensing Officer
	2.4 Print the application form.	None	30 minutes	
	2.5 Provide the printed application form and OR to the applicant for signature.	None	15 minutes	License Inspector II Office of the City Business Permit and Licensing Officer
	2.6 Receive signed application form.	None	10 minutes	
	2.7 File complete documents in folder.	None	10 minutes	Admin Aide IV / Admin Aide I / City Business Permit and Licensing Officer Office of the Business Permit and Licensing Officer
	2.8 Forward folders to the Sangguniang Panlungsod for franchise processing. and approval.	None	15 minutes	License Inspector II Office of the City Business Permit and Licensing Officer
	TOTAL:	**PHP800** (Additional PHP150 per year for delinquent applicant)	**3 hours**	

8. ORDER OF DROPPING CERTIFICATE ISSUANCE

Certification issued to tricycle-for-hire operators with franchise who intends to terminate said franchise.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Tricycle Owner with franchise issued by the City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OR/CR of Tricycle Unit -Original and 1 photocopy Franchise Certificate -Original	• Motorcycle Dealer / Seller • OSSP, City Hall of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR/CR to MTOP Window. *Secure tax order of payment	1.1 Verify OR/CR. 1.2 Print and issue tax order of payment.	None None	20 minutes 20 minutes	Administrative Aide IV / License Inspector II / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
2. Submit tax order of payment to Cashier Window. *Secure OR.	2.1 Receive payment. 2.2 Print OR. 2.3 Forward OR to MTOP assigned staff. 2.4 Receive OR. 2.5 Print Dropping Certificate. 2.6 Transmit the Certificate to the Office of the City Vice Mayor for signature. 2.7 Sign the certificate. 2.8 Return the certificate to CBPLO.	PHP200 None None None None None None None	10 minutes 30 minutes 20 minutes 10 minutes 30 minutes 20 minutes 2 1/2 days 20 minutes	Administrative Assistant III / Administrative Aide I Office of the City Treasurer Administrative Aide IV / License Inspector II / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer City Vice Mayor Office of the City Vice Mayor

3. Present photocopy of Official Receipt to MTOP Window and receive certificate. *Sign the official logbook.	3.1 Record the details of the certificate in the official logbook. 3.2 Release Order of Dropping Certificate.	None None	30 minutes 30 minutes	Administrative Aide IV / License Inspector II / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL	**PHP200**	**3 days**	

9. MAYOR'S CLEARANCE CERTIFICATE ISSUANCE

A Mayor's Clearance Certificate is issued to verify that an individual or business has no pending violation, complaint, or unsettled obligation with the City Government. It serves as proof of good standing and compliance with local laws and ordinances and is required for certain transactions such as business permit applications, employment, or other official purposes.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C & G2G – Government to Citizen and Employee or Official
Who may avail:	Individuals or business owners within the City of Meycauayan who require proof of good standing and compliance with local laws and ordinances for business, employment, or other official purposes.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Current Community Tax Certificate (Cedula) -Original and 1 photocopy	• Barangay Hall where the business is located • CTO, City Hall of Meycauayan
Valid Government Issued ID -Original	• Government agency issuing valid identification card.

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

1. Present filled out application form to Cashier Window. *Pay and secure Official Receipt	1.1 Receive payment. 1.2 Issue OR.	PHP100.00 (For Local Employment, Identification, Driver's License Requirement and Late Birth Certificate Registration) PHP300.00 (For Abroad) None	5 minutes 5 minutes	Administrative Assistant III Administrative Aide I Office of the City Treasurer
2. Submit application form and Official Receipt to CBPLO Receiving Window. *Sign the logbook and receive the Mayor's Clearance	2.1 Encode details of the application. 2.2 Print Clearance. 2.3 Sign Clearance. 2.4 Record the details of the clearance in the official logbook. 2.5 Release Clearance.	None None None None None	5 minutes 5 minutes 15 minutes 5 minutes 5 minutes	Administrative Aide IV / Admin Aide I Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer Admin Aide I / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL:	**PHP100.00** *(For Local Employment, Identification, Driver's License Requirement, and Late Birth Certificate Registration)* **PHP300.00** *(For Abroad)*	**45 minutes**	

10. SPECIAL MAYOR'S PERMIT ISSUANCE

Permit issued to requesting person(s), business(es), alliance or society allowing them to post banner(s) or tarpauline to advertise an undertaking or a product, motorcades, parades, fireworks activity and other special events. The said permit requires prior approval.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G – Government to Client / Government to Business Entities / Government to Government
Who may avail:	Business Owner or Authorized Representative, All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Banner/Tarpauline/Advetisement Materials Permit	
Approved Letter of Request -Original	• Office of the City Mayor (CMO) and Office of the City Administrator (CAdO), City Hall of Meycauayan
Design/ Format -1 Copy	• To be provided by requesting person/corporation
For Parades, Motorcades and other Special Events Permit	
Approved Letter of Request with clearance from PNP, Transportation and Traffic Management Division (CMO-TTM) and the Barangay - Original	• CMO and CAdO, City Hall of Meycauayan
Affidavit of Undertaking -Original and 1 photocopy	Notary Public
For Fireworks Permit	
Approved Letter of Request -Original	• CMO and CAdO, City Hall of Meycauayan
Bureau of Fire Protection Clearance	• BFP
For Booth Permit	
Approved Letter of Request with clearance from the Economic Enterprise Management Division, Office of the City Administrator (CadO-EEM) - Original	• CMO and CAdO, City Hall of Meycauayan
For Peryahan (Games and Amusement Park)	
Approved Letter of Request -Original	• Office of the City Mayor (CMO) and Office of the City Administrator (CAdO), City Hall of Meycauayan
Clearance from City Engineering Office -Original	• COE, City of Meycauayan
Barangay Clearance -Original	• Barangay where the establishment is located

CLIENT STEPS	AGENCYACTIONS	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter (personal or via email). *Proceed to City Hall upon receipt of call.	1.1 Assess the approved request letter received from the CMO or the CAdO. 1.2 Notify requesting party regarding the approval of the request, requirements needed and the applicable fees, if any.	None None	10 minutes 30 minutes	Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
2. Proceed to CBPLO window inside the BOSS. *Secure and verify the information on the unsigned certification. Return it if there are any errors.	2.1 Confirm identity of requesting party. 2.2 Process the request. 2.3 Give unsigned Certification to client for payment.	None None None	5 minutes 5 minutes 15 minutes	Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
3. Present unsigned certification to the Cashier Window located inside the BOSS and pay required fees *Sign on the logbook and receive the Certification	3.1 Receive payment. 3.2 Print Official Receipt. 3.3 Forward OR to	PHP500 Motorcade /Parade PHP1,000 Banner /Tarpauline PHP300 per day + PHP1,200 Garbage Fee Booth Permit PHP4,000+PHP 3,000 Garbage Fee Peryahan None None None	5 minutes 5 minutes 20 minutes	Administrative Assistant III Office of the City Treasurer Licensing Officer II / Licensing Officer III / License Inspector II

	CBPLO staff. 3.4 Print permit. 3.5 Sign the Permit. 3.6 Write OR Number on the Permit. 3.7 Record the Permit details on Official Logbook. 3.8 Release Permit.	 None None None None	5 minutes 15 minutes 5 minutes 5 minutes 5 minutes	Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
	TOTAL	PHP500 Motorcade/ Parade PHP1,000 Banner/ Tarpauline PHP300 per day + PHP1,200 Garbage Fee Booth Permit PHP4,000+ PHP3,000 Garbage Fee Peryahan	**2 hours and 10 minutes**	

11. GAFFLER/PEDDLER PERMIT ISSUANCE

Permit issued to requesting person that allows them to practice a specific occupation.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	Individuals qualified under existing laws and City Ordinances to engage in peddling or cockfighting-related activities requiring a Gaffler/Peddler Permit.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Previous Permit (Renewal) -Original	Client File / Issued by CBPLO
Current Barangay Clearance -Original	Barangay Hall where the requesting person resides.
Valid Community Tax Certificate -Original	Barangay Hall where the requesting person resides or CTO, City Hall of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Receiving Window. *Verify unsigned permit and proceed to Cashier.	1.1 Review submitted. 1.2 Encode details of applicant. 1.3 Print permit. 1.4 Give unsigned permit to client for payment.	None None None None	5 minutes 5 minutes 5 minutes 5 minutes	Licensing Officer II /Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
2. Submit unsigned permit to the Cashier Window located inside the BOSS and pay required fee. *Sign the logbook and receive the permit.	2.1 Receive payment. 2.2 Print OR. 2.3 Forward the OR and unsigned permit to CBPLO staff. 2.4 Sign the permit. 2.5 Record the Permit details on Official Logbook. 2.6 Release the permit.	PHP400 None None None None None	10 minutes 5 minutes 2 minutes 15 minutes 5 minutes 5 minutes	Local Rev. Coll. Officer III / Revenue Collection Clerk I / Administrative Aide I/ Revenue Collection Clerk I Office of the City Treasurer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer

				Licensing Officer II /Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
	TOTAL	**PHP400.00**	**1 hour and 2 minutes**	

12. CERTIFICATIONS ISSUANCE

A document issued to confirm a business's registration, existence, or non-registration. It is commonly used for business, legal, or government transactions. The BPLO ensures accuracy and timely release in compliance with ARTA and Data Privacy laws. The process begins upon approval of the request by the City Mayor or the City Administrator.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G – Government to Client / Government to Business / Government to Government
Who may avail:	Business owners, authorized representatives, government agencies, or any individual requesting verification of a business record within the city.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved letter of request -Original	• Office of the City Mayor (CMO)/Office of the City Administrator • City Hall of Meycauayan
Consent Letter (Depends on the type of request) (For Representative)	• Secured by Requesting party from Business Owner
Valid ID of requesting party/person -Original and 1 photocopy	• Government agency issuing valid identification card.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter (personal or via email). *Proceed to City Hall upon receipt of call.	1.1 Assess the approved request letter received from the City Mayor's Office or the City Administrator's Office.	None	10 minutes	Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
	1.2 Notify requesting party regarding the approval of the request and the applicable fees, if any.	None	30 minutes	

2. Proceed to CBPLO window at the BOSS. *Secure and check information on the unsigned certification. Return if there are error.	2.1 Confirm identity of requesting party. 2.2 Process the request. 2.3 Give unsigned Certification to client for payment.	None None None	15 minutes 5 minutes 15 minutes	Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
3. Present unsigned Certification to the Cashier Window located inside the BOSS. *Pay required fees *Sign on the logbook and receive Certification	3.1 Issue Official Receipt. 3.2 Forward receipt and Certification to Permitting Section. 3.3 Sign the Certification. 3.4 Write OR Number on the Certification. 3.5 Record the Certification details on Official Logbook. 3.6 Release Permit.	P50.00 None None None None None	5 minutes 5 minutes 20 minutes 5 minutes 5 minutes 10 minutes	Administrative Assistant III Office of the City Treasurer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer Licensing Officer II / Licensing Officer III / License Inspector II Office of the City Business Permit and Licensing Officer
	TOTAL	**Php 50.00**	**2 Hours and 5 minutes**	

13. AMENDMENT TO BUSINESS PERMIT PROCESSING

Availed by business owners who request to amend information on their permit (address, owner, type of business, spelling, additional line of business) likewise update the system record. Prior amendment, the owner/representative must first update their records in the Office of the City Planning and Development Coordinator and Office of the City Engineer.

Office or Division:	Office of the City Business Permit and Licensing Officer
Classification:	Simple

Type of Transaction:	G2C, G2B & G2G – Government to Citizen, Business Entity and other Government Agency, Employee or Official
Who may avail:	Business owners with valid business permit located in the city or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Affidavit (for Single Proprietorship) or Board Resolution or Secretary Certificate (for Corporation) indicating the nature of the request, reason for the change in permit details, effectivity date, and, if applicable, name of the authorized representative/s. -Original and 2 photocopies	• Notary Public
Updated Locational Clearance -Original and 2 photocopies	• CPDC, City Hall of Meycauayan
Other permits, clearances, certifications, or documents required for the line of business being added, as prescribed by applicable laws, City Ordinances, or government regulations -Original and 1 photocopy	• Concerned issuing government agency or office, as identified in Annex A, as applicable.
Valid Fire Safety Inspection Certificate (FSIC), if the line of business being added is classified as fire-hazardous under applicable laws or regulations. -Original and 1 photocopy	• BFP
Filled out application form with signature/approval of the CEO and CPDC	• To be provided by the client
Additional requirements if applicant is an authorized representative: 1. Authorization Letter (Not needed if name is already stated in the affidavit.) -Original and 1 photocopy 2. Valid ID of Representative -Original and 1 photocopy) 3.Photocopy of owner's valid ID with three (3) wet signatures of the owner. -2 Photocopies	• To be provided by the operator • Government agency issuing the valid identification card, such as the PSA, LTO, DFA, SSS, GSIS, PRC, Comelec, OSCA • Government agency issuing the valid identification card, such as the PSA, LTO, DFA, SSS, GSIS, PRC, Comelec, OSCA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and complete documents to Assessment Window.	1.1 Review submitted documents. 1.2 Print and issue tax order of payment.	None None	15 minutes 15 minutes	Local Revenue Collection Officer III / Revenue Coll. Clerk I / Administrative Aide I / Revenue Coll. Clerk I Office of the City Treasurer

*Secure tax order of payment.				
2. Submit tax order of payment and pay to Cashier Window. *Secure OR.	2.1 Receive payment. 2.2 Issue Official Receipt. 2.3 Forward OR to CBPLO staff.	Php 50 None None	20 minutes 15 minutes 10 minutes	Administrative Asst. III / Administrative Aide I Office of the City Treasurer
3. Submit OR with complete documents to Receiving Window. *Receive permit for additional line of business. **For correction, receive claim stub	3.1 If correction on the permit, issue claim stub. 3.2 Update records on the system based on the documents. 3.3 Print Business Permit. *For additional line of business, print the new line of business on existing business permit certificate. 3.4 Sign the permit. 3.5 Forward permit to Office of the City Mayor for approval. *For additional line of business, release the permit to the owner. **End of Process 3.6 Sign the permit. 3.7 Return permit to CBPLO.	None None None None None None None	10 minutes 30 minutes 30 minutes 30 minutes 20 minutes 2 1/2 days 15 minutes	Licensing Officer II / Licensing Officer III / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer Licensing Officer II / Licensing Officer III / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer City Mayor Office of the City Mayor

4. Receive permit. *Sign the logbook signifying document receipt.	4.1 Record the details of the permit on the Official logbook. 4.2 Release permit.	None None	15 minutes 15 minutes	Administrative Aide III / City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer
	TOTAL	**Php 50.00**	**3 days**	

ANNEX A

List of National Government Agencies (NGAs) Issuing Business-Related Permits, Clearances, and Certifications

LIST OF PERMITS/CLEARANCES FROM NATIONAL GOVERNMENT AGENCIES FOR SELECTED SECTORS

Business/Sector	Required Permit, Clearance, or Certification	Issuing Government Agency/Office
1. All Establishments	Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
2. Animal Facilities	Certificate of Registration	Bureau of Animal Industry
3. Brokers/Merchants involved in the sale of commodities for future transactions	Future Commodity Merchant/Brokers License	Securities and Exchange Commission (SEC)
4. Cell Sites	Refer to ARTA JMC 01-2020	
5. Customs Brokerage Business	License	Customs Brokers Commission
6. Dealers of Rice and Corn and Wheat	License (depending on the type of activity)	National Food Authority (NFA)
7. Drugstores	License to Operate	Food and Drug Administration
8. Forwarders	Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau
9. Funeral Homes/Parlors	Training Certificate and License of Undertaker and Embalmer	Department of Health (DOH)
10. General/Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board
11. Household/Urban Pesticides	• License to Operate • Certificate of Product Registration	Food and Drug Administration
12. Lending Institutions	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
13. LPG Dealer	Application to Supply Natural Gas	Department of Energy
14. Manning and Crewing Services	License for Recruitment Agency	Department for Migrant Workers (formerly Philippine Overseas and Employment Agency)
15. Manpower Agencies w/ paid up capital of at least Php5,000,000	License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
16. Medical Devices	License to Operate	Food and Drug Administration
17. Messengerial and Courier Services		Department of Transportation and Communication

18. Mining	Permits depend on the activity	Department of Environment and Natural Resources
19. Pest Control Services	Pest Control License	Fertilizer and Pesticide Authority
20. Processed Foods	• License to Operate • Certificate of Product Registration	Food and Drug Administration
21. Pre-School, Elementary and Highschool	Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
22. Real Estate Broker	License	Department of Trade and Industry OR Professional Regulatory Board
23. Rent-a-Car and Transportation Services	Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
24. Security Agencies	National License	Philippine Council for Security and Investigation Agency Administrations (PCSUCIA)
25. Spa/Massage Clinic	Certificate of Training of Therapists or Masseur/ Masseuse	• Department of Health • TESDA
26. Small Town Lottery (STL)	Permit to Operate	Philippine Charity Sweepstakes Office (PCSO)
27. Structures within 10 km radius of Communication-Navigation Surveillance Facilities located off-airport	Height Clearance Permit	Civil Aviation Authority of the Philippines
28. Telecommunications Firms	License to Operate	National Telecommunications Commission
29. Toys and Childcare articles	• License to Operate • Certification of Product Registration	Food and Drug Administration
30. Veterinary Products	• License to Operate • Certification of Product Registration	Food and Drug Administration
31. Video Rental Services	Registration for Optical Media Business	Optical Media Board

OFFICE OF THE CITY ENGINEER

External Services

1. BUILDING PERMIT ISSUANCE (with SANITARY/PLUMBING & ELECTRICAL PERMIT)

Building Permit is issued by the Building Official to allow an individual/contractor to proceed with a construction/ remodeling/renovation project on their property.

Office or Division:	Office of the City Engineer
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C/G2B/G2G – Government to Citizen / Government to Business/ Government to Government
Who may avail:	Potential Building Owners / Building Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Building Permit Form – 5 copies	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy
2. Electrical Permit Form – 2 copies	
3. Sanitary / Plumbing Form – 2 copies	
4. Transfer Certificate of Title (Land Title) (5 photocopies)	Registry of Deeds Meycauayan / Owner
5. Contract of Sale/Lease (if applicant is not the registered owner) (5 photocopies)	Lessor of Property
6. Tax Declaration (5 photocopies)	Office of the City Assessor, 1st Floor, Meycauayan City Hall, Brgy. Saluysoy
7. Latest Real Property Tax Receipt (Amilyar - 5 photocopies)	Owner's Copy / Office of the City Treasurer
8. Lot/Location Plan with Vicinity Map (5 copies) – signed and sealed by the concerned Design Professionals	Owner / Licensed Civil Engineer / Architect
9. Building Plans, Specifications and Bill of Materials signed and sealed by the concerned Design Professionals (5 original copies)	Licensed Civil Engineer / Architect / Electrical Engineer / Master Plumber / Sanitary Engineer
10. Barangay Clearance – 1 original & 1 photocopy	Barangay Hall of the barangay where the building will be constructed
11. Community Tax Certificate (Cedula) – 1 photocopy	Barangay Hall / Office of the City Treasurer, 1st Floor, Meycauayan City Hall, Brgy. Saluysoy
12. Locational/Zoning Clearance – 1 original & 1 photocopy	Office of the City Planning and Development Coordinator, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy
13. PRC ID of the Signing Engineers (Electrical Engineer/Master Plumber/Architect/Civil Engineer) – 2 photocopies with 3 specimen signatures	Licensed Civil Engineer / Architect / Electrical Engineer / Master Plumber / Sanitary Engineer
14. Current Year Professional Tax Receipt of the Signing Engineers – 2 photocopies	Licensed Civil Engineer / Architect / Electrical Engineer / Master Plumber / Sanitary Engineer
15. Fire Safety Evaluation Clearance (FSEC - 1 original & 1 photocopy)	Bureau of Fire Protection, Fire Station, Meycauayan Common Transport Terminal, Malhacan
16. ECC (Environmental Compliance Certificate - 1 original & 1 photocopy)	ECC Malolos Branch, City of Malolos, Bulacan
17. DOLE (CSHP-Construction Safety and	DOLE Malolos Branch, City of Malolos, Bulacan

Health Program - 1 original & 1 photocopy) 18. Structural Computation/Analysis (For 2-Storey Building and above) – 3 copies 19. Soil/Boring Test Analysis for 3-Storey Building and Above (3 copies) *Additional Documents for Repair, Renovation and Addition:* 1. Previous Building Permit – 1 photocopy 2. Approved Plan – original copy 3. Certification of Occupancy – 1 photocopy 4. Fire Safety-Evaluation Clearance (FSEC) – 1 photocopy ***IMPORTANT:* Building Permit Form should be **NOTARIZED**.	Licensed Civil / Structural Engineer Geodetic / Civil Engineer Owner's Copy / Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy Owner's Copy / Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy Owner's Copy / Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy Owner's Copy / Bureau of Fire Protection, Fire Station, Meycauayan Common Transport Terminal, Malhacan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for initial assessment.	1.1 Receive application and initial assessment of submitted documents. 1.2 Issue indorsement letter for FSEC.	None None	30 minutes 20 minutes	Engineering Staff Acting City Engineer Office of the City Engineer
2. Submit the filled-out and notarized application form with complete requirements.	2.1 Receive and review submitted documents, plans, as well as the compliance to the National Building Code. 2.2 Inform the client on the scheduled date of ocular inspection.	None None	**Simple** 2 hours **Complex** 1 day **Highly Technical** 3 days	Engineering Staff Administrative Aide IV Building Inspector I Engineering Assistant Office of the City Engineer
3. Assist in ocular inspection on the scheduled date	3.1 Site Inspection shall be conducted. 3.2 Final evaluation and approval for assessment, otherwise the application shall be endorsed for compliance.	None None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer

4. Wait for the result of assessment and payment fees. 6	4.1 Assess application for order of payment. 4.2 Approval of order of payment.	None None	**Simple** 3 hours **Complex** 3 days **Highly Technical** 7 days	Acting City Engineer Building Inspector I Engineering Assistant Office of the City Engineer
5. Proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	5.1 Receive payment and issue official receipt.	**Please refer to Building Permit Assessment Specification Table below.** **Based on the prescribed Schedule of Fees and Other Charges of the revised (IRR) of the NBCP PD 1096.**	6 minutes	Senior Admin Asst. I Admin Assistant I Administrative Aide IV Office of the City Treasurer
6. Return to the Office of the City Engineer and present Official Receipt.	6.1 Encode to the database the payment fees, print the form and forward to the concerned signatories.	None	30 minutes	Acting City Engineer Senior Admin. Asst. I Office of the City Engineer
7. Receive the permit and sign logbook for acknowledgement.	7.1 Record and release applied permit.	None	30 minutes	Administrative Aide IV Office of the City Engineer
	TOTAL:		The processing times are in accordance with **Section 9(b) of Republic Act No. 11032**, as follows: **Simple** 6 hours and 56 minutes **Complex** 4 days, 1 hour and 56 minutes **Highly Technical** 10 days, 1 hour and 56 minutes (plus 1 day of inspection)	

BUILDING PERMIT ASSESSMENT

RESIDENTIAL		
Building	Floor Area x ₱ 8.00 (up to 150 sq.m.) Floor Area x ₱ 8.40 (above 150 sq.m.)	₱ _____
Filing Fee		₱ 100.00
Processing Fee		₱ 500.00
Line & Grade	First 10m area = ₱ 24.00 and add ₱ 2.40 for every succeeding meter	₱ _____
Plumbing	1 Set fixtures = ₱ 31.00 Septic Tank = ₱ 24.00 Water Meter = ₱ 10.00	₱ _____
Electrical	Total Connected Load 5KVA or less over 5KVA to 50 KVA = ₱ 200.00 + ₱20.00/KVA	₱ _____
	TOTAL AMOUNT	₱ _____

COMMERCIAL BUILDING / RESIDENTIAL APARTMENT		
Building	Area x ₱ 23.00	₱ _____
Filing Fee		₱ 100.00
Processing Fee		₱ 1,000.00
Line & Grade	First 10m area = ₱ 24.00 and add ₱ 2.40 for every succeeding meter	₱ _____
Plumbing	1 Set fixtures = ₱ 31.00 Septic Tank = ₱ 24.00 Water Meter = ₱ 10.00	₱ _____
Electrical	Total Connected Load 5KVA or less over 5KVA	₱ 200.00
	Over 5KVA to 50KVA = ₱200.00 + ₱20.00/KVA	₱ _____
	Over 50KVA to 300KVA = ₱1100.00 + ₱10.00/KVA	₱ _____
Building Height	In cu.m x ₱ 0.25 / sq. m. (more than 2 stories)	₱ _____
	TOTAL AMOUNT	₱ _____

INDUSTRIAL		
Building	Area x ₱ 23.00	₱ _____
Filing Fee		₱ 100.00
Processing Fee		₱ 1,000.00
Line & Grade	First 10m area = ₱ 24.00 and add ₱ 2.40 for every succeeding meter	₱ _____
Plumbing	1 Set fixtures = ₱ 31.00 Septic Tank = ₱ 24.00	₱ _____

	Water Meter = ₱ 10.00	
Electrical	Total Connected Load 5KVA or less over 5KVA	₱ 200.00
	Over 5KVA to 50KVA = ₱200.00 + ₱20.00/KVA	₱ _____
	Over 50KVA to 300KVA = ₱1100.00 + ₱10.00/KVA Over 300 KVA to 1,500 KVA = 3,600 + 5.00/KVA Over 1,500 KVA to 6,000 KVA = 9,600 + 2.50/KVA Over 6,000 KVA = 20,850 + 1.25/KVA	₱ _____
Building Height	In cu. m x ₱ 0.25 / sq. m.	₱ _____
Pavement	Construction of pavements up to 20 sq. m. = 24 in. in excess of 20 sq. m. x ₱ 3.00 per sq. m.	₱ _____
Excavation and Ground Preparation	Per cu. m. excavation x ₱ 3.00 + ₱ 200.00 inspection and verification fees	₱ _____
	TOTAL AMOUNT	₱ _____

2. ELECTRICAL PERMIT ISSUANCE

Electrical permits issued by the Building Official for the installation, alteration, replacement or repair of electrical wiring and equipment within or on any structure and for the of an existing installation.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Electrical Permit Form (2 copies) 2. Barangay Clearance – (1 original & 1 photocopy) 3. Sketch (Landmarks) – 1 original 4. Title or Tax Declaration – (1 photocopy) 5. Community Tax Certificate (Cedula) – (1 photocopy) *Additional Document for Temporary Electrical Permit:* 1. Building Permit – (1 photocopy)	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy Barangay Hall of the barangay where the electrical is installed To be provided by the client Owner's copy or Registry of Deeds / City Office of the City Assessor, 1st Floor, Meycauayan City Hall Saluysoy Barangay Hall or Office of the City Treasurer, 1st Floor, Meycauayan City Hall Saluysoy Owner's Copy or Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out and duly signed application form with complete requirements.	1.1 Review submitted documents and inform the client on the scheduled ocular inspection.	None	15 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection as per schedule.	2.1 Conduct Ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer,	3.1 Issue Order of Payment. 3.2 Receive	None **Php330.00-**	20 minutes 6 minutes	Administrative Aide IV Office of the City Engineer Senior Admin Asst. I

Ground Floor	Payment and issue official receipt.	**Residential** **Php426.00-Commercial** **Php426.00-Temporary Industrial is based on submitted KVA load** **Based on load payment.**		Admin Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt	4.1 Prepare Electrical Permit. 4.2 Release Electrical Permit.	None None	20 minutes 3 minutes	Acting City Engineer Senior Admin. Asst. I Administrative Aide IV Office of the City Engineer
	TOTAL:		**1 hour & 4 minutes** (plus 1 day for inspection)	

3. CERTIFICATE OF FINAL ELECTRICAL INSPECTION ISSUANCE

A Certificate is issued by the Building Official to the owner/applicant as a requirement for the installation of power lines to a building/structure and certifies the completeness of the installation of all electrical wirings.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Yellow Card coming from MERALCO 2. Certificate of Occupancy – 1 photocopy 3. Electrical Permit – (original copy)	MERALCO Owner's Copy / Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy Owner's Copy / Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1.1 Receive and review submitted documents.	None	10 minutes	Administrative Aide IV Engineering Staff Office of the City Engineer

2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt.	None **Php 30.00 - Residential** **Php 60.00 - Commercial** **Php 150.00 - Industrial**	20 minutes 6 minutes	Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt.	4.1 Prepare and release CFEI.	None	20 minutes	Acting City Engineer Senior Admin. Asst. I Administrative Aide IV Office of the City Engineer
	TOTAL:	***Php 30.00*** *- Residential* ***Php 60.00*** *- Commercial* ***Php 150.00*** *- Industrial*	**56 minutes** (plus 1 day for inspection)	

4. CERTIFICATE OF OCCUPANCY PERMIT ISSUANCE

Certificate of Occupancy Permit is issued by the Building Official that serves as a proof that the structure built completed all the building work and suitable for occupation based on the National Building Code.

Office or Division:	Office of the City Engineer
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C/G2B/G2G – Government to Citizen / Government to Business/ Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

(All original) 1. As-Built Plans and Specifications, duly signed and sealed by the concerned Design Professionals 2. Daily Construction Works Logbook 3. Certificate of Completion, duly notarized 4. Approved Building Permits Plans and Official Receipts (original) 5. Photo/s of Building showing substantial completion (original) 6. Affidavit of Change of Professionals (In-Charge of Design and Construction) 7. Fire Safety Inspection Certificate for Occupancy Permit (From Bureau of Fire Protection)	Licensed Civil Engineer / Architect / Electrical Engineer / Master Plumber / Sanitary Engineer Licensed Civil Engineer/Architect Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Brgy. Saluysoy Owner's Copy Owner Licensed Civil Engineer/Architect Bureau of Fire Protection – Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out and notarized form with complete requirements.	1.1 Receive and review submitted documents, as well as the compliance to the National Building Code. 1.2 Issue indorsement letter for FSIC. 1.3 Inform the client on the scheduled date of ocular inspection.	None None None	**Simple** 1 hour **Complex** 2 hours **Highly Technical** 1 day	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Site Inspection shall be conducted. 2.2 Final evaluation and approval for assessment, otherwise the application shall be endorsed for compliance.	None None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for the result of assessment and payment fees.	3.1 Assess application for order of payment. 3.2 Approval of the order of payment.	None None	**Simple** 2 hours **Complex** 1 day **Highly Technical** 3 days	Acting City Engineer Building Inspector I Engineering Assistant Office of the City Engineer

4. Proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor	4.1 Receive payment and issue official receipt.	**Please refer to Occupancy Permit Assessment Specification Table below.** **Based on the prescribed Schedule of Fees and Other Charges of the revised (IRR) of the NBCP PD 1096.**	6 minutes	Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
5. Present Official Receipt. Receive the permit and sign logbook for acknowledgement.	5.1 Encode to the database the payment fees, print the form and forward to the concerned signatories. 5.2 Record and Release the Permit.	None	30 minutes 20 minutes	Acting City Engineer Senior Admin. Asst. I Office of the City Engineer Administrative Aide IV Office of the City Engineer
	TOTAL:		The processing times are in accordance with **Section 9(b) of Republic Act No. 11032**, as follows: **Simple** 3 hrs. and 56 minutes **Complex** 1 day, 2 hrs. and 56 minutes **Highly Technical** 4 days and 56 minutes (plus 1 day of inspection)	

CERTIFICATE OF OCCUPANCY PERMIT ASSESSMENT

Residential	Every million in excess of ₱ 1,200,000.00 x ₱ 800.00 + ₱ 200.00 Inspection fee
Commercial / Residential Apartment	Every million in excess of ₱ 1,200,000.00 x ₱ 1000.00 + ₱ 600.00 Inspection fee
Industrial	Every million in excess of ₱ 1,200,000.00 x ₱ 1000.00 + ₱ 800.00 Inspection fee

5. EXCAVATION PERMIT ISSUANCE

Excavation Permit is issued by the Building Official authorizing excavations for water lines and connections.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Excavation Form (2 copies) 2. Request from Water District 3. Barangay Clearance – original & 1 photocopy 4. Sketch (Landmarks) 5. Community Tax Certificate (Cedula) – 1 photocopy	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy Water District - Meycauayan Barangay Hall of the barangay where to excavate Owner Barangay Hall / Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a filled-out form with complete requirements.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer

3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt	None **Residential - P500.00** **Commercial - P700.00** **Based on order of payment**	40 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt	4.1 Prepare Excavation Permit. 4.2 Release the Permit.	None None	20 minutes 1 minute	Acting City Engineer Senior Admin. Assist. I Office of the City Engineer Administrative Aide IV Office of the City Engineer
	TOTAL:	**Residential - P500.00** **Commercial P700.00**	**1 hour & 10 minutes** (plus 1 day for inspection)	

6. FENCING PERMIT ISSUANCE

FENCING PERMIT is issued for the construction of fences which are greater than 3 feet in height, measured from the finished grade which is also 10 feet from any street right of way or access, easement or within 20 feet of a corner.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fencing Permit Forms – 3 copies 2. TCT (Land Title) – 1 photocopy	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy Registry of Deeds-Meycauayan/Owner

3. BarangayClearance – original & 1 photocopy 4. Tax Declaration/Tax Receipt-Amilyar /Latest Real Property -1 photocopy 5. Fencing Plan – original (5sets) 6. Lot Plan – original (3 copies) 7. Bill of Materials – original (3 copies) 8. Community Tax Certificate (Cedula) - 1 photocopy 9. DOLE (CSHP-Construction Safety and Health Program-1 original & photocopy			Barangay Hall of the barangay where the fence is located Office of the City Assessor, 1st Floor, Meycauayan City Hall, Saluysoy Licensed Civil Engineer/Architect Owner Licensed Civil Engineer/Architect Barangay Hall / Office of the City Treasurer DOLE - Malolos	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit filled-out and notarized form with complete requirements.	1.1 Receive and review submitted documents.	None	10 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for order of payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt.	**See Fencing Permit Assessment Specification Table.**	40 minutes	Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt	4.1 Prepare Fencing Permit. 4.2 Release the Permit.	None None	20 minutes 3 minutes	Acting City Engineer Senior Admin. Assist. I Office of the City Engineer Administrative Aide IV Office of the City Engineer
	TOTAL	***Please refer to the Fencing Permit Assessment Specification Table.***	**1 hour & 13 minutes** (plus 1 day for inspection)	

FENCING FEES/ASSESSMENT

Made of masonry, metal, concrete up to 1.80 meters in height, per lineal metal or fraction thereof		₱ 3.00
In excess of 1.80 meters in height, per lineal meter or fraction thereof		₱ 4.00
Made of indigenous materials, barbed, chicken or hog wires, per linear meter		₱ 2.40
Construction of Pavements, up to 20.00 sq. meters		₱ 24.00
In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like		₱ 3.00
Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month Every sq. meter or fraction thereof in excess of 20.00 sq. meters = ₱ 12.00		₱ 240.00
Erection of Scaffoldings Occupying Public Areas, per calendar month.	Up to 10.00 meters in length	₱ 150.00
	Every lineal meter or fraction thereof in excess of 10.00 meters	₱ 12.00

7. MECHANICAL PERMIT ISSUANCE

MECHANICAL PERMIT is issued by the Building Official to install new mechanical equipment such as heating, venting, and air conditioning (HVAC) equipment and kitchen hood exhaust systems etc.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Commercial and Industrial Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Mechanical Permit Forms	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy
2. Mechanical Plan– original (5 copies – signed and sealed)	Professional Mechanical Engineer
3. Barangay Clearance – original & 1 photocopy	Barangay Hall of the barangay where the machineries are located
4. Photocopy of Occupancy Permit	Owner's Copy
5. Photocopy of Building Permit	Owner's Copy
6. Community Tax Certificate (Cedula) - 1 photocopy	Barangay Hall / Office of the City Treasurer
7. Latest Real Property Tax Receipt (Amilyar) - 1 photocopy	Owner's Copy / Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form with complete requirements and with original signature	1.1 Receive and review submitted documents.	None	10 minutes	Building Inspector I Engineering Assistant

of Professional Mechanical Engineer.				Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt.	None **Machineries per kw x P60.00** **Based on order of payment.**	30 minutes 6 minutes	Building Inspector I Engineering Assistant Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt.	4.1 Prepare Mechanical Permit. 4.2 Release the Permit.	None None	20 minutes 3 minutes	Acting City Engineer Building Inspector I Engineering Assistant Senior Admin. Asst. I Administrative Aide IV Office of the City Engineer
	TOTAL:	***Machineries per kw x P60.00*** **Based on order of payment**.	**1 hour & 9 minutes** (plus 1 day for inspection)	

8. ANNUAL MECHANICAL PERMIT ISSUANCE

ANNUAL MECHANICAL PERMIT is issued for the continuous operation of mechanical equipment.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Commercial and Industrial Establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Annual Mechanical Permit Form – 2 copies	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy
2. Mechanical Lay-out – original (3 copies – signed and sealed)	Professional Mechanical Engineer
3. Latest Real Property Tax Receipt (Amilyar) - 1 photocopy	Owner's Copy / Office of the City Treasurer
4. Community Tax Certificate (Cedula) - 1 photocopy	Barangay Hall / Office of the City Treasurer
5. Previous copy of Approved Mechanical Permit	Owner's Copy

CLIENT TEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a filled-out application form with complete requirements.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment.	None	20 minutes	Building Inspector I Engineering Assistant Office of the City Engineer
	3.2 Receive payment and issue official receipt.	**Same with Mechanical Permit Fee** **Based on order of payment**	6 minutes	Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer

4. Present Official Receipt.	4.1 Prepare Annual Mechanical Permit. 4.2 Release the Permit.	None None	20 minutes 3 minutes	Acting City Engineer Building Inspector I Engineering Assistant Senior Admin. Asst. I Administrative Aide IV Office of the City Engineer
	TOTAL:	***Same with Mechanical Permit Fee***	**52 minutes** *(plus 1 day for inspection)*	

9. ANNUAL BUILDING PERMIT ISSUANCE

Annual Building permit is issued to check buildings structural condition.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen/ Government to Business
Who may avail:	Commercial and Industrial Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Building Permit (1 photocopy) 2. Occupancy Permit (1 photocopy) 3. Community Tax Certificate (Cedula) – (1 photocopy) 4. Latest Real Property Tax Receipt (Amilyar) - 1 photocopy	Owner's Copy Owner's Copy Barangay Hall / Treasurer's Office Owner's Copy / Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a filled-out form with complete requirements.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer

3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt.	None **See Annual Building Permit Assessment Specification Table** **Based on order of payment**	20 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt.	4.1 Prepare Annual Building Permit. 4.2 Release the Permit.	None None	20 minutes 3 minutes	Acting City Engineer Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer
	TOTAL:	**Please refer to the Annual Building Permit Assessment Specification Table.**	**52 minutes** (plus 1 day for inspection)	

ANNUAL INSPECTION FEES

a. Division A-1 and A-2:

Single detached dwelling units and duplexes are not subject to annual inspections.

If the owner request inspections, the fee for each of the services enumerated

- Land Use Conformity
- Architectural Presentability
- Structural Stability
- Sanitary and Health Requirements
- Fire-Resistive Requirements

₱ 120.00

b. Divisions B-1/D-1, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

Appendage of up to 3.00 cu. meters/unit	₱ 150.00
Floor area to 100.00 sq. meters	₱ 120.00

Above 100.00 sq. meters up to 200.00 sq. meters	₱ 240.00
Above 200.00 sq. meters up to 350.00 sq. meters	₱ 480.00
Above 350.00 sq. meters up to 500.00 sq. meters	₱ 720.00
Above 500.00 sq. meters up to 750.00 sq. meters	₱ 960.00
Above 750.00 sq. meters up to 1,000.00 sq. meters	₱ 1,200.00
Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters	₱ 1,200.00

10. DEMOLITION PERMIT ISSUANCE

DEMOLITION PERMIT is issued to certify that the building is structurally unsafe and otherwise constitutes a hazard to safety of health or public welfare because of inadequate maintenance and therefore is declared dangerous to human life and must be demolished.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Picture of the structure to be demolished	Owner
2. Vicinity Map – original & 2 photocopies	Owner's Copy
3. Floor Plan (Building/Structure – 3 sets)	Licensed Civil Engineer/Architect
4. Demolition Permit form duly notarized – (signed and sealed)	Office of the City Engineer
5. Barangay Clearance – original & 1 photocopy	Barangay Hall of the barangay where the demolition is located
6. Community Tax Certificate (Cedula)	Barangay Hall / Treasurer's Office
7. Title and Tax Declaration	Owner's Copy
8. DOLE (CSHP-Construction Safety and Health Program - 1 original & 1 photocopy)	DOLE Malolos Branch

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form with notarized/complete requirements/ original signature of Licensed Civil Engineer/Architect.	1.1 Receive and review submitted documents.	None	10 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer

2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt	None **Per Floor Area x P7.00 up to 10m height + P8.00** **Based on order of payment**	40 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt	4.1 Prepare Demolition Permit. 4.2 Release the Permit	None None	10 minutes 3 minutes	Acting City Engineer Building Inspector I Engineering Assistant Senior Admin. Assist. I Administrative Aide IV Office of the City Engineer
	TOTAL:	**Per Floor Area x P7.00 up to 10m height + P8.00**	**1 hour & 9 minutes** (plus 1 day for inspection)	

11. CERTIFICATE OF CHANGE OF USE ISSUANCE

CERTIFICATE OF CHANGE OF USE is issued for the change of use of a building in a different division of the same group of occupancy or in a different group of occupancies.

Office or Division:	Office of the City Engineer
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Commercial and Industrial Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Corporation	
1. Application Form – 2 copies	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy
2. As-Built Plan (3 sets-signed & sealed)	Licensed Civil Engineer/Architect
3. Contract of lease – certified true copies(lessee)	Lessor of Property
4. Tax declaration/Real Property - 2 photocopies	Office of the City Assessor, 1st Floor, Meycauayan City Hall, Saluysoy
5. Photos of Building - 2 photocopies	Owner
6. Locational/Zoning Clearance (Business) - 2 photocopy	Office of the City Planning and Development Coordinator 3rd Floor, Meycauayan City Hall, Saluysoy
7. Fire Safety Inspection Certificate	Bureau of Fire Protection – Meycauayan
8. Barangay Clearance - 2 photocopies	Barangay Hall of the barangay where the building is located
9. SEC/DTI - 1 photocopy	SEC-PICC / DTI-Malolos
10. Certificate of Occupancy (Lessor) - 2 photocopies	Lessor of Property
11. ECC (DENR) - 2 photocopy	ECC Malolos Branch, City of Malolos, Bulacan
For Single Proprietor	
1. Contract of lease – certified true copies (lessee)	Lessor of Property
2. Photos of Building	Owner
3. Location/Zoning Clearance (Business) - 2 photocopy	Office of the City Planning and Development Coordinator 3rd Floor, Meycauayan City Hall, Saluysoy
4. Barangay Clearance (Business) – 2 photocopies	Barangay Hall
5. SEC/DTI - 1 photocopy	SEC-PICC / DTI-Malolos
7. Certificate of Occupancy (Lessor) - 2 photocopy	Lessor of Property
8. As-Built Plan (4 sets-signed & sealed)	Licensed Civil Engineer/Architect

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form with complete requirements	1.1 Receive and review submitted documents, plans, as well as the compliance to the National Building	None	**Simple** 1 hour **Complex** 2 hours	Building Inspector I Engineering Assistant Administrative Aide IV

	Code. 1.2 Inform the client on the scheduled date of ocular inspection.	None	**Highly Technical** 1 day	Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Site Inspection shall be conducted. 2.2 Final evaluation and approval for assessment, otherwise the application shall be endorsed for compliance.	None None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for the result of assessment and payment fees.	3.1 Assess application for order of payment. 3.2 Approval of the order of payment.	None None	**Simple** 2 hours **Complex** 1 day **Highly Technical** 3 days	Acting City Engineer Building Inspector I Engineering Assistant Office of the City Engineer
4. Proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	4.1 Receive payment and issue official receipt.	**Please refer to Building Permit Assessment Specification Table below.** **Based on the prescribed Schedule of Fees and Other Charges of the revised (IRR) of the NBCP PD 1096.**	6 minutes	Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
5. Present Official Receipt.	5.1 Prepare the Permit. 5.2 Release the Permit.	None None	30 minutes 20 minutes	Acting City Engineer Senior Admin. Asst. I Office of the City Engineer Administrative Aide IV Office of the City Engineer
	TOTAL:	The processing times are in accordance with **Section 9(b) of Republic Act No. 11032**, as follows: **Simple -** 3 hrs. and 56 minutes **Complex -** 1 day, 2 hrs. and 56 minutes **Highly Technical -** 4 days and 56 minutes (plus 1 day of inspection)		

12. ANNUAL ELECTRICAL PERMIT ISSUANCE

Electrical Annual Permit is issued for site specific and intended for minor installations and maintenance at a specific commercial, industrial or institutional premise.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Industrial Establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. DOLE (Order of Payments)	DOLE – Malolos / Pampanga

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Order of Payment from DOLE.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	2.1 Issue order of payment. 2.2 Receive payment and issue official receipt.	None Based on the order of payment from DOLE	10 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
3. Receive Annual Electrical Permit.	3. Release Annual Electrical Permit.	None	3 minutes	Administrative Aide IV Office of the City Engineer
	TOTAL:	*Based on the order of payment from DOLE*	**22 minutes**	

13. EXCAVATION AND GROUND PREPARATION PERMIT ISSUANCE

EXCAVATION AND GROUND PREPARATION is issued by the Building Official authorizing excavations, including those made for the purposes of removing earth, sand, gravel, or other material from the Subject Property.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Excavation and Ground Preparation Form – 2 copies	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy
2. TCT/Deed of Sale - 1 photocopy	Registry of Deeds-Meycauayan / Owner
3. Barangay Clearance for Excavation – original & 1 photocopy	Barangay Hall of the barangay where the excavation located
4. Plan/Bill of Materials (signed & sealed) a) Architectural b) Foundation	Licensed Civil Engineer/Architect
5. DOLE (CSHP-Construction Safety and Health Program - 1 original & 1 photocopy)	DOLE Malolos Branch
Letter of Intent (Received/Approved-City Mayor's Office)	Provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form w/ complete requirements.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment.	None **Per cu.m. excavation x ₱3.00+₱ 200.00**	40 minutes 6 minutes	Building Inspector I Engineering Assistant Office of the City Engineer Senior Admin Asst. I Admin. Assistant I

	3.2 Receive payment and issue official receipt.	**Inspection and Verification fees**		Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt.	4.1 Prepare the EGP Permit. 4.2 Release the Permit.	None None	20 minutes 3 minutes	Acting City Engineer Senior Admin. Assist. I Administrative Aide IV Office of the City Engineer
	TOTAL:	**Per cu. m. excavation x ₱ 3.00 + ₱ 200.00** **Inspection and Verification fees**	**1 hour & 12 minutes** (plus 1 day for inspection)	

14. ELECTRONICS PERMIT ISSUANCE

ELECTRONICS PERMIT is issued by the Building Official for the installation of Electronics equipment/device of Commercial / Industrial Establishments.

Office or Division:	Office of the City Engineer			
Classification:	Simple			
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Electronics Permit Form Plan/ Specifications &Bill of Materials (5 copies) 2. Barangay Clearance – original & 1 photocopy 3. DOLE (CSHP-Construction Safety and Health Program - 1 original & 1 photocopy) 4. Letter of Intent (Received/Approved- City Mayor's Office)		Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy Signed & Sealed of Licensed Electronics & Communication Engineer Barangay Hall of the barangay where the building located DOLE Malolos Branch Provided by the client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit complete requirements.	1.1 Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2.1 Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue an official receipt.	None **P1,000 per location + P10.00 per fixtures** **Based on order of payment**	20 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer
4. Present Official Receipt.	4.1Prepare the Electronics Permit. 4.2 Release the Permit.	None None	10 minutes 3 minutes	Acting City Engineer Senior Admin. Asst. I Administrative Aide IV Office of the City Engineer
	TOTAL:	**P1,000 per location + P10.00 per fixtures**	**42 minutes** (plus 1 day for inspection)	

15. SIGN PERMIT / BILLBOARD ISSUANCE

SIGN PERMIT is issued to any publicly displayed information that's presented in the form of words, symbols and/or pictures and is designed to advertise his/her business. Sign permits provide legal permission to post such information.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Commercial Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sign Permit Form – 2 copies	Office of the City Engineer, 3rd Floor, Meycauayan City Hall, Saluysoy
2. Lay-out (3 sets Plan – Signed & sealed	Licensed Civil Engineer/Architect
3. Barangay Clearance – original & 1 photocopy	Barangay Hall of the barangay where the signage installed
4. National Grid Corporation Clearance (Structures along NGCP Lines) – original & 1 photocopy	NGCP –San Jose Del Monte, Bulacan
5. DPWH – original & 1 photocopy	DPWH-2nd Engineering District,Sta. Maria,Bulacan
6. DOLE (CSHP-Construction Safety and Health Program - 1 original & 1 photocopy)	DOLE Malolos Branch

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out form with complete requirements.	1. Receive and review submitted documents.	None	3 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2. Assist in ocular inspection.	2. Conduct ocular inspection.	None	1 day (as per schedule)	Building Inspector I Engineering Assistant Office of the City Engineer
3. Wait for Order of Payment and proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	3.1 Issue order of payment. 3.2 Receive payment and issue official receipt.	None **See Assessment Specification Table Based on order of payment**	20 minutes 6 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Office of the City Engineer Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer

4. Present Official Receipt.	4.1Prepare the Signed Permit. 4.2 Release the Permit.	None None	10 minutes 3 minutes	Acting City Engineer Senior Admin. Assist. I Administrative Aide IV Engineering Staff Office of the City Engineer
	TOTAL:	**See Assessment Specification Table**	**42 minutes** (plus 1 day for inspection)	

ASSESSMENT

Erection and anchorage of display surface	Up to 4.00 sq. meters of signboard area	₱ 120.00
	Every sq. meter or fraction thereof in excess of 4.00 sq. meters	₱ 24.00

Installation fees, per sq. meter or fraction thereof of display surface:

Type of Display	Business Signs	Advertising Signs
Neon	₱ 36.00	₱ 52.00
Illuminated	₱ 24.00	₱ 36.00
Others	₱ 15.00	₱ 24.00
Painted-on	₱ 9.60	₱ 18.00

16. BARANGAY CLEARANCE ISSUANCE

Clearance given as a requirement in applying for building, electrical, fencing, excavation and ground preparation, demolition, excavation, signage, development, scaffolding and electronics permit.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form - 2 copies 2. Valid ID of Owner (Single Prop.) / Corp. Secretary (Corporation) (Original and 2 copies) 3. Special Power of Attorney (Single Prop.)/Board Resolution (Corporation) (Original and 2 copies)	Office of the City Engineer To be provided by the applicant To be provided by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Assessment Window and receive order of payment.	1.1 Review documents, encode data, print and issue order of payment.	None	10 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
2.Submit order of payment to Cashier Window.	2. 1Issue Official Receipt.	P1,000.00	5 minutes	Senior Admin Asst. I Admin. Assistant I Administrative Aide IV Office of the City Treasurer

3. Submit OR and complete documents to Receiving Window. Receive Barangay Clearance.	3.1 Review documents, print and release Barangay Clearance for Construction Permitting.	None	10 minutes	Building Inspector I Engineering Assistant Administrative Aide IV Engineering Staff Office of the City Engineer
	TOTAL	**P1,000.00**	**25 minutes**	

17. DEVELOPMENT PERMIT ISSUANCE

DEVELOPMENT PERMIT is issued and approved by the City Mayor that specifies how development is to occur on a given parcel of land. Once approved, the Development Permit is registered against the title of the land and becomes binding on future land owners.

Office or Division:	Office of the City Engineer
Classification:	Highly Technical
Type of Transaction:	G2C/G2B– Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter requesting for re-classification of land/issuance of Development Permits/approval of Subdivision plans. In case of Corporation, the applicant must be duly authorized by the Board of Directors to apply on behalf of the Corporation – 1 copy	Owner / Corporation
2. Project Proposal – 1 copy	Owner / Corporation
3. Certified True Copy of Title – 1 copy	Registry of Deeds-Meycauayan / Owner
4. SEC or DTI Registration and Mayor's Permit, if there is any; – 1 copy	SEC – PICC /DTI-Malolos /BPLO-Meycauayan
5. Site Development Plans, Vicinity/Location Map – 1 copy	Licensed Civil Engineer/Architect
6. Payment of Real Property Tax – 1 copy	Owner's Copy / Treasurer's Office
7. Tax Declaration – 1 copy	Office of the City Assessor
8. Payment of Application Fee for Re-classification of Land/issuance of	Owner / Corporation

Development Permits/approval of Subdivision Plans – 1 copy 9. Location Clearance / Certification from Office of then City Urban Planning and Development / Deputized Zoning Administrator as to the actual and potential compatible land uses – 1 copy 10. Barangay Clearance – 1 copy The applicant must submit to the Office of the Sangguniang Panlungsod, the following pertinent papers/documents. (13 certified Xerox copy each)		Office of then City Planning and Development Coordinator, 3rd Floor, Meycauayan City Hall, Saluysoy Office of the City Treasurer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-out and notarized application form with complete requirements.	1.1 Receive and review submitted documents, plans, as well as the compliance to the National Building Code. 1.2 Inform the client on the scheduled date of ocular inspection.	None None	3 days	Engineering Staff Administrative Aide IV Building Inspector I Engineering Assistant Office of the City Engineer
3. Assist in ocular inspection on the scheduled date	3.1 Site Inspection shall be conducted. 3.2 Final evaluation and approval for assessment, otherwise the application shall be endorsed for compliance.	None None	1 day (as per schedule)	Acting City Engineer Building Inspector I Engineering Assistant Office of the City Engineer
4. Wait for the result of assessment and payment fees.	4.1 Assess application for order of payment. 4.2 Approval of order of payment.	None None	7 days	Acting City Engineer Building Inspector I Engineering Assistant Office of the City Engineer

5. Proceed to the Cashier Window at the Office of the City Treasurer, Ground Floor.	5.1 Receive payment and issue official receipt.	**P 1,500 / ha. + Processing Fee** **P720/ha + Inspection Fee** **P1,500/ha**	6 minutes	Senior Admin Asst. I Admin Assistant I Administrative Aide IV Office of the City Treasurer
6. Return to the Office of the City Engineer and present Official Receipt.	6.1 Encode to the database the payment fees, print the form and forward to the City Mayor for signature.	None	30 minutes	Senior Admin. Asst. I Office of the City Engineer City Mayor Office of the City Mayor
7. Receive the permit and sign logbook for acknowledgement.	7.1 Record and release applied permit.	None	20 minutes	Administrative Aide IV Office of the City Engineer
	TOTAL:	**P 1,500 / ha. + Processing Fee** **P720/ha + Inspection Fee** **P1,500/ha**	10 days and 56 minutes (plus 1 day of inspection)	

OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR

External Services

1. LOCATIONAL CLEARANCE/CERTIFICATE OF ZONING COMPLIANCE FOR BUILDING PERMIT ISSUANCE

A clearance issued to a proposed building construction that the project conforms to the existing Land Use Plan of the City and is allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use.

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Client / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Notarized application form (2 Original copies)	Office of the City Planning and Development Coordinator
2. Complete Architectural Plan: Location/Vicinity Map, site development plan, floor plans and building elevations and sections duly signed and sealed by a licensed Architect or Engineer. New Construction (Original copy)	Licensed Engineer/Architect
3. Complete As Built Architectural plan: Location/Vicinity Map, site development plan, floor plans and building elevations and sections duly signed and sealed by a licensed Architect or Engineer. Renovation/Alteration (Original copy)	Licensed Engineer/Architect
4. Proof of Ownership (Property Owner) ✓ Transfer Certificate of Title (1 Photocopy) ✓ Tax Declaration (Land and Building, if applicable) ✓ Deed of Conveyance (1 Photocopy)	 Owner's File Copy / Registry of Deeds Owner's File Copy /Office of the City Assessor To be provided by client
5. Right Over Property (If not Property Owner) ✓ Contract of Lease (1 Photocopy) ✓ Letter of Authority with photocopied ID of the owner (1 Photocopy) ✓ Contract to Sell (1 Photocopy)	 Property owner / Lessor Property owner / Lessor Property owner
6. Bill of Materials(1 original copy) 7. Barangay Building Clearance (1Photocopy) 8. Homeowner's Association Clearance (1Photocopy) 9. Official Receipt (1 photocopy)	To be provided by client/representative Office of the City Treasurer Existing Subdivision/Condominium Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and notarized form together with documentary requirements.	1.1 Receive and review documents and record in the logbook and inform the client to wait for the scheduled ocular inspection 1.2 Endorse to the City Mayor's Office for approval	None None	15 minutes 2 days	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coord. City Mayor Office of the City Mayor
2. Assist in the scheduled ocular inspection	2.1 Conduct ocular inspection to verify the location of the building against the Land Use Plan	None	1 hour	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coord.
	2.2 Verify and check area computation	None	8 minutes	Acting CPDC Office of the City Planning & Dev't. Coord.
2. Wait for the Order of Payment.	3.1 Issue order of payment.	Based on Schedule of Zoning Fees	2 minutes	Planning Officer II Project Dev't. Officer II Acting CPDC Office of the City Planning & Dev't. Coord.
3. Proceed to the Cashier Window at the City Treasurer's Office and present the order of payment	4.1 Issue official receipt.	Refer to Schedule of Zoning Fees	5 minutes	Senior Admin. Asst. I Admin. Assistant I Administrative Aide V Office of the City Treasurer
4. Return to CPDO and present the Official Receipt	5.1 Prepare and Sign Locational Clearance.	None	8 minutes	Administrative Asst. II Project Dev't. Officer II Planning Officer II Economic Researcher Local Legislative Staff Officer I Acting CPDC Office of the City Planning & Dev't. Coord.

5. Receive Locational Clearance.	6.1 Release Locational Clearance.	None	2 minutes	Draftsman I Project Dev't. Officer I Administrative Asst. II Project Dev't. Officer II Planning Officer II Economic Researcher Office of the City Planning & Dev't. Coord.
	TOTAL	*Refer to Schedule of Zoning Fees*	**2 days, 1 hour & 40 minutes**	

ZONING SCHEDULE OF FEES *(base on HLURB Resolution No. 912 Series of 2013)*

A. Single residential structure attached or detached:
1. P100,000 and below — P 288
2. Over P100,000 to P200,000 — P 576
3. Over P200,000 — P 720 + (1/10 of 1% in excess of P200,000)

B. Apartments/Townhouses
1. P500,000 and below — P 1,440
2. Over P500,000 to 2 Million — P 2,160
3. Over 2 Million — P 3,600 + (1/10 of 1% of cost in excess of P2 M regardless of the number of floors)

C. Dormitories
1. P2 Million and below — P 3,600
2. Over P2 Million — P 3,600 + (1/10 of 1% of cost in excess of P2 M regardless of the number of floors)

D. Institutional:
1. Below P2 Million — P 2,880
2. Over P2 Million — P 2,880 + (1/10 of 1% of cost in excess of P2 M)

E. Commercial, Industrial, Agro-Industrial Project Cost of which is:
1. Below P100,000 — P 1,440
2. Over P100,000 – P500,00 — P 2,150
3. Over P500,00 — P 2,880
4. Over P1 Million – P2 Million — P 4,320
5. Over P2 Million — P 7,200 + (1/10 of 1% of cost in excess of P2 M)

F. Special Uses/Special Projects:
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)
1. Below P2 Million — P 7,200
2. Over P2 Million — P 7,200 + (1/10 of 1% of cost in excess of P2 M)

G. Alteration/Expansion
(affected areas/cost of expansion only) — same as original application

2. LOCATIONAL CLEARANCE/CERTIFICATE OF ZONING COMPLIANCE BUSINESS PERMIT ISSUANCE

A clearance issued to a proposed business that the business conforms to the existing Land Use Plan of the City and is allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use.

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Client / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Notarized application form (2 Original copies)	Office of the City Planning and Development Coordinator
2. Location/Vicinity Map indicating clearly & specially the exact location of the proposed site and/or landmarks. (Original copy)	Licensed Engineer/Architect/Google Map
4. Proof of Ownership (Property Owner)	
✓ Transfer Certificate of Title (1 Photocopy)	Owner's File Copy / Registry of Deeds
✓ Tax Declaration (Land and Building if applicable)	Owner's File Copy /Office of the City Assessor
✓ Deed of Conveyance (1 Photocopy)	Owner's File Copy / Notary Public
5. Right Over Property (If not Property Owner)	
✓ Lessor's Business Permit (1 Photocopy)	Property owner / Lessor
✓ Contract of Lease (1 Photocopy)	Property owner / Lessor
✓ Letter of Authority with photocopied ID of the owner (1 Photocopy)	Property owner
✓ Contract to Sell (1 Photocopy)	Property owner
7. Barangay Business Clearance (1 Photocopy)	Office of the City Treasurer
8. Homeowner's Association Clearance (1 Photocopy)	Existing Subdivision/Condominium
7. Floor Plan (1 original)	To be provided by the client/representative
8. Pay the required fees (1 photocopy)	Office of the City Treasurer
For Single Proprietorship	
✓ DTI Certificate of Registration of Business Name	Department of Trade & Industry (DTI)

For Corporation/Partnership ✓ SEC Certificate and Articles of Incorporation/Partnership Additional Requirements for Industrial/Agro-Industrial Projects ✓ Description of Product/s of the Project ✓ Flowchart of Manufacturing Process ✓ Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC)	Securities and Exchange Commission To be provided by client To be provided by client Dept. of Environment & Natural Resources (DENR)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and notarized form together with documentary requirements.	1.1 Receive and review documents and record in the logbook	None	15 minutes	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coord.
	1.2 Endorse to the City Mayor's Office for approval	None	2 days	City Mayor Office of the City Mayor
2. Assist in the ocular inspection	2.2 Conduct ocular inspection to verify the location of the business against the Land Use Plan	None	1 hour (as per schedule)	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coord.
3. Wait for the Order of Payment.	2.3 Issue order of payment.	Refer to Schedule of Zoning Fees	2 minutes	Planning Officer II Project Dev't. Officer II Acting CPDC Office of the City Planning & Dev't. Coord.
4. Proceed to the Cashier Window at the City Treasurer's Office and present the order of payment.	4.1 Receive payment and issue official receipt.	Refer to Schedule of Zoning Fees	5 minutes	Senior Admin. Asst. I Admin. Assistant I Administrative Aide V Office of the City Treasurer
5. Return to CPDO and present the Official Receipt	5.1 Prepare Locational Clearance.	None	8 minutes	Administrative Asst. II Project Dev't. Officer II Planning Officer II Economic Researcher Local Legislative Staff Officer I Acting CPDC Office of the City Planning & Dev't. Coord.

6. Receive Locational Clearance.	6.1 Release Locational Clearance.	None	2 minutes	Draftsman I Project Dev't. Officer I Administrative Asst. II Project Dev't. Officer II Planning Officer II Economic Researcher Office of the City Planning & Dev't. Coord.
	TOTAL	*Refer to Schedule of Zoning Fees*	**2 days, 1 hour & 32 minutes**	

ZONING SCHEDULE OF FEES *(base on HLURB Resolution No. 912 Series of 2013)*

A. Single residential structure attached or detached:
1. P100,000 and below — P 288
2. Over P100,000 to P200,000 — P 576
3. Over P200,000 — P 720 + (1/10 of 1% in excess of P200,000)

B. Apartments/Townhouses
1. P500,000 and below — P 1,440
2. Over P500,000 to 2 Million — P 2,160
3. Over 2 Million — P 3,600 + (1/10 of 1% of cost in excess of P2 M regardless of the number of floors)

C. Dormitories
1. P2 Million and below — P 3,600
2. Over P2 Million — P 3,600 + (1/10 of 1% of cost in excess of P2 M regardless of the number of floors)

D. Institutional:
1. Below P2 Million — P 2,880
2. Over P2 Million — P 2,880 + (1/10 of 1% of cost in excess of P2 M)

E. Commercial, Industrial, Agro-Industrial Project Cost of which is:
1. Below P100,000 — P 1,440
2. Over P100,000 – P500,00 — P 2,160
3. Over P500,00 — P 2,880
4. Over P1 Million – P2 Million — P 4,320
5. Over P2 Million — P 7,200 + (1/10 of 1% of cost in excess of P2 M)

F. Special Uses/Special Projects:
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)
1. Below P2 Million — P 7,200
2. Over P2 Million — P 7,200 + (1/10 of 1% of cost in excess of P2 M)

G. Alteration/Expansion
(affected areas/cost of expansion only) — same as original application

3. DATA (SOCIO-ECONOMIC PROFILE/STATISTICAL DATA/MAPS/OTHERS) REQUEST

Research service provided to any individuals needed data about City of Meycauayan.

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C/G2B/G2G – Government to Client / Government to Business/ Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request (Original copy) ✓ Addressed to the City Mayor, attention to the City Administration ✓ Stating extent and purpose of the research ✓ Printed in letterhead and noted by authorized signatories	To be provided by client
Endorsement slip	Office of the City Administrator
If requesting via E-mail Letter Request (scanned copy)	To be provided by client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit endorsed letter of request and Sign in the logbook.	1.1 Review letter request and refer to the Office / division concern	None	5 minutes	Economic Researcher Acting CPDC Office of the City Planning & Dev't. Coord.
2. Receive requested data.	2.1 Prepare and release requested data.	None	30 minutes	
	TOTAL	**None**	**35 minutes**	
If requesting via E-Mail				
1. Send scanned copy of letter request thru e-mail address: cupdo@meycauayan.gov.ph	1.1 Review letter request and refer to the Office / division concern	None	5 minutes	Economic Researcher Acting CPDC Office of the City Planning & Dev't. Coord.
2. Received requested data via personal e-mail.	1.2 Prepare and send soft copy of requested data via e-mail.	None	30 minutes	
	TOTAL	**None**	**35 minutes**	

4. CERTIFICATE/ENDORSEMENT OF BARANGAY ANNUAL INVESTMENT PROGRAM (AIP) ISSUANCE

A Certificate issued to barangays for the endorsement of their respective AIP to the City Sangguniang Panlungsod.

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Complex
Type of Transaction:	G2G / Government to Government
Who may avail:	Barangay Secretary / Barangay Treasurer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement Letter – 1 original copy Barangay Development Council (BDC) Annual Investment Plan (AIP) – 1 original copy BDC Resolution endorsing AIP – 1 original copy Sangguniang Barangay (SB) Resolution adopting AIP – 1 original copy SB Resolution per Mandatory Fund – 1 original copy List of Programs, Projects and Activities (PPAs) per Mandatory Fund – 1 original copy Transmittal Letter – 1 original copy	Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents	1.1 Receive documents	None	10 minutes	Planning Officer II Acting CPDC Office of the City Planning & Dev't. Coordinator
	1.2 Review documents	None	3 days	
	1.3 Prepare Certificate/ Endorsement	None	8 minutes	
2. Receive Certificate	2.1 Issue Certificate.	None	2 minutes	
	TOTAL	**None**	**3 days & 20 minutes**	

5. PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC) ISSUANCE

Issued to every registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Highly Technical
Type of Transaction:	G2B / Government to Business
Who may avail:	Real Estate Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form – 3 copies	Office of the City Planning & Development Coordinator (CPDO)
Complete Subdivision Plan - 15 sets ▪ Site Development Plan ▪ Road Network Plan ▪ Topographic Map ▪ Site Grading Plan ▪ Water System Layout ▪ Site Drainage Layout ▪ Electrical Post Layout	To be provided by client
Vicinity map indicating the adjoining land uses – 15 photocopies	To be provided by client/Geodetic Engineer
Transfer Certificate of Title - 15 photocopies	To be provided by client/Registry of Deeds
Tax Declaration – 15 photocopies	To be provided by client/City Assessor's Office
Department of Agrarian Reform (DAR) Clearance, if applicable – 15 photocopies	To be provided by client/DAR
Site zoning certification from the Zoning Administrator – 15 photocopies	To be provided by client/ CPDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and notarized form together with documentary requirements.	1.1 Receive the accomplished form and the required documents and evaluate the application	None	30 minutes	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator

	/schematic plan and inform the client on the scheduled site inspection			
2. Assist in the scheduled site inspection	2.1 Conduct site inspection, inform the client to wait for the scheduled committee hearing and prepare Inspection Report	None	1 hour	
	2.2 Prepare endorsement letter to the office of the Sangguniang Panlungsod together with all the required documents	None	10 minutes	Project Dev't. Officer II Acting CPDC Office of the City Planning & Dev't. Coord.
3. Attend to the scheduled committee hearing	3.1 Attend to the committee hearing for the approval of the subdivision project 3.2 Inform the client on the schedule of ocular inspection if needed	None	1 day	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator
4. Assist in the scheduled ocular inspection	1.1 Conduct ocular inspection on the scheduled 1.2 Approve the subdivision project, issue	None None	1 day 2 weeks	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator Draftsman I Project Dev't. Officer I Acting CPDC

	resolution and forward to the CPDO 1.3 Inform the client on the approval upon receipt of SP Resolution and proceed to CPDO for order of payment	None	5 minutes	Office of the City Planning & Dev't. Coordinator Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator
5. Proceed to CPDO, 3rd Floor and wait for the Order of Payment	5.1 Issue order of payment	Refer to Zoning Schedule of Fees	2 minutes	Planning Officer II Project Dev't. Officer II Acting CPDC Office of the City Planning & Dev't. Coordinator
6. Proceed to the Cashier Window at the City Treasurer's Office, 1st Floor and present the order of payment	4.1 Issue official receipt.	Refer to Schedule of Zoning Fees	5 minutes	Senior Admin. Asst. I Admin. Assistant I Administrative Aide V Office of the City Treasurer
7. Proceed to CPDO, 3rd Floor and present original & photocopy of the official receipt	4.1 Prepare PALC and stamp the schematic plan with PALC Seal, forward to the City Mayor's Office for signature of the City Mayor and inform the client to wait for the release of PALC	None	3 hours	Project Dev't. Officer II Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator
8. Receive the approved PALC and Schematic Plan	5.1 Release the approved PALC and schematic plan	None	2 minutes	Project Dev't. Officer II Draftsman I Project Dev't. Officer I Office of the City Planning & Dev't. Coordinator
	TOTAL	*Refer to Zoning Schedule of Fees*	**2 weeks, 4 hours & 57 minutes**	

6. SITE ZONING CLASSIFICATION CERTIFICATE ISSUANCE

Real property owners/representative, students (for academic research purposes), may secure a certificate of zoning classification for various purposes that such may serve them.

Office or Division:	Office of the City Planning and Development Coordinator
Classification:	Simple
Type of Transaction:	G2C / G2B
Who may avail:	Real Estate Developers / Business Owners / Prospective Buyers / Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application form -1 original copy	Office of the City Planning & Development Coordinator (CPDO)
Letter Request indicating the Purpose - 1 original copy	To be provided by client
Location/Vicinity Map -1 original copy	To be provided by client /Geodetic Engineer
Transfer Certificate of Title - 1 Photocopy	To be provided by client/ Registry of Deeds
Tax Declaration -1 Photocopy	To be provided by client /City Assessor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplish form together with the required documents	1.1 Receive and evaluate the accomplished form and the required documents	None	2 minutes	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator
2. Wait for the Order of Payment	2.1 Issue order of payment	Refer to Zoning Schedule of Fees	2 minutes	
3. Proceed to the Cashier Window at the City Treasurer's Office, 1st Floor and present the order of payment	3.1 Issue official receipt.	Refer to Schedule of Zoning Fees	5 minutes	Senior Admin. Asst. I Admin. Assistant I Administrative Aide V Office of the City Treasurer
4. Return to the CPDO, 3rd Floor and present the official receipt	4.1 Prepare Site Zoning Certification and forward to the Zoning Administrator for signature	None	15 minutes	Draftsman I Project Dev't. Officer I Acting CPDC Office of the City Planning & Dev't. Coordinator
5. Receive Site Zoning Classification Certificate	5.1 Release Site Zoning Classification	None	5 minutes	
	TOTAL	*Refer to Zoning Schedule of Fees*	**24 minutes**	

OFFICE OF THE CITY TREASURER

External Services

1. REAL PROPERTY TAX (RPT) PAYMENT

This is the local tax imposed by the City Government on owners or administrators of real property, including land, buildings, machinery, and other improvements.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Real Property Owners, Administrators, Authorized Representatives, or Other Persons with Legal Interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest/previous years Official Receipt (if available) **or** Notice of Assessment (**Original**)	To be provided by the client Office of the City Assessor - Ground Floor, New Meycauayan City Hall or Camalig, Ground Floor City Hall Annex
If the transaction is made through a representative, present the following: ● Authorization Letter (for individual) **Original** ● Duly notarized Special Power of Attorney (SPA) (for Corporation) **Original** ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the person being represented (or the authorized signatory, in the case of a corporation) and the authorized representative, each bearing three (3) original specimen signatures	Person/company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO
Payment Guidelines : ● Delinquent business accounts covered by a duly approved Compromise Agreement shall be accepted in accordance with the approved terms. ● Payments of Fifty Thousand (P 50,000.00) and **below** may be made in cash, personal check, or company check ● Payments of Fifty Thousand (P 50,000.00 and **above** shall be accepted only in cash or Manager's Check ● Checks shall be payable to the **City Treasurer of Meycauayan**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number.	1.1 Verify the property records in the	None	10 minutes	Local Rev. Collection Officer II Office of the City Treasurer

Proceed to the assigned window and present the latest Official Receipt or Notice of Assessment once your queue number is being called **(*Priority Lane Window/ Windows 1 - 3 Land Tax Division*)** ***Treasury Window*** (Ground Floor, City Hall Annex)	RPT system 1.2 Encode the details if an Official Receipt is presented	None		Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Aide 1 Office of the City Treasurer Administrative Assistant II Office of the City Treasurer
2. Review the system-generated assessment of the tax due	2.The systems automatically computes the tax due	Real Property Tax (RPT) is computed based on the Assessed Value in accordance with the Local Government Code, applicable tax rates, and existing City Tax Ordinance, less applicable discounts (10% for prompt payment or 15% for advance payment, ***if payment made on***	5 minutes (updated account) 30 minutes (delinquent account requiring computation)	Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Administrative Assistant II

		or before March 31 AV x 1% x 2 (Basic & SEF) + 2% penalty per month of delay not to exceed 36 mos. ***(if beyond March 31)***		Office of the City Treasurer
3. Pay the required fees	3.1 Accept payments 3.2 Issue Official Receipt	None None	11 minutes	Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Administrative Assistant II Office of the City Treasurer
4. Receive the Official Receipt	4. Release the Official Receipt	None	2 minutes	Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Administrative Assistant II Office of the City Treasurer

	TOTAL:		**28 minutes if updated / 53 minutes if delinquent**	

2. COMMUNITY TAX CERTIFICATE (CTC/CEDULA) PAYMENT AND ISSUANCE

A Community Tax Certificate (CTC), commonly known as Cedula, is issued by the Office of the City Treasurer to residents of the City of Meycauayan who are eighteen (18) years old and above, business establishments with gross sales or receipts, and owners of real property with an assessed value of Php 1,000.00, as required under the Local Government Code.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Individuals, corporations, partnerships, and other juridical entities required to secure a Community Tax Certificate.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Individuals (Personal Appearance) Accomplished CTC Form **or** Previous CTC/ Cedula (Original or Photocopy) **If the transaction is made through a representative**, present the following: ● Duly notarized Special Power of Attorney (SPA) for Sole Proprietor (**Original)** ● Board Resolution/Secretary's Certificate (for Corporation/Partnership) **Original** ● One (1) photocopy of a valid government-issued ID of both the principal (or authorized company representative) and the representative, each bearing three (3) original specimen signatures Basic Information Needed:	Priority Lane Window/Windows 1 - 3 Miscellaneous Division, Ground Floor, Office of the City Treasurer, New Meycauayan City Hall or Ground Floor, City Hall Annex, Camalig To be provided by the client Person / Company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

For Corporations / Partnerships: - Gross receipts or gross sales for the preceding taxable year or; - Assessed value of real property owned in the Philippines For Individuals: - Name, address, civil status, occupation, date and place of birth, and TIN (If any) - Income for the preceding year, or - Assessed value of real property owned (if applicable)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get a queuing number and secure form. Proceed to the assigned window and submit the accomplished form together with the required ID/documents once your number is called (***Priority Lane Window/ Windows 1 - 3*** **Miscellaneous Division)** ***Treasury Window*** (Ground Floor, City	1.1 Receive the accomplished application form 1.2 Verify the completeness of submitted documents 1.3 Encode the applicant's information and the system will compute the community tax due	None None None	4 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Administrative Aide I Office of the City Treasurer

Hall Annex)				
2. Review and sign the CTC/ Cedula	2.1 Check system-based computation 2.2 Cashier affixes initials on the CTC/Cedula	***For Individuals*** **Basic Community Tax - Php 5.00* **Additional Community Tax - Php 1.00 for every Php 1,000.00 of income, not exceeding Php 5,000.00* *For Corporations/Partnerships:* **Basic Community Tax - Php 500.00* **Additional Community Tax- Php 2.00 for every Php 5,000.00 of gross receipts or earnings, not exceeding Php 10,000.00* *D**eadline:** February 28 with 2% penalty charge every month for late payment*	6 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer
3. Pay the required fees and receive the CTC/Cedula	3.1 Accept payment	None	4 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasure

	3.2 Release CTC/Cedula	None None		
	TOTAL:	***Deadline:*** *On or before February 28 of each year. Payments made after the deadline shall be subject to a two percent 2% penalty for every month of delay.*	**14 minutes**	

3. PROFESSIONAL TAX RECEIPT (PTR) PAYMENT

A Professional Tax Receipt (PTR) is issued by the Office of the City Treasurer to professionals who have passed the Bar Examination or licensure examinations administered by the Professional Regulation Commission (PRC) and who are engaged in the practice of their profession within the City of Meycauayan.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Professionals who are required by law to pay the professional tax and who are practicing their profession within the City of Meycauayan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid PRC ID / Professional License (for PRC-regulated professions) (**if New**)	To be provided by the client
Previous Professional Tax Receipt (PTR) **and** Valid PRC ID/Professional License (for regulated professions) (**if Renewal**)	To be provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number. Proceed to the assigned window and present PRC ID once your number is called (***Priority Lane Window/ Windows 1 - 3 Miscellaneous Division***) ***Treasury Window*** (Ground Floor, City Hall Annex)	1.1 Verify submitted requirements 1.2 Encode applicants information in the system 1.3 System computes the amount due	None None None	9 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Administrative Aide I Office of the City Treasurer
2. Pay the required fees	2.1 Receive payment 2.2 Print and validate the PTR	P300.00 **Deadline** January 31 with 25% surcharge plus 2% penalty charge every month for late payment None	5 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer

3. Receive PTR	3. Release the PTR to the client	None	1 minute	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer
	TOTAL:	**Php300.00** **Deadline: On or before January 31;** Late payment shall be subject to: 25% surcharge; 2% interest per month of delay	**15 minutes**	

4. BUSINESS TAX, OTHER and NON-TAXES PAYMENT

This transaction covers the payment of Business Tax, Other and Non-Taxes including, Regulatory Fees, Miscellaneous Fees, and other charges assessed by the concerned City Government offices. The Office of the City Treasurer receives the payment and issues the corresponding Official Receipt upon receipt of payment.

- Office of the City Business Permit and Licensing Officer (CBPLO) - Mayor's Clearance, MTOP, Franchise, Certifications, Certified True Copy of Permit
- Office of the City Planning and Development Coordinator (CPDO) - Zoning Clearance for Building Construction, Zoning Clearance for Business, Certification
- Office of the City Engineer (CEO) - Building, Electrical, Mechanical Permits
- Office of the City Assessor (CAsO) - Tax Declaration, Certification of No Improvement, Certifications
- Office of the City Civil Registrar (CCR) - Birth, Marriage, Death Certificates
- Office of the City Health Officer (CHO) - Health ID, Cremation, Burial, Exhumation, Transfer Permits
- Office of the Secretary to the Sangguniang Panlungsod (SSPO) - Issuance of Certified Photocopy of Resolutions and Ordinances
- Office of the City Treasurer (Licenses, Fees & Taxes Division) – Assessment of Business Tax & Regulatory Fees

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Individuals, business owners, corporations, partnerships, and authorized representatives with an Order of Payment or Assessment issued by the concerned office.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order of Payment / Assessment Form **<u>Payment Guidelines :</u>** ● Delinquent business accounts covered by a duly approved Compromise Agreement shall be accepted in accordance with the approved terms. ● Payments of Fifty Thousand (P 50,000.00) and **below** may be made in cash, personal check, or company check ● Payments of Fifty Thousand (P 50,000.00 and **above** shall be accepted only in cash or Manager's Check ● Checks shall be payable to the **City Treasurer of Meycauayan**	Concerned Offices: CBPLO, CPDO, CEO, CAsO, CCRO, SSPO, CHO, CTO (Licenses, Fees & Taxes Division)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number. Proceed to the assigned window and submit the Order of Payment once your number is called (***Priority Lane Window/ Windows 1 - 3 Miscellaneous Division***) ***Priority Lane Window/ Windows 1 - 3 Land Ttax Division)***	1.1 Receive Order of Payment 1.2 Verify Order of Payment 1.3 Encode transaction in the system	None None None	8 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer

Cashier Window (Ground Floor, CBPLO) for Business Tax & Regulatory Fees payment ***Treasury Window*** (Ground Floor, City Hall Annex)				Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Administrative Aide I Office of the City Treasurer (Note: For transaction at the City Hall Annex, only the Office of the City Health and the City Business Permit and Licensing Office are authorized to issue Order of Payment (OP).
2. Pay the required fees at ***Priority Lane Window/ Windows 1 - 3 (Miscellaneous Division)*** or ***Priority Lane Window/ Windows 1 – 3 (Land Tax Division)***	2.1 Accept payment	Based on Order of Payment / Based on Assessment Form	3 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer

				Administrative Assistant III Office of the City Treasurer
Cashier Window (Ground Floor, CBPLO) for Business Tax & Regulatory Fees payment Online payments may be made through Landbank Link.BizPortal			For online payments, crediting shall be reflected on the next banking day or within two (2) banking days, depending on the payment channel.	Administrative Assistant III Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer
***Treasury* Window** (Ground, Floor, City Hall Annex)	2.2 Issue Official Receipt	None	2 minutes	Administrative Aide I Office of the City Treasurer (Note: For transaction at the City Hall Annex, only the Office of the City Health and the City Business Permit and Licensing Office are authorized to issue Order of Payment (OP).
3. Receive Official Receipt at ***Priority Lane Window/ Windows 1 – 3 Miscellaneous Division***	3. Release Official Receipt	None	2 minutes	Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer

(Priority Lane Window/ Windows 1 - 3 Land Tax Division **Cashier Window** (Ground Floor, CBPLO) for Business Tax & Regulatory Fees payment ***Treasury Window*** (Ground Floor, City Hall Annex)				Local Rev. Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Administrative Aide I Office of the City Treasurer (Note: For transaction at the City Hall Annex, only the Office of the City Health and the City Business Permit and Licensing Office are authorized to issue Order of Payment (OP)
	TOTAL:	***(Based on the assessed Amount)***	**15 minutes / 3 days for online payment**	

5. REAL PROPERTY TRANSFER TAX PAYMENT

The Real Property Transfer Tax is imposed on the sale, donation, barter, or any other mode of transferring ownership or title of real property situated within the City of Meycauayan. The tax is collected by the Office of the City Treasurer pursuant to the Local Government Code of 1991.

Office or Division:	Office of the City Treasurer
Classification:	Simple to Complex (depending on the type of transaction)
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Property owners, transferors, transferees, heirs, donors, donees, buyers, sellers, or their duly authorized representatives.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of Original Title or Certified True Copy of Title (Original document/s for verification and one (1) photocopy for submission)	To be provided by the client or Register of Deeds – Iba, Meycauayan, Bulacan
Real Property Tax Receipt (Present the original document/s for verification and submit one (1) photocopy)	To be provided by the client; if unavailable, request certified copy or computer-generated copy from the Office of the City Treasurer (Land Tax Division).
Tax Clearance (Present the original document/s for verification and submit one (1) photocopy)	Ground Floor, Office of the City Treasurer (Land Tax Division.)
Tax Declaration (Present the original document/s for verification and submit one (1) photocopy)	Ground Floor, Office of the City Assessor
Duly Notarized Deed of Conveyance (Deed of Donation / Deed of Absolute Sale / Extra-Judicial Settlement) Present the original document/s for verification and submit one (1) photocopy	To be provided by the client
If the transaction is made through a representative, submit the following: ● Authorization Letter (for Individual) **Original** or notarized Special Power of Attorney (SPA). For Corporation: Board Resolution or Secretary's Certificate authorizing the representative ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the person/ company being represented and the representative, bearing three (3) original specimen signatures	Person / Company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO
<u>Payment Guidelines :</u> ● Delinquent business accounts covered by a duly approved Compromise Agreement shall	

be accepted in accordance with the approved terms. ● Payments of Fifty Thousand (P 50,000.00) and **below** may be made in cash, personal check, or company check ● Payments of Fifty Thousand (P 50,000.00 and **above** shall be accepted only in cash or Manager's Check ● Checks shall be payable to the **City Treasurer of Meycauayan**				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the complete requirements at ***Windows 2 - 3 Land Tax Division***	1.1 Accept the presented documents	None	48 minutes/simple computation 2 hrs. / computation	Senior Admin. Assistant II Office of the City Treasurer
	1.2 Verify the presented documents	None		Local Revenue Collection Officer. II Office of the City Treasurer
	1.3 Return the documents if the requirements are incomplete	None		Administrative Asst. V Office of the City Treasurer
	1.4 Receive the documents if the requirements are complete	None		
	1.5 Compute transfer tax	75% of 1% of the total consideration or fair market value, whichever is higher		
	1.6 Prepare Order of Payment	None		

	1.7 Review Order of Payment 1.8 Sign Order of Payment	None None		Assistant City Accountant Office of the City Treasurer or Acting City Treasurer/ Authorized Representative Office of the City Treasurer Acting City Treasurer/ Authorized Representative Office of the City Treasurer
2. Pay the required fees at ***Priority Lane/Windows 1 - 2 Land Tax Division***	2.1 Accept payment 2.2 Issue Official Receipt	Based on Order of Payment None	11 minutes	Administrative Assistant III Office of the City Treasurer Senior Admin. Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer
3 Receive Transfer Tax Official Receipt ***Windows 2 - 3 Land Tax Division***	3.1 Release Transfer Tax Official Receipt 3.2 Return stamped documents to the client	None None	6 minutes	Senior Admin Assistant II Office of the City Treasurer Local Revenue Collection Officer II Office of the City Treasurer Administrative Asst. V Office of the City Treasurer
	TOTAL	***Seventy-five percent (75%) of one percent (1%) of the total*** *consideration involved in the acquisition of the property or the fair market value of the property, whichever is higher.*	**1 hour & 5 minutes (simple transactions)** **2 hrs. & 17 minutes (complex transactions)**	

6. TRAFFIC VIOLATION PAYMENT

This transaction covers the payment of fines and penalties for violations of traffic ordinances committed within the City of Meycauayan. The Office of the City Treasurer receives payment and issues the corresponding Official Receipt.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals issued a Traffic Violation Receipt (TVR) for violations of city traffic ordinances

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Traffic Violation Receipt (TVR) - Duplicate Copy	Traffic Enforcer – Meycauayan Transportation and Traffic Management Division (MTTM)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Get a queuing number. Proceed to the assigned window and present the Traffic Violation Receipt (TVR) once your number is called (***Priority Lane Window/ Windows 1 - 3 Miscellaneous Division***	1.1 Review the TVR and determine the applicable violation fee.	Please refer to the Police Citation Violations Fees below	11 minutes	Administrative Aide I Office of the City Treasurer
	1.2 Verify TVR details	None		Cash Clerk I Office of the City Treasurer
	1.3 Encode information in the system	None		Revenue Collection Clerk I Office of the City Treasurer
	1.4 Print the Official Receipt	None		Administrative Aide I Office of the City Treasurer
Treasury Window (Ground Floor, City Hall Annex)				Cash Clerk I Office of the City Treasurer

2. Pay the required fees and receive the Official Receipt ***Note:*** All traffic violators with pending cases must secure the signature of the apprehending officer at the back portion of the Traffic Violation Receipt (TVR)	2.1 Accept payment 2.2 Release Official Receipt	None	4 minutes	Revenue Collection Clerk I Office of the City Treasurer
	TOTAL:	*(Please refer to Police Citation Violations Fees)*	**15 minutes**	

POLICE CITATION VIOLATIONS FEES

1.	Arrogant Driver (XXX)	P250.00
2.	Ban on National Highway (Sec. 35)	P500.00
3.	Colorum	P1,000.00
4.	Counter Flow	P500.00
5.	Defective Tail Light	P250.00
6.	Disregarding Checkpoint	P250.00
7.	Disregarding Traffic Officer/Police Officer	P150.00
8.	Disregarding Traffic Signs/Lane Markings	P150.00
9.	Drag Racing	P1,000.00
10.	Driving under the Influence of Liquor	P2,500.00
11.	Driving w/out License (Expired License/Student Permit)	P500.00
12.	Driving with License (No Plate)	P1,000.00
13.	Driving with Minor (R.A. 7610)	P250.00
14.	Driving with Delinquent/Invalid/Suspended/Revoked License	P500.00
15.	Driving with Delinquent/Invalid/Suspended/Revoked Registration	P500.00
16.	Enter One Way	P200.00
17.	Excess Passenger	P250.00
18.	Expired TVR/Ticket/Registration/OR/CR/Franchise	P500.00
19.	Failure to install mufflers and other noise controlling	P500.00
20.	Failure to register	P100.00
21.	Failure of TODA to submit annual report to MCTO	P2,000.00
22.	“KABIT SYSTEM” Recommendation for cancellation franchise	P2,500.00

23. Illegal Display of Signboard/outline	P500.00
24. Illegal Parking	P50.00
25. Illegal Turning/Towing	P500.00
26. Illegal Terminal	P1,000.00
27. Impounding	P500.00
28. Improvise Plate / No Plate	P250.00
29. Improper uniform (slippers or sandals)	P200.00
30. Involved in Accident	P200.00
31. Lack of Accessories	P300.00
32. Minor Driver	P2,000.00
33. Minor passenger on backseat	P200.00
34. Municipal Ordinance 93-28 (70-02)	P100.00
35. No Fare Matrix	P500.00
36. No Franchise Impound	P1,500.00
37. No Franchise carried	P500.00
38. No Helmet (R.A. 10054) / Back ride No Helmet	P350.00
39. No License	P1,000.00
40. No Mayor's Permit (13 B-02)	P350.00
41. Non-compliance to uniform body color and body number	P500.00
42. No OR/CR Carried	P150.00
43. No Registered Plate	P500.00
44. No Seatbelt / No Upper Garments / Sleeveless	P250.00
45. No Plate Light	P250.00
46. Out of route/trip cutting (IMPOUNDING)	P2,500.00
47. Obstruction/Loading/Unloading	P150.00
48. Overload/Over Capacity	P250.00
49. Over charging of Fare	P200.00
50. Outside the Zone of Operation	P500.00
51. Reckless/Beating the Red Light	P500.00
52. Refusal to convey Passengers	P100.00
53. Resisting Arrest	P1,000.00
54. Refused to Sign	P100.00
55. Road unworthiness, road hazard vehicle	P2,500.00
56. Stalled Vehicle	P150.00
57. Swerving	P300.00
58. TODA allowing tricycles without franchise (TODA paid)	P1,000.00
59. Truck Ban	P5,000.00
60. Use, posting and display of unauthorized ID's	P1,000.00
61. Unauthorized installation of jalousies, additional aircon, Dim color lights	P500.00
62. Unclean/ Unsanitary vehicle	P300.00
63. Unauthorized stickers	P200.00
64. Unregistered MC/TC	P500.00
65. PUV / Bus Outline	P2,500.00
66. Outline (Tricycle)	P1,000.00

PEDICAB

1.	Attachment of protuberances on pedicab	P200.00
2.	Driving of Pedicab (No Plate)	P1,000.00
3.	Driving unregistered pedicab	P500.00
4.	Driving of pedicab on National Highway	P500.00
5.	Driving pedicab without driver's permit	P200.00
6.	Improper uniform (pedicab)	P150.00
7.	Driving with expired sticker	P200.00

CLAMP (Illegal Parking)

1.	Truck (6 Wheels)	P5,000.00
2.	Car (4 Wheels)	P1,500.00
3.	Tricycle / Motor	P500.00

7. CERTIFIED TRUE COPY OF RECEIPTS ISSUANCE

This transaction covers the issuance of a Certified True Copy of an Official Receipt upon the request of the client. The certified copy attests that it is a true and faithful reproduction of the original receipt presented or kept on file by the Office of the City Treasurer.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Individuals, business owners, corporations, partnerships, or their duly authorized representatives requesting a Certified True Copy of an Official Receipt

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Official Receipt, if available	To be provided by the client
If the transaction is made through a representative, submit the following: ● Authorization Letter - for Miscellaneous Receipts, RPT and Business Receipts (Sole Proprietorship) **Original** ● Duly notarized Special Power of Attorney (SPA) - for Miscellaneous Receipts, RPT and Business Receipts (Corporation/Partnership/OPC) **Original**	Person / Company being represented
● One (1) photocopy of a valid government-issued Identification Card (ID) of both the person/ company being represented and the representative, bearing three (3) original specimen signatures	SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the corresponding window. **For Miscellaneous & Business Receipts *-Assessment Window*** (Licenses, Fees & Taxes Division) Ground Floor, CBPLO **For RPT Receipts - *Window 3*** (Land tax Division)	1.1 Check presented documents 1.2 Verify presented documents 1.3 Issue Order of Payment	None None None	9 minutes	Local Revenue Collection Officer III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Local Revenue Collection Officer II Office of the City Treasurer
2. Pay the required fees ***Cashier Window*** (Ground Floor, CBPLO) ***Priority Lane Window / Windows 1 - 3*** (Land Tax Division)	2.1 Issue Official Receipt	P50.00 per copy None	13 minutes	Administrative Assistant III Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer Local Revenue Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer

Priority Lane Window / Windows 1 - 3 (Miscellaneous Division)				Administrative Aide I Office of the City Treasurer Cash Clerk I Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer
	2.2 Print or photocopy the receipt to be certified	None		Local Revenue Collection Off. III Office of the City Treasurer Administrative Assistant III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Local Revenue Collection Officer II Office of the City Treasurer
	2.3 Counter Sign the requested document			Local Revenue Coll. Officer III Office of the City Treasurer Administrative Assistant III Office of the City Treasurer
	2.4 Review and certify the requested documents			Acting City Treasurer Office of the City Treasurer Or Authorized Signatory Office of the City Treasurer
3. Receive Document **For Miscellaneous & Business Receipts *-Assessment Window*** (Licenses, Fees & Taxes Division) Ground Floor, CBPLO	3. Release Certified True Copy of Receipt. The transaction must be documented in the logbook.	None	5 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer

For RPT Receipts - *Window 3* (Land Tax Division)				Local Revenue Collection Off. II Office of the City Treasurer
	TOTAL:	**Certification Fee: Php50.00 per certified copy**	**27 minutes**	

8. TAX CLEARANCE ISSUANCE

A Tax Clearance is issued by the Office of the City Treasurer to certify that the Real Property Taxes due on a property have been paid and that the property has no outstanding real property tax delinquency as of the date of issuance.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Real property owners or their duly authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Real Property Tax Receipt (Original or photocopy)	Ground Floor, Office of the City Treasurer, New Meycauayan City Hall or to be provided by the client If unavailable, request certified copy or computer-generated copy from the Office of the City Treasurer (Land Tax Division)
Certified True Copy of Tax Declaration (Original)	Ground Floor, Office of the City Assessor, New Meycauayan City Hall
Community Tax Certificate (CTC / Cedula) (Original or photocopy)	Ground Floor, Office of the City Treasurer, New Meycauayan City Hall
If the transaction is made through a representative, submit the following: ● Authorization Letter (for individual) **Original** ● Duly notarized Special Power of Attorney (SPA) for Sole Proprietorship and Board Resolution or Secretary's Certificate	Person / Company being represented

authorizing the representative for Corporation - **Original** • One (1) photocopy of a valid government-issued Identification Card (ID) of both the person/company being represented and the representative, bearing three (3) original specimen signatures			SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get a queuing number. Proceed to the assigned window and submit the complete documentary requirements once your number is called. ***Windows 2 - 3*** (Land Tax Division)	1.1 Accept the presented documents 1.2 Verify the presented documents 1.3 Return the documents if the requirements are incomplete 1.4 Receive the documents if the requirements are complete	None None None None	15 minutes	Local Revenue Collection Off. II Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant II Office of the City Treasurer
2. Pay the required fees ***Priority Lane Window, Windows 1 -3*** (Land Tax Division)	2.1 Accept payment 2.2 Issue Official Receipt	PHP 50.00 None	38 minutes	Local Revenue Collection Off. II Office of the City Treasurer Senior Administrative Asst. I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant III Office of the City Treasurer

	2.3 Prepare Tax Clearance	None		Local Revenue Collection Off. II Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant II Office of the City Treasurer
	2.4 Review Tax Clearance	None		Assistant City Accountant Office of the City Treasurer or Acting City Treasurer Office of the City Treasurer or Authorized Representative Office of the City Treasurer
	2.5 Approve Tax Clearance	None		Acting City Treasurer Office of the City Treasurer or Assistant City Accountant Office of the City Treasurer or Authorized Representative Office of the City Treasurer
3. Receive Tax Clearance	3. Release Tax Clearance	None	2 minutes	Local Revenue Collection Off. II Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Assistant II Office of the City Treasurer
	TOTAL:	**P50.00** per Tax Clearance	**55 minutes**	

9. BUSINESS TAX AND REGULATORY FEES ASSESSMENT

a. For NEW Applicant

This transaction covers the assessment of Business Tax and Regulatory Fees for new business applications. The Office of the City Treasurer evaluates the submitted documents, computes the taxes and fees due, and issues the corresponding Assessment Form.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Business owners, sole proprietors, partnerships, corporations, cooperatives, and other juridical entities applying for a new business permit within the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Business Permit Application Form (to be presented for verification) and endorsed by the concerned offices.	To be verified by the Office of the City Business Permit and Licensing Officer Checked by the Endorsing Offices ● Office of the City Veterinarian ● Office of the City Environment & Natural Resources Officer ● Office of the City Planning & Development Coordinator ● Office of the City Engineer
Paid-up capital of the business as shown in the Articles of Incorporation and By-laws (for Corporation or Partnership) or a Sworn Statement of Capital Investment (for Sole Proprietorship) (**Original**) duly submitted by the applicant	To be provided by the client
Certificate of Tax Exemption, if the business is tax-exempt (Present original for verification and submit one (1) photocopy)	Registered Economic Zone as per RA 7916 (Special Economic Zone Act of 1995 as amended by RA 8798) Business Enterprises certified by Board of Investment (BOI) Non-stock and Non-profit stated in the SEC Articles of Incorporation and By-laws Cooperatives duly registered under Republic Act No. 9520
Other legal or regulatory requirements required or specific to the business, as required by law, City Ordinances, or other authorities (Present original for verification and submit one (1) photocopy)	To be provided by the client

If the transaction is made through a representative, present the following: ● Duly notarized Special Power of Attorney (SPA) – for Sole Proprietorship (**Original)** ● Board Resolution /Secretary's Certificate -for Corporation/Partnership (**Original**) ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the person/ company being represented and the representative, bearing three (3) original specimen signatures			Person / Company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Application Form with complete requirements to the ***Assessment Window*** – Ground Floor, City Business Permit and Licensing Officer (CBPLO)	1.1 Accept documents 1.2 Verify submitted documents 1.3 Return the documents if requirements are incomplete 1.4 Encode details based on complete requirements 1.5 Check system computation 1.6 Sign the Assessment Form 1.7 Issue system-generated Assessment Form	None None Please refer to City of Meycauayan Revenue Code and other applicable ordinances	50 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer

2 Receive the Assessment Form in two (2) Copies	2.1 Release the Assessment Form	None	5 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer
	TOTAL:	***Please refer to the City of Meycauay an Revenue Code***	**55 minutes**	

b. For Business RENEWAL

This transaction covers the assessment of Business Tax and Regulatory Fees for the renewal of business permits. The Office of the City Treasurer verifies the submitted documents, computes the taxes and fees due based on applicable laws and ordinances, and issues the corresponding Assessment Form.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	Business owners, sole proprietors, partnerships, corporations, cooperatives, and other juridical entities renewing their business permits within the City of Meycauayan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Business Permit Application Form (to be presented for verification) and endorsed by the concerned offices.	To be verified by the Office of the City Business Permit and Licensing Officer Checked by the Endorsing Offices ● Office of the City Veterinarian ● Office of the City Environment & Natural Resources Officer ● Office of the City Planning & Development Coordinator ● Office of the City Engineer
BIR Returns for the preceding taxable year (BIR Forms Nos. 2550Q, 2551Q, 1701Q, 1702Q, as applicable) for four (4) quarters including proof of filing or payment, together with the Financial	To be provided by the client issued by BIR or Accounting Firm

Statements (FS) or a duly notarized Certificate of Gross Sales/Receipts, if applicable.	
If the business had no operation or sales during the preceding year, submit a duly notarized Affidavit of No Operation/No Sales together with the corresponding BIR Returns including proof of filing or payment (**Original)**	To be provided by the client
Duly notarized Breakdown of Sales for businesses with branches or sales offices, together with the corresponding BIR Returns including proof of filing or payment (**Original)**	To be provided by the client
Certificate of Tax Exemption, If the business is tax-exempt (Present original for verification and submit one (1) photocopy	Registered Economic Zone as per RA 7916 (Special Economic Zone Act of 1995 as amended by RA 8798) Business Enterprises certified by Board of Investment (BOI) Non-stock and Non-profit stated in the SEC Articles of Incorporation and By-laws Cooperatives duly registered under Republic Act No. 9520
Other legal or regulatory requirements required or specific to the business, as required by law, City Ordinances, or other authorities (Present original for verification and one (1) photocopy)	To be provided by the client
If the transaction is made through a representative, present the following: ● Duly notarized Special Power of Attorney (SPA) – for Sole Proprietorship (**Original)** ● Board Resolution /Secretary's Certificate -for Corporation/Partnership (**Original**) ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the person/ company being represented and the representative, bearing three (3) original specimen signatures	Person / Company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly	1.1 Accept documents	None	50 minutes	Local Revenue Collection Off. III Office of the City Treasurer

accomplished Application Form (for presentation only) with the complete requirements to the ***Assessment Window***	1.2 Verify submitted documents 1.3 Return the documents if the requirements are incomplete 1.4 Receive the documents if the requirements are complete 1.5 Check the system computation 1.6 Sign the Assessment Form 1.7 Issue the system-generated Assessment Form	None None None None None Please refer to the City *of Meycauaya n* Revenue Code		Administrative Aide I Office of the City Treasurer
2. Receive Assessment Form in two (2) Copies	2.1 Release Assessment Form	None	5 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer
	TOTAL	*Please refer to the City of Meycauaya n Revenue Code*	**55 minutes**	

Additional Information (per City of Meycauayan Revenue Code)

- Manufacturer – in excess of Php 6.5M x 56.25% of 1% + 36,562.50
- Wholesaler, Importer, Distributor, Dealer – in excess of Php 2M x 75% of 1% + 15,000
- Contractor – in excess of Php 2M x 75% of 1% + 17,250
- Retailer – Php 400,000 or less x 3%; more than Php 400,000 x 1.5%
- Financial Institutions – Gross Sales x 75% of 1%
  (Please refer to the City Revenue Code for other bracket reference)

10. BUSINESS CERTIFICATION ISSUANCE

This certification is issued by the **Office of the City Treasurer** upon request of an individual, corporation, partnership, One Person Corporation (OPC), or government agency for various business related certifications.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C/G2B – Government to Citizen / Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification of Ceased to Operate ● **Initial Issuance:** Issued upon completion of the business closure/cessation process, subject to verification ● **Subsequent Issuance/Re-issuance**: Request Letter	To be provided by the client
Certification of No Business: ● Request Letter/Other applicable requirements ● Form issued by the hospital, government agency, or other requesting entity (if applicable) Present the original for verification and submit one (1) photocopy ● Other documents as may be necessary for verification, if applicable	To be provided by the client
Certification of Transfer / Change of Business Information ● Affidavit of Transfer/Change - for Sole Proprietorship ● Secretary's Certificate / Board Resolution of Transfer/Change - for Corporation, Partnership, or OPC ● Zoning Clearance - as applicable	To be provided by the client

• SEC Articles of Incorporation and By-Laws - for Corporation, OPC - as applicable • SEC Articles of Partnership - for Partnership - as applicable • Other documents as may be necessary for verification, if applicable	
Certification of Last Paid/Capital Investment/Gross Sales: • Request Letter indicating the specific certification being requested • Verification against official records of the office • Other documents as may be necessary for verification, if applicable	To be provided by the client
Note: Any request for a certification that is outside the approved scope of services shall be referred to the City Legal Office for appropriate legal opinion or guidance prior to issuance/ implementation.	
If the transaction is made through a representative, submit the following: • Duly notarized Special Power of Attorney (SPA) – for Sole Proprietorship / Individual **Original** • Board Resolution /Secretary Certificate-for Corporation/Partnership/OPC **Original** • One (1) photocopy of a valid government-issued Identification Card (ID) of both the principal and the authorized representative, each bearing three (3) original specimen signatures	Person/ company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request at ***Assessment Window*.** (Ground Floor, City Business Permit and Licensing Office-CBPLO)	1.1 Accept documents 1.2 Verify the documentary requirements 1.3 Return the documents if	None None None	15 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer

	requirements are incomplete 1.4 Receive the complete documentary requirements 1.5 Issue Order of Payment	None PHP 50.00		
2. Pay the required fees at the ***Cashier Window.*** (Ground Floor, CBPLO)	2. Receive payment and Issue the Official Receipt	None	4 minutes	Administrative Assistant III Office of the City Treasurer Revenue Collection Clerk I Office of the City Treasurer
3. Present the Official Receipt at ***Assessment Window.*** (Ground Floor, CBPLO)	3.2 Prepare the requested Certification 3.2 Review the Certification 3.3 Sign the Certification	None None None	20 minutes 6 minutes 5 minutes	Local Revenue Collection Off. III Office of the City Treasurer Administrative Aide I Office of the City Treasurer Local Revenue Collection Off. III Office of the City Treasurer Acting City Treasurer Office of the City Treasurer or Assistant City Accountant Office of the City Treasurer
4. Receive the Certification	4.1 Release the Certification	None	5 minutes	Administrative Aide I Office of the City Treasurer
	TOTAL	**Php 50.00** per certification	**55 minutes**	

11. CHECKS, PAYROLL, AND ALLOWANCE RELEASING

This service covers the release of checks to suppliers, contractors, and other creditors, as well as the release of payroll salaries to City Government personnel and honoraria or allowances to barangay officials, workers and volunteers.

Office or Division:	Office of the City Treasurer
Classification:	Simple to Complex (depending on the completeness of documentary attachments)
Type of Transaction:	G2C/G2B/G2G – Government to Citizen / Government to Business / Government to Government
Who may avail:	Payees, Suppliers, Contractors, Authorized Representatives, and Other Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Check Releasing: ● Present one (1) valid government issued ID	SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO
● Submit the original Service Invoice (Official Receipt) / Sales Invoice and Collection Receipt	To be provided by the individual, business or company selling goods or providing services/issued by the individual, business or company acknowledging receipt of payment Originating Offices: Third Floor, Office of the City Budget Third Floor, Office of the City Accountant Fourth Floor, BAC Office Fourth Floor, Office of the City Administrator Second Floor, Office of the City Vice Mayor Fourth Floor, Office of the City Mayor Fifth Floor, Office of the City Human Resources Officer (Payroll Documents) New Meycauayan City Hall
If the transaction is made through a representative, submit the following: ● Authorization Letter signed by individual payee or authorized company representative **(Original)** ● Duly notarized Special Power of Attorney (SPA), if the payee is abroad (**Original**) ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the principal/ and the authorized representative, each bearing three (3) original specimen signatures	Person/company being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **For check releasing**: Present a valid ID and the notice of check availability at the ***Check Releasing Window*** (Miscellaneous Division). If through representative, present the complete requirements	1.1 Verify the documents presented and locate the corresponding Disbursement Voucher (DV) and Check 1.2Hand over the Disbursement Voucher (DV) to the payee or authorized representative for verification and signature	None None	5 minutes 1 minute	Administrative Officer V Office of the City Treasurer
1.1 For Payroll and Allowance Releasing: Present Id at the ***Payroll Releasing Window*** (Cash Division). If through representative present the complete requirements	1.1.1 Verify the documents presented and locate the payee's name on the Payroll Sheet 1.1.2 Hand over the Payroll Sheet to the payee for verification and signature	None None	1 minute 1 minute	Senior Administrative Asst. II Office of the City Treasurer
2. **For Check Releasing:** Acknowledge receipt of the check by signing the DV - ***Check Releasing Window*** **(**Miscellaneous Division)	2.1 Witness the signing and ensure that all required fields have been properly accomplished	None	1 minute	Administrative Officer V Office of the City Treasurer

2.1 **For Payroll and Allowance Releasing:** Acknowledge receipt of the cash by signing the Payroll Sheet - ***Payroll Releasing Window*** Cash (Window)		None	1 minute	Senior Administrative Asst. II Office of the City Treasurer
3. For Check Releasing: Receive the signed check/s - ***Check Releasing Window*** **(Miscellaneous Division)** **1.1 For Payroll and AllowanceReleasing:** Receive the cash and count it before leaving the releasing window	3.1 Release the check to the payee or authorized representative 3.1.1Release the cash to the payee or authorized representative	None None	1 minute 1 minute	Administrative Officer V Office of the City Treasurer Senior Administrative Asst. II Office of the City Treasurer
	TOTAL	**None**	**8 minutes (Check Releasing) / 4 minutes (Payroll and Allowance Releasing)**	

12. ACCOUNTABLE FORMS ISSUANCE

This service covers the issuance of accountable forms (Official Receipts, Cash Tickets, Community Tax Certificate, and other accountable forms) to duly authorized accountable officers and collecting officers of the City Government of Meycauayan.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	City Government Collecting Officers, Accountable Officers and Authorized Personnel with approved request

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit approved Requisition and Issuance Slip (RIS) or duly approved request (**Original**)	Requesting Offices / Barangays
Submit one (1) photocopy of the Authority/Designation as Collecting or Accountable Officer for first issuance by requesting offices	To be provided by the ● Office of the City Veterinarian ● CadO – Economic Enterprise Management Division (MCTT, Market) ● Polytechnique College City of Meycauayan ● CMO - Meycauayan Transportation and Traffic Management ● Office of the City Cooperatives Development Officer ● Office of the City Civil Registrar
For newly appointed Barangay Treasurers, submit one (1) photocopy each of the following: ● Appointment as Barangay Treasurer ● Oath of Office ● Authority/Designation as Barangay Treasurer and Collecting Officer ● Fidelity Bond ● Authority to Accept Payments issued by Land Bank of the Philippines (if applicable)	26 Barangays
Invoice Receipt of Accountable Forms	Requesting Offices / Barangays
If the transaction is made through a representative, submit the following: ● Authorization Letter (**Original)** ● One (1) photocopy of a valid government-issued Identification Card (ID) of both the principal and the authorized representative, each bearing three (3) wet signatures	Person being represented SSS, GSIS, PSA, DFA, LTO, PRC, COMELEC, Post Office, OSCA, PDAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request (RIS) together with the requirements	1.1 Receive the request and verify the type and quantity of accountable forms requested, as well as the completeness of the documentary requirements. 1.2 Review and approved the request	None	5 minutes	Ticket Checker or Revenue Collection Clerk I (Accountable Forms Custodian) Office of the City Treasurer Acting City Treasurer or Authorized Approving Officer Office of the City Treasurer
2. Wait while the request and supporting documents are evaluated	2.1 Check the accountability records and available inventory of accountable forms	None	5 minutes	Ticket Checker or Revenue Collection Clerk I (Accountable Forms Custodian) Office of the City Treasurer
3. Review the details of the accountable forms to be issued and sign the issuance logbook to acknowledge receipt	3.1 Prepare the accountable forms, record their serial numbers of accountable forms issued and update the inventory and accountability records.	None	10 minutes	Ticket Checker or Revenue Collection Clerk I (Accountable Forms Custodian) Office of the City Treasurer
4. Receive the accountable forms	4.1 Release the accountable forms.	None	5 minutes	Ticket Checker or Revenue Collection Clerk I (Accountable Forms Custodian) Office of the City Treasurer
TOTAL:			**25 minutes**	

OFFICE OF THE CITY CIVIL REGISTRAR

External Services

1. TIMELY REGISTRATION OF BIRTH

Refers to the registration of a birth reported within the reglementary period of thirty (30) days from the date of birth, in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.102 (4 original copies)	Civil Registrar's Office/Hospitals/Lying-in Clinics/Health Centers in Meycauayan
2. Marriage Contract (1 original and 1 photocopy) (for married parents)	Any Civil Registrar offices, PSA Offices/outlets
3. Notarized Affidavit to Use the Surname of the Father (AUSF), pursuant to R.A. 9255 (2 original copies) (for unmarried parents)	Any Legal Offices/Notary Public
4. Notarized Affidavit of Acknowledgment/ Admission of Paternity found at the back portion of Form No. 102 (for unmarried parents)	Any Legal Offices/Notary Public
5. Valid Government Issued Identification Card of Parents (1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
If single parent: Valid Government Issued Identification Card of Parent (1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
If one of the parents of the registrant is a foreigner:	
Valid passport and birth certificate of parent (1 original and 1 photocopy each)	Other Country's passport offices

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Birth Certificate application.	1. Receive and verify documents and issue an order of payment.	None	5 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* *Administrative Officer I* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City	2. Receive payment and issue	PHP 50 (Art. B Sec. 306 Local	5 minutes	Office of the City Treasurer

Treasurer for payment.	an official receipt.	Revenue Code)		
3. Present the Official Receipt.	3. Attach the receipt, prepare, and register the certificate.	None	4 Minutes	*Asst. Registration Officer* *Registration Officer III* *Administrative Officer I* *Acting City Civil Registrar* Office of the City Civil Registrar
4. Receive the certificate and sign in the logbook.	4. Release Certificate.	None	2 minutes	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 50**	**16 Minutes**	

2. TIMELY REGISTRATION OF MARRIAGE

Refers to the registration of a marriage reported within the reglementary period: fifteen (15) days from the date of marriage for marriages contracted with a marriage license, and thirty (30) days for marriages under Article 34 of the Family Code. Registration is conducted in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Solemnized in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.97 (4 original copies)	Civil Registrar's Office, Churches, Solemnizing Offices, and other Religious Sectors in Meycauayan
2. Request to Solemnize Marriage outside Church (if civil wedding) (1 original) (1 photocopy)	Any Legal Offices/Notary Public
3. Certificate of Registration of Authority to Solemnize Marriage (1 original) (1 photocopy)	PSA
4. Marriage License / Duly Notarized Article 34 (1 original) (1 photocopy)	Any Civil Registrar Offices
5. Wedding picture (if married outside the church)	Provided by the client
Additional attachments for Marriage Certificate under Article 34:	
a. Birth Certificate from PSA (1 original)	PSA Offices, PSA outlets
b. Updated CENOMAR with receipt (1 original copy each)	PSA Offices, PSA outlets
c. Barangay Certification (1 original)	Barangay Halls

d. Birth certificate of eldest child (1 original)			PSA Offices, PSA outlets, Civil Registry offices	
e. Latest Cedula (1 original each)			Barangay halls	
f. Valid Government-issued ID (1 photocopy each)			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same	
g. Baptismal certificate or Certificate of Membership to Church (1 original)			Churches	
h. Certificate of Finality (if annulled)			The court where the decision was made	
i. Court Decision (if annulled)			The court where the decision was made	
j. PSA copy or local copy of the death certificate of spouse (if widow/er)			PSA Offices, PSA outlets	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Marriage Certificate application.	1. Receive and verify the documents submitted.	None	4 Minutes	*Registration Officer III* *Asst. Registration Officer* Office of the City Civil Registrar
	1.2. Prepare and register the Certificate.	None	3 Minutes	*Registration Officer III* *Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
2. Receive the certificate and sign in the logbook.	2. Release Certificate.	None	2 minutes	*Registration Officer III* *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**None**	**9 Minutes**	

3. TIMELY REGISTRATION OF DEATH CERTIFICATE

Refers to the registration of a death reported within the reglementary period of thirty (30) days from the date of occurrence, in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All (Death in Meycauayan)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly Accomplished Municipal Form No.103 (4 original copies)		Civil Registrar's Office/Hospitals/Funeral Services/Health Centers in Meycauayan		
2. Burial or Transfer or Cremation Permit (1 original)		Office of the City Health Officer of Meycauayan		
3. Medico Legal report if with autopsy (1 original)		Police or Investigative Agency/ hospital or medical facility		
4. Certification of Cremation (if direct cremation)		Crematory		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Death Certificate application with the transfer/ cremation permit.	1. Receive and verify the documents submitted.	None	4 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	1.1.Prepare and register the Certificate.	None	3 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
2. Receive the certificate and sign in the logbook.	2. Release Certificate.	None	2 minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**None**	**9 Minutes**	

4. LATE REGISTRATION OF BIRTH

Refers to the registration of a birth reported beyond the reglementary period of thirty (30) days from the date of birth, in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.102 (4 original copies)	Civil Registrar's Office, Hospitals, Lying-in Clinics, Health Centers in Meycauayan
2. Philippine Statistics Authority (PSA) – Negative Certification (1 original)	PSA Offices, PSA outlets
3. Barangay Certification for Late Registration (1 original and 1 photocopy)	Barangay where the child/registrant was born
4. Marriage Contract of Parents or Registrant (if available)	Any Civil Registrar offices, PSA Offices/outlets
5. Passport (1 original, 1 photocopy)	DFA offices
6. Notarized Affidavit of Delayed Registration of Birth found at the back portion of Form No. 102	Any Legal Offices/Notary Public
7. Joint Affidavit of Two Disinterested Persons (2 original copies)	Any Legal Offices/Notary Public
8. Registrant's Affidavit (1 original)	Any Legal Offices/Notary Public
9. Affidavit of whereabouts of mother if the mother is not available (1 original)	Any Legal Offices/Notary Public
10. Valid Government Issued Identification Card of Parents, Registrant (if aged 18-up), 2 witnesses in the Joint Affidavit (1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
11. National ID/ Ephil ID / Digital ID / Validated Transaction Slip of the Registrant and/or his/her parents (0 to 1 yr. old is not mandatory)	PSA, Philsys Outlets
12. Unedited front-facing photo (2x2) (2 original)	Photo Studios
13. Death Certificate and Affidavit of registrant in case the document owner is deceased (1 original)	PSA Offices, PSA outlets / Any Legal Offices/Notary Public
14. Personal appearance (18 yrs. Old and above)	
15. Two (2) documentary evidence of parents	
Additional Requirements for unmarried parents:	

1. Affidavit to Use the Surname of the Father (AUSF), pursuant to R.A. 9255 (2 original copies) (if unmarried parents)	Any Legal Offices/Notary Public
2. Notarized Affidavit of Acknowledgment/Admission of Paternity (if unmarried parents) found at the back portion of Form No. 102	Any Legal Offices/Notary Public
3. Sworn Attestation of the mother (for birth aged 7 years and above (2 original copies)	Any Legal Offices/Notary Public
4. Mother's Affidavit (2 original copies) for unmarried parents (for 0-17 years old registrant)	Any Legal Offices/Notary Public
If one of the parents of the registrant is a foreigner:	
a. Valid Passport or BI Clearance Certificate or ACR-I Card (1 original, 1 photocopy)	Passport/Immigration officers
b. Birth certificate of parent/s (1 original, 1 photocopy)	Civil registry offices
Any 2 Documentary Evidences:	
a. Baptismal Certificate (1 original, 1 photocopy)	Church where the registrant was baptized
b. School record (Form 137) (1 original, 1 photocopy)	School where the registrant studied
c. Medical or Immunization record (1 original, 1 photocopy)	Any healthcare offices
d. Voter's Registration Record (1 original, 1 photocopy)	Comelec Offices
e. NBI Clearance (1 original, 1 photocopy)	NBI offices
f. Police Clearance (1 original, 1 photocopy)	PNP Offices
g. Insurance Policy (GSIS/SSS/Philhealth) (1 original, 1 photocopy)	GSIS/SSS/Phillhealth Offices
h. Income Tax Return (1 original, 1 photocopy)	BIR Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Birth Certificate (if applicable) application and complete requirements.	1.1 Receive and verify the documents submitted and issue an order of payment. 1.2 Interview the registrant.	None	8 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 100 (Art. B Sec. 306 Local Revenue Code)	5 minutes	Office of the City Treasurer

3. Present the Official Receipt.	3.1 Prepare the Certificate, Notice of Posting, and issue claim stub.	None	5 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	3.2 Post the Notice of Posting at the bulletin board.	None	10 days (posting period)	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	3.3 Register the Certificate.	None	2 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* *Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
4. Present claim stub, receive Certificate, and sign in the logbook.	6. Release Certificate.	None	3 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 100**	**23 Minutes + (10 days for posting)**	

5. LATE REGISTRATION OF MARRIAGE

Refers to the registration of a marriage reported beyond the reglementary period of thirty (30) days from the date of marriage, in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (solemnized in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy or Certified Copy of Marriage Certificate	Solemnizing Offices, Churches, and other Religious sectors in Meycauayan
2. Philippine Statistics Authority (PSA) – Negative Certification (1 original)	PSA Offices/Outlets
3. Certificate of No Marriage (CENOMAR) (1 original copy each) (both parties)	PSA Offices/Outlets
4. Affidavit of Late Registration of Marriage	Any Legal Offices/Notary Public
5. Wedding Pictures (original and photocopy)	To be provided by the client

6. Certificate of Live Birth of Children (original and photocopy)			Any Civil Registrar's Offices PSA Offices/Outlets	
7. Death certificate of spouse (if applicable) (1 original and 1 photocopy)			Any Civil Registrar's Offices PSA Offices/Outlets	
8. Cedula and valid government-issued ID (1 original and 1 photocopy)			Barangay Hall (Cedula) / BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Marriage Certificate application and complete the requirements.	1. Receive and verify the documents and issue an order of payment.	None	5 Minutes	*Asst. Registration Officer* *Registration Officer III* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 100 (Art. B Sec. 306 Local Revenue Code)	5 minutes	Office of the City Treasurer
3. Present the Official Receipt.	3.1 Prepare the Certificate, Notice of Posting, and issue claim stub.	None	8 Minutes	*Asst. Registration Officer* *Registration Officer III* Office of the City Civil Registrar
	3.2 Post the Notice of Posting at the bulletin board.	None	10 days (posting period)	*Asst. Registration Officer* Office of the City Civil Registrar
	3.3 Register the Certificate.	None	3 Minutes	*Registration Officer III* *Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
4. Present claim stub, receive Certificate, and sign in the logbook.	4. Release Certificate.	None	2 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 100**	**23 Minutes + (10 days for posting)**	

6. LATE REGISTRATION OF DEATH CERTIFICATE

Refers to the registration of a death that is reported beyond the reglementary period of thirty (30) days from the date of occurrence, in accordance with existing laws, rules, and regulations governing civil registration.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Deaths in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.103 (4 original copies)	Civil Registrar's Office, Hospitals, and Funeral Services in Meycauayan
2. Affidavit of Late Registration of Death (1 original)	Any Legal Offices/Notary Public
3. Philippine Statistics Authority (PSA) – Negative Certification/ CENODEATH (1 original)	PSA Offices/Outlets
4. Burial or Cremation or Transfer Permit	Office of the City Health Officer of Meycauayan
5. Medico Legal report if with autopsy	Police Station
6. Picture of gravestone (Lapida) (1 printed copy)	Cemetery where the cadaver was buried or cremated
7. Cedula of the Informant /Relative(1 original, 1 photocopy)	Any Barangay Hall, Office of the City/Municipal Treasurer
8. Valid Government-issued ID of informant/authorization letter (1 original, 1 photocopy)	Provided by the informant (letter) , BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
9. Joint Affidavit of two disinterested persons	Legal Offices
10. Funeral Service Certification or Certification from the Cemetery/Crematory	Funeral Services, Cemeteries, Crematories

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the duly accomplished Death Certificate application with the transfer/cremation permit.	1. Receive and verify the documents and issue an order of payment.	None	5 Minutes	Ma. Teresa M. Aguilar *Asst. Registration Officer* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the	2. Receive payment and issue an official receipt.	PHP 100 (Art. B Sec. 306 Local	5 minutes	Office of the City Treasurer

City Treasurer for payment.		Revenue Code)		
3. Present the Official Receipt.	3.1 Prepare the Certificate, Notice of Posting, and issue claim stub.	None	8 Minutes	Ma. Teresa M. Aguilar *Asst. Registration Officer* Office of the City Civil Registrar
	3.2 Post the Notice of Posting at the bulletin board.	None	10 days (posting period)	Ma. Teresa M. Aguilar *Asst. Registration Officer* Office of the City Civil Registrar
	3.3 Register the Certificate.	None	3 Minutes	Ma. Teresa M. Aguilar *Asst. Registration Officer* Raquel R. Abuan *Registration Officer III* Ma. Rowena F. Raroque *Acting City Civil Registrar* Office of the City Civil Registrar
4. Present claim stub, receive Certificate, and sign in the logbook.	4. Release Certificate.	None	2 minutes	Maricel C. Villacorta *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 100**	**23 Minutes + (10 days posting)**	

7. REGISTRATION OF LIVE BIRTH OF PERSON/S WITH NO KNOWN PARENTS

Refers to the registration of a live birth where the child's parentage is unknown. Registration may be made, provided it is supported by a Social Case Study Report or other documents establishing the circumstances of birth.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished OCRG Form No.101 (4 original copies)	Civil Registrar's Office

2. Original or certified true copy of the Social Case Study report			Social Welfare Office	
3. Certification Declaring a Child Legally Available for Adoption (CDCLAA) in case the person with no known parent/s is subject to adoption			National Authority for Child Care (NACC)	
4. Valid Government-issued ID of the finder (1 original)			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same	
5. Affidavit of Late Registration (if delayed registration)			Legal Offices	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the complete requirements.	1. Receive and verify documents.	None	5 Minutes	*Administrative Officer I* Office of the City Civil Registrar
2. Examine and sign the prepared certificate.	2. Prepare the Certificate and Register the certificate.	None	5 Minutes	*Administrative Officer I* *Acting City Civil Registrar* Office of the City Civil Registrar
3. Receive Certificate, Receive Certificate, and sign in the logbook.	3. Release Certificate.	None	1 minute	*Administrative Officer I* Office of the City Civil Registrar
	TOTAL:	**None**	**11 Minutes**	

8. ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF BIRTH/MARRIAGE/DEATH CERTIFICATE

Refers to the issuance of a certified true copy or photocopy of a civil registry document (birth, marriage, or death certificate) from the Local Civil Registrar. The copy is certified as a true reproduction of the original record on file in the civil registry.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Birth, Marriage, Death in Meycauayan)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Valid Government-issued ID of the owner of the document/nearest kin/authorizing person, photocopy of the valid government ID with 3 specimen signatures.			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec and the same	
2. Authorization Letter, Affidavit of Kinship, or Special Power of Attorney from the authorizing person (1 original copy)			Handwritten Letter from the authorizing person, Legal Offices	
3. For Death Certificates, Original Authorization letter with 1 photocopy of the valid government ID with 3 specimen signatures of the nearest kin and of the person being authorized if the nearest kin are not available.			Provided by the client	
4. Birth certificate/baptismal certificate of the immediate family member or relative to establish their affinity to the document owner.			PSA outlets, churches	
• To request a Birth Certificate on someone else's behalf, the authorized representative must bring the original, valid ID and birth certificate of the adult authorizing the request.			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec and the same; PSA outlets	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-up verification slip/query slip.	1. Search and verify the requested document/s and issue an order of payment.	None	7 Minutes	*Asst. Registration Officer* *Administrative Assistant II* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 50 (Art. B Sec. 306 Local Revenue Code)	5 minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare and sign the Certified True Copy/Photocopy of Certificate.	None	5 Minutes	*Administrative Assistant II* *Administrative Officer I* *Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
4. Receive Certified True Copy/Photocopy of Certificate and sign in the logbook.	4. Release the Certified True Copy Photocopy of the Certificate.	None	2 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 50**	**19 Minutes**	

9. REGISTRATION OF LEGITIMATION/ACKNOWLEDGEMENT OF PATERNITY

Refers to the legal process by which a father formally acknowledges his child, thereby establishing a legal parent-child relationship. This process applies when a child is born out of wedlock, and the father seeks to recognize his parental rights and obligations in accordance with the Family Code.

Office or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All (Born in Meycauayan)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
For Legitimation:				
a. Certificate of No Marriage of Parents (CENOMAR) (1 original)			PSA Offices/Outlets	
b. Certificate of Marriage of Parents (PSA copy) (1 original)			PSA Offices/Outlets	
c. Affidavit of Legitimation executed by both parents (1 original)			Any Legal Offices/Notary Public	
d. Birth Certificate of Child (PSA copy) (1 original copy)			PSA Offices/Outlets	
Note: Requirements for Acknowledgment of Paternity:				
a. Notarized Affidavit of Admission of Paternity (1 original copy)			Any Legal Offices/Notary Public	
b. Notarized Affidavit to use the surname of the father (1 original copy)			Any Legal Offices/Notary Public	
c. Valid government-issued ID of parents (1 original and 1 photocopy)			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec	
Other supporting documents:				
a. Baptismal Certificate (1 original, 1 photocopy)			The church where the child was baptized	
b. Insurance Policy (GSIS/SSS/Philhealth) (1 original, 1 photocopy)			GSIS, SSS, Philhealth	
c. Private handwritten instrument (1 original, 1 photocopy)			Provided by the client	
d. School records (1 original, 1 photocopy)			The school where the client studied	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Receive and verify the submitted documents, issue	None	5 Minutes	*Administrative Aide II* Office of the City Civil Registrar

	an order of payment.			
2. Proceed to the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	Registration Fee - PHP 300 Certified True Copy of Birth/ PHP 100 (2 copies) (Art. B Sec. 306 Local Revenue Code)	5 Minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare and sign the Birth Certificate of Registration for Legitimation/Acknowledgment of Paternity and Endorsement letter.	None	15 Minutes	*Administrative Aide II* *Acting City Civil Registrar* Office of the City Civil Registrar
4. Receive the duplicate copy of the requested document and endorsement letter.	4. Photocopy and release the Birth Certificate of Registration for Legitimation/Acknowledgment of Paternity, and Endorsement Letter; and submit the original copies to the Philippine Statistics Authority (PSA) office to office.	None	10 Minutes	*Administrative Aide II* Office of the City Civil Registrar
	TOTAL:	**PHP 400**	**35 Minutes**	

10. OUT OF TOWN REGISTRATION OF BIRTH CERTIFICATE (FOR SUBMISSION TO CONCERNED CITY/MUNICIPALITY)

Out-of-town reporting occurs when the birth certificate is presented to the civil registrar of a city or municipality, which is not the place of birth, not for registration, but to be forwarded to the civil registrar of the city or municipality where the vital event occurred and where it should be registered.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan and Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Municipal Form No.102 (4 original copies)	Civil Registrar's Office Meycauayan
2. Philippine Statistics Authority (PSA) – Negative Certification (1 original)	PSA Offices/Outlets
3. Notarized Affidavit of Out-of-Town Late Registration (1 original)	Legal Offices/Notary Public
4. Notarized Joint Affidavit of Two Disinterested Persons (1 original)	Legal Offices/Notary Public
5. National ID/ Ephil ID / Digital ID / Validated Transaction Slip of the Registrant and/or his/her parents (0 to 1 yr. old is not mandatory)	PSA, Philsys Outlets
6. Marriage Certificate of Parents and Registrant (1 original, 1 photocopy) (if applicable)	Civil Registrar's Office, where the marriage certificate was registered.
7. Barangay Certification as proof of residence (1 original, 1 photocopy)	Barangay Halls in Meycauayan
8. Unedited front-facing photo (2x2) (2 original)	Photo Studios
9. Death Certificate and Affidavit of registrant in case the document owner is deceased (1 original)	PSA Offices, PSA outlets / Any Legal Offices/Notary Public
10. Affidavit of whereabouts of mother if the mother is not available (1 original)	Legal Offices/Notary Public
11. 2 documentary evidence of the parents	PSA Offices, Churches, etc.
12. Valid Government Issued Identification Card of Parents, Registrant (if aged 18-up), 2 witnesses in the Joint Affidavit (1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
13. Registrant's Affidavit (1 original)	Legal Offices/Notary Public
14. Personal appearance (18 yrs. old and above)	
Additional Requirements for unmarried parents:	
1. Affidavit to Use the Surname of the Father (AUSF), pursuant to R.A. 9255 (2 original copies)	Any Legal Offices/Notary Public
2. Notarized Affidavit of Acknowledgment/Admission of Paternity (found at the back portion of Form No. 102)	Any Legal Offices/Notary Public

3. Sworn Attestation of the mother (for birth aged 7 years and above (2 original copies)	Any Legal Offices/Notary Public
4. Mother's Affidavit (2 original copies) for unmarried parents (for 0-17 years old registrant)	Any Legal Offices/Notary Public
If one of the parents of the registrant is a foreigner:	
a. Valid Passport or BI Clearance Certificate or ACR-I Card	Passport/Immigration officers
b. Birth certificate of parent/s	Civil registry offices
Any 2 Documentary Evidences:	
a. Baptismal Certificate (1 original, 1 photocopy)	Church where the registrant was baptized
b. School records (Form 137/School Certification) (1 original, 1 photocopy)	School where the registrant studied
c. Medical or Immunization record (1 original, 1 photocopy)	Any healthcare offices
d. Voter's Registration Record (1 original, 1 photocopy)	Comelec Offices
e. NBI Clearance (1 original, 1 photocopy)	NBI offices
f. Police Clearance (1 original, 1 photocopy)	PNP Offices
g. Insurance Policy (GSIS/SSS/Philhealth) (1 original, 1 photocopy)	GSIS/SSS/Phillhealth Offices
h. Income Tax Return (1 original, 1 photocopy)	BIR Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Receive and verify documents. Interview the registrant, and prepare the birth certificate.	None	15 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
2. Review the prepared Birth certificate.	2. Inform the client that the prepared birth certificate with its attachments will be forwarded to the PSA Provincial Office in Plaridel, Bulacan, for checking and verification of the completeness of	None	5 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar

	their submitted requirements before it is forwarded to the concerned C/LCR.			
	TOTAL:	**None**	**20 Minutes**	

11. OUT OF TOWN REGISTRATION OF BIRTH CERTIFICATE (RECEIVED FROM OTHER CITY / MUNICIPALITY TO BE REGISTERED IN MEYCAUAYAN)

Out-of-town reporting occurs when the birth certificate is sent to the civil registrar of a city or municipality which is the place of birth, for registration and after registration it will be forwarded to the civil registrar of the city or municipality where the documents came from.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (born in Meycauayan and Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.102 (4 original copies)	Other Civil Registrar's Office
2. Philippine Statistics Authority (PSA) – Negative Certification (1 original)	PSA Offices/Outlets
3. Baptismal Certificate (1 original, 1 photocopy)	The church where the child was baptized
4. Voter's Affidavit (1 original, 1 photocopy)	Comelec Offices
5. Cedula (1 original, 1 photocopy)	City/Municipal Treasurer, Barangay Halls
6. Barangay Clearance (1 original, 1 photocopy)	Barangay Hall where the registrant resides
7. Barangay Certification for Late Registration (1 original, 1 photocopy)	Barangay Hall where the registrant resides
8. NBI Clearance (1 original, 1 photocopy)	NBI offices
9. Police Clearance (1 original, 1 photocopy)	PNP Offices
10. Two valid Government Issued IDs (original copy, 1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
11. Marriage Certificate of Parents and/or Registrant (1 original, 1 photocopy) (if applicable)	Civil Registrar's Office, where the marriage certificate was registered.
12. SSS E-1 Form (1 original, 1 photocopy)	SSS Offices
13. Philhealth Member Data Record (MDR) (1 original)	Philhealth Offices

14. School Record (Form 137) (1 original, 1 photocopy)	School where the registrant studied
15. Notarized Joint Affidavit of Two Disinterested Persons (1 original)	Legal Offices/Notary Public
16. Notarized Affidavit of Out-of-Town Late Registration (1 original)	Legal Offices/Notary Public
Additional Requirements for unmarried parents:	
1. Affidavit to Use the Surname of the Father (AUSF), pursuant to R.A. 9255 (2 original copies)	Any Legal Offices/Notary Public
2. Notarized Affidavit of Acknowledgment/Admission of Paternity (found at the back portion of Form No. 102)	Any Legal Offices/Notary Public
3. Sworn Attestation of the mother (for birth aged 7 years and above (2 original copies)	Any Legal Offices/Notary Public
4. Mother's Affidavit (2 original copies) for unmarried parents (for 0-17 years old registrant)	Any Legal Offices/Notary Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The concerned City/ Municipality Sent the complete requirements thru courier.	1.1 Receive and verify for the completeness and accuracy of the received birth certificate from another city/municipality.	None	10 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	1.2 Proceed to the Cashier Window at the Office of the City Treasurer for payment	PHP 100 (Art. B Sec. 306 Local Revenue Code)	5 minutes	Office of the City Treasurer
2. Proceed to the concerned City/ Municipal Civil Registrar where they filed their birth certificate and claim	2. Sign and register the out-of-town late registration of birth. Contact the client and inform him/her that the registered birth certificate will	None	8 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar

the registered birth certificate.	be sent to the concerned City/ Municipal Civil Registrar.			
	TOTAL:	**PHP 100**	**18 Minutes**	

12. OUT OF TOWN REGISTRATION OF MARRIAGE CERTIFICATE (FOR SUBMISSION TO CONCERNED CITY/MUNICIPALITY)

Out-of-town reporting occurs when the marriage certificate is presented to the civil registrar of a city or municipality, which is not the place of marriage, not for registration, but to be forwarded to the civil registrar of the city or municipality where the vital event occurred and where it should be registered.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy or Certified Copy of Marriage Certificate (4 copies)	Civil Registrar's Office of Meycauayan
2. Philippine Statistics Authority (PSA) – Negative Certification (1 original)	PSA Offices/Outlets
3. Affidavit of Late Registration of Marriage (1 original)	Any Legal Offices/Notary Public
4. Certificate of No Marriage (CENOMAR) (1 original copy each) (both parties)	PSA Offices/Outlets
5. Wedding Pictures (1 original and 1 photocopy)	To be provided by the client
6. Birth Certificate of Children (1 original and 1 photocopy)	Any Civil Registrar's Offices/ PSA offices/outlets
7. Cedula and valid government-issued ID of husband and wife (1 original and 1 photocopy)	Any Office of the City/Municipal Treasurer, Barangay Hall (Cedula) / BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
8. Affidavit of Out-of-Town Registration	Any Legal Offices/Notary Public
9. Personal appearance of one of the contracting parties	

10. Death certificate of spouse (if applicable) (1 original and 1 photocopy)		Any Civil Registrar's Offices/ PSA offices/outlets		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Receive and verify documents. Interview the registrant and prepare the marriage certificate.	None	15 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
2. Review the prepared Marriage certificate.	2. Inform the client that the prepared marriage certificate with its attachments will be forwarded to the PSA Provincial Office in Plaridel, Bulacan, for checking and verification of the completeness of their submitted requirements before it is forwarded to the concerned C/LCR.	None	3 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**None**	**18 Minutes**	

13. OUT OF TOWN REGISTRATION OF MARRIAGE CERTIFICATE (RECEIVED FROM OTHER CITY/MUNICIPALITY TO BE REGISTERED IN MEYCAUAYAN)

Out-of-town reporting occurs when the marriage certificate is sent to the civil registrar of a city or municipality, which is the place of marriage, for registration, and after registration, it will be forwarded to the civil registrar of the city or municipality where the documents came from.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy or Certified Copy of Marriage Certificate (1 copy)	Other Civil Registrar's Office
2. Philippine Statistics Authority (PSA) –Negative Certification (1 original)	PSA Offices/Outlets
3. Certificate of No Marriage (CENOMAR) (1 original copy each)	PSA Offices/Outlets
4. Affidavit of Late Registration of Marriage (1 original)	Legal Offices/Notary Public
5. Wedding Pictures (1 original and 1 photocopy)	To be provided by the client
6. Certificate of Live Birth of Children (1 original and 1 photocopy)	Any Civil Registrar's Offices/ PSA offices/outlets
7. Death certificate of spouse (if applicable) (original and photocopy)	Any Civil Registrar's Offices/ PSA offices/outlets
8. Cedula and valid government-issued ID of husband and wife (1 original and 1 photocopy)	Any Office of the City/Municipal Treasurer, Barangay Hall (Cedula) / BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The concerned City/ Municipality Sent the complete	1.1 Receive and verify for the completeness and	None	10 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
Requirements through courier.	accuracy of the received marriage			

	certificate from another city/municipality.			
	1.2 Proceed to the Cashier Window at the Office of the City Treasurer for payment.	PHP 100 (Art. B Sec. 306 Local Revenue Code)	5 minutes	Office of the City Treasurer
2. Proceed to the concerned City/ Municipal Civil Registrar where they filed their marriage certificate and claim the registered marriage certificate.	2. Sign and register the out-of-town late registration of marriage. Contact the client and inform him/her that the registered marriage certificate will be sent to the concerned City/Municipal Civil Registrar.	None	8 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**PHP 100**	**18 Minutes**	

14. OUT OF TOWN REGISTRATION OF DEATH CERTIFICATE (FOR SUBMISSION TO CONCERNED CITY/MUNICIPALITY)

Out-of-town reporting occurs when the death certificate is presented to the civil registrar of a city or municipality, which is not the place of Death, not for registration, but to be forwarded to the civil registrar of the city or municipality where the vital event occurred and where it should be registered.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy of Death Certificate (4 copies)	Civil Registrar's Office
2. Philippine Statistics Authority (PSA) – Negative Certification / CENODEATH (1 original)	PSA Offices/Outlets
3. Burial, Cremation, or Transfer permit	City/Municipal Health Offices

4. Medico Legal Report with autopsy	Police or Investigative Agency/ hospital or medical facility
5. Picture of gravestone (Lapida) (1 copy)	Cemetery where the cadaver was buried or cremated
6. Affidavit of Late Registration of Death (1 original copy)	Legal Offices/Notary Public
7. Cedula (1 original copy)	Office of the City/Municipal Treasurer Barangay Halls
8. Valid Government Issued ID of informant/Authorization Letter	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
9. Affidavit of Out-of-Town Registration	Legal Offices/Notary Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Receive and verify documents and prepare the death certificate.	None	15 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
2. Review the prepared Death certificate.	2. Inform the client that the prepared death certificate with its attachments will be forwarded to the PSA Provincial Office in Plaridel, Bulacan, for checking and verification of the completeness of their submitted requirements before it is forwarded to the concerned C/LCR.	None	3 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**None**	**18 Minutes**	

15. OUT OF TOWN REGISTRATION OF DEATH CERTIFICATE (RECEIVED FROM OTHER CITY/MUNICIPALITY TO BE REGISTERED IN MEYCAUAYAN)

Out-of-town reporting occurs when the death certificate is sent to the civil registrar of a city or municipality which is the place of death, for registration and after registration it will be forwarded to the civil registrar of the city or municipality where the documents came from.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original Copy of Death Certificate (4 copies)	Civil Registrar's Office
2. Philippine Statistics Authority (PSA) – Negative Certification / CENODEATH (1 original)	PSA Offices/Outlets
3. Burial, Cremation, or Transfer permit	City/Municipal Health Offices
4. Medico Legal Report with autopsy	Police or Investigative Agency/ hospital or medical facility
6. Picture of gravestone (Lapida) (1 copy)	Cemetery where the cadaver was buried or cremated
7. Affidavit of Late Registration of Death (1 original copy)	Legal Offices/Notary Public
8. Cedula (1 original copy)	Office of the City/Municipal Treasurer Barangay Halls
9. Valid Government Issued ID of informant/Authorization Letter	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
10. Affidavit of Out-of-Town Registration	Legal Offices/Notary Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The concerned City/ Municipality sent the complete requirements through courier.	1.1 Receive and verify the completeness and accuracy of the received marriage certificate from another city/municipality.	None	10 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	1.2 Proceed to the Cashier Window at the Office of the City	PHP 100 (Art. B Sec. 306	5 minutes	Office of the City Treasurer

	Treasurer for payment.	Local Revenue Code)		
2. Proceed to the concerned City/ Municipal Civil Registrar where they filed their marriage certificate and claim the registered death certificate.	2. Sign and register the Out-of-town late registration of Death. Contact the client and inform him/her that the registered Death certificate will be sent to the concerned City/Municipal Civil Registrar.	None	8 Minutes	*Asst. Registration Officer* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**PHP 100**	**18 Minutes**	

16. ISSUANCE OF MARRIAGE LICENSE

Refers to the issuance of a legal document authorizing two persons of legal age to marry, in accordance with the Family Code. The marriage license serves as proof that the parties are legally eligible to contract marriage.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (at least one of the couple is a resident of Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate from PSA/NSO (1 original copy and 2 photocopies each)	Any Civil Registrar's Offices, PSA Offices /outlets
2. Updated Certificate of No Marriage (CENOMAR) w/ receipt (1 original copy and 2 photocopies each)	PSA Offices/outlets
3. Certificate of Pre-Marriage Counselling and Family Planning Seminar (every Thursday)	City Health Office and City Nutrition and Population Office
4. Cedula (Address should be the place where you live for the last 6 months) (1 original copy and 2 photocopies each)	Office of the City/Municipal Treasurer Barangay Halls
5. Baptismal Certificate or Certificate of Membership from Religious Sect (1 original copy and 2 photocopies each)	Church where the applicants were baptized/member

6. Barangay Certificate of Residency (one must be a resident of Meycauayan) (1 original copy and 2 photocopies each)	Barangay Halls
7. Valid Government-issued ID (1 original copy and 2 photocopies each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
8. If the applicant is a widow/widower, bring a PSA copy of the Death Certificate of the deceased spouse (1 copy)	Any Civil Registrar Offices
9. 1x1 recent photo (2 copies each)	Photo Studios
10. Family Planning Certificate	City Health Office
11. Pre-Marriage Counselling Certificate	City Nutrition and Population Office
Note: If the applicant's previous marriage is annulled, also bring:	
1. Certificate of Finality (1 original and 2 photocopies)	Regional Trial Court
2. Court Decision (1 original and 2 photocopies)	Regional Trial Court
3. Annotated Marriage Certificate (1 original and 2 photocopies)	PSA Offices/outlets
Note: If Foreign applicants also bring:	
1. Legal capacity from their Embassy in the Philippines (1 original and 2 photocopies)	Respective Embassy in the Philippines
2. Certificate of Divorce (if applicable) (1 original and 2 photocopies)	Courts in their respective country
3. If the applicant is a widow/widower, bring a PSA copy of the Death Certificate of the deceased spouse (1 copy)	PSA Offices/Outlets
4. Passport/ Latest arrival stamp in passport (1 original and 2 photocopies)	DFA
Note: For Foreign nationals who are married and divorced by a Filipino nationals also bring:	
1. Approved Judicial Recognition of Foreign Decision (1 original and 2 photocopies)	Regional Trial Court
2. Certificate of Finality of the Decision (1 original and 2 photocopies)	Regional Trial Court
3. Annotated Marriage Certificate from the PSA (1 original and 2 photocopies)	PSA Offices/Outlets
4. If the applicant is a widow/widower, bring a PSA copy of the Death Certificate of the deceased spouse (1 copy)	PSA Offices/Outlets
5. Passport/ Latest arrival stamp in passport (1 original and 2 photocopies)	DFA
6. 1x1 most recent photo (2 pieces each)	Photo studios

When a Foreigner has no Embassy or Consulate in the Philippines, also bring:				
1. Affidavit of Legal Capacity to Contract Marriage (1 original copy)	Notary Public (preferably within Meycauayan City)			
2. Certification that his/her country has no Embassy or Consulate in the Philippines from the Department of Foreign Affairs (1 original copy)	DFA Offices			
When a Foreigner has no Embassy or Consulate in the Philippines:				
a. Affidavit of Legal Capacity to Contract Marriage				
b. Certification that his/her country has no Embassy or Consulate in the Philippines from the Department of Foreign Affairs				
Note: Personal appearance of both applicants Note: Personal Appearance of both parents for 18-25 years old applicants bring valid id (1 original). Note: Upon Claiming of the Marriage License by an Authorized representative, Present the following: a. Authorization Letter or Special Power of Attorney from the applicant/s (1 original copy) b. Government Issued Identification Card of the applicant/s authorized representative, photocopy of the ID with 3 specimen signatures.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up application form and attach the complete requirements.	1. Review entries of the documents submitted and issue an order of payment.	None	20 Minutes	*Registration Officer III* *Administrative Asst. II* Office of the City Civil Registrar
2. Proceed to the Office of the City Treasurer for payment.	2. Receive payment and issue official receipt.	PHP 300	5 Minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare Application for Marriage License and notify clients of the Pre-Marriage Counselling and Family Planning Seminar.	None	5 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar

4. Receive Application for Marriage License and attend the Pre-Marriage Counselling and Family Planning Seminar.	4. Return Application for Marriage License to the applicants.	None	2 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
5. Present the Pre-Marriage Counselling and Family Planning Seminar Certificates with other requirements; receive Claim Stub.	5. Prepare Notice of Posting, and issue claim stub.	None	3 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
	5.1 Post Notice in the bulletin board at Meycauayan City Hall.		2 minutes (10-day posting period)	*Administrative Assistant II* Office of the City Civil Registrar
	5.2 Preparation of Marriage License.	None	5 Minutes	*Asst. Registration Officer*
6. Present the claim stub and receive the Marriage License.	6. Release Marriage License.		2 Minutes	*Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**PHP 300**	**44 minutes + (10 days posting)**	

17. ISSUANCE OF MARRIAGE AFFIDAVIT (ARTICLE 34)

Refers to the issuance of an affidavit under Article 34 of the Family Code, allowing couples who have cohabited as husband and wife for at least five (5) years to marry without a marriage license. The affidavit serves as proof of eligibility for marriage in accordance with the provisions of the Family Code.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Meycauayan Residents Only			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Birth Certificate from PSA/NSO (1 original and 2 photocopies)			PSA Offices/Outlets	
2. Updated Certificate of No Marriage (CENOMAR) with original receipt (1 original copy and 2 photocopies each)			PSA Offices/Outlets	
3. Barangay Certification (Living together as husband and wife for 5 years and above)			Barangay Halls in Meycauayan	
4. Birth Certificate of the eldest child (1 original and 2 photocopies)			Church where the child was baptized, Civil Registrar's Offices PSA Offices/outlets	
5. Latest Cedula (1 original and 2 photocopies each)			Barangay Halls /Office of the City /Municipal Treasurer	
6. If the applicant is a widow/widower, bring PSA/NSO or a Certified True Copy of the Death Certificate of the deceased spouse (1 original and 2 photocopies)			Any Civil Registrar's Offices	
7. Baptismal Certificate or Certificate of Membership from a Religious Sect			Churches	
8. Valid government-issued ID			BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec	
Note: If the applicant's previous marriage is annulled, bring:				
1. Certificate of Finality (1 original and 2 photocopies)			Regional Trial Court	
2. Court Decision (1 original and 2 photocopies)			Regional Trial Court	
3. Annotated Marriage Certificate (1 original and 2 photocopies)			PSA Offices/outlets	
Note: Personal appearance of both applicants (must be 23 years old and above) Note: If Widow/Widower or annulled spouse, the period of the computation of the time of death of the deceased spouse or the time of annulment should be more than five years.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit complete requirements.	1. Review entries of the documents submitted, and issue order of payment.	None	10 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
2. Proceed to the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 200	5 Minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare and issue the Marriage Affidavit Form and inform the client to go to a Notary Public.	None	15 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**PHP 200**	**30 Minutes**	

18. CORRECTION OF CLERICAL ERROR (CERTIFICATE OF LIVE BIRTH)

Refers to the correction of an obvious clerical or typographical error in the Certificate of Live Birth. A clerical error refers to an inadvertent mistake in writing, copying, transcribing, or typing an entry in the civil register, which is harmless and innocuous, such as a misspelled place of birth or similar entry. Corrections are made only by reference to other existing records.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Copy of Birth Certificate (1 original, 2 photocopies)	PSA Offices/Outlets
2. Local Copy of Birth Certificate (1 original, 2 photocopies)	Civil Registrar's Office
3. Baptismal Certificate(1 original, 2 photocopies)	The church where the child was baptized
4. Barangay Clearance (1 original, 2 photocopies)	Barangay Halls
5. Notarized Affidavit of Discrepancy (1 original, 2 photocopies)	Any Legal Offices/Notary Public
6. Marriage Contract of the petitioner (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
7. Latest Police Clearance (1 original, 2 photocopies)	PNP offices

8. Marriage Contract of parents of the petitioner (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
9. Birth Certificate of Mother/Father (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
10. Barangay Clearance of Mother/Father (if applicable) (1 original, 2 photocopies)	Barangay Halls
11. Death Certificate of Mother/Father (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
12. Birth Certificate of child/children (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
13. Birth Certificate of sibling/s (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
14. Certificate of Employment with no pending case or Notarized Affidavit of Non-Employment (1 original, 2 photocopies)	Employer of the Petitioner/Any Legal Offices/Notary Public
15. Valid Government-issued ID of parents (if applicable)/registrant (1 original, 2 photocopies)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
16. MDR (Philhealth)/ SSS forms (if applicable) (1 original, 2 photocopies)	Philhealth and SSS offices
17. Passport/Passport Application (if applicable) (1 original, 2 photocopies)	DFA Office
18. Form 137 School Record (1 original, 2 photocopies)	The school where the petitioner studied
19. Barangay Residency of child (1 original, 2 photocopies)	Barangay Halls
20. Cedula (1 original, 2 photocopies)	City/Municipal Treasurer, Barangay Hall
21. Cedula of parents (if applicable) (1 original, 2 photocopies)	City/Municipal Treasurer, Barangay Hall
22. Special Power of Attorney of Petitioner (1 original, 2 photocopies) if the owner is unable to file the petition	Any Legal Offices/Notary Public
23. Cedula and ID of Petitioner (1 original, 2 photocopies)	Any City/Municipal Treasurer, Barangay Hall, BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Review entries in the documents submitted and issue an order of payment.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City	2. Receive payment and issue an official receipt.	PHP 1,000	5 minutes	Office of the City Treasurer

Treasurer for payment.				
3. Present Official Receipt.	3. Prepare Petition of Clerical Error and post notice in the bulletin board at Meycauayan City Hall; advise client to return after 10 days for mailing.	None	15 Minutes (10 days posting period)	*Acting City Civil Registrar* Office of the City Civil Registrar
	3.1 Call/Text client upon affirmation of the Petition.	None	1 Minute	*Administrative Aide II* Office of the City Civil Registrar
4. Bring a copy of the PSA that contains the clerical error.	4. Verify the Petition Document; Issue Order of payment for the Certificate of Finality.	None	5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
5. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	5. Receive payment and issue Official Receipt.	PHP 150	5 minutes	Office of the City Treasurer
6. Present the Official Receipt.	6. Prepare Certificate of Finality and Certify Petition Documents.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
7. Received complete Finality documents.	7. Release Certificate of Finality and Certified Petition Documents; Advise client that the assigned staff will mail the Finality to PSA San Fernando, Pampanga.	None	1 Minute	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
	TOTAL:	**Correction of Clerical Error – PHP 1,000 Certificate of Finality Fee - PHP 150**	**1 hour and 2 minutes + (10 days posting period)**	

19. CORRECTION OF CLERICAL ERROR (CERTIFICATE OF MARRIAGE)

Refers to the correction of an obvious clerical or typographical error in the Certificate of Marriage. A clerical error refers to an inadvertent mistake in writing, copying, transcribing, or typing an entry in the civil register, which is harmless and innocuous, such as a misspelled place of marriage or similar entry. Corrections are made only by reference to other existing records.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Married in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Copy of Marriage Certificate (1 original, 2 photocopies)	PSA Offices, PSA accredited outlets
2. Local Copy of Marriage Certificate (1 original, 2 photocopies)	Civil Registrar's Office of Meycauayan
3. Birth Certificate of Husband/Wife (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
4. Birth Certificate of child/children (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
5. Birth Certificate of sibling/s (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
6. Birth Certificate of Mother/Father (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
7. Death Certificate of Mother/Father (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
8. Latest NBI Clearance (1 original, 2 photocopies)	NBI Offices
9. Latest Police Clearance (1 original, 2 photocopies)	PNP Offices
10. Notarized Affidavit of Discrepancy (1 original, 2 photocopies)	Any Legal Offices/Notary Public
11. Government Issued ID (1 original, 2 photocopies)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
12. Passport/ Passport Application (1 original, 2 photocopies)	DFA Office
13. Barangay Clearance (1 original, 2 photocopies)	Barangay Hall where they live
14. Cedula (1 original, 2 photocopies)	Any City/Municipal Treasurer, Barangay Hall
15. Cedula and ID of Petitioner (if the owner is not available) (1 original, 2 photocopies)	City/Municipal Treasurer, Barangay Hall, BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec

16. Special Power of Attorney of Petitioner (1 original, 2 photocopies) if the owner is unable to file the petition			Any Legal Offices/Notary Public	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Review entries in the documents submitted and issue an order of payment.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 1,000	5 minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare Petition of Clerical Error and post notice in the bulletin board at Meycauayan City Hall; advise client to return after 10 days for mailing.	None	15 Minutes (10-day posting period)	*Acting City Civil Registrar* Office of the City Civil Registrar
	3.1 Call/Text client upon affirmation of the Petition.	None	1 Minute	*Administrative Aide II* Office of the City Civil Registrar
4. Bring a copy of the PSA that contains the clerical error.	4. Verify the Petition Document; Issue Order of payment for the Certificate of Finality.	None	5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
5. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	5. Receive payment and issue Official Receipt.	PHP 150	5 minutes	Office of the City Treasurer

6. Present the Official Receipt.	6. Prepare Certificate of Finality and Certify Petition Documents.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
7. Received complete Finality documents.	7. Release Certificate of Finality and Certified Petition Documents; Advise client that the assigned staff will mail the Finality to PSA San Fernando, Pampanga.	None	1 Minute	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
	TOTAL:	**Correction of Clerical Error – PHP 1,000** **Certificate of Finality Fee - PHP 150**	**1 hour and 2 minutes + (10 days posting period)**	

20. CORRECTION OF CLERICAL ERROR (CERTIFICATE OF DEATH)

Refers to the correction of an obvious clerical or typographical error in the Certificate of Death. A clerical error refers to an inadvertent mistake in writing, copying, transcribing, or typing an entry in the civil register, which is harmless and innocuous, such as a misspelled place of death or similar entry. Corrections are made only by reference to other existing records.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Died in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Copy of Death Certificate (1 original, 2 photocopies)	PSA Offices, PSA accredited outlets
2. Local Copy of Death Certificate (1 original, 2 photocopies)	Civil Registrar's Office of Meycauayan
3. Birth Certificate of Husband/Wife (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
4. Birth Certificate of child/children (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
5. Birth Certificate of sibling/s (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
6. Birth Certificate of Mother/Father (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
7. Death Certificate of Mother/Father (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
8. Notarized Affidavit of Discrepancy (1 original, 2 photocopies)	Any Legal Offices/Notary Public
9. Government Issued ID (1 original, 2 photocopies)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
10. Medical Records	Hospitals, clinics
11. Cedula and ID of Petitioner (if the owner is not available) (1 original, 2 photocopies)	City/Municipal Treasurer, Barangay Hall, BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec
12. Special Power of Attorney of Petitioner (1 original, 2 photocopies) if the petitioner is unable to file the petition	Any Legal Offices/Notary Public

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Review entries in the documents submitted and issue an order of payment.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar

2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 1,000	5 minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare Petition of Clerical Error and post notice in the bulletin board at Meycauayan City Hall; advise client to return after 10 days for mailing.	None	15 Minutes (10-day posting period)	*Acting City Civil Registrar* Office of the City Civil Registrar
	3.1 Call/Text client upon affirmation of the Petition.	None	1 Minute	*Administrative Aide II* Office of the City Civil Registrar
4. Bring a copy of the PSA that contains the clerical error.	4. Verify the Petition Document; Issue Order of payment for the Certificate of Finality.	None	5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
5. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	5. Receive payment and issue Official Receipt.	PHP 150	5 minutes	Office of the City Treasurer
6. Present the Official Receipt.	6. Prepare Certificate of Finality and Certify Petition Documents.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
7. Received complete Finality documents.	7. Release Certificate of Finality and Certified Petition Documents; Advise client that	None	1 Minute	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar

	the assigned staff will mail the Finality to PSA San Fernando, Pampanga.			
	TOTAL:	**Correction of Clerical Error – PHP 1,000 Certificate of Finality Fee - PHP 150**	**1 hour and 2 minutes + (10 days posting period)**	

21. CORRECTION: CHANGE OF FIRST NAME (R.A. 9048) AND CHANGE OF MONTH AND DAY OF BIRTH, CHANGE OF GENDER (R.A. 10172)

Refers to the correction or change of the first name or nickname, the day and month in the date of birth, or the sex of a person in the civil register. Such corrections may be made through administrative proceedings in accordance with Republic Act No. 9048 and Republic Act No. 10172, upon submission of the required supporting documents.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Copy of Birth Certificate (1 original, 2 photocopies)	PSA Offices/Outlets
2. Local Copy of Birth Certificate (1 original, 2 photocopies)	Civil Registrar's Office of Meycauayan
3. Baptismal Certificate (1 original, 2 photocopies)	The church where the child was baptized
4. Barangay Clearance (1 original, 2 photocopies)	Barangay Hall
5. Birth Certificate of Child/Children (at least 2) (1 original, 2 photocopies) (For Change of Name)	Any Civil Registrar offices, PSA Offices/outlets
6. Marriage Contract (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
7. Latest NBI Clearance (1 original, 2 photocopies)	NBI Offices
8. Latest Police Clearance(1 original, 2 photocopies)	PNP Offices

9. Notarized Affidavit of Discrepancy (1 original, 2 photocopies)	Any Legal Offices/Notary Public
10. Certificate of Employment or Affidavit of Non-Employment (1 original, 2 photocopies)	Any Legal Offices/Notary Public
11. Government Issued Identification Card (2 original, 2 photocopies)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
12. Passport/ Passport Application (1 original, 2 photocopies) if applicable	DFA Office
13. Form 137 School Record (1 original, 2 photocopies)	The school where the petitioner studied
14. Barangay Residency of the child	Barangay Hall, where they live
15. Cedula (1 original, 2 photocopies)	Any City/Municipal Treasurer, Barangay Hall
16. Affidavit of Publication with newspaper (1 original)	Publication from a national circulating newspaper company.
17. Special Power of Attorney of Petitioner (1 original, 2 photocopies) if the owner is unable to file the petition	Any Legal Offices/Notary Public
18. Medical Records (1 original, 2 photocopies) (for change of date of birth)	Any Medical Clinic/Hospital
Note: Additional Requirements for Correction of Gender (R.A. 10172)	
1. Medical Records (1 original, 2 photocopies)	Any Medical Clinic/Hospital
2. Medical Certification from City Health Office (1 original, 2 photocopies)	City Health Office of Meycauayan
Note: Publication from a national circulating newspaper for two (2) consecutive weeks.	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements	1. Review entries in the documents submitted and issue an order of payment.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Issue official receipt.	PHP 3,000	5 minutes	Office of the City Treasurer

3. Present Official Receipt.	3. Prepare Petition of Clerical Error and Notice of Publication post notice in the bulletin board at Meycauayan City Hall; advise client to secure an Affidavit of Publication.	None	15 Minutes (10 days posting period)	*Acting City Civil Registrar* Office of the City Civil Registrar
4. Submit Affidavit of Publication and a copy of the newspaper.	4. Advise the client to return after 2 weeks posting period.	None	2 Minutes (2 weeks posting period)	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
5. Present a copy of the Petition of clerical error.	5. Prepare the Petition of Correction with supporting documents and advise the client to send the Petition documents to PSA through a courier.	None	5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
	5.1. Call/Text client upon affirmation of the Petition.	None	1 Minute	*Administrative Aide II* Office of the City Civil Registrar
6. Bring a copy of the PSA that contains the clerical error.	6. Verify the Petition Document; issue an Order of payment for the Certificate of Finality.	None	3 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
7. Proceed to the Cashier	7. Receive payment and	PHP 150	5 minutes	Office of the City Treasurer

Window at the Office of the City Treasurer for payment.	issue Official Receipt.			
8. Present the Official Receipt.	8. Prepare Certificate of Finality and Certify Petition Documents.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
9. Received complete Finality documents.	9. Release Certificate of Finality and Certified Petition Documents; Advise client that the assigned staff will mail the Finality to PSA San Fernando, Pampanga.	None	1 Minute	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
	TOTAL:	**Correction of Birthdate/ Gender/Change of First Name – PHP 3,000** **Certificate of Finality Fee - PHP 150**	**1 hour and 2 minutes + (15 days posting period)**	

22. MIGRANT PETITION OF CORRECTION

Refers to a petition filed in a Local Civil Registry Office other than the place where the civil registry document was originally registered, for the correction of a clerical or typographical error in the civil register. A clerical or typographical error refers to an obvious mistake committed in writing, copying, transcribing, or typing an entry in the civil register, which is harmless and innocuous, such as a misspelled place of birth and similar entries, and can be corrected only by reference to other existing records.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Copy of Birth, Death, or Marriage Certificate (1 original, 2 photocopies)	PSA Offices/Outlets
2. Local Copy of Birth, Death, or Marriage Certificate (1 original, 2 photocopies)	Civil Registrar's Office of Meycauayan
3. Baptismal Certificate (1 original, 2 photocopies)	The church where the child was baptized
4. Barangay Clearance (1 original, 2 photocopies)	Barangay Hall
5. Birth Certificate of Child/Children (at least 2) (1 original, 2 photocopies) (For Change of Name)	Any Civil Registrar offices, PSA Offices/outlets
6. Marriage Contract (if applicable) (1 original, 2 photocopies)	Any Civil Registrar offices, PSA Offices/outlets
7. Latest NBI Clearance (1 original, 2 photocopies)	NBI Offices
8. Latest Police Clearance(1 original, 2 photocopies)	PNP Offices
9. Notarized Affidavit of Discrepancy (1 original, 2 photocopies)	Any Legal Offices/Notary Public
10. Certificate of Employment or Affidavit of Non-Employment (1 original, 2 photocopies)	Any Legal Offices/Notary Public
11. Government Issued Identification Card (2 original, 2 photocopies)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
12. Passport/ Passport Application (1 original, 2 photocopies) if applicable	DFA Office
13. Form 137 School Record (1 original, 2 photocopies)	School where the petitioner studied
14. Barangay Residency of the child	Barangay Hall, where they live
15. Cedula (1 original, 2 photocopies)	Any City/Municipal Treasurer, Barangay Hall
16. MDR (Philhealth)/ SSS forms (1 original, 2 photocopies) (if applicable)	Philhealth and SSS offices

17. Affidavit of Publication with newspaper (1 original)			Publication from a national circulating newspaper company.	
18. Special Power of Attorney of Petitioner (1 original, 2 photocopies) if the owner is unable to file the petition			Any Legal Offices/Notary Public	
Note: Additional Requirements for Correction of Gender				
1. Medical Records (1 original, 2 photocopies)			Any Medical Clinic	
2. Medical Certification from City Health Office (1 original, 2 photocopies)			City Health Office of Meycauayan	
Note: Publication from a national circulating newspaper for two (2) consecutive weeks.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements .	1. Review entries in the documents submitted and issue an order of payment.	None	15 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Issue official receipt.	Correction of First Name/ R.A.10172 – PHP 1,000 R.A. 9048 PHP 500	5 minutes	Office of the City Treasurer
3. Present Official Receipt.	3. Prepare Petition of Clerical Error and post notice in the bulletin board at Meycauayan City Hall; advise client to return after 10 days for mailing.	None	15 Minutes (10 days posting period)	*Acting City Civil Registrar* Office of the City Civil Registrar
4. Present a copy of the Petition of clerical error.	4. Prepare the Petition of Correction with supporting documents and advise the client to send the		5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar

	Petition documents to CCR/LCR where the birth/marriage is registered through a courier.			
	4.1. Call/Text client upon receiving the Finality from the LCR/CCR concern.	None	3 Minutes	*Administrative Aide II* Office of the City Civil Registrar
5. Received complete Finality documents.	5. Release Certificate of Finality and Certified Petition Documents; Advise client to secure the new PSA copy at any PSA outlet	None	5 Minutes	*Acting City Civil Registrar* *Administrative Aide II* Office of the City Civil Registrar
	TOTAL:	**Correction of First Name/ R.A.10172 – PHP 1,000** **R.A. 9048 PHP 500**	**44 minutes + (10 days posting period)**	

23. SUPPLEMENTAL REPORT

A supplemental report is used to supply entries or information in the Certificate of Live Birth, Marriage, Death, and Certificate of Fetal Death, which were inadvertently omitted when the document was registered.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born, Married and Died in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Philippine Statistics Authority (PSA) – Certificate (1 original and 2 photocopies)	PSA Offices/outlets
2. Certified True Copy (CTC) of Certificate (1 original)	Office of the Local Civil Registrar
3. Baptismal Certificate (1 original and 2 photocopies)	The church where the child was baptized
4. NBI/Police Clearance (1 original and 2 photocopies)	NBI Offices, Police offices
5. Government Issued Identification Card of registrant and parents (2 original and 1 photocopy each)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
6. Voter's Affidavit (1 original and 2 photocopies)	Comelec Offices
7. SSS E-1 Form (1 original and 2 photocopies)	SSS Offices
8. School Records (Transcript of Records, Diploma, Form 137)	School where the petitioner studied
9. Member Data Record form	Philhealth offices
10. Affidavit of Supplemental Report (2 original copies and 1 photocopy)	Any Legal Offices/Notary Public
11. Marriage and Birth Certificate of parents for Supplemental of Birth, Marriage (1 original and 2 photocopies)	PSA Offices/outlets

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Review entries in the documents submitted and issue order of payment.	None	7 Minutes	*Registration Officer III* Office of the City Civil Registrar
2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue official receipt.	PHP 50	5 minutes	Office of the City Treasurer

3. Present Official Receipt.	3. Attach receipt, prepare and sign Supplemental Report, for a certified true copy of Certificate of Live Birth/Marriage/ Death and Endorsement Letter.	None	15 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
	3.1. The assigned CCR staff will notify the client that the office will send the duly accomplished supplemental report and its attachments through office to office to the Philippine Statistics Authority (PSA) Regional Office San Fernando, Pampanga, for the supplemental report with one (1) entry, PSA Central Office Diliman, Quezon City, for two (2) entries or more.	None	5 Minutes	*Registration Officer III* Office of the City Civil Registrar
	TOTAL:	**PHP 50**	**32 Minutes**	

24. ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS

Refers to the process by which the Local Civil Registrar endorses civil registry documents, such as birth, marriage, or death certificates, to the **Philippine Statistics Authority (PSA)** for annotation, verification, or inclusion in the PSA database. This is usually requested when the record is not yet available in the PSA, when the copy issued by the PSA is blurred or unreadable, or when there is an urgent need to reflect the correct record in the PSA system.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born, Died and Married in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Local Copy of Certificate of Birth, Death, and Marriage (For Advance Endorsement)	Civil Registrar's Office of Meycauayan
2. Blurred PSA Copy of Certificate of Birth, Death, and Marriage (For Endorsement of Clear Copy)	PSA Offices/Outlets
3. Philippine Statistics Authority (PSA) - Certificate of No Record (For Endorsement for Inclusion)	PSA Offices/Outlets
4. Authorization Letter (if the owner or nearest kin cannot process endorsement) or Special Power of Attorney	Authorizing person, Any Legal Offices/Notary Public
5. Government-issued Identification Card of the owner of the document, nearest kin/authorized person (if the requester is not the owner of the document to be endorsed	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec
6. Proof of Urgency in securing PSA Copy	Government agencies requiring PSA copy.
Note: Feedback Form from PSA stating that the copy is blurred and in need to request an endorsement of clear copy.	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. For Advance Endorsement, present a copy of the civil registry document and proof of urgency, then proceed to step no. 5	1. Prepare and sign the Endorsement Letter for Advance copy, Electronic endorsement form, and Certificate Civil Registry Document.	None	8 Minutes	*Administrative Aide II* *Administrative Officer I* *Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
2. For Endorsement of Inclusion, present	2. Search and verify the	None	10 Minutes	*Administrative Aide II* *Administrative Officer I*

the PSA Negative Result. While for Endorsement of Clear copy, present the blurred copy of the PSA document.) Fill out the query slip for verification.	requested documents and issue an order of payment.			Office of the City Civil Registrar
3. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	3. Issue official receipt.	PHP 50	5 minutes	Office of the City Treasurer
4. Present Official Receipt.	4. Prepare and sign the Endorsement Letter and its attachments	None	5 Minutes	*Administrative Aide II* *Administrative Officer I* *Acting City Civil Registrar* *Registration Officer III* Office of the City Civil Registrar
5. Receive a duplicate copy of the requested documents.	5. Release the duplicate copy of the Endorsement Letter and its attachment. Inform the client that our staff will mail the original copy of the Endorsement Letter and its attachments to PSA Provincial Office- Plaridel, Bulacan, as PSA requires an office-to-office transaction.	None	2 Minutes	*Administrative Aide II* *Administrative Officer I* Office of the City Civil Registrar
	TOTAL:	**PHP 50**	**10 Minutes (Advance)** **22 Minutes (Inclusion/ Blurred)**	

25. REGISTRATION OF COURT DECISION

Refers to the registration of a court decree or court decision affecting the civil status of a person. This includes cases such as Correction of Entries in the Civil Register, Annulment or Declaration of Nullity of Marriage, Recognition of Foreign Judgment (Divorce), Cancellation of Birth Record, Declaration of Presumptive Death, and Adoption.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born, Died and Married in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Copy of Certificate of Birth, Death, and Marriage	PSA Offices, PSA accredited outlets
2. Certificate of Finality and Court Decision (2 original copies)	City/Municipality where the Court Decision was made
3. Certificate of Authenticity of the Court Decision/Finality (2 original copies)	City/Municipality where the Court Decision was made
4. Certification from the Civil Registrar of the City/Municipality where the Court Decision was made (2 original copies)	Civil Registrar of the City/Municipality where the Court Decision was made
5. Divorced Certificate (for recognition of foreign divorce) (1 original copy)	Country where the divorce took place
6. (if the petitioner is not available) Authorization/Valid ID of the Petitioner/SPA/ Valid ID of the Authorized Representative	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-ibig, PRC, Comelec

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements for review.	1. Review documents presented. Issue an order of payment to the client. Prepare Annotation of the certificate, Registration of the court decision, Certified true copies, and endorsement letter.	None	15 Minutes	*Administrative Officer I* *Acting City Civil Registrar* Office of the City Civil Registrar

2. Proceed to the Cashier Window at the Office of the City Treasurer for payment.	2. Receive payment and issue an official receipt.	PHP 600 – Court Decision PHP 1,100 – Annulment PHP 600 – Recognition of Divorce PHP 500 – Adoption PHP 600 – Presumptive Death	5 minutes	Office of the City Treasurer
3. Present Official Receipt. Receive the Registration of Court Decision with attachments and photocopy the same	3. Attach the receipt, release Annotation of Certificate, Registration of Court Decision, Certified true copies, endorsement letter, and submit the original copies to the Philippine Statistics Authority (PSA) office.	None	10 Minutes	*Administrative Officer I* Office of the City Civil Registrar
	TOTAL:	**PHP 600 – Court Decision** **PHP 1,100 – Annulment** **PHP 600 – Recognition of Divorce** **PHP 500 – Adoption** **PHP 600 – Presumptive Death**	**30 minutes**	

26. KASALANG BAYAN - ISSUANCE OF MARRIAGE AFFIDAVIT (ART. 34)

To provide a standard procedure for the issuance of a marriage affidavit (Art. 34) for beneficiaries of Kasalang Bayan who are not able to afford a traditional wedding to formalize their marriage in accordance with Philippine law.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Meycauayan Residents Only

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate of Applicants (1 original and 2 photocopies)	PSA Offices/Outlets
2. Updated Certificate of No Marriage (CENOMAR) with original receipt (1 original copy and 2 photocopies each)	PSA Offices/Outlets
3. Barangay Certification (Living together as husband and wife for 5 years and above)	Barangay Halls in Meycauayan
4. Birth Certificate of the eldest child (1 original and 2 photocopies)	Church where the child was baptized, Civil Registrar's Offices PSA Offices/outlets
5. Latest Cedula (1 original and 2 photocopies each)	Barangay Halls /Office of the City /Municipal Treasurer
6. Valid government-issued ID	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, Pag-IBIG, PRC, Comelec
Note: Personal appearance of both applicants (must be 23 years old and above)	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1. Review submitted application requirements.	None	10 Minutes	*Registration Officer III* *Administrative Assistant II* *Acting City Civil Registrar* Office of the City Civil Registrar
	1.1 Prepare and issue Marriage Affidavit Form	None	13 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
	1.2 Include the applicants in the list of participants in Kasalang Bayan		2 Minutes	*Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
	TOTAL:	**None**	**25 Minutes**	

27. (DELAYED REGISTRATION UNDER PHILSYS BIRTH REGISTRATION ASSISTANCE PROJECT (BRAP))

To provide late registration of birth certificates of indigent Meycaueños free of charge and conducted once a year in 26 barangays in Meycauayan.

Office or Division:	Office of the City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All (Born in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Municipal Form No.102 (4 original copies)	Civil Registrar's Office, Hospitals, Lying-in Clinics, Health Centers in Meycauayan
2. Negative Omnibus Certification from PSA (1 original)	PSA Bulacan
3. Affidavit for Delayed Registration of Birth found at the back portion of Form No. 102	Office of the City Civil Registrar of Meycauayan
4. Joint Affidavit of Two Disinterested Persons (2 original copies)	Office of the City Civil Registrar of Meycauayan
5. National ID/ Ephil ID / Digital ID / Validated Transaction Slip of the Registrant and/or his/her parents (0 to 1 yr. old is not mandatory)	PSA, Philsys Outlets
6. Certificate of Indigency (1 original and 1 photocopy)	Barangay where the child/registrant was born and resides
Any Proof of Identity	
1. Marriage Contract of Parents or Registrant (if available)	Any Civil Registrar offices, PSA Offices/outlets
2. Barangay Certification for Late Registration	Barangay where the child/registrant was born and resides
3. Government Issued Identification Card of Parents, Registrant (if aged 18-up), 2 witnesses in the Joint Affidavit (1 original, 1 photocopy)	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec, and the same
Additional Requirements for unmarried parents (all affidavits are notarized for Free):	
1. Affidavit to Use the Surname of the Father (AUSF), pursuant to R.A. 9255 (2 original copies) (if unmarried parents) (except those who were born from August 03, 1988, to March 18, 2004)	Office of the City Civil Registrar of Meycauayan
2. Affidavit of Acknowledgment/Admission of Paternity (if unmarried parents) found at the back portion of Form No. 102 (for 0-17 years old registrant)	Office of the City Civil Registrar of Meycauayan

3. Sworn Attestation of the mother (for birth aged 7 years and above (2 original copies)			Office of the City Civil Registrar of Meycauayan	
4. Mother's Affidavit (2 original copies) for unmarried parents (for 0-17 years old registrant)			Office of the City Civil Registrar of Meycauayan	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the list of documentary evidence of birth for examination.	1. Will conduct a detailed interview for the application for a birth certificate.	None	10 Minutes	*Asst. Registration Officer* *Administrative Officer I* *Acting City Civil Registrar*
	1.2 Advise the registrant to submit the complete requirements once the omnibus negative certification is available.	None	12 Minutes	*Asst. Registration Officer* *Administrative Officer I* Ma. Rowena F. Raroque *Acting City Civil Registrar*
2. Submit the complete requirements.	2. Prepare the birth certificate, Notice of posting, and claim stub	None	25 minutes	Office of the City Treasurer
	2.1. Post the application form on the bulletin board.	None	10 days (posting period)	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	3. Register the Certificate.	None	2 Minutes	*Asst. Registration Officer* *Asst. Registration Officer* *Registration Officer III* *Acting City Civil Registrar* Office of the City Civil Registrar
3.1 Present claim stub.	3.1 Release Certificate.	None	1 Minute	*Asst. Registration Officer* *Asst. Registration Officer* Office of the City Civil Registrar
	TOTAL:	**None**	**23 Minutes + (10 days for posting)**	

28. Issuance of SECPA through BREQS

The Batch Request System (BREQS) is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele. SECPA refers to the copy of a civil registry document printed on special security paper issued by the Philippine Statistics Authority (PSA).

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All (Born, Married and Died in Meycauayan)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Request form	BREQS office
2. Valid government-issued ID	BIR, Post Office, DFA, LTO, SSS, GSIS, PSA, Philhealth, PRC, Comelec and the same
3. Authorization Letter, Affidavit of Kinship, or Special Power of Attorney from the authorizing person (1 original copy)	Handwritten Letter from the authorizing person, Legal Offices

a. If the requester is the document owner, present original, valid IDs.
b. If the requester is a representative, original valid government-issued IDs and a photocopy of the valid government-issued IDs of the document owner / original and photocopy of the valid government-issued IDs of the representative.
c. Authorization letter / Special Power of Attorney (SPA) duly signed by the document owner and indicating the following:
   - Type of document
   - Number of requested document/s
   - Name of document owner/s; and
   - Complete details of requested document/s
   - Purpose of the request/s

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements and other supporting documents.	1.1 Receive and review the required form.	None	10 minutes	BREQS User / Clerk
	1.2 Encode the data into the system.	None	5 minutes	BREQS User / Clerk
2. Payment of fees	2. Process payments.	Php 205 – for Birth,	5 minutes	BREQS User / Clerk

		Marriage, and Death; Php 260 – for CENOMAR		
3. Received Acknowledgment Receipt.	3. Prepare Acknowledgment Receipt.		5 minutes	BREQS User / Clerk
4. Receive requested documents.	4. Release documents.		5 minutes	BREQS User / Clerk
	TOTAL:	**Php 205 – for Birth, Death, and Marriage; Php 260 – for CENOMAR**	**30 Minutes + (7-day processing period)**	

OFFICE OF THE CITY HEALTH OFFICER

External Services

1. ISSUANCE OF HEALTH CERTIFICATE / ID

The Health Certificate/ID is issued to individuals applying for employment to either food/non-food establishments to ensure safety of the population availing their services.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business Entity
Who may avail:	General Public (Applying for Employment)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Community Tax Certificate (Cedula) - 1 original copy	Barangay Hall or City Treasurer's Office
2. 1x1 Picture - 2 pcs., short haircut for male	To be provided by the client
3. Chest X Ray Result – 1 original copy and 1 photocopy	Department of Health Accredited Laboratory Clinic
4. Urinalysis Laboratory Result – 1 original copy and 1 photocopy	Department of Health Accredited Laboratory Clinic
5. Fecalysis Laboratory Result - 1 original copy and 1 photocopy	Department of Health Accredited Laboratory Clinic
Additional requirement for Food Establishment Workers: 1. Hepatitis B Screening Result - 1 original copy and 1 photocopy	Department of Health Accredited Laboratory Clinic
Additional requirement for Entertainment Establishment Workers: 1. HIV Counseling Certificate - 1 original copy	Home of Bamboo, Pandayan, City of Meycauayan, Bulacan

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1.1 Review documents, record in the logbook and issue order of payment	None	2 minutes	Sanitation Inspector Office of the City Health Officer
2. Proceed to the Cashier Window at the Office of the City Treasurer, 1st Floor and present the order of payment	2.1 Issue Official Receipt.	P 150.00	14 minutes	Administrative Aide I Revenue Coll. Clerk I Administrative Assistant V Senior Admin. Asst. I Office of the City Treasurer

3. Return to City Health Office, 5th Floor and present Official Receipt	3.1 Prepare Health Certificate/ID	None	5 minutes	Sanitation Inspector City Health Officer
4. Receive Health Certificate/ID	4.1 Release Health Certificate/ID	None	1 minute	Office of the City Health Officer
	TOTAL	**P 150.00**	**22 minutes**	

2. ISSUANCE OF SANITARY PERMIT (BUSINESS ESTABLISHMENT)

The Sanitary Permit is issued to Business Establishment applying for New and Renewal of Business to ensure safety of their employees and population availing their services.

Office or Division:	Office of the City Health Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business Entity			
Who may avail:	General Public (Applicants for New and Renewal of Business)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application Form		City Business Permit and Licensing Office		
2. Sanitary Permit Fee Official Receipt		City Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1.1 Review submitted documents, record to logbook and inform the client of the schedule of inspection	None	10 minutes	Sanitation Inspector Office of the City Health Officer
2. Assist in the inspection on the scheduled date	2.1 Conduct inspection and inform the client on the release date of sanitary permit	None	4 hours	Sanitation Inspector City Health Officer
3. Receive Sanitary Permit on the scheduled date	3.1 Release Sanitary Permit	None	1 minute	Office of the City Health Officer
	TOTAL	**P 500.00**	**4 hours & 11 minutes**	

3. ISSUANCE OF EXHUMATION PERMIT // TRANSFER PERMIT (DEAD PERSON) / BURIAL PERMIT (DEAD PERSON) / CREMATION PERMIT (DEAD PERSON)

The Exhumation Permit is issued to the Immediate Family Member of the deceased.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen,
Who may avail:	Immediate Family Member/ Relatives of the Deceased

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death Certificate of the Deceased (1 Original and 1 Photocopy)	City Civil Registrar's Office
2. Valid government issued ID of the requestee – 1 photocopy • SSS UMID Card • GSIS UMID Card • PRC License • Driver's License • PWD ID • Senior Citizen ID	Social Security System Government Service Insurance System Professional Regulatory Commission Land Transportation Office City Social Welfare and Development Office City Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Review documents, record and issue order of payment	None	2 minutes	Sanitation Inspector Office of the City Health Officer
2. Proceed to the Cashier Window at the City Treasurer's Office, 1st Floor and present the order of payment	2.1 Issue Official Receipt.	P 50.00 (Exhumation / Burial Permit) P 100.00 (Transfer Pemit) P 500.00 (Cremation Permit)	14 minutes	Administrative Aide I Revenue Coll. Clerk I Administrative Assistant V Senior Admin. Asst. I Office of the City Treasurer
3. Return to the City Health Office, 5th Floor and present the Official Receipt	3.1 Prepare Exhumation Permit.	None	5 minutes	Sanitation Inspector City Health Officer Office of the City Health Officer
4. Receive Exhumation Permit	4.1 Release Exhumation Permit	None	1 minute	
	TOTAL:	**P 50.00**	**22 minutes**	

4. ISSUANCE OF PRE-MARRIAGE COUNSELLING CERTIFICATE (PMC) FOR FAMILY PLANNING

The Pre-Marriage Counselling Certificate (PMC) for Family Planning is issued to couple who are planning to get married, to orient them on the basic knowledge regarding Family Planning and Birth Spacing.

Office or Division:	Office of the City Health Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public (Marriage License Applicant)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Marriage License Application Form - 1 original copy for reference only		City Civil Registrar's Office		
Note: Couples should personally appear in the City Health Office				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements and fill out personal data in the logbook.	1.1 Review submitted documents	None	2 minutes	Nurse II Office of the City Health Officer
2. Attend the seminar conducted every Thursday	2.1 Conduct seminar for Pre-Marriage Counseling	None	45 minutes	
	2.2 Prepare PMC Certificate.	None	5 minutes	
3. Receive PMC Certificate	4.1 Release PMC Certificate	None	1 minute	
	TOTAL:	**None**	**53 minutes**	

5. MEDICAL AND DENTAL SERVICES

The Meycauayan Office of the City Health Officer provides effective and efficient delivery of medical and dental health services, making them accessible to the community.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Health Information Desk for triage & record verification on respective City Health Unit of Barangay	1. Retrieve old record or create new patient record (Individual Treatment Record)	None	2 minutes	Nurse/Midwife or Dental Aide of respective CHUs of barangay Office of the City Health Officer *(please see attached list)*
2. Provide Personal Information at designated Health Information Desk.	2. Obtain & record Patient's Profile, Chief Complaint and Vital Signs	None	5 minutes	
3. Secure a number and wait for the number to be called	3. Provide number based on first come, first serve basis and accessibility law.	None	1 minute	
4. Undergo Medical and/or Dental Consultation	4. Assess and examine the patient based on the ITR and its presenting signs and symptoms	None	30 minutes	City Health Physician/ City Health Dentist Office of the City Health Officer
5. Undergo indicated procedures (e.g., Oral Prophylaxis, Tooth Extraction, or Laboratory Examination) if necessary.	5.1 Perform or request indicated procedure based on findings. 5.2 Interpret & explain laboratory results/ Issue medical certificate/ Patient may be requested to undergo laboratory examination (if necessary)	None	30 minutes	City Health Physician/ City Health Dentist Office of the City Health Officer *(please see attached list)*
6. Follow the Doctor's Order	6.1 Advise patient & prescribe medication	None	5 minutes	

	and issue medical/ dental certificate if necessary.			
	TOTAL:	**None**	**1 hour & 13 minutes**	

CITY HEALTH OFFICE (List of Personnel)

LAST NAME	FIRST NAME	MIDDLE NAME	POSITION	PLACE OF ASSIGNMENT
ROQUE	CHRISTIAN	BERNARDO	DOCTOR	CHO
BELZA	CHRISTIAN EDMAR	LEGASPI	NURSE	CHO
ORTIZ	GRACE	PONTIGON	NUTRITIONIST	CHO
FRANCISCO	EARL AUDREY	TADEO	COS/ RAD TECH	CHO
CERVANTES	RENE	BAUTISTA	J.O/ DRIVER	CHO
LEJARDE	JOSELITO	LOPEZ	DRIVER	CHO
CADURNA	JEHSSA-MAE	SALUARTIA	J.O/ SANITATION	CHO
HALASAN	RENATO	GARDOSE	ADMIN AIDE	CHO
BAUTISTA	MA. ELIZABETH	ESPIRITU	J/O SANITATION	CHO
RODRIGUEZ	WILSON	COMPLIDO	SANITARY INSPECTOR	CHO
BARCELON	RAYMUNDO		DRIVER	CHO
BELTRAN	MELVIN		DRIVER	CHO
PILA	REYSON	LAZATIN	SANITARY INSPECTOR	CHO
RODRIGUEZ	MARLITA		J/O UTILITY	CHO
SALES	RICHIE		DENTAL AIDE	CHO
BAUSA	CAMILLE		NURSE	CHO
CHU 1 (BAYUGO)				
CONDECIDO	MARIA CHRISTINA	VILLANUEVA	DOCTOR	CHU MAIN
IPAPO	AMELIA	CAMARGO	DENTIST	CHU MAIN
SANTIAGO	FLORINDA	DE LEON	NURSE	CHU MAIN
MENDOZA	JENAILA	EVANGELISTA	MEDTECH	CHU MAIN
DULATAS	ZENAIDA	VICTORIANO	MIDWIFE	BAYUGO GINTA
SORIANO	LEONORA	SUERTEFELIPE	MIDWIFE	GASAK
VIRAY	MA. TERESA	LUAGUE	MIDWIFE	BAYUGO DULO
JACOBO	ANNA LIZA	RESURRECCION	ADMIN AIDE	CHU MAIN
REYES	HONEYLYN	REYES	COS/ DENTAL AIDE	CHU MAIN
ABENDAÑO	JOEL		ENCODER	CHU MAIN
CHU 2 (POBLACION)				
CURIOSO	ERNESTO MOCHTAR	PORTA	DOCTOR	CHU MAIN POBLACION
DUMIGPI	ANA BELEN	JURADO	DENTIST	CHU MAIN POBLACION

ESPIRITU	MELVIN	VICENCIO	MEDTECH	CHU MAIN POBLACION
LEONARDO	HERMINIA	MILAN	MIDWIFE	ZAMORA
ORLANDA	ELIZABETH	CHAVAS	MIDWIFE	TUGATOG
PILONGO	MERCEDITA	NILAY	MIDWIFE	CALVARIO
VILLAVICENCIO	ARMINDA	BAUTISTA	MIDWIFE	POBLACION
DUMALAY	EMELITA	LUCERO	MIDWIFE	LIPUTAN
DIVINO	MAURA RACHEL		DENTAL AIDE/COS	CHU MAIN POBLACION
TEJAS	RIZALYN		J/O MIDWIFE	SALUYSOY
YOKOYAMA	YOSHIKO		COS/ NURSE	CHU MAIN POBLACION
SILVA	JACQUELINE		NURSE	CHU MAIN POBLACION
CHU 3 (IBA)				
PALAGANAS	FE VICTORIA	PINEDA	DOCTOR	CHU MAIN IBA
MORAGA	GERARDO	RUDICA	DENTIST	CHU MAIN IBA
SANTOS	MARIA BELEN	DELOS SANTOS	COS/ NURSE	CHU MAIN IBA
SISON	MARITES	SAMBILE	COS/ MEDTECH	CHU MAIN IBA
GUEVARRA	CONNIE	SERATA	MIDWIFE	PANTOC
SORIANO	EDUVIGES	BENEDICTO	MIDWIFE	IBA
ZUNIGA	MARILYN	MACATULAD	MIDWIFE	LIBTONG
CHU 4 (MALHACAN)				
SOLANO	KALIR		DOCTOR	CHU MAIN MALHACAN
BUNING	CHRISTINA	VILLATURA	DENTIST	CHU MAIN MALHACAN
PENA	ANA DIVINA	BONI	NURSE	CHU MAIN MALHACAN
DURAN	ROSEMARIE	SORIENTE	MIDWIFE	CHU MAIN MALHACAN
ENGUILLO	PERLITA	ANDAYA	MIDWIFE	CHU MAIN MALHACAN
ANINIAS	EMILY	NOMBRE	MIDWIFE	LGP
ILDEFONSO	MARISSA	DELA CRUZ	MIDWIFE	CHU MAIN MALHACAN
ALTOVEROS	REYNALDO	VERGARA	UTILITY	CHU MAIN MALHACAN
CARANTO	ROCEL		COS/ MEDTECH	CHU MAIN MALHACAN
AYSON	PATHREA	AQUINO	COS/ DENTAL AIDE	CHU MAIN MALHACAN
ALTOVEROS	MAYLA	CANLAS	MIDWIFE	CHU MAIN MALHACAN
CHU 5 (PEREZ)				
RICAFORT	ELAINE THERESE	CORREA	DOCTOR	CHU MAIN PEREZ
VELASCO	JENZEL	DIMASIN	NURSE	CHU MAIN PEREZ
CONCOVAR	LIZA	OLAZO	MIDWIFE	CHU MAIN PEREZ
GATCHALIAN	JULIETA	MACALIPAS	MIDWIFE	CHU MAIN PEREZ
ANGELES	MICHELLE		COS/NURSE	CHU MAIN PEREZ
DELA CRUZ	ROSALINA	CABALONA	DENTAL AIDE	BAHAY PARE
ROSALES	MARIA JO CHARMAINE		J/O MIDWIFE	BAGBAGUIN
GINO GINO	EUNICE GRACE	DELOS REYES	MEDTECH	CHU MAIN PEREZ
CHU 6 (BANCAL)				
FERNANDEZ	CAROLINA		DOCTOR	CHU MAIN BANCAL

MAGLAQUI	BENJAMIN III	GUTIERREZ	COS/NURSE	CHU MAIN BANCAL
ABACAN	FLORDELIZA	CUBOS	MIDWIFE	LONGOS
CONCEPCION	LILIBETH	LIM	MIDWIFE	BANCAL CENTER
GONZALES	RAQUEL LIZA	PADREGUILAN	MIDWIFE	BANCAL CENTER
POLICARPIO	ALMA	GERONIMO	MIDWIFE	LONGOS
GARCIA	EVELYN		MIDWIFE	CHU 6 – BANGA
DIMASIN	EDITHA	PANTALEON	MIDWIFE	CHU 6 - BANGA
CHU 7 (PANDAYAN)				
BARRIBAL	FREDINAND	CAIMBON	DOCTOR	CHU MAIN PANDAYAN
VILLALUZ	ALELI	TUAZON	DENTIST	CHU MAIN PANDAYAN
ZUNIGA	EARL BENEDICT	RAMOS	NURSE	CHU MAIN PANDAYAN
ORTEGA	MARICEL	PAGDANGANAN	COS/ NURSE	CHU MAIN PANDAYAN
ROQUE	RONA MARIE	DE LEON	MEDTECH	CHU MAIN PANDAYAN
WAGE	REGINA	VARGAS	MIDWIFE	CHU MAIN PANDAYAN
RESUELLO	MA. PERLA	PAYOYO	MIDWIFE	CHU MAIN PANDAYAN
SALES	SUSAN	CERVANTES	MIDWIFE	CHU MAIN PANDAYAN
RICAFORT	LEOPOLDE	A	COS/ DENTAL AIDE	CHU MAIN PANDAYAN
CHU 8 (LAWA)				
BERBOSO	MERIE JANE		COS/DOCTOR	CHU MAIN LAWA
QUILON	ELIZABETH	DOMINGO	MIDWIFE	CAINGIN
AQUINO	RUTCHELL	RODRIGUEZ	COS/ NURSE	CHU MAIN LAWA
ISRAEL	PATRIA	TRAJANO	MIDWIFE	CHU MAIN LAWA
GUILLERMO	REBECCA	LEGASPI	MIDWIFE	CHU MAIN LAWA
DE JESUS	ZENAIDA	REYES	MIDWIFE	CHU MAIN LAWA
CHU 9 (SALUYSOY)				
SOLANO	NIKKI		COS/DOCTOR	CHU MAIN SALUYSOY
CARANTO	CECILIA	AQUINO	MIDWIFE	CHU MAIN SALUYSOY
CONQUILLA	ROSARIO	RODRIGUEZ	MIDWIFE	CHU MAIN SALUYSOY
VILLADOZ	LORENCIA		MIDWIFE	UBIHAN
MIRANDA	ANGELIE		NURSE	CHU MAIN SALUYSOY
DE CASTRO	HAZEL ANN		NURSE	CHU MAIN SALUYSOY
CHU 10 (CAMALIG)				
LUNARIA	SEREN		COS/DOCTOR	CHU MAIN CAMALIG
ELIOT	ELISA	MENDOZA	MIDWIFE	BAHAY PARE
ALACON	IMELDA	TERMULO	MIDWIFE	CHU MAIN CAMALIG
NAVARRO	JOCELYN	BORDADOR	MIDWIFE	PAJO
QUIESTAS	JULIE ANN	GERONIMO	NURSE	CHU MAIN CAMALIG

OSPITAL NG MEYCAUAYAN
(OsMeyc)

External Services

CITY OF MEYCAUAYAN DIALYSIS CENTER

1. ISSUANCE OF MEDICAL SOCIAL WORKER RECOMMENDATION

Prior to the assessment of the CMDC In-House Nephrologist, the patient should secure a recommendation letter from the CMDC In-House Medical Social Worker to verify their indigency. A recommendation letter will be given to those patients who will pass the interview and verification for indigency.

Office or Division:	City of Meycauayan Dialysis Center (Social Service)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Meycauayan City residents with acute/chronic kidney disease requiring Hemodialysis.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Indigency and Residency	Barangay Hall, where the client is residing
2. PhilHealth Certificate of Membership (Membership Data Record)	Philhealth Online Portal
3. PhilHealth Consumption Record, if applicable	Previous Dialysis Center
4. Photocopy of Valid ID	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Dialysis Center to make an inquiry.	1.1 Instruct the patient/relative to sign the Guest Logbook.	None	3 minutes	Medical Social Worker CMDC
	1.2 Provide the list of requirements needed (if unavailable)	None		
	1.3 If the initial requirements are available, proceed to no. 2	None		
2. Submit all documentary requirements to the Patient Business Office, Social Service Desk.	2.1 Receive and check the authenticity of documents.	None	3 minutes	Medical Social Worker CMDC
	2.2 Conduct Interview	None	30 minutes – 45 minutes	

3. Wait for further instructions.	3.1 Conduct Home Visitation	None	2 days	Medical Social Worker CMDC
4. Receive assessment/recommendation letter.	3.1 Secure a receiving copy of the assessment/recommendation letter.	None	5 minutes	Medical Social Worker CMDC
	3.2 Provide the list of medical requirements needed.			
	Total	**None**	**2 days and 56 minutes**	

2. MANAGING INTER-AGENCY REFERRAL

This service is for dialysis patients who require laboratory/Diagnostic Procedures and medicines that are not available within the health facility.

Office or Division:	City of Meycauayan Dialysis Center (Social Service)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Dialysis Patients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original copy of Nephrologist's Laboratory Request.	Attending Nephrologist / Dialysis Nurse
2. Original copy of Medical Abstract	Medical Records
3. Request form for Inter-agency referral.	Medical Social Worker

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the request form.	1.1 Provide the request form.	None	2 minutes	Medical Social Worker CMDC
	1.2 Receive the request form.	None		
2. Wait for the releasing of inter-Agency Referral.	2. Prepares the Inter-Agency Referral Form and Social Case Study.	None	3 days	Medical Social Worker CMDC

3. Receives the Inter-Agency Referral. Sign the Social Case Study Logbook.	3. Release the documents to the patient or relative and instruct them to sign the Social Case Study Logbook.	None	3 minutes	Medical Social Worker CMDC
	Total	**None**	**3 days and 5 minutes**	

3. RECEIVING SCHEDULE OF HEMODIALYSIS TREATMENT

After receiving a recommendation for CMDC In-House Medical Social Worker, patient needs to undergo medical assessment by CMDC In-House Nephrologist and pass the clinical criteria set according to the CMDC capacity to treat acute and chronic kidney disease patients. Once qualified, they will be able to secure their schedule of treatment.

Office/Division	Hemodialysis Unit
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	Acute/chronic kidney disease patients who passed CMDC In-house Medical Social Worker Assessment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency and Residency	Barangay Hall where the patient resides
2. Negative results of HbsAg, Anti-HbsAg, Anti-HCV, Anti-HBc within the last 3 months	Laboratory
3. CBC, Blood Chemistries done within 7 days	
4. Negative RT-PCR Test done within 7 days	
5. Certificate of COVID Vaccination (Patients and Watcher)	Respective City Health Unit
6. Clinical Abstract / Medical Record	Previous Hemodialysis Center
7. Last 3-4 Hemodialysis Treatment records	Previous Hemodialysis Center
8. Endorsement Letter	Previous Attending Nephrologist
9. Assessment / Recommendation letter	CMDC In-House Social Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements to the In-House Nephrologist's office	1.1 Verify submitted documents	None	3 minutes	Attending Nephrologist, CMDC
	1.2 Assess the patient based on CMDC clinical criteria for admission	None	15 minutes	
	1.3 Prepare and issue an endorsement form for the schedule of treatment, if qualified	None	2 minutes	
2. Proceed to the Treatment Area and present the endorsement form	2. Prepare and release a schedule of treatment	None	3 minutes	Dialysis Nurses, CMDC
3. Receive the schedule of treatment	3. Plot the schedule of treatment	None	2 minutes	Dialysis Nurses, CMDC
	TOTAL:	**None**	**25 minutes**	

4. REGISTRATION ON PHILHEALTH DIALYSIS DATABASE

PhilHealth Dialysis Database or PDD is a system that collects data on members and dependents diagnosed of Chronic Kidney Disease (CKD) who are prescribed with hemodialysis. It is a tool to gather information that shall be used as basis for development, implementation, monitoring, and evaluation of policies, and input to research studies and other related undertakings. Once the schedule is secured, patients will be registered to PDD.

Office/Division	PhilHealth Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients with PhilHealth membership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of PhilHealth Availment	From previous Dialysis Center /Hospital
2. Membership Data Record indigent category	PhilHealth Sta. Maria, Verification Counter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of PhilHealth Availment and Updated Membership Data Record at Patient Business Office*	1. Verify authenticity and validity of submitted documents	None	2 minutes	PhilHealth Officer, CMDC
2. Fill out and submit PhilHealth Application Forms 2.1. Claim Signature Form (CSF)	1. Review submitted forms for completeness and accuracy	None	8 minutes	PhilHealth Officer, CMDC
	2. Update the patient's data and verify patient's eligibility availment	None		

2.2. PhilHealth Member Registration Form (PMRF) 2.3. PhilHealth Claim Form 2 (CF2)	through the PhilHealth Portal			
	3. Generate PhilHealth Benefit Eligibility Form (PBEF)	None		
2. Sign and acknowledge the generated PhilHealth Benefit Eligibility Form (PBEF)	1. Secure signed PhilHealth Benefit Eligibility Form (PBEF)	None	3 minutes	PhilHealth Officer, CMDC
	2. Register patient to Patient Dialysis Database	None		
3. Receive Patient Dialysis Database Form	1. Secure a receiving copy of the Patient Dialysis Database Form	None	1 minute	PhilHealth Officer, CMDC
	TOTAL:	**None**	**14 minutes**	

*For New Patient

5. PROCEDURE FOR HEMODIALYSIS TREATMENT

After the successful registration to the PhilHealth Dialysis Database or PDD, the patient will now undergo the process of hemodialysis treatment.

Office/Division	Hemodialysis Unit
Classification:	Simple
Typeof Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC qualified dialysis patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule of Treatment	CMDC
2. Patient Kit (oxygen canula & mask, paracetamol, clonidine, diphenhydramine, face mask)	To be provided by the patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area and fill out the health declaration form	1.1 Receive the health declaration form and prepare the monitoring sheet, and assess the patient's vital signs and physical/medical condition	None	5 minutes	Dialysis Nurses, CMDC
	1.2 Issue clearance for treatment	None		
2. Proceed to the Patient Waiting Area	2.1 Assess and record the patient's: 2.2. Weight determination 2.3 Vital signs and Physical assessment 2.4 Ultrafiltration Computation	None	5 minutes	Dialysis Nurses, CMDC

	2.5 Prepare for patient treatment	None	20 minutes	Dialysis Nurses, CMDC
3. Proceed to Treatment Area	3.1 Perform Dialysis treatment, monitoring, and encoding	None	4 hours	Dialysis Nurses, CMDC
	3.2 Perform Hemodialysis termination	None	15 minutes	
	3.3 Record the patient's vital signs and physical assessment	None	5 minutes	Dialysis Nurses, CMDC
	3.4 Inform the patient for the next dialysis session and home care instructions	None	3 minutes	
	3.5 Prepare and issue the discharge order slip	None	1 minute	
4. Receive discharge order slip	4. Advise the patient to proceed to the Patient Business Office for the discharge process	None	1 minute	Dialysis Nurses, CMDC
5. Proceed to Patient Business Office for discharge clearance	5. Document/record medical services provided during the patient's dialysis	None	5 minutes	Dialysis Nurses, CMDC
	TOTAL:	**None**	**5 hours**	

6. DISCHARGE OF HEMODIALYSIS PATIENT

This service is available for hemodialysis patients order for discharge. It is the process of generating healthcare claims for submission to insurance companies (PhilHealth) for the purposes of reimbursement of medical service rendered by health care institution.

Office/Division	PhilHealth Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients eligible for PhilHealth deduction

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Discharge Order Slip	CMDC Nurse on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit discharge order slip to Patient Business Office	1.1. Verify the accuracy of the discharge order	None	8 minutes	PhilHealth Officer, CMDC
	1.2. Process outright deduction of PhilHealth	None		
	1.3. Generate statement of account	None		
2. Receive and sign the statement of account	2. Secure a receiving copy of the statement of account	None	1 minute	PhilHealth Officer, CMDC
3. Pay the remaining balance in excess of the PhilHealth benefit	3.1 Accept payment based on the remaining balance	Remaining balance in excess of PhilHealth benefit - P2,250	2 minutes	Billing Officer, CMDC

	3.2 Issue official receipt	None		
	3.3 Issue clearance slip	None		
4. Receive clearance slip and official receipt (if applicable)	4. Record the clearance control number in the logbook	None	1 minute	Billing Officer, CMDC
	TOTAL:	**None**	**12 minutes**	

7. RELEASING OF MEDICAL RECORDS

The health record is a confidential document, and the patient's right to privacy must be the primary concern in the release of health information. A great caution shall be exercised in releasing any information, and this should be done in accordance with the existing health record standards and policies.

Office/Division	Medical Records Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
1. Valid ID or proof of identity	To be provided by the patient
Representative	
1. Authorization letter in the absence patient and valid ID of representative	To be provided by the patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to Patient Business Office	1. Release medical record request form	none	2 minutes	Medical Records Officer, CMDC

2. Fill out and submit medical request form	1. Receive and review medical records request form	none	3 minutes	Medical Records Officer, CMDC
	2. Process medical record/certificate	none	2 days	Attending Physician, CMDC
	3. Certify and release medical record/certificate	none		Medical Records Officer, CMDC
3. Receive medical records	1. Secure receiving copy of medical record/certificate	none	2 minutes	Medical Records Officer, CMDC
	TOTAL:	**none**	**2 days, 7 minutes**	

CITY OF MEYCAUAYAN DIAGNOSTIC CENTER

1. LABORATORY SERVICES

Provides affordable quality clinical laboratory services to residents of the City of Meycauayan.

Office/Division	**OSPITAL NG MEYCAUAYAN - CLINICAL LABORATORY**
Classification:	Simple
Type of Transaction:	G2C (Government to Citizens)
Who may Avail:	**Residents of City of Meycauayan**

WORKING HOURS:
Monday – Sunday 24 hours

SCHEDULE OF AVAILABILITY OF LABORATORY SERVICES:
• Monday – Sunday 24 hours
• CLINICAL CHEMISTRY CUT-OFF FOR FASTING is strictly at 9:30 am

Strictly accepting requests from Ospital ng Meycauyan and CHUs only. Fit-to-work, annual physical exam (APEs), and pre-natal exams are not accepted.

RELEASING OF RESULTS:

● Results of OPD patients will be released after 2-3 hours, except fasting chemistry tests. ● Fasting Chemistry tests of OPD patients will be released at 3 pm within the day. ● Results of STAT and ER patients will be released within 1-2 hours.

● Results of CHU patients will be sent to respective CHUs via email, a day after the collection of sample(s). Results of specimens received on Friday will be released on Monday.

REQUIREMENTS FOR CHU PATIENTS:

CHECKLIST	WHERE TO SECURE
1. Laboratory request form duly signed by the requesting physician.	From the requesting physician
2. Proof of City of Meycauayan residency. (certificate/any valid ID with address)	Barangay where the patient resides
3. Certificate of Indigency	Barangay where the patient resides

FASTING REQUIREMENTS:

1. Fasting requirements **Laboratory Request with FBS only** • Patient is advised to fast for 8 hours **Laboratory Request with FBS and LIPID PROFILE** • Patient is advised to fast for 10 hours only **Laboratory Request with LIPID PROFILE/ CHOLESTEROL/TRIGLYCERIDE only** • Patient is advised to fast for 10-12 hours **Laboratory Request with OGTT** • Patient is advised to fast for 8 hours	City of Meycauayan Diagnostic Center - Clinical Laboratory

CLIENT STEPS:

#	CLIENT STEPS	OFFICE ACTION	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present the laboratory request and hospital number. Citizen specific: Special lane for senior citizens, persons with disability and pregnant women	● Receives laboratory request/s and checks laboratory requests as to completeness of data, such as name, birthday, age, hospital number, diagnosis, requesting physician, patient classification, and official receipt	5 mins	Registered Medical Technologist / Receptionist
2.	Client proceeds to the waiting area to wait for his or her turn to be called.	● Encode patient's information. ● Informs patient about the date and time to claim the laboratory results.	10 mins	Registered Medical Technologists
3.	Submit/collect specimen	● Receive submitted/ collected specimen.	10 mins	Registered Medical Technologists
		● Extract and label specimen. ● Checks adequacy of specimen. Encoding in the General Entry Logbook. ● Submits laboratory request with specimen to the respective laboratory		

		section for analysis.		
4.	None	● Processing and analysis specimens.	3 hours – 7 days depending on the test and status (STAT or regular)	Registered Medical Technologists
5.	Claim result	● Releasing of laboratory results (STAT) or regular ● Releasing of laboratory results to CHUs via email (Regular)	5 mins	Registered Medical Technologists
		TOTAL PROCESSING TIME	**30 mins**	

DEPARTMENT OF RADIOLOGY

GENERAL RADIOGRAPHY

X-ray is a form of electromagnetic radiation used in medical imaging to view internal body structures. Discovered in 1895 by Wilhelm Roentgen, X-rays pass through soft tissues but are absorbed by denser materials like bones, creating diagnostic images. Commonly used to detect fractures, infections, and tumors, X-rays are also used in industry and security. Since X-rays are ionizing radiation, their use must be carefully controlled to minimize exposure to patients and healthcare professionals, with safety measures such as lead aprons and shielding.

ULTRASONOGRAPHY

Ultrasound **(**US**)** is an imaging technology that uses high-frequency sound waves to characterize tissue. It is a useful and flexible modality in medical imaging and often provides an additional or unique characterization of tissues when compared to other modalities such as conventional radiography or CT.

RADIOLOGY DEPARTMENT VISION, MISSION, AND GOAL

MISSION

To provide high-quality, patient-centered imaging services using advanced technology, ensuring accurate diagnosis and compassionate care in a professional environment.

VISION

To be the leading radiology facility in the province of Bulacan, delivering the highest standard of medical imaging studies and services.

OBJECTIVES

O- Optimized Care: Deliver effective imaging services with a patient-centered approach.
S- Specialized Expertise: Continuously enhance the knowledge and skills of employees.
M - Modern Technology: Utilize state-of-the-art medical imaging equipment.
E- Excellence in Accuracy: Provide reliable and precise diagnostic findings.
Y - Yield Faster Results: Minimize waiting times for imaging procedures and results.
C- Collaboration: Foster teamwork and close coordination with other healthcare professionals.

1. GENERAL RADIOGRAPHY

General radiography, or plain film X-ray, is a basic imaging technique that uses a low dose of ionizing radiation to produce images of internal structures, mainly bones, lungs, and organs. It helps diagnose conditions like fractures, infections, and other abnormalities based on how tissues absorb the radiation.

Office or Division:	Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	OPD/ER/ADMITTED/CHU patients
Schedule of Availability of Service Days:	Monday, Wednesday, and Friday – 8:00 AM to 5:00 PM (Scheduled CHU patients) Monday to Sunday (For ER/Admitted – upon request) Monday to Friday (OPD patients)
Hours:	8 hours with 1-hour noon break
Processing Period:	27 minutes – 35 minutes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Radiology Request Form	Ospital ng Meycauayan Physician and CHU
2. Brgy. Indigency and/or Certification	Barangays of City of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form and requirements	Receive and assess requirement. a. Check the data if properly filled up and encode the examination. b. Check the Ospital ng Meycauayan Patient ID number. c. Check and get a copy of the Brgy. Indigency and/or Certificates as requirements to avail the services.	None	5 minutes	Radiology Clerk

2. Proceed to Patient Waiting Area and wait until the name is called.	Identifies patient correctly. Obtain clinical data/history.	None	10 minutes	Radiology Clerk
3. Proceed to the Radiology Section/Dressing Room. Preparation of the patient (Area of interest is made free from metal objects).	Explain the procedure to the patient. Preparation of the machine with appropriate technical exposure.	None	3 minutes	Radiology Clerk
4. Proceed to the exposure area where the X-Ray procedure will be performed.	Do the procedure. Complete the study by obtaining the necessary views needed.	None	15 minutes	Radiology Clerk
5. Explanation of the expected releasing of the X-Ray result. 5.1 48 hours (2 days) after the procedure for OPD and In-patients. 5.2 24 hours (1 day) after the procedure for ER patients. 5.3 72 hours (3 days) after the procedure (if test is done on Friday).	Informs client of date, time, and place of release of results.	None	2 minutes	Radiology Clerk

Upon claiming of Result	Checks the correct identity of the patient or authorized relative receiving the official result.	None	5 minutes	Radiology Clerk
		TOTAL	**40 minutes**	

2. ULTRASONOGRAPHY

Ultrasonography is a diagnostic imaging technique that uses high-frequency sound waves to create real-time images of internal organs, tissues, and blood flow.

Office or Division:	Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	OPD/ER/ADMITTED/CHU patients
Schedule of Availability of Service Days:	Monday, Wednesday, and Friday – 8:00 AM to 5:00 PM (Scheduled OPD/CHU patients) Monday to Sunday (For ER/Admitted – upon request)
Hours:	8 hours with a 1-hour noon break
Processing Period:	28 minutes – 50 minutes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ultrasound Request Form	Ospital ng Meycauayan Physician and CHU
2. Brgy. Indigency and/or Certification	Barangays of City of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Ultrasound Request Form and requirements	Receive and assess requirements. a. Check the data if properly filled up and encode the examination. b. Check the Ospital ng Meycauayan Patient ID number. c. Check and get a copy of the Brgy. Indigency and/or Certificates as requirements to avail the services.	None	5 minutes	Radiology Clerk

2. Proceed to the Patient Waiting Area and wait until the name is called.	Identifies the patient correctly. Obtain clinical data/history.	None	10 minutes	Radiology Clerk
3. Proceed to Ultrasound Room. Preparation of the patient.	Explain the procedure to the patient. Preparation of the machine.	None	3 minutes	Radiology Clerk
4. Perform an Ultrasound examination.	Do the procedure. Complete the study by obtaining the necessary views needed.	None	30 minutes	Radiology Clerk
5. Explanation of expected release of the Ultrasound result. 5.1 24 hours (1 day) after the procedure for ER patients. 5.2 48 hours (2 days) after the procedure (if test done on Monday-Thursday) and for OPD and In-patients. 5.3 72 hours (3 days) after the procedure (if test is done on Friday).	Informs client of date, time, and place of release of results.	None	2 minutes	Radiology Clerk
Upon claiming of Result	Checks the correct identity of the patient or authorized relative receiving the official result.	None	5 minutes	Radiology Clerk
		TOTAL	**50 minutes**	

NURSING SERVICES

(Emergency Room, Outpatient Department, Inpatient Department, Delivery Room)

1. OUTPATIENT DEPARTMENT

Office or Division:	Outpatient Department - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All patients needing outpatient consultation, assessment, evaluation, and treatment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
1. OPD queuing Number	Upon Entry to the Lobby, get a number from the security	None	1 minute	Security Guard on Duty
2. Proceed to Admitting/Information Section	Get a Patient Information Slip and fill it up, wait to be registered in the Computer	None	3 minutes	Admitting Clerk
3. Proceed to the OPD waiting area	Wait for the queuing number to be called, and present the patient's information slip. Triage patient, Quick Assessment, Charting, and Encode patient details in the Electronic Health Record	None	15minutes	OPD staff:
4. Proceed to the Designated Clinic for Consultation	4.1 Assessment, History taking, and Examine the patient. 4.2 Medicine Prescription. 4.3 Requesting ancillary procedures (Laboratory, X-ray, and Ultrasound). 4.4 Health education and schedule of next Visit	None	30minutes	Doctor on Duty:
5. Discharged	After consultation, patients may avail free Medicine good for 1 day at the Pharmacy.			
		TOTAL	**49 minutes**	

2. EMERGENCY DEPARTMENT

Office or Division:	Emergency Department - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Individuals in need of urgent medical attention

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Patient arrives at ER (walk-in or via ambulance)	Initial triage: assess severity and assign priority level	None	5 minutes	ER NURSES: Nursing Attendants: ER Doctors:
2. Proceed to Treatment Area	Immediate medical intervention as needed	None	Varies (Depends on Case)	
3. Provide Personal Details (If Stable)	Registration and record creation	None	5 minutes	Michelle Ann Milan, RN, ER NURSES: Nursing Attendants:
4. Diagnostic and therapeutic procedures	Conduct laboratory, minor surgical procedure	None	Depending on the case	Michelle Ann Milan, RN, ER NURSES: Nursing Attendants:
5. Assessment for admission, transfer, or discharge	Issue a Prescription, referral, or admission order	None	30minutes	ER Doctors:
		TOTAL	**40 minutes**	

3. INPATIENT DEPARTMENT

Office or Division:	Nursing Service-Clinical Area (In-Patient) - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request information for Notification of Admission	From ER Admission: ER Nurse informs the ward nurse on duty regarding admission. Secure Consent for Admission	None	2 minutes	ER staff:
2. Transport of Patient	Prepare the patient in a wheelchair and or Stretcher, maintain safe Transport	None	3 minutes	ER staff: ER NA:
3. Endorsement	Endorsed the patient and patient record to the assigned ward Nurse	None	15minutes	ER staff:
4. Admission Care	4.1 Placed the patient in bed comfortably. 4.2 Introduced Self. 4.3 Validates Patient Name through asking and checking the wrist tag name. 4.4 Note any Contraption and its proper placement. 4.5 Initial Assessment and Take Vital Signs 4.6 Brief the patient and patient relative on ward policies 4.7 Check the chart for its completeness and validate the written doctor's order. 4.8 Entry of Patient Details to iHomis. 4.9 Inform the Diet to the Dietary Department	None	30minutes	Ward Staff:
5. Receives Quality Care	5.1 Assess Patient Condition and Establish Plan of Care 5.2 Implement Plan of Care 5.3 Carry out all the Doctors' Orders 5.4 Facilitate Laboratory/ X-ray/ Ultrasound Request	None	8hours shift	Ward Staff:

	5.5 Administer Medication as ordered 5.6 Monitor Patient 5.7 Makes necessary Referral to the Doctor on Duty for further management. 5.8 Evaluate the outcome of the plan of care 5.9 Document accurately			
6. Informed Patient on Doctor's Disposition of Care	6.1 Evaluate patient condition. 6.2 For improved Condition 6.3 Death	None	15minutes	Doctor on Duty
7. Process for Billing	The Ward on Duty Nurse will process patient discharges in iHomis and forward them to Billing for cashiering.	None	30minutes	Ward Nurse/Billing/Cashier
		TOTAL	**1 hour & 35 minutes**	

ADMITTING SECTION

I. Mandate

The Admitting Section is responsible for the efficient and orderly admission of patients in accordance with hospital policies and procedures. It ensures that all patients are properly documented, classified, and admitted with courtesy, compassion, and confidentiality.

Office or Division:	ADMITTING SECTION - Ospital ng Meycauayan
Schedule of Availability of Service **DAYS:** **HOURS:**	Daily Monday - Sunday, including Holidays 24 Hours No Noon Break
Who may avail:	All Hospital Patient
DOCUMENTARY REQUIREMENTS **Admission from ER** **Admission from OPD** **Direct Admissions**	Patient's Information Sheet/ OSMEYC Patient ID Card/ Patient's Valid ID (Government Issued)
Processing Period	For ER Consultation only: 22 minutes For Admission: 25 minutes.

CUSTOMER/ CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Fill up the Patient's Information Sheet (PIS) with the Emergency Room Officer's note (ERO's name and signature, time and service)	Check the Patient's Information Sheet (PIS)	NONE	8 minutes	Admitting staff, patient/patient companion
Submit Patient's Information Sheet and Valid ID	Interview, validate and verify all the information given in the Patient's Information Sheet (PIS).	NONE	7 minutes	Admitting staff
Receive OSMEYC Patient ID Card from the Admitting Staff	Encode the required patient's data into the Hospital Information System (HIS) and print out the OSMEYC Patient ID Card. Issue the OSMEYC Patient ID Ca	NONE	4 minutes	Admitting staff patient/patient companion
Endorsed by medical staff	Received accomplished Admission and Discharge Record Check and Consent for diagnosis/treatment and Doctor's order for admission	NONE	1 minutes	Admitting staff Medical staff
Get and fill out Patient's Information Sheet (PIS) (For Outpatient Dept. Admission and Direct Admission only)	Interview and verify all the information declared in the Patient's Information Sheet (PIS).	NONE	10 minutes	Admitting staff Patient/ Companion
Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.	Encode the required patient's data into the Hospital Information System (HIS), Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted patient Instruct patient to proceed to medical social service for medical and financial assistance.	NONE	15 minutes	Admitting staff Patient/ Companion
		TOTAL	**45 minutes**	

PHARMACY DEPARTMENT

1. OUT-PATIENT DEPARTMENT TRANSACTION

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Out-Patient Department - Dispensing of Drugs
Who may avail:	OPD Patients availing medicines in the Pharmacy

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Hospital Record Number	Admitting Office
Original Hospital Prescription form	OPD and/or Emergency Department

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Original Hospital Prescription issued by Resident on Duty in OPD or Emergency Department	1.1. Verify the patient's name and hospital record number in iHOMIS+	None	1 minute	Staff Pharmacist
	1.2. Check the stocks available and inform the patient and/or relative that the Pharmacy Department will only provide a 1-day course of treatment.	None	2 minutes	
	1.3. Prepare the medications request, encode and print the transaction using Out-Patient Prescription Record.	None	2 minutes	

	1.4. Counsel the patient and/or relative before dispensing the medication to ensure that he/she understand the instructions on how to take the medicines prescribed.	None	3 minutes	
2. Receive the medications and sign the Out Patient Prescription Record	2.1. Record the transaction by encoding in Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**11 minutes**	

2. EMERGENCY DEPARTMENT TRANSACTION

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Emergency Department – Dispensing of Drugs
Who may avail:	Nurses and/or Nursing Attendants on duty in the ER Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pharmacy Requisition Slip	Emergency Department / Pharmacy Department

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit a filled-out Pharmacy Requisition Slip to Pharmacy Department	1.1. Receive and make sure that the form is filled out completely with necessary details.	None	1 minute	Staff Pharmacist
	1.2. Check the availability of requested medicines.	None	1 minute	
	1.3. Prepare and double-check all the requested medicines to avoid dispensing errors.	None	2 minutes	
	1.4. Dispense the medicines to nurses and let them double-check all the medicines dispensed.	None	1 minute	
2. Receive the medications and sign the Pharmacy Requisition Slip	2.1. Fill out the Form completely with the document number, room number, remarks, and signature by the Dispensing Pharmacist.	None	1 minute	
	2.2. Record the transaction by encoding in Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**9 minutes**	

3. RETURN OF MEDICINES TO PHARMACY DEPARTMENT

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Emergency Department – Return of Medicines to Pharmacy Department
Who may avail:	Nurses and/or Nursing Attendant on duty in ER Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pharmacy Return Slip	Emergency Department / Pharmacy Department
Medications for Return	Emergency Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Pharmacy Return Slip and the medicines to be returned to the Pharmacy Department	1.1. Receive and make sure that the form is filled-out with necessary details. Check the items for any damages or any signs of usage.	None	1 minute	Staff Pharmacist
	1.2. Fill out the form completely with the document number, room number, remarks, and signature by the Pharmacist who received the medications returned.	None	1 minute	

	1.3. Record the transaction by encoding in the Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**5 minutes**	

4. PHARMACY STOCK ISSUANCE

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Pharmacy Stock Issuance for e-cart replacement
Who may avail:	Nurses and/or Nursing Attendant on duty in ER Department / Other Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pharmacy Stock Requisition Slip	Emergency Department / Pharmacy Department
Patient Charge Slip	Emergency Department
Empty vial and/or tube to be replaced	Emergency Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Stock Request form, charge slips reflecting	1.1. Receive and sign the stock request form, charge slips, and an empty vial and/or tube for consumables.	None	1 minute	Staff Pharmacist

to whom the medication was used, and an empty vial and/or tube for consumables.	1.2. Check the charge slips to ensure the accuracy of charging the medications to patients by signing the particular medicine to be replaced in each charge slips.	None	2 minutes	
	1.3. Draft, print, and sign the Stock Issuance forms, photocopy the Stock Request form and charge slips, and attach to the Stock Issuance form. Note: Pharmacy – Original copy of Stock Request form, photocopy of charge slips, and Pharmacy Stock Issuance form. ER Department – Photocopy of Stock Request form, Original copy of charge slips, and Pharmacy Stock Issuance.	None	7 minutes	
2. Receive the Medications replaced and sign the Stock Issuance form	2.1. Release the e-cart replacement and record the transaction by encoding in the Daily Consumption Record spreadsheet.	None	5minutes	
	TOTAL:	**NONE**	**15 minutes**	

CENTRAL SUPPLY ROOM

1. DISTRIBUTION OF BASIC UNSTERILE/STERILE HOSPITAL ITEMS

Office or Division:	Central Supply Room
Classification:	Simple
Type of Transaction:	G2G – For hospital departments
Who may avail:	Hospital Departments, units, and authorized personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition Slip (1)	CSR Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request supplies/requisition slip	1.1 Received the requisition slip	None	1 minute	CSR Personnel
	1.2 Instruct Client to wait for the call to pick supplies as necessary, depending on the situation	None	1 minute	CSR Personnel
	1.3 Prepare the request	None	10 to 30 minutes	CSR Personnel
	1.4 Inform the client that supplies are ready to pick up	None	2 to 3 Minutes	CSR Personnel
2. Receiving of Hospital Supplies	2.1 Released the hospital supplies requested.	None	5 Minutes	CSR Personnel
	2.2 Check with the client the issued supply simultaneously	None	5 to 10 minutes	CSR Personnel
	2.3 Sign the receiving logbook; let the client sign the releasing logbook	None	1 minute	CSR Personnel
	TOTAL:	**None**	**51 Minutes**	

2. STERILIZATION OF MEDICAL AND SURGICAL SUPPLIES (UNSTERILE AND RE-STERILE)

Office or Division:	Central Supply Room
Classification:	Simple
Type of Transaction:	G2G – For hospital departments
Who may avail:	Hospital Departments, units, and authorized personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition Slip (1)	CSR Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit of Medical and Surgical instruments	1.1 Received the Unsterile/ Re-Sterile	None	1 minute	CSR Personnel
	1.2 Sorting, Accounting, Documentation, and Labeling	None	3 – 5 Minutes	
	1.3 Washing, Cleaning, Drying	None	30 Minutes to 1 Hour	
	1.4 Packing of Instruments	None	5 to 10 minutes	
	1.5 Packing and Loading	None	5 Minutes	
	1.6 Retrieval from autoclave	None	5 to 10 minutes	
2. Receiving of Sterile Items	2.1 Check the Sterile items	None	2 to 3 Minutes	
	2.2 Let the client sign the Autoclave Logbook	None	1 Minute	
	2.3 Released the Sterilize items	None	2 to 3 minutes	
	TOTAL:	**None**	**1 Hour and 38 Minutes**	

OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services

1.0 CSWDO Certificate of Indigency / Financial Incapability Issuance

Clients may apply for a Certificate of Indigency as required by the office/agency he/she is applying to avail of services for indigent individuals.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigency (1 Original)	Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Certificate of No Property (1 Original)	Office of the City Assessor, Ground Flr., Meycauayan City Hall
4. Any one (1) of the following: a. Pay slip; b. Latest Income Tax Return (ITR); c. Certificate of Tax Exemption/Non-Filer issued by the Bureau of Internal Revenue (BIR); or d. Notarized Sworn Affidavit for No Income	Company where client is working / Bureau of Internal Revenue (BIR) / Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

2.1 Accomplish the General Intake Sheet (GIS)	2.1 Provide client with General Intake Sheet (GIS) 2.2 Assist client in filling out the GIS (for clients having difficulty accomplishing the GIS)	None	15 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
3.1 Answer the questions of the interviewer	3.1 Interview the client about his/her current situation 3.2 Prepare the needed certificate 3.3 Sign the CSWDO Certificate of Indigency or Financial Incapability	None	15 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the CSWDO Certificate of Indigency or Financial Incapability. 4.2 Sign the logbook acknowledging receipt of the certificate.	4.1 Record client's information in the CSWDO Certifications Release Logbook	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**40 minutes**	

2.0 Certificate of Guardianship Issuance

Clients may apply for Certificate of Guardianship in the absence of the child's parents as required by the office/agency he/she is applying to avail of services.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Guardianship (1 Original)	Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Birth Certificates of concerned parties (1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
4. Marriage Certificate of child's parents (if available; 1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
5. Death Certificate of either deceased parent (for children with deceased parent/s; 1 Original or Certified True Copy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
6. Notarized Affidavit of Two (2) Disinterested Persons with attached photocopy of valid government issued IDs (For abandoned children; 1 Original)	Legal Office / Notary Public
7. Referral Letter (if referred by any agency/office; 1 Original)	Referring office/agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

2.1 Answer the questions of the interviewer	2.1 Interview client about his/her basic information and of the minor 2.2 Inform the client of the home visit	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
3.1 Wait for the Social Worker's Home Visit	3.1 Conduct Home Visit 3.2 Interview minor and client about their current situation 3.3 Inform client to receive the CSWDO Certificate of Guardianship the following business day 3.4 Prepare the Certificate of Guardianship 3.5 Sign the Certificate of Guardianship	None	3 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the Certificate of Guardianship 4.2 Sign the logbook acknowledging receipt of the Certificate of Guardianship	4.1 Record client's information in the CSWDO Certifications Release Logbook	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**3 working days and 20 minutes**	

3.0 Social Case Study Report Issuance

Clients may apply for a Social Case Study Report which also serves as a referral to their chosen welfare agency/ies whether Government Organizations (GOs) or Non-Government Organizations (NGOs) to help avail of needed assistance.

Note: Processing time is 40 minutes per one (1) Social Case Study Report. Processing time may vary depending on the number of Social Case Study Report to be prepared consonance to the number of agencies the client will seek assistance.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency / Residency (1 Original)	Barangay Hall where client is residing
2. Valid Government ID of client and/or beneficiary (1 Photocopy)	Government Offices issuing valid IDs
3. Referral Letter (if referred by any agency/office; 1 Original)	Referring office/agency
Additional Requirements for Medical Assistance	
1. Medical Abstract or Medical Certificate issued not later than three months upon application (1 Original or Certified True Copy)	Hospital/clinic where client is currently admitted/diagnosed
2. Any of the following supporting medical documents issued not later than three months upon application (1 Original / Certified True Copy): 2.1 Quotation for Dialysis 2.2 Quotation for Surgery 2.3 Quotation for Orthopedic Implants (locking plates, screws, etc.) 2.4 Treatment Protocol 2.5 Drug Prescription (Reseta) 2.6 Laboratory Request 2.7 Hospital Bill or Statement of Account	Hospital/clinic where client is currently admitted/diagnosed
Additional Requirements for Burial Assistance	
1. Funeral Contract and/or Promissory Note or Certification from Funeral indicating outstanding balance (1 Original or Certified True Copy)	Funeral parlor providing the service

2. Death Certificate (1 Original or Certified True Copy)	PSA / City Civil Registry Office, Ground Flr., New City Hall Bldg.
Additional Requirements for Scholarship/Educational Assistance	
1. Registration Form or Certificate of Enrollment (1 Original or Certified True Copy)	School where client/beneficiary is enrolled
2. Statement of Account (1 Original or Certified True Copy)	School where client/beneficiary is enrolled
3. Student's Id (1 Photocopy)	School where client/beneficiary is enrolled
Additional Requirements for Fire Victims	
1. Certificate from Bureau of Fire Protection (1 Original or Certified True Copy)	City of Meycauayan Bureau of Fire Protection
2. Picture of Burnt House (1 Original)	Client/Barangay Hall where client is residing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Accomplish the General Intake Sheet (GIS)	2.1 Provide client with General Intake Sheet (GIS) 2.2 Assist client in filling out the GIS (for clients having difficulty accomplishing the GIS)	None	15 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

a. Answer the questions of the Interviewer	3.1 Interview client about the problem being faced, his/her current situation, economic conditions, and social history 3.2 Prepare the Social Case Study Report with assessment and recommendation 3.3 Sign the Social Case Study Report	None	15 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
4.1 Receive the Social Case Study Report with assessment and recommendation. 4.2 Sign the logbook acknowledging receipt of SCSR.	4.1 Record the Social Case Study Report in the SCSR Release Logbook.	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**40 minutes**	

4.0 Senior Citizen ID Issuance

The LGU facilitates the issuance of identification cards and purchase booklets to all Senior Citizens in the respective jurisdiction to ensure that Senior Citizens enjoy the benefits and privileges provided for in Republic Act 9994.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan (Ages 60 above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Senior Citizen ID Application Form (1 Original)	Office of the Senior Citizen's Affairs, Community Center, Ground Flr., New City Hall Bldg.
2. Barangay Clearance (1 Original)	Barangay Hall where client is residing
3. Latest 1x1 picture (2 pcs. Original Picture)	To be produced by the client
4. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
5. Birth Certificate (1 Photocopy)	PSA / City Civil Registry, Ground Flr., Meycauayan City Hall
6. Certificate of Cancellation (for transferee to City of Meycauayan; 1 Original)	Origin OSCA of city/municipality
7. Authorization Letter (for authorized representatives up to first degree of consanguinity and affinity; 1 Original)	To be produced by the senior citizen

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	1.3 If submitted documents are incomplete, return to client			
2.1 Accomplish Senior Citizen ID Application Form	2.1 Provide client with Senior Citizen ID Application Form 2.2 Review the Accomplished Application Form 2.3 Provide client with claim stub indicating schedule of release of SC ID	None	20 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
3.1 Wait for the releasing of Senior Citizen ID	3.1 Prepare the Senior Citizen ID 3.2 Sign the Senior Citizen ID 3.3 Forward the Senior Citizen ID to the Office of the City Mayor for approval and signature 3.4 Contact client / Barangay Senior President for the release of signed and approved Senior Citizen ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer Head Office of the Senior Citizens' Affairs City Mayor Office of the City Mayor
4.1 Receive the Senior Citizen ID and	4.1 Record the information of client on the	None	10 minutes	Social Welfare Assistant Office of the City Social

Purchase Booklet 4.2 Sign the logbook acknowledging receipt of Senior Citizen ID and Purchase Booklet	Senior Citizen ID Release Logbook			Welfare and Development Officer
	Total	**None**	**2 working days and 35 minutes**	

Replacement of SC ID

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Notarized Affidavit of Loss (For lost SC ID; 1 Original)	Notary Public
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Wait for the releasing of Senior Citizen ID	2.1 Prepare the Senior Citizen ID 2.2 Sign the Senior Citizen ID 2.3 Forward the	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	Senior Citizen ID to the Office of the City Mayor for approval and signature 2.4 Contact client / Barangay Senior President for the release of signed and approved Senior Citizen ID			Head Office of the Senior Citizens' Affairs City Mayor Office of the City Mayor
3.1 Receive the Senior Citizen ID and Purchase Booklet 3.2 Sign the logbook acknowledging receipt of Senior Citizen ID and Purchase Booklet	3.1 Record the information of client on the Senior Citizen ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 15 minutes**	

5.0 Person with Disability (PWD) ID Issuance

The LGU facilitates the issuance of identification cards and purchase booklets to all PWDs in the respective jurisdiction to ensure that PWDs enjoy the benefits and privileges provided for in Republic Act 9442.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished PWD ID Application Form (1 Original)	Persons with Disability Affairs Office (PDAO), Community Center, Ground Flr., Meycauayan City Hall
2. Valid Government Issued ID (1 Photocopy)	To be produced by client
3. ID picture issued not later than 6 months from date of application (2 pcs Original 1x1 Picture and 1 pc 2x2 Picture)	To be produced by the client
4. Barangay Clearance / Barangay Certificate of Indigency / Barangay Certificate of Residency for PWD ID Application (1 Original)	Barangay Hall where client is residing
5. Medical Certificate / Clinical Abstract Stating the Disability issued not later than 1 year from date of application (For non-apparent disability; 1 Original or Certified True Copy)	City Health Unit of residence / City Health Office of residence / Government or Private Hospital
6. Latest whole body colored picture (for apparent disability, 1 Original)	To be produced by the client
7. School Assessment by a Licensed Teacher duly signed by School Principal (for SPED students; 1 Original)	SPED School where client is enrolled
8. Authorization Letter (for authorized representatives up to fourth degree of consanguinity and affinity; 1 Original)	To be produced by the client
9. Diagnostic Test or Laboratory Test (if necessary)	To be produced by the client / Government or Private Hospital / Clinic
10. Certificate of Cancellation (for transferee to City of Meycauayan; 1 Original)	Origin PDAO of city/municipality

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

1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
2.1 Accomplish PWD ID Application Form	2.1 Provide client with PWD ID Application Form 2.2 Review the Accomplished Application Form 2.3 Inform client on the releasing schedule of the PWD ID	None	20 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
3.1 Wait for the releasing of PWD ID	3.1 Forward the PWD ID Application to the Office of the City Health Officer for assessment and recommending approval 3.2 If application is disapproved, inform client 3.3 Prepare the PWD ID 3.4 Forward the	None	3 working days	Disability Affairs Officer I Persons with Disability Affairs Office City Health Officer Office of the City Health Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	PWD ID to the Office of the City Social Welfare and Development Officer for checking and recommending approval 3.5 Forward the PWD ID to the Office of the City Mayor for approval and signature 3.6 Encode the PWD's information to the online DOH Philippine Registry of PWDs 3.7 Contact client for release of signed and approved PWD ID			City Mayor Office of the City Mayor
4.1 Receive the PWD ID 4.2 Sign the logbook acknowledging receipt of PWD ID	4.1 Record the information of client on the PWD ID Release Logbook	None	10 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
	Total	**None**	**3 working days and 35 minutes**	

For Replacement of PWD ID

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For PWD ID lost within the validity period - Notarized Affidavit of Loss (1 Original)	Notary Public

2. For updating of information within the validity period: a. Photocopy and original copy of PWD ID b. Marriage Certificate / Marriage certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage / Judicial decree of legal separation or nullity or annulment of marriage or judicial recognition of foreign divorce (For change of surname/civil status; 1 Photocopy)			To be produced by client	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
2.1 Wait for the releasing of PWD ID	2.1 Attach the requirement/s with the previous application record of client. 2.2 Inform client on the releasing schedule of the PWD ID 2.3 Prepare the PWD ID 2.4 Forward the PWD ID to the Office of the	None	2 working days	Disability Affairs Officer I Persons with Disability Affairs Office City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	City Social Welfare and Development Officer for checking and recommending approval 2.5 Forward the PWD ID to the Office of the City Mayor for approval and signature 2.6 Encode the PWD's information to the online DOH Philippine Registry of PWDs 2.7 Contact client for release of signed and approved PWD ID			City Mayor Office of the City Mayor
3.1 Surrender the old PWD ID (If for updating) 3.2 Receive the replacement PWD ID 3.5 Sign the logbook acknowledging receipt of PWD ID	3.1 Record the information of client on the PWD ID Release Logbook	None	10 minutes	Disability Affairs Officer I Persons with Disability Affairs Office
	Total	**None**	**2 working days and 15 minutes**	

a. Solo Parent ID Issuance

The LGU facilitates the issuance of identification cards to all Solo Parents in the respective jurisdiction to ensure that they enjoy the benefits and privileges provided for in Republic Act 8972.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Solo Parent ID Application Form (1 Original)	CSWD Office, 2nd Flr., Meycauayan City Hall / Barangay Hall where client is residing
2. Valid Government Issued ID (1 Photocopy)	Government Offices issuing valid IDs
3. Barangay Certificate of Residency	Barangay Hall where client is residing
4. Latest 1x1 and 2x2 pictures (2 pcs. Original)	To be produced by the client
5. Birth Certificate of children under 18 years of age (1 Photocopy)	PSA / Local Civil Registry
6. Birth Certificate of Applicant (1 Photocopy)	PSA / Local Civil Registry
Additional Requirements for the Solo Parent with child or children as a consequence of rape falling under Section 4(a)(1) of R.A. No. 11861	
7. Complaint affidavit (1 Original)	To be produced by the client
8. Medical record on the incident of rape (1 Original)	Hospital where client underwent medico-legal examination
9. Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of affidavit (for the purposes of issuance of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of the death of the spouse falling under Section 4(a)(2) of R.A. No. 11861	
10. Marriage Certificate (if married; 1 Photocopy)	PSA / Local Civil Registry
11. Death Certificate of the spouse (1 Photocopy)	PSA / Local Civil Registry
12. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public

Additional Requirements for the Solo Parent on account of the detention or criminal conviction of the spouse falling under Section 4(a)(3) of R.A. 11861	
13. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse (1 Original)	BJMP/PNP/Regional Trial Court
14. Sworn affidavit declaring that the solo parent is not collaborating with a partner or co-partner, and has sole parental care and support of the child and children (for purposes of issuance of subsequent SPIC, requirement numbers 13 and 14 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of physical or mental incapacity of the spouse falling under Section 4(a)(3) of R.A. No. 11861	
15. Marriage Certificate or affidavit of cohabitation (1 Photocopy)	PSA / Local Civil Registry / Legal Office / Notary Public
16. Medical records, medical abstract, or a certificate of confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid Person With Disability ID issued pursuant to Republic Act No. 10754 and Republic Act No. 7277, or the Magna Carta for Disabled Persons	Legal Office / Notary Public / Medical Hospital or Facility / PDAO
17. Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC and booklet, requirement numbers 16 and 17 shall be submitted every year)	Notary Public
Additional Requirements for the Solo Parent on account of legal or de facto separation of spouse falling under Section 4(a)(5) of R.A. No. 11861	
18. Marriage Certificate (1 Photocopy)	PSA / Local Civil Registry
19. Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses (1 Photocopy)	Regional Trial Court / Notary Public
20. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the	Notary Public

purposes of issuances of subsequent SPIC, requirement numbers 19 and 20 shall be submitted every year; 1 Original)	
Additional Requirements for the Solo Parent on account of declaration of nullity or annulment of marriage or divorce falling under Section 4(1)(5)	
21. Marriage certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage (1 Photocopy)	PSA
22. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce (1 Photocopy)	Concerned court
23. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent on account of abandonment by the spouse falling under Section 4(a)(7) of R.A. No. 11861	
24. Marriage certificates or affidavit of the applicant solo parent	PSA / Notary Public
25. Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse	Legal Office / Notary Public
26. Police or barangay record of the fact of abandonment	PNP / Barangay Hall
27. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the solo parental care and support of the child or children (for the purposes of issuances of subsequent SPIC, only the sworn affidavit shall be submitted every year; 1 Original)	Legal Office / Notary Public
Additional Requirements for the spouse or any family member of an OFW falling under Section 4(b) of R.A. No. 11861	
28. Marriage certificate, if the applicant is the spouse of the OFW, or birth certificate or the other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW (1 Photocopy)	PSA / Local Civil Registry
29. Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document (1 Photocopy)	POEA
30. OFW's passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration (1 Photocopy)	To be produced by the client / Bureau of Immigration

31. Proof of income of the OFW's spouse or family member (1 Photocopy)	To be produced by the client
32. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 29, 30, 31 and 32 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the unmarried father or mother who keeps and rears the child or children falling under Section 4(c) of R.A. No. 11861	
33. Certificate of No Marriage (1 Photocopy)	PSA
34. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 33 and 34 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent who is a legal guardian, adoptive or foster parent falling under Section 4(d) of R.A. No. 11861	
35. Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parent License issued by the DSWD or the NACC (1 Photocopy)	DSWD/NACC/Regional Trial Court
36. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement number 36 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for any Relative within fourth (4) civil degree of consanguinity and affinity of the parent or legal guardian who assumes parental care and support of the child or children falling under Section 4(e) of R.A. No. 11861	
37. Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 Photocopy)	PSA / Local Civil Registry / PNP / Barangay / Regional Trial Court

38. Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship (1 Photocopy)	PSA
39. Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children (for purposes of issuance of subsequent SPIC, requirement numbers 38 and 39 shall be submitted every year; 1 Original)	Notary Public
Additional Requirements for the Solo Parent who is a pregnant women falling under Section 4(f) of R.A. No. 11861	
40. Medical record of her pregnancy	Hospital / Clinic where client is consulting
41. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent who is providing support to the pregnant woman (1 Original)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Accomplish Solo Parent ID Application Form	2.1 Provide client with Solo Parent ID Application Form 2.2 Review the Accomplished Application Form 2.3 Inform client on the releasing schedule of the Solo Parent ID	None	20 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

3.1 Wait for the releasing of Solo Parent ID	3.1 Prepare the Solo Parent ID 3.2 Sign the Solo Parent ID 3.3 Forward the Solo Parent ID to the Office of the City Mayor for approval and signature 3.4 Contact client / Barangay Solo Parent President for the release of signed and approved Solo Parent ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer City Mayor Office of the City Mayor
4.1 Receive the Solo Parent ID 4.2 Sign the logbook acknowledging receipt of Solo Parent ID	4.1 Record the information of client on the Solo Parent ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 35 minutes**	
For Replacement of Solo Parent ID				
1. Notarized Affidavit of Loss (1 Original)			Notary Public	
2. Endorsement/Certification from Solo Parent President (1 Original)			Barangay where client is residing	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Submit complete requirements	1.1 Receive the documents of client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer

	1.2 Review and verify the completeness and authenticity of submitted documents If submitted documents are incomplete, return to client			
2.1 Wait for the releasing of Solo Parent ID	a. Attach the requirement/s with the previous application record of client. b. Prepare the Solo Parent ID c. Sign the Solo Parent ID d. Forward the Solo Parent ID to the Office of the City Mayor for approval and signature e. Contact client / Barangay Solo Parent President for the release of signed and approved Solo Parent ID	None	2 working days	Social Welfare Assistant Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer City Mayor Office of the City Mayor
3.1 Receive the Solo Parent ID 3.2 Sign the logbook acknowledging receipt of Solo Parent ID	3.1 Record the information of client on the Solo Parent ID Release Logbook	None	10 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**2 working days and 15 minutes**	

a. Parental Capability Assessment Report (PCAR) Issuance

The assessment of parenting capacity is a core child protection task, both in the context of assessing parents' capacity to protect children from risk and enhance their developmental experiences, as well as in decision-making about removing and/or restoring children to the care of their parents.

Note: Processing time may vary depending on the availability of client.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Any Child Welfare Agency whose clients are Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request/Referral Letter to Conduct PCAR (1 Original)	Concerned Child Welfare Agency
2. Valid Government Issued ID (1 Original)	Government Offices issuing valid IDs
3. Barangay Certificate of Residency (1 Original)	Barangay Hall of Current Residence
4. Social Case Study Report of the minor including services provided at the center and the child's progress (1 Original)	Concerned Child Welfare Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 If submitted documents are incomplete, return to client	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
2.1 Answer the questions of the interviewer	2.1 Interview client about his/her basic information and of the minor	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer

	2.2 Inform the client of the home visit			
3.1 Wait for the Social Worker's Home Visit	3.1 Prepare schedule of home visit 3.2 Conduct home visitations and interviews 3.3 Prepare the PCAR 3.4 Registered Social Worker signs the PCAR 3.5 Forward the PCAR to CSWD Officer for review and approval	None	30 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer
a. Receive the Parenting Capability Assessment Report (PCAR) b. Sign the logbook acknowledging receipt of the Parenting Capability Assessment Report (PCAR)	4.1 Record client's information in the CSWDO Release Logbook 4.2 Release the PCAR to the concerned agency representative If referral is made through e-mail, send the PCAR through e-mail.	None	10 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
	TOTAL	**None**	**30 working days and 25 minutes**	

8.0 Home Study and/or Child Study Report for Adoption of Child Issuance

Adoption is a socio-legal process of providing a permanent home to a child whose parents have voluntarily or involuntarily relinquished parental authority over the child.

Note: Application may last from 6 months to 1 year depending on the case.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form (1 Original)	CSWDO/DSWD Field Office
2. Birth Certificate (1 Original)	Philippine Statistics Office (PSA)
3. Certificate of Attendance on Adoption Forum (1 Original)	Regional DSWD
4. Police/NBI Clearance (issued at least one year from date of application/1 Original)	National Bureau of Investigation (NBI) / Philippine National Police (PNP)
5. Marriage Certificate / Divorce Annulment / Declaration of Nullity of legal separation in SECPA (if any/1 Original)	Philippine Statistics Office (PSA)
6. Written Consent to Adoption (1 Original)	To be produced by Prospective Adoptive Parent/s (PAPs)
7. Medical Certificate (issued at least 6 months/1 Original)	Government/Private Hospital/Clinic
8. 3 character references (Relatives, friends, co-workers/1 Original)	To be produced by client
9. Latest Income Tax Return (ITR) or Certificate of Employment (1 Photocopy)	Bureau of Internal Revenue (BIR) / Office where PAP/s is or are working
10. 3×5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken within the last three (3) months (1 Original)	To be produced by client
11. Result of psychological evaluation (1 Original)	Government/Private Hospital/Clinic

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

1.1 Submit complete requirements	1.1 Review documents submitted 1.2 Return to client if documents are incomplete 1.3 Interview and inform of random home visit	None	30 minutes	Social Welfare Officer III Office of the City Social Welfare and Development Officer
2.1 Wait for the home visit	2.1 Prepare schedule of home visit 2.2 Interview the client and family on home visits 2.3 Prepare home study report for approval and signature of CSWD Officer 2.4 Sign the Home Study and/or Child Study Report 2.5 Forward the Home Study and/or Child Study Report to the CSWD Officer for review, approval, and signature 2.6 Endorse the application and requirements	None	64 working days	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	to Regional Authority for Child Care (RACCO) 2.7 Inform client that the application has been forwarded to Regional Authority for Child Care (RACCO)			
	Total	**None**	**64 working days and 30 minutes**	

9.0 Social Case Study Report with Discernment Issuance

The determination of discernment shall take into account the ability of a child to understand the moral and psychological components of criminal responsibility and the consequences of the wrongful act; and whether a child can be held responsible for essentially antisocial behavior.

Note: Preparation and issuance of Social Case Study Report with Assessment of Discernment vary depending on the case of minor.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Referral Letter to Conduct Social Case Study Report with Discernment (1 Original)	City Prosecutor's Office and/or PNP
2. Barangay blotter or police investigation report (1 Original or Certified True Copy)	City Prosecutor's Office and/or PNP
3. Birth Certificate / Baptismal Certificate / Result of Dental Ageing (for proof of the minor's birthdate and age/1 Photocopy)	PSA/City Civil Registry/Health Center/City Health Unit/Respective Church

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

1.1 Submit complete requirements	1.1 Receive the documents of client 1.2 Review and verify the completeness and authenticity of submitted documents 1.3 Return to client if submitted documents are incomplete 1.4 Interview and gather the basic information, family and community background of CICL 1.5 Interview the parents/ guardian for additional information 1.6 Interview and guide the minor in accomplishing the Child Functioning Assessment Tool, Family Functioning Assessment Tool, Index of Value Judgement Tool, and	None	3 hours	Social Welfare Officer III Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	Level of Moral Development Tool			
	1.7 Prepare the Social Case Study Report with discernment 1.8 Sign the Social Case Study Report with discernment 1.9 Forward the Social Case Study Report with discernment to the CSWD Officer for review, approval, and signature	None		
2.1 Receive the Social Case Study Report with discernment. a. Sign the receiving copy acknowledging receipt of SCSR with discernment.	2.1 Record the release of Social Case Study Report with discernment in the Case Recordings of CICL's folder.	None	5 minutes	Social Welfare Assistant Office of the City Social Welfare and Development Officer
	Total	**None**	**3 hours and 5 minutes**	

10.0 Early Childhood Care and Development (Day Care) Application

Children ages 3-4 years old are nurtured for their physical and mental development to prepare them for schooling with right attitudes and habits.

Office or Division:	**Office of the City Social Welfare and Development Officer**
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Children ages 3-4 and residents of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of childbirth certificate (SECPA)	PSA
2. Barangay Certificate of Indigency / Residency (1 Original)	Barangay Hall where client is residing
3. Immunization Record of child (1 Photocopy)	To be produced by parent/client
4. Cedula (1 Photocopy)	Barangay Hall where client is residing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements	1.1 Review submitted documents 1.2 Return to client if submitted documents are incomplete	None	5 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
2.1 Answer the questions of the Day Care Worker	2.1 Interview the Parent / Guardian	None	45 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
3.1 Wait for the Certificate of Enrollment/ Registration	3.1 Prepare the Certificate of Enrollment / Registration by the DCW/CDW 3.2 Sign the Certificate of Enrollment	None	1 day	Day Care Worker I Office of the City Social Welfare and Development Officer City Social Welfare and Development Officer Office of the City Social Welfare and Development Officer

	3.3 Forward to the CSWD Officer for signature			
4.1 Receive the Certificate of Enrollment/ Registration 4.2 Sign the logbook acknowledging receipt of Certificate of Enrollment/ Registration	4.1 Issue the Certificate of Enrollment / Registration 4.2 Record the Certificate of Enrollment / Registration in the Release Logbook	None	5 minutes	Day Care Worker I Office of the City Social Welfare and Development Officer
	Total	**None**	**1 day and 55 minutes**	

OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES OFFICER

External Services

1. Tree Trimming / Grass Cutting / Fogging Operation

This service is being provided to ensure the safety and rehabilitation of the request. Residential, Public, and Private may avail of the service.

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Residential, Commercial, and Institutional

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client
2. Actual Photos of the Request	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Tree Trimming/Grass Cutting Operation	None	1 hour	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the schedule via text message	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.4 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL	**None**	**2 hours and 20 minutes**	

2. Certification of Cutting of Trees

This service is being provided to ensure the safety and rehabilitation of the request. Residential, Public, and Private Institutions may avail of the service.

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Residential, Commercial, and Institutional

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client
2. Actual Photos of the Request	To be provided by the client
3. Certification of No Objection	Barangay Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the inspection schedule via text message	None	10 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection and interview	None	2 hours	City Environment and Natural Resources Officer

				Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Inform the client of the release date of certification	None	15 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.3 Prepare and print certification for signature	None	15 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive Certification	3.1 Release the Certification	None	10 minutes	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**4 hours and 10 minutes**	

3. Clean Up Operation

This service is being provided upon the requests of individuals, sectors, and barangays. This activity is composed of street sweeping, river/creek clean up, and garbage collection.

Office or Division:	Office of the City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2G-Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request address to the City Mayor – 1 originally signed copy	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter request to the Office of the City Mayor	1.1 Receive the letter request with the routing slip from the Office of the City Administrator	None	1 day	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Notify the client of the inspection schedule via text message	None	10 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer

	2.2 Inform the client of the scheduled cleanup operation	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
3. Documentation	3.1 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL	**None**	**1 day, 1 hour and 40 minutes**	

4. Environmental Management Clearance

The Environmental Management Clearance (EMC) is issued to ensure compliance with applicable environmental laws, rules, and regulations by commercial, industrial, and institutional establishments.

For Businesses Under Categories A, B, C, and D of the Revised Guidelines for Coverage Screening and Standardized Requirements Under the Philippine Environmental Impact Statement System (PEISS) EMB Memorandum Circular 005 July 2014

Office or Division:	Office of the City Environment and Natural Resources Officer
Classification:	Simple
Type of Transaction:	G2C-Government to Client, G2B-Government to Business
Who may avail:	Commercial / Industrial / Factory

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Business Permit Application Form – 1 photocopy	Business Permit and Licensing Office
2. Certificate of Non-Coverage – 1 Photocopy	Department of Environment and Natural Resources – If Applicable
3. Environmental Compliance Certificate – 1 Photocopy	Department of Environment and Natural Resources – If Applicable

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a photocopy of the application form to the Office of the City Environment and Natural	1.1 Receive the application form	None	30 minutes	City Environment and Natural Resources Officer Environmental Management Specialist I Office of the City Environment and Natural Resources Officer

				Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Prepare the schedule of Inspection	None	1 hour	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Inform the client through text or message	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
2. Attend to the scheduled site inspection	2.1 Conduct site inspection and interview, and inform the client of the release of clearance	None	2 days	City Environment and Natural Resources Officer Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Prepare and print EMC for signature	None	15 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive EMC	3.1 Release the EMC	None	5 minutes	Environmental Management Specialist I Office of the City Environment and Natural Resources Officer Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**2 days, 2 hours, and 10 minutes**	

For Other Businesses

Office or Division:	Office of the City Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client, G2B-Government to Business			
Who may avail:	Commercial / Industrial / Factory			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Business Permit Application Form – 1 Photocopy		Business Permit and Licensing Office		
2. Printed Photos of the Business Establishment		To be provided by the client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a photocopy of the application form to the Office of the City Environment and Natural	1.1 Receive the application form	None	20 minutes	City Environment and Natural Resources Officer Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	1.2 Review the application form and the submitted photos.	None	2 hours	Admin Aide I Office of the City Environment and Natural Resources Officer
	1.3 Sign the Business Permit Application Form, CENRO section		10 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	2.2 Prepare and print EMC for signature	None	20 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
3. Receive EMC	3.1 Release the EMC	None	10 minutes	Environmental Management Specialist I Admin Aide I Office of the City Environment and Natural Resources Officer
	3.2 Filing of documents	None	10 minutes	Admin Aide I Office of the City Environment and Natural Resources Officer
	TOTAL		**3 hours and 10 minutes**	

OFFICE OF THE CITY POPULATION OFFICER

External Services

1. PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC) CERTIFICATION

The Pre-Marriage certification is issued as a prerequisite for securing the marriage license of the above couple as provided for in Presidential Decree No. 965 and Article 16 of the Family Code.

Office or Division:	Office of the City Population Office
Classification:	Simple
Type of Transaction:	G2C / C2G – Government to Client / Client to Government
Who may avail:	Would be Couples

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for Marriage License – Fully Accomplished with Original signature of the Civil Registrar Officer plus attached document requirement (Cenomar, Birth Certificate and Etc.)	Office of the City Civil Registrar
2. Family Planning Certificate (1 original copy)	City Health Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present complete requirements	1.1 Evaluate application and requirements	None	10 Minutes per couple	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
	1.2 Prepare CPD FORM 1, Logbook and Distribute Marriage Inventory Questionnaire to client	None	8 Minutes	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
2. Fill out FORM 1 & Logbook. Marriage Inventory Questionnaire must be answered by the would-be couples	2.1 Assist client	None	8 Minutes per couple	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer

	2.2 Collect CPD FORM 1, questionnaire and answer sheet. Analyze answers	None	15 minutes	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer City Population Officer - Office of the City Population Officer
3. Proceed to the counseling room	3.1 Prepare counseling room and assist client	None	10 minutes	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
4. Conduct PMC Session	4.1 Conduct Seminar to would-be couples	None	3 hours	City Population Officer - Office of the City Population Officer Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
5. Wait for the issuance of PMOC Certificate	5.1 Prepare PMC Certification	None	5 minutes per couple	City Population Officer - Office of the City Population Officer Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
6. Receive PMOC Certificate	6.1 Release/ issue PMOC Certificate to client	None	3 minutes per couple	
	TOTAL	**None**	**3 hours & 59 minutes**	

2. REQUEST FOR DATA (DEMOGRAPHIC SURVEILLANCE DATA / TOTAL POPULATION / OTHERS)

Office or Division:	Office of the City Population Office
Classification:	Simple
Type of Transaction:	G2C / C2G – Government to Client / Client to Government
Who may avail:	All Citizens of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request Addressed to the City Mayor attention to the City Population Office stating the data needed, extent and purpose of the research noted by authorized Signatories – 1 original copy printed in the letter head	To be provided by client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request to the City Mayor's Office, 4th Floor	1.1 Record and forward to the City Mayor for approval and inform the client on the date of release	None	5 Minutes	Security Officer I - Office of the City Mayor Daycare Worker I - Office of the City Mayor Admin Aide I - Office of the City Mayor
	1.2 Inform the client when to receive the approved request via text message	None	2 days	
2. Proceed to the City Mayor's Office to receive the approved request	2.1 Present it to the City Population Office	None	3 minutes	Admin Aide I - Office of the City Population Officer Population Program Worker I - Office of the City Population Officer
	2.2 Conduct interview to client	None	30 minutes	
	2.2 Prepare requested data	None	20 minutes	
3. Receive requested data	3.1 Release requested data	None	5 minutes	
	TOTAL	**None**	**2 days ,1 hour and 3 minutes**	

OFFICE OF THE CITY ADMINISTRATOR - ECONOMIC ENTERPRISE MANAGEMENT DIVISION

External Services

1. CITY OF MEYCAUAYAN CONVENTION CENTER FEE PAYMENT

The City of Meycauayan Convention Center is one of the public utilities, managed and operated by Economic Enterprise Management-Office of the City Administrator. The Convention Request Form (CRF) is issued for General Public that wishes to use/rent the CMCC. The CAdO-EEM is authorized by the City Treasury Office to issue and collect revenue in this facility

Office or Division:	Economic Enterprise Management - Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Verify the availability of the date.	Assist the client that wishes to rent / use the convention	None	5 minutes	Market Supervisor III Admin. Aide I Economic Enterprise Management Division-Office of the City Administrator
2.Fill-out convention request form (CRF)	Review the CRF	None	5 minutes	
3.Fill-out Reservation Policies for the use of City of Meycauayan Covention Center	Review, process, & copy release of reservation policies	None	5 days	Economic Enterprise Management Division-Office of the City Administrator
3.Payment of Reservation fees / Rental Fees	Received payment	(**see schedule of fees)**	5 minutes	Admin. Aide I Market Supervisor III Economic Enterprise Management - Office of the City Administrator
4. Received LGU Official Receipt	Issuance of LGU Official Receipt	None	5 minutes	
	Report of reservation fee / rental fee collection		5 minutes	
	TOTAL	***(see schedule of fees)***	**5 days & 25 minutes**	

Note: Full payment should be made three (3) days before the event.

SCHEDULE OF FEES;

Reservation fee: **P1,000**		
	For Meycauayan Residence:	**For Non- Residence:**
Exec. Office and Lobby Area **-In Excess of 4 hours**	P5,000.00 (first 4 hours) P1,250.00 /hour	P6,000.00 (first 4 hours) P1,500.00 /hour
Exec. Office Only **-In excess of 4 hours**	P2,500.00 (first 4 hours) P625.00 /hour	P3,000.00 (first 4 hours) P750.00 /hour
Lobby Area Only **-In excess of 4 hours**	P2,500.00 (first 4 hours) P625.00 /hour	P3,000.00 (first 4 hours) P750.00 /hour
2nd Floor Main area **-In excess of 4 hours**	P10,000.00 (first 4 hours) P2,500.00 /hour	P15,000.00 (first 4 hours) P3,750.00 /hour
3rd Floor **-In excess of 4 hours**	P6,000.00 (first 4 hours) P1,500.00 /hour	P7,000.00 (first 4 hours) P1,750.00 /hour
Air Conditioning System **(Dressing Room)** **AIRCON 1** **AIRCON 2** **Wash Area / Kitchen**	 P500.00 /hour P500.00 /hour P500.00 /use	

Other Fees; any electrical equipment: P 300.00/equipment
Note: Rent are inclusive of chairs and tables

2. Transportation Terminal Fee Payment

The Economic Enterprise Management - Office of the City Administrator (Transport Division) manages the collection of terminal fees at the Meycauayan Common Transport Terminal. Public Utility Vehicles are allowed to pick-up commuters in the MCTT in exchange for a fee per trip.

Office or Division:	**Economic Enterprise Management - Office of the City Administrator-** (**MEYCAUAYAN COMMON TRANSPORT TERMINAL)**
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Terminal Drivers and Operators

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
TERMINAL FEE SLIP	Economic Enterprise Management - Office of the City Administrator- (MEYCAUAYAN COMMON TRANSPORT TERMINAL)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Terminal Fee Slip	Counter check / validate	None	5 minutes	Admin. Aide I
2. Payment	Received payment	**Terminal fees**: **UV Express Van** - P50.00 **Traditional Jeepney** - P15.00 **Modern Jeepney** - P20.00	5 minutes	Special Operations Officer II
3. Received LGU Official Receipt	Issuance of LGU Official Receipt	None	5 minutes	Economic Enterprise Management - Office of the City Administrator
	Report of terminal fee collection	None	10 minutes	
	TOTAL:		**25 minutes**	

3. PUBLIC UTILITY VEHICLE REGISTRATION

All UV Express vans, mini bus, traditional and modern jeepneys, North and South bound who shall use the Meycauayan Common Transport Terminal as their terminal shall pay the corresponding fees and renewable annually to CAdO-EEM.

Office or Division:	Economic Enterprise Management -Office of the City Administrator (Meycauayan Common Transport Terminal)
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Drivers and Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration form (accomplished)	Economic Enterprise Management - Office of the City Administrator (Meycauayan Common Transport Terminal)
Business Permit of transport organization & 1 photocopy	Transport Organization
Policy of Organization & 1 photocopy	Transport Organization
Proof of Consolidation & 1 photocopy	LTFRB
Updated of Franchise Verification & 1 photocopy	LTFRB
Updated OR/CR & 1photocopy	LTO
1 PUV Operator's Government Issued ID (Driver's License, National ID, SSS, GSIS or Pag-ibig) & 1 photocopy	LTO, Post Office, PSA, SSS, GSIS & Pag-ibig
Driver's License of PUV driver & 1 photocopy	LTO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of accomplished registration form	1.1 Received accomplished *make sure all requirements are complete	None	5 mins. per application	Admin. Aide I Special Operations Officer II
	1.2 Review and validate the documents submitted	None	10 minutes	Economic Enterprise Management -Office of the City Administrator
	1.3 Inspection of vehicle	None	10 mins. per vehicle	

	1.4 Approval of application	None	5 minutes	OIC, CAdO-EEM
2. Payment	2.1 Receive payment	**Registration fees;** **UV Express van** / **Mini Bus** – P 1,000 **Traditional / Modern Jeepney** – P 500	5 mins. per transaction	Admin. Aide Special Opertions Officer II Economic Enterprise Management -Office of the City Administrator
	2.2 Record to logbook	None	5 minutes	
3. Receive LGU Official Receipt and LGU official sticker	3. Issuance Official Receipt and LGU's official sticker	None	5 minutes	
	4.Report the registration collection	None	10 minutes	
	TOTAL		**55 minutes**	

4. Burial Niche and Crypt Fee Payment

The Calvario Public Cemetery is one of the basic services of City Government of Meycauayan, managed by Economic Enterprise Management - Office of the City Administrator (Public Cemetery) and shall exercise function and responsibilities for efficient and effective services.

Office or Division:	Economic Enterprise Management - Office of the City Administrator (Public Cemetery)
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Relatives of deceased Meycauayan residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death Certificate – 1 original & 1 photocopy	Office of the Civil Registrar

2. Permit (Burial,Exhumation and Cremation) - original & 1 photocopy a. Transfer of Cadaver b. Reburial Permit c. Transfer of Bones d. Fetal Death – (500 grams and Above)	Office of the City Health Officer Hospital
3. Contract of Agreement – 3 sets photocopy)	Calvario Public Cemetery Division
4. Valid I.D. of relative / kin of dead person – Original & 1 photocopy with 3 signatures	Client
Note: Attached original copy is for verification / reference use only.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify for availability of niche or crypt.	1. Assist the client for the availability of the niche / crypt.	None	5 minutes	Cemetery Caretaker Social Welfare Assistant Economic Enterprise Management Division -Office of the City Administrator-
2. Fill-out the Kasunduan ng Pagpapaupa sa Pampublikong Sementeryo ng Lungsod ng Meycauayan.	2. Review, process & sign the release copy of Kasunduan ng Pagpapaupa sa Pampublikong Sementeryo ng Lungsod ng Meycauayan.	None	5 days	

3. Payment	3. Received the Payment	None	10 minutes	
4. Received the LGU's Official Receipt	4. Issuance of LGU's Official Receipt	**(see schedule fees)**	5 minutes	
	5.Report the collection of fees	None	5 minutes	
	TOTAL:	**(See schedule fees)**	**5 days & 30 minutes**	

Schedule of fees;

Type of Lot	Rental Fees
1. Niche (Apartment Type)	
a. Initial 5 years	P 15,000.00
b. Succeeding year after 5 years, Renewable every year	P 2,000.00
2. Bone Crypt a. Initial 5 years	P 1,500.00
b. Succeeding year after 5 year, Renewable every year	P 500.00

5. Cremation Services Fee Payment

The Public Cemetery division will ensure effective delivery of service and undertake improvements to cremation facility for a safer, cleaner and more pleasing environment.

Office or Division:	Economic Enterprise Management Division- Office of the City Administrator-(Public Cemetery)
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Relatives of the deceased Meycauayan residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requirements: 1. Duly Accomplished Cremation Authorization Form (CAF).	Calvario Public Cemetery
2. Death Certificate – Original & 1 photocopy	Office of the City Civil Registrar
3. Cremation Permit - Original & 1 photocopy	Office of the City Health Officer
4. Valid ID, applicant and two witnesses (for the contract) - 1 photocopy with 3 signatures	To be produced by the client
5. If funeral wake exceeds seven (7) days, Embalmer certificate	Funeral services

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Verify the date of the date of Cremation Services	1.1 Assist the Client for the availment of cremation services 1.2 Check all requirements	None	10 minutes	Caretaker Social Welfare Assistant Economic Enterprise Management Division - Office of the City Administrator-
2.Fill-out Cremation Authorization Form (CAF)	Review the CAF	None	5 minutes	
3.Fill-out the Kasunduan ng Pagpapaupa sa Pampublikong Sementeryo ng Lungsod ng Meycauayan.	Review, process, sign and released the copy of Kasunduan ng Pagpapaupa sa Pampublikong Sementeryo ng Lungsod ng Meycauayan	None	5 days	

4.Payment	4.. Receive payment	**(See schedule of fees)**	5 minutes	
5.Received the LGU Official REceipt	5.Issuance of LGU Official Receipts	None	5 minutes	
	6.Report the Cremation services fees	None	5 minutes	
	TOTAL	**(See schedule of fees)**	**5 days & 25 minutes**	

Schedule of fees;

Category	Creamation Fees
Local Residence (11 yrs. and above)	P 15,000.00
Local Res. of Meycauayan (10 yrs old and below)	P 8,000.00
Non – Res. of Meycauayan (10 yrs. old and below)	P 20,000.00
Bone Only	P 6,000.00
Cost of Urn	P 1,500.00

6. Tanghalang Meycaueño Fee Payment

The Economic Enterprise Management -Office of the City Administrator manages the collection of Tanghalang Meycaueño fees at the New City Hall of City of Meycauayan. The Tanghalang Meycaueño Contract form is issued to general public/ private entities that wishes to rent/use the Tanghalang Meycaueño. CAdO-EEM is authorized by City Treasury Office to collect revenue in these facilities.

Office or Division:	Economic Enterprise Management - Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public and Private entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Verify the availability of the date	1. Assist the client that wishes to rent /use the Tanghalang Meycaueño	None	5 minutes	Ticket Checker Admin. Aide I Market Supervisor III
2. Fill-out Reservation Policies of Tanghalang Meycaueño form	2. Process/ sign/Copy release the Reservation Policies of Tanghalang Meycaueño	None	5 working days	Economic Enterprise Management- Office of the City Administrator
3. Pay the corresponding reservation/ rental fee and secure official receipt	3. Receive payment and issue official receipt.	**(See schedule of fees**)	5 minutes	
	TOTAL:	***(See schedule of fees)***	**5 days and 10 minutes**	

Schedule od fees;

Resident of Meycauayan (1st 6 hours)	Php 20,000.00
Non-Resident of Meycauayan (1st 6 hours)	Php 30,000.00
Lights and Sound System	Php 5,000.00
For every succeeding hour Resident of Meycauayan Non-resident of Meycauayan	 Php 4,000.00 Php 5,000.00

7. Meycauayan Sport Complex and Basketball Court Fee Payment

The Economic Enterprise Management-Office of the City Administrator manages manages the collection of Meycauayan Sport Complex fees located at Brgy. Bañga, City of Meycauayan. The Sport Complex Contract form is issued to general public/ private entities that wishes to rent/use the Meycauayan Sport Complex CAdO-EEM is authorized by City Treasury Office to collect revenue in these facilities.

Office or Division:	Economic Enterprise Management -Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	General Public and Private entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Verify the availability of the date	1. Assist the client that wishes to rent /use the Meycauayan Sports Complex	None	5 minutes	OIC,CAdO-EEM Market Supervisor III Admin. Aide I Economic Enterprise Management -Office of the City Administrator manages
2. Fill-out Reservation Policies of Meycauayan Sports Complex Form	2. Process/ sign/Copy release the Reservation Policies form	None	5 working days	
3. Pay the corresponding reservation/ rental fee and secure official receipt	3. Receive payment and issue official receipt.	**(See schedule of fees)**	5 minutes	
	TOTAL:	**(See schedule of fees)**	**5 days and 15 minutes**	

Schedule of fees;

Whole Track & Field Oval (6 hours)	
Residents	Php 10,000.00
Non-residents	Php 15,000.00
For every succeeding hour	Php 2,000.00
Reservation and Payment: CAdO-EEM – City of Meycauayan Convention Center	

RENTAL FEES FOR BASKETBALL COURT, SPORT COMPLEX;

WITHOUT TIMER	TIME	RATE
Day Rate	8:00 AM – 5:00 PM	Php 200.00/hr
Night Rate	5:00 AM – 10:00 PM	Php 300.00/hr
WITH TIMER		
Day Rate	8:00 AM – 5:00 PM	Php 250.00/hr
Night Rate	5:00 AM – 10:00 PM	Php 350.00/hr
Free public use from 6:00 AM – 8:00 AM (First Come, First Served)		
Reservation / Payment: CAdO-EEM – City of Meycauayan Convention Center		

Multi-Purpose Hall	Php 5,000.00 (1st 6 hrs.)	Php 500.00 / succeeding hour

TENNIS COURT FEES;

Types of Tennis Match	
a. Single	Php 60.00 per player for each player
b. Doubles	Php 30.00 per player for each player

RATES FOR ELECTRICAL EQUIPMENT;

Electrical Equipment Watts	**Rates**
a. Less than five hundred (500) watts	Php 100.00
b. More than five hundred (500) watts but, less than three thousand (3,000) watts	Php 200.00
c. More than three thousand (3,000) watts	Php 300.00

OFFICE OF THE CITY COOPERATIVES DEVELOPMENT OFFICER

External Services

1. Certificate of Endorsement Issuance for Securing Business Permit

The certification is issued when a primary cooperative secure a business permit. This is being done to ensure that the cooperative is legally operating as cooperative and have submitted necessary documents

Office or Division:	Office of the City Cooperatives Development Officer
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Primary Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
tificate of Compliance – 1 photo copy, presentation of original and reproduction copy	Cooperative Dev't. Authority (CDA)
2. Cooperative Annual Performance Report - One (1) photo copy	CDA
3. Articles & By-laws (for new/branching out) - One (1) photo copy	CDA
4. Certificate of Registration - One (1) photo copy of CDA, presentation of original and reproduction copy	CDA
5. Certificate of Authority (Branching out) - One (1) photo copy, presentation of original and reproduction copy	CDA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents	1.1 Accept documents, 1.2 Review and authenticate documents, 1.3 Prepare certificate of endorsement, 1.4 Print certificate for signature.	None	15 minutes	Administrative Asst. III Office of the City Cooperatives Development Officer Con. City Cooperative Officer Office of the City Cooperatives Development Officer
2. Receive Certificate	2. Release Certificate	None	2 Minutes	Administrative Asst. III Office of the City Cooperatives Development Officer
	Total	**None**	**17 minutes**	

OFFICE OF THE CITY PUBLIC EMPLOYMENT SERVICE OFFICER

External Services

1. Job Referral Issuance

A non-fee charging service that registers job seekers, matches their qualifications against updated job vacancies from accredited establishments and formally endorses for possible employment. It adheres the R.A. 8759 otherwise known as the PESO Act of 1999.

Office or Division:	Office of the City Public Employment Service Manager
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	All active job applicants/job seekers, at least 18 years old.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resume / Biodata with latest picture (one (1) original copy)	Client
2. Valid Government-Issued I.D. (at least two (2) I.D., bring original for verification and one (1) photocopy):	Client
a. PhilID- Philippine Identification Card	PSA-Philippine Statistics Authority
b. UMID- Unified Multi-Purpose ID	SSS-Social Security System/GSIS-Government Service Insurance System
c. Passport	DFA-Department of Foreign Affairs
d. PRC ID- Professional Regulation Commission ID	PRC Regional Office or Offsite Service Center
	LTO-Land Transportation Office
e. Driver's License	GSIS- Government Service Insurance System
f. GSIS e-card	SSS- Social Security System
g. SSS Card	COMELEC- Commission on Election
h. Voter's ID or Certification	BIR-Bureau of Internal Revenue
i. TIN ID- Tax Identification Number ID	PHLPost Office
j. Philippine Postal ID	
3. Endorsement Letter from PESO Manager (for non – resident of Meycauayan) (two (2) original copy)	Public Employment Service Office of Municipalities / Cities where the applicant resides.
4. School Credentials (bring original for verification and one (1) photocopy, whichever is applicable):	Client
a. TOR- Transcript of Records	School Last Attended
b. Form 137 or Form 138	School Last Attended
c. Diploma	School Last Attended
d. Training Certificate	School or Training Center conducted assessment
5. National Skills Registration Program (NSRP) Form No.1	Office of the City Public Employment Service Manager

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

1. Submit filled – out NSRP Form No. 1 and requirements to PESO staff for verification	1.1 Accept filled-out NSRP Form No.1 and requirements	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	1.2 Verify completeness and validity of submitted documents Note: If requirements are incomplete, PESO Staff will immediately return the documents, cite the missing items and instruct client to complete before proceeding. For complete requirements, proceed to next step.	None	5 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
2. Submit for interview and job matching of PESO staff	2.1 Interview and assess client's qualifications	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	2.2 Match client's qualifications with vacant position in the list of updated job vacancies from accredited establishments Note: If there is no immediate	None	25 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager

	successful job match, PESO staff will inform the client, discuss alternative options (e.g., training referral, livelihood programs) and place client's profile in the active file for future matching			
3. Wait for Job Referral Letter	3.1 Prepare Job Referral Letter	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	3.2 Review Job Referral Letter	None		PESO Manager Office of the City Public Employment Service Manager Or Labor and Employment Officer I Office of the City Public Employment Service Manager
	3.3 Approve/sign Job Referral Letter	None	10 minutes	PESO Manager Office of the City Public Employment Service Manager Or Labor and Employment Officer I Office of the City Public Employment Service Manager
4. Receive Job Referral Letter from PESO staff	4.1 Release Job Referral Letter	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
5. Sign Job Referral Log Book	5.1 Record Job Referral Letter in Job Referral Log Book	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	5.2 Assist client to sign in Job Referral Log Book	None	2 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager

6. Fill-out Client Feedback Form at front desk	6.1 Provide Client Feedback Form	None	5 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
7. Submit accomplished Client Feedback Form at Client Feedback Form Drop Box	7.1 Assist client to put the accomplished Client Feedback Form to Client Feedback Form Drop Box	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
8. Obtain instruction from the PESO staff	Instruct client to proceed to the company/employer	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		**50 minutes**	
NOTE: End of process for Job Referral Issuance				
Encoding and Reporting				
	Encode NSRP Form No. 1 of registered applicants to PESO Employment Information System (PEIS)	None	2 days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Follow up with employer for Placement Report of referred applicants via email and phone	None	7 business days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Update PEIS for monthly consolidation of registered, referred and placed applicants	None	2 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager

	Prepare report for monthly Statistical Performance Reporting System (SPRS) for submission to Department Of Labor and Employment (DOLE) every 20th day of the succeeding month	None	3 business days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		14 business days	

2. Establishment Accreditation (New and Renewal)

Official recognition granted to local and international establishments, enabling to solicit job vacancies through the Public Employment Service Office (PESO). This process ensures the establishment is compliant with labor laws and regulatory requirements. It also helps protect job seekers by ensuring they apply only to verified and reputable establishments/companies, especially during job fairs, recruitment activities and government employment programs.

Office or Division:	Office of the City Public Employment Service Manager
Classification:	Simple
Type of Transaction	Government to Business (G2B)
Who may avail:	Local and International Establishments/Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Primary Requirements	
a) Letter of Intent to City Mayor thru the PESO Manager (one (1) original copy)	Establishment/Company
b) Valid Company ID of the signatory of the letter (bring original for verification and one (1) photocopy)	Establishment/Company
c) Authorization Letter for company representative (one (1) original copy)	Establishment/Company
d) Valid Company ID of authorized representative (bring original for verification and one (1) photocopy)	Establishment/Company

e) Company Profile (one (1) photocopy) f) BIR Form 2303 Certificate of Registration or Certificate of Tax Exemption (if exempted) (bring original for verification and one (1) photocopy) g) Certificate of No Pending Case (bring original for verification and one (1) photocopy) h) Business Permit (bring original for verification and one (1) photocopy) i) Updated List of Job Vacancies with number of slots, qualifications and job descriptions/ Approved Job Orders for Overseas Recruitment Agency (bring original for verification and one (1) photocopy) j) Philjobnet Registration (one (1) printed screenshot copy) k) PESO Application Slip (one (1) original and one (1) photocopy) l) National Skills Registration Program (NSRP) Form 2 (one (1) original copy)		Establishment/Company Bureau of Internal Revenue Department of Labor and Employment Business Processing Licensing Office Establishment/Company Philjobnet.gov.ph Office of the City Public Employment Service Manager Office of the City Public Employment Service Manager
2. Secondary requirements based on business type		
a) DTI Certification (bring original for verification and one (1) photocopy)	For Private Direct Hire	Department of Trade and Industry,
b.) SEC Registration (bring original for verification and one (1) photocopy)		Security and Exchange Commission
a) Valid Private Employment Agency (PEA) License (bring original for verification and one (1) photocopy)	For Private Employment Agency	Department of Labor and Employment

b) Cooperative Development Authority (CDA) Certification (bring original for verification and one (1) photocopy)		Cooperative Development Authority
c) DOLE 174-17 Certificate of Registration (bring original for verification and one (1) photocopy)		Department of Labor and Employment
d) List of Clients (one (1) photocopy)]		Establishment/Company
e) Recruitment Process (one (1) photocopy)		Establishment/Company
a) Philippine Contractors Accreditation Board (PCAB) License (bring original for verification and one (1) photocopy)	For Private Construction Company	Philippine Contractors Accreditation Board (PCAB) Office
a) Department Migrant Worker (DMW) License (bring original for verification and one (1) photocopy)	For Private Overseas Recruitment Agency	Department of Migrant Worker
3. For Renewal of Accreditation		
a) Letter of Intent to City Mayor thru the PESO Manager (one (1) original copy)		Establishment/Company
b) Valid Company ID of the signatory of the letter (bring original for verification and one (1) photocopy)		Establishment/Company

c) Authorization Letter for company representative (one (1) original copy)	Establishment/Company
d) Valid Company ID of authorized representative (bring original for verification and one (1) photocopy)	Establishment/Company
e) PESO Accreditation (original copy)	Office of the City Public Employment Service Manager
f) Certificate of No Pending Case (bring original for verification and one (1) photocopy)	Department of Labor Employment
g) Business Permit (bring original for verification and one (1) photocopy)	Business Permit and Licensing Office
h) Updated List of Job Vacancies with number of slots, qualifications and job descriptions / Approved Job Orders for Overseas Recruitment Agency (bring original for verification and one (1) photocopy)	Establishment/Company

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out NSRP Form No. 2, accomplished Application Slip and requirements to PESO staff	1.1 Accept filled-out NSRP Form 2, accomplished Application Slip and requirements	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	1.2 Verify the completeness and validity of submitted documents Note: If requirements are incomplete, PESO Staff will immediately return the documents, issue a Return Slip detailing all missing or deficient documents. Only upon re-submission of all complete documents will accept the application and the process begin.	None		Labor and Employment Officer I Office of the City Public Employment Service Manager

	For complete requirements, proceed to next step.		20 minutes	
2. Submit for interview of PESO staff	2.1 Interview client on recruitment process	None	15 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
3. Wait for approval	3.1 Review application and documents	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	3.2 Approve/sign PESO Accreditation	None	10 minutes	PESO Manager Office of the City Public Employment Service Manager Or Labor and Employment Officer I Office of the City Public Employment Service Manager
4. Receive PESO Accreditation from PESO staff	4.1 Release PESO Accreditation	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
5. Sign Establishment Log Book	5.1 Record the accreditation to establishment log book	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	5.2 Assist client to sign Establishment Log Book	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager

6. Fill-out Client Feedback Form at the front desk	6.1 Provide Client Feedback Form	None	5 minutes	Labor and Employment Officer I Office of the City Public Employment Service
7. Submit accomplished Client Feedback Form at Client Feedback Form Drop Box	7.1 Assist client to put accomplished Client Feedback Form to Client Feedback Form Drop Box	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		**53 minutes**	
Note: End of process for Establishment Accreditation				
Encoding and Reporting:				
	Encode NSRP Form 2 of accredited establishments to PESO Employment Information System (PEIS)	None	2 business days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Follow up updated job vacancies list from accredited establishments/companies via email or telephone		7 business days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Update Vacancy Solicitation Report for list of job vacancies solicited from accredited establishments/companies.	None	2 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Prepare monthly Statistical Performance Reporting System (SPRS) for submission to Department Of Labor and Employment (DOLE) every 20th day of the succeeding month	None	3 business days	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		**14 business days**	

3.Special Program for the Employment of Students and Out-of-School Youth (SPES) Implementation

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides placement and employment assistance during school vacation to poor but deserving students in pursuing their education.This phase covers client registration, initial screening and final selection by employer.
This details the three core phases managed by the City Public Employment Service Manager in the implementation of the Special Program for Employment of Students (SPES).

Phase I: Application and Selection

This phase covers client registration, the two-tier interview process (PESO and Employer) and the final selection.

Office or Division:	City Public Employment Service Office
Classification:	Complex
Type of Transaction	Government to Client (G2C)
Who may avail:	Poor but deserving students and out-of-school youths age 15-30 years old and bonafide resident of the City of Meycauayan Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bio – Data / Resume with recent picture, include the names, contact numbers, occupations and monthly income of parents/legal guardians (one (1) original copy)	Client
2. SPES Pre-qualification Form (one(1) original copy)	Office of the City Public Employment Service Manager
3. National Skills Registration Program (NSRP) Form No.1 (one (1) original copy)	Office of the City Public Employment Service Manager
4. PSA Birth Certificate (bring original for verification and one (1) photocopy)	Philippine Statistics Authority
5. Latest Form 138 if High School / Senior High School with 1st to 3rd grading period grades (bring original or certified true copy and one (1) photocopy)	School Last Attended
6. Latest First Semester Report of Grades if College Student (bring original or certified true copy and one (1) photocopy)	School Last Attended
7. Barangay Certificate of Low Income, for non-wage earner parents / legal guardians (one (1) original copy and one (1) photocopy)	Barangay Hall where the applicant resides
8. BIR Tax Exemption Certificate, for wage and non-wage earner parents / legal guardians exempted for tax payment (one (1) original and one (1) photocopy)	Bureau of Internal Revenue
9. Income Tax Return of the previous year, for wage earner parents/legal guardians (bring original and one (1) photocopy)	Employer/Bureau of Internal Revenue

10. Certificate of Employment of parents /legal guardians, indicate the position and monthly basic salary (one (1) original copy with dry or wet seal and one (1) photocopy)	Employer
11. Barangay Certificate of Indigency for unemployed parents (one (1) original copy with dry or wet seal and one (1) photocopy)	Barangay Hall where the applicant resides
12. Out-of-School-Youth Certification, for Out of School Youth applicant (one (1) original copy with dry or wet seal and one (1) photocopy)	Barangay Hall where the applicant resides
13. Affidavit of Guardianship, if applicant is under the custody of a relative (one (1) original copy and one (1) photocopy)	Notary Public Office
14. Valid School ID, if applicable or at least one (1) valid ID listed in #16 (bring original for verification and one (1) photocopy with three (3) original signatures)	School Last Attended
15. Latest School Calendar of Activities (one (1) photocopy)	School Last Attended
16. Valid government-issued ID of parents / legal guardians, at least one (1) from the list (bring original for verification and one (1) photocopy with three (3) original signatures) a. SSS UMID ID b. GSIS UMID ID c. Philippine Passport d. Driver's License e. PRC ID f. Postal ID g. Senior Citizen ID h. COMELEC Voter's ID / Certification i. TIN ID with picture j. Philhealth ID with picture k. 4Ps ID l. PWD ID m. SOLO Parent ID n. Philippine National ID	SSS, GSIS, DFA, LTO, PRC, POST OFFICE, OSCA, COMELEC, BIR, PhilHealth, DSWD for 4Ps, PWD and SOLO Parent, and PSA
17. Latest 2x2 ID picture, 2 copies	Client

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

1. Submit fully accomplished forms and complete requirements to SPES Focal Person	1.1 Review all submitted accomplished forms and complete requirements	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	1.2 Verify all documents for completeness and compliance with DOLE SPES qualifications e.g., age, income threshold, passing grades) Note: If requirements are incomplete, SPES Focal Person will immediately return the documents, cite the missing items and instruct the client to complete before proceeding. For complete requirements, proceed to next step.	None	20 Minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
2. Submit for initial interview and job matching of SPES Focal Person	2.1 Interview and assess client's basic communication skills, motivation and job availability	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	2.2 Match client's qualifications e.g., relevance of skills/education to vacancy of employer	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	2.3 Accomplished SPES Applicant Screening Form	None		Labor and Employment Officer I

	under PESO Section		30 minutes	Office of the City Public Employment Service Manager
3. Attend final interview with assigned employer	3.1 Conduct final interview to assess job suitability, skills match and cultural fit	None		PESO Manager Office of the City Public Employment Service Manager/ Private Employer
	3.2 Accomplished SPES Applicant Screening Form under Final Interview Section	None		PESO Manager Office of the City Public Employment Service Manager/ Private Employer
	3.3 Issue formal notice to client If disapproved, SPES Focal Person immediately re-match the applicant to another employer with available slots that fit their profile For approved, proceed to Phase II	None	1 business day	PESO Manager Office of the City Public Employment Service Manager/ Private Employer
4. Wait for notice of approval from SPES Focal Person via telephone call	4.1 Prepare Official List of SPES beneficiaries recommended for placement	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	4.2 Approve/sign the Official List of SPES Beneficiaries	None	1 business day	
5. Receive notice of approval from SPES Focal Person	Give notice of approval via telephone call	None	2 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
6. Fill out SPES Application Form or SPES Form 2 at PESO front desk	6.1 Provide SPES Form 2	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	6.2 Assist beneficiaries in filling out SPES Form 2	None	45 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager

7. Submit filled out SPES Form 2 to SPES Focal Person	Review filled out SPES Form 2	None	2 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
8. Wait for notice of Orientation via phone	8.1 Instruct to wait for notice of Orientation via phone	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
	8.2 Prepare Placement Report cum GSIS Insurance Coverage or SPES Form 5	None	30 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
	8.3 Approve/sign Placement Report cum GSIS Insurance Coverage or SPES Form 5	None	60 minutes	PESO Manager Office of the City Public Employment Service Manager/ Budget Officer/ Employer
	8.4 Submit to DOLE the Placement Report cum GSIS Insurance Coverage or SPES Form 5 and SPES Form 2	None	1 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		**3 business days, 3 hours and 10 minutes**	

SPES Phase II: Placement, Deployment and Documentation

This phase covers all activities from signing contracts to completing work and submitting post-employment feedback.

Office or Division:	City Public Employment Service Office
Classification:	Highly Technical
Type of Transaction	Government to Client (G2C)
Who may avail:	Poor but deserving students and out-of-school youths age 15-30 years old and bonafide resident of the City of Meycauayan Bulacan
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ool I.D. or any valid Government I.D. a. Philippine Passport b. Driver's License c. Postal ID d. COMELEC Voter's ID / Certification	DFA, LTO, POST OFFICE, COMELEC, BIR, PhilHealth, DSWD for 4Ps, PWD, and PSA

e. TIN ID with picture f. Philhealth ID with picture g. P4Ps ID h. PWD ID i. Philippine National ID				
y Time Record (DTR)			Office of the City Public Employment Service Manager	
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Attend SPES Orientation at City Hall	1.Conduct mandatory Orientation on SPES Implementation	None	2 hours	PESO Manager Office of the City Public Employment Service Manager Or Labor and Employment Officer I Office of the City Public Employment Service Manager with SPES Focal Person from Department of Labor and Employment
2. Sign SPES Documentary Forms	2.1 Present SPES Documentary Forms to beneficiaries	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	2.2 Assist beneficiaries in signing SPES Documentary Forms	None	30 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
3. Receive Endorsement Letter from SPES Focal Person	Issue Endorsement Letter	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
4. Report to assigned employer	Instruct beneficiaries to report to employer	None	1 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager
5. Perform daily assigned tasks	5.1 Instruct beneficiaries for daily assigned tasks	None		Employer
	5.2 Monitor beneficiaries at least twice a week	None		Labor and Employment Officer I

				Office of the City Public Employment Service Manager and Barangay Training and Employment Coordinator (BTEC)
	5.3 Certify Daily Time Record (DTR)	None		Employer
	5.4 Employer accomplish online Beneficiary Performance Assessment Form of DOLE	None	20 days for LGU/ 30 days for Private Establishment	Employer
6. Accomplish online Program Engagement Feedback Form of DOLE	Provide link for online Program Engagement Feedback Form of DOLE	None	10 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL	None	**21 days, 2 hours and 41 minutes for LGU / 31 days, 2 hours and 41 minutes for Private Establishment**	

SPES Phase III: Payout, Financial Claim Processing

This phase details the mandatory two-part salary disbursement (60% Employer Share, 40% DOLE Share)

Office or Division:	City Public Employment Service Office
Classification:	Highly Technical
Type of Transaction	Government to Client (G2C)
Who may avail:	Poor but deserving students and out-of-school youths age 15-30 years old and bonafide resident of the City of Meycauayan Bulacan
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Daily Time Record (DTR) one (1) original copy	Office of the City Public Employment Service Manager

2. SPES Accomplishment Report one (1) original copy and one (1) photocopy 3. Proof of Enrollment bring original for verification and two (2) photocopies a. Registration Card/Form b. Certificate of Enrollment	Client Client School Presently Enrolled

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certified DTR and Accomplishment Report to SPES Focal Person	1.1 Accept certified DTR and Accomplishment Report	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	1.2 Verify the completeness and validity of documents	None	10 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
2. Wait for notice of payout of 60% share from SPES Focal Person via phone	Instruct to wait for notice of payout via phone	None	5 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager
3. Receive 60% share in cash	Release 60% share	None	1 business day	Labor and Employment Officer I Office of the City Public Employment Service Manager
4. Sign payroll	Present payroll to beneficiaries for signing	None	2 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
5. Wait for notice of payout for 40% salary share	5.1 Instruct to wait for notice of payout for 40% salary share	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	5.2 Submit Accomplishment Report and fully accomplished payroll of 60% salary share to DOLE	None		Labor and Employment Officer I Office of the City Public Employment Service Manager

	5.3 Verify submitted claims documents	None		SPES Focal Person Department of Labor and Employment
	5.4 Endorse the complete folder to DOLE Regional Office for processing of 40% share	None		SPES Focal Person Department of Labor and Employment
	5.5 Process the claim	None	15 business days	SPES Focal Person Department of Labor and Employment - Region 3
6. Submit copy of Proof of Enrollment to DOLE	6.1 Receive copy of Proof of Enrollment	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager SPES Focal Person Department of Labor and Employment
7. Receive check of 40% share from DOLE	7.1 Release the final 40% salary share	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager SPES Focal Person Department of Labor and Employment
8. Sign payroll	8.1 Present payroll to beneficiaries for signing	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager SPES Focal Person Department of Labor and Employment
	TOTAL		**21 business days 15 minutes**	

4. **Government Internship Program (GIP) Application**

A component of KABATAAN 2000 under Executive Order (E.O.) No. 139 s1993 and DOLE Administrative Oder No. 260-15 which aims to provide opportunities and engage young workers to serve general public in government agencies/entities projects and programs at the national and local level.

Office or Division:	Office of the City Public Employment Service Manager
Classification:	Complex
Type of Transaction	Government to Client (G2C)
Who may avail:	Graduate of any 4-Year Course with age up to 30 years old, no work experience and bonafide resident of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resume with latest picture (two (2) original copy)	Client
2. GIP Application Form (two (2) original copy)	Office of the City Public Employment Service Manager
3. NSRP Form No.1(one (1) original copy)	Office of the City Public Employment Service Manager
4. School Credentials (bring original for verification and one (2) photocopies, whichever is applicable): a. TOR- Transcript of Records b. Diploma or c. Certificate of Graduation	School Last Attended
5. Valid Government-Issued I.D.(at least one (1) I.D., bring original for verification and one (1) photocopy with three original signatures): a. PhilID- Philippine Identification Card b. UMID- Unified Multi-Purpose ID c. Passport d. PRC ID- Professional Regulation Commission ID e. Driver's License f. GSIS e-card g. SSS Card h. Voter's ID or Certification i. TIN ID- Tax Identification Number ID j. Philippine Postal ID	PSA-Philippine Statistics Authority SSS-Social Security System/GSIS-Government Service Insurance System DFA-Department of Foreign Affairs PRC Regional Office or Offsite Service Center LTO-Land Transportation Office GSIS- Government Service Insurance System SSS- Social Security System COMELEC- Commission on Election BIR-Bureau of Internal Revenue PHLPost Office
6. Latest 2x2 ID picture with name tag and signature, 2 pieces	Client

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out NSRP Form No.1 and complete requirements to GIP Focal Person	1.1 Accept filled out NSRP Form No.1 and complete requirements	None		Labor and Employment Officer IOffice of the City Public Employment Service Manager
	1.2 Verify completeness and validity of submitted documents Note: If requirements are incomplete, PESO Staff will immediately return the documents, cite the missing items and instruct client to complete before proceeding. For complete requirements, proceed to next step.	None	10 minutes	Labor and Employment Officer IOffice of the City Public Employment Service Manager
2. Submit for assessment of GIP Focal Person	Assess the client's qualifications	None	5 minutes	Labor and Employment Officer Office of the City Public Employment Service Manager
3. Fill out GIP Application Form at the front desk	Provide client with GIP Application Form	None	5 minutes	Labor and Employment Officer IOffice of the City Public Employment Service Manager
4. Submit filled up GIP Application Form to GIP Focal Person	Review submitted GIP Application Form	None	2 minutes	Labor and Employment Officer IOffice of the City Public Employment Service Manager
5. Wait for final interview of DOLE via phone	Instruct client to wait for phone interview from DOLE GIP Focal Person	None	5 business days	Labor and Employment Officer Office of the City Public Employment Service Manager
6. Wait for notice of approval of application from GIP Focal Person via phone	6.1 Instruct client to wait for notice of approval of application via phone	None	5 business days	Labor and Employment Officer IOffice of the City Public Employment Service Manager

	6.2 Inform client for schedule of Orientation	None	10 minutes	Labor and Employment Officer IOffice of the City Public Employment Service Manager
7. Attend GIP Orientation at DOLE Field Office	Conduct GIP Orientation and discuss reminders/ do's and don'ts	None	2 hours	DOLE Field Office GIP Focal
8. Sign GIP Contract	Assist GIP beneficiary in signing GIP Contract	None	5 minutes	DOLE Field Office GIP Focal
9. Report to assigned office	Endorse GIP beneficiary to assigned office	None	5 minutes	PESO Manager Office of the City Public Employment Service Manager Or Labor and Employment Officer IOffice of the City Public Employment Service Manager
	TOTAL		**10 business days, 2 hours and 42 minutes**	

5. Livelihood Assistance Registration

Under the PESO Act of 1999, the Public Employment Service Office is mandated to facilitate the implementation and/or provision of livelihood and self-employment programs and services. The Livelihood Assistance Registration is a process wherein a client may register and avail different livelihood programs provided by either PESO or its partner agency.

Office or Division:	City Public Employment Service Office
Classification:	Simple
Type of Transaction	Government to Client (G2C)
Who may avail:	18 years old and above, belongs to the marginalized sectors in the City of Meycauayan Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DOLE Beneficiary Profile Form (one (1) original copy)	Office of the City Public Employment Service Manager
2. DOLE Business Action Plan (one (1) original copy)	Office of the City Public Employment Service Manager
3. Certificate of Barangay Indigency (one (1) original copy)	Barangay Hall where the client resides
4. National Skills Registration Program (NSRP) Form No.1 (one (1) original copy)	Office of the City Public Employment Service Manager

5. Valid Government-Issued I.D.(at least one (1) I.D., bring original for verification and one (1) photocopy with three original signatures): a. PhilID- Philippine Identification Card b. UMID- Unified Multi-Purpose ID c. Passport d. PRC ID- Professional Regulation Commission ID e. Driver's License f. GSIS e-card g. SSS Card h. Voter's ID or Certification i. TIN ID- Tax Identification Number ID j. Philippine Postal ID	PSA-Philippine Statistics Authority SSS-Social Security System/GSIS-Government Service Insurance System DFA-Department of Foreign Affairs PRC Regional Office or Offsite Service Center LTO-Land Transportation Office GSIS- Government Service Insurance System SSS- Social Security System COMELEC- Commission on Election BIR-Bureau of Internal Revenue PHLPost Office
6. Latest 2 x 2 picture, 2pcs	Client

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Livelihood Program Log Book at the front desk	Assist client to log in the Livelihood Program Log Book	None	1 minute	Labor and Employment Officer IOffice of the City Public Employment Service Manager
2. Fill out DOLE Beneficiary Profile Form, DOLE Business Action Plan and NSRP Form No.1	2.1 Provide client with DOLE Beneficiary Profile Form, DOLE Business Action Plan and NSRP Form No.1	None	1 minute	Labor and Employment Officer Office of the City Public Employment Service Manager
	2.3 Assist client in filling out DOLE Beneficiary Profile Form, DOLE Business Action Plan and NSRP Form No.1	None	45 minutes	Labor and Employment Officer Office of the City Public Employment Service Manager

3. Submit filled-out DOLE Beneficiary Profile Form, DOLE Business Action Plan and NSRP Form No.1 and photocopy of one (1) government-issued ID.	3.1 Receive filled-out DOLE Beneficiary Profile Form, DOLE Business Action Plan and NSRP Form No.1 and photocopy of one (1) government-issued ID	None	1 minute	Labor and Employment Officer Office of the City Public Employment Service Manager
	3.2 Advice client will be contacted for onsite validation	None	1 minute	Labor and Employment Officer Office of the City Public Employment Service Manager
	3.3 Profile client into the Master Beneficiary Roster under Livelihood Program	None	2 minutes	Labor and Employment Officer Office of the City Public Employment Service Manager
Total			**51 minutes**	

6. Skills Training Program Registration

Under the PESO Act of 1999, the Public Employment service Office is mandated to undertake employability enhancement training or seminar for job seekers. The Skills Training Program Registration is a process wherein a client may register and avail different skills training provided by either PESO or its partner training institutions.

At least 18 years old, High School graduate, ALS graduate, College undergraduate or graduate for most training scholarships and bonafide resident of the City of Meycauayan.

Office or Division:	City Public Employment Service Office
Classification:	Simple
Type of Transaction	Government to Client (G2C)
Who may avail:	18 years old and above, belongs to the marginalized sectors in the City of Meycauayan Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resume / Bio-data with latest picture (one (1) original copy)	Client
2. Valid Government-Issued I.D.(at least two (2) I.D., bring original for verification and one (1) photocopy):	Client
a. PhilID- Philippine Identification Card	PSA-Philippine Statistics Authority
b. UMID- Unified Multi-Purpose ID	SSS-Social Security System/GSIS-Government Service Insurance System
c. Passport	DFA-Department of Foreign Affairs PRC Regional Office or Offsite Service Center

d. PRC ID- Professional Regulation Commission ID e. Driver's License f. GSIS e-card g. SSS Card h. Voter's ID or Certification i. TIN ID- Tax Identification Number ID j. Philippine Postal ID			LTO-Land Transportation Office GSIS- Government Service Insurance System SSS- Social Security System COMELEC- Commission on Election BIR-Bureau of Internal Revenue PHLPost Office	
3. School Credentials (bring original for verification and one (1) photocopy, whichever is applicable): a. TOR- Transcript of Records b. Form 137 or Form 138 c. Diploma d. ALS Certification e.Training Certificate			Client School Last Attended School Last Attended School Last Attended School or Training Center conducted assessment	
4. National Skills Registration Program (NSRP) Form No.1 (one (1) original copy)				
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
in the Skills Training ɔgram Log Book at the nt desk	1.1 Assist client to log in the Skills Training Program Log Book	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
ɔut NSRP Form No.1 the front desk	2.1 Provide client with NSRP Form No.1	None	25 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
mit filled-out NSRP rm No.1 and quirements to Skills aining Program Focal rson	3.1 Verify completeness and validity of submitted form and requirements	None	5 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
mit for assessment of ills Training Program cal Person	4.1 Assess client if what skills training is needed	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	4.2 Advice client will be contacted once	None		Labor and Employment Officer I

	the skills training is available			Office of the City Public Employment Service Manager
	4.3 Profile client into the Master Beneficiary Roster under Skills Training Program	None	15 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
	TOTAL		**46 minutes**	

7. OFW/Migrant Desk Assistance

This provides initial consultation, documentation and referral assistance for Overseas Filipino Workers (OFW) and their families concerning various issues, including welfare cases, labor concerns, repatriation and access to reintegration programs e.g., OWWA or DMW assistance. The LGU PESO OFW/Migrant Desk serves as the first-line intermediary before endorsing the case to the appropriate national agency.

Office or Division:	Office of the City Public Employment Service Manager
Classification:	Simple
Type of Transaction	Government to Client (G2C)
Who may avail:	OFW/Migrant and their families in the City of Meycauayan Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philippine Passport Bio-page (bring original for verification and one (1) photocopy)	Department of Foreign Affairs (DFA)
2. Employment Contract (bring original for verification and one (1) photocopy)	Client
3. Proof of Active/Valid Memebership status: (bring original for verification and one (1) photocopy) a. Overseas Employment Certificate (OEC) b. OWWA Membership Receipt c. e- Card	DMW, OWWA
4. Relevant supporting documents e.g.,(bring original for verification and one (1) photocopy) a. Medical Certificate b. Police Report c. Complaint Letter d. Notice of Termination	Client or Foreign Employer/Agency
For the Family Representative (if OFW is abroad)	

5. Valid Government-Issued ID (bring original for verification and one (1) photocopy) a. PhilID- Philippine Identification Card b. UMID- Unified Multi-Purpose ID c. Passport d. PRC ID- Professional Regulation Commission ID e. Driver's License f. GSIS e-card g. SSS Card h. Voter's ID or Certification i. TIN ID- Tax Identification Number ID j. Philippine Postal ID	PSA-Philippine Statistics Authority SSS-Social Security System/GSIS-Government Service Insurance System DFA-Department of Foreign Affairs PRC Regional Office or Offsite Service Center LTO-Land Transportation Office GSIS- Government Service Insurance System SSS- Social Security System COMELEC- Commission on Election BIR-Bureau of Internal Revenue PHLPost Office
6. Proof of Relationship to OFW: (bring original for verification and one (1) photocopy) a.Marriage Certificate b.Birth Certificate c. If sibling, copy of both Birth Certificate of OFW and representative	Philippine Statistics Authority (PSA)
7. National Skills Registration Program (NSRP) Form No.1 (one (1) original copy)	Office of the City Public Employment Service Manager
8. OWWA Workers Welfare & Assistance Intake Interview Sheet and Salaysay (one (1) original and one (1) photocopy)	Office of the City Public Employment Service Manager

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Visitor's Log Book at the front desk	Assist client to log in the Visitor's Log Book	None	1 minute	Labor and Employment Officer I Office of the City Public Employment Service Manager
2. Submit for consultation and intake to OFW/Migrant Desk Officer	Conduct a private interview to gather facts and determine the nature of the case (welfare, labor, repatriation, anti-illegal recruitment)	None	25 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager

3. Fill out NSRP Form No.1 and OWWA Workers Welfare & Assistance Intake Interview Sheet and Salaysay	Instruct client to fill out NSRP Form No.1 and OWWA Workers Welfare & Assistance Intake Interview Sheet and Salaysay	None	25 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
4. Submit filled out forms and documentary requirements to OFW /Migrant Desk Officer	4.1 Receive filled out forms and documentary requirements	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	4.2 Review filled-out forms and validity and completeness of documentary requirements If incomplete requirements, advice client to complete the requirements before forwarding to referred agency to avoid delay	None	6 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
5. Receive all original copy of OWWA Intake Interview Sheet and Salaysay and documentary requirements from OFW/ Migrant Desk Officer	5.1 Release to client all original copy of OWWA Intake Interview Sheet and Salaysay and documentary requirements	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	5.2 File all photocopied forms and requirements at OFW/Migrant Assistance Folder for encoding	None		Labor and Employment Officer I Office of the City Public Employment Service Manager
	5.3 Instruct client to personally submit to appropriate agency as needed	None	3 minutes	Labor and Employment Officer I Office of the City Public Employment Service Manager
	Total		**60 minutes**	

OFFICE OF THE LOCAL DISASTER RISK REDUCTION MANAGEMENT OFFICER

External Services

1. TRAINING DEVELOPMENT & CAPACITY SKILLS PROGRAM REQUEST

LDRRMO Meycauayan Training Division provides training services to public and private individuals in subjects such as Disaster Risk Reduction and Management, including emergency response and capacity building programs.

Office or Division:	Office of the Local Disaster Risk Reduction and Management Officer
Classification:	Simple
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Barangay, Homeowners Association, NGO's, Private Companies, Schools, and Stakeholders (City of Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request letter addressed to the City Mayor through the Head Officer of the City of Meycauayan Disaster Risk Reduction and Management Office	To be Provided by Client

1. Basic Life Support-CPR 1 Day
2. Community First Aid 2 Days
3. Standard First Aid 2 Days
4. DRRM 101 1 Day
5. Disaster Preparedness 1 Day
6. Basic Water Safety 1 Day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry via: ▪ Phone ▪ Email Walk-in	1. Discuss to the client the courses offered by Training Division, details about the requirements and available schedule.	None	30 Minutes	Management Officer I Office of the Local Disaster Risk Reduction and Management Officer
2. Send a hard copy of a request letter addressed to the Office of the City Mayor through the LDRRMO Head Officer, / Send an email of a request letter to cdrrmo@meycauayan.gov.ph	2. Send a copy of the letter to the City Mayor through the LDRRMO Head Officer and inform the client immediately upon approval.	None	1 day	City Mayor Office of the City Mayor LDRRM Officer Secretariat, Council Local Disaster Risk Reduction and Management Officer
3. Confirmation of training schedule	8.1 Preparation for training materials, equipment, and facility. 8.2 Endorsement letter to DRRM Operations Division for a request for instructors if necessary.	None	3 days	Management Officer I Office of the Local Disaster Risk Reduction and Management Officer

	8.3 Conduct and facilitate training.			
9. Written and Practical Examination	▪ Evaluation of Training output. Printing of Certificates.	None	4 hours	Management Officer I Office of the Local Disaster Risk Reduction and Management Officer
10. Requesting Party / Facilitator and Training Division Staff	Awarding of certificates and submission of Post Activity Report to the LDRRM Office.	None	1 hour	Management Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**4 days, 5 hours & 30 minutes**	

2. REPORT & CERTIFICATIONS REQUEST

LDRRMO Meycauayan allows individuals to request official incident reports and certifications from the City Disaster Risk Reduction and Management Office (LDRRMO). These documents may be required for legal matters or other official purposes.

Office or Division:	LDRRMO MEYCAUAYAN – ADMINISTRATIVE & TRAINING DIVISION
Classification:	Complex
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Barangay, Homeowners Association, NGO's, Private Companies, Schools, and Stakeholders (City of Meycauayan Residents)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request letter addressed to the City Mayor through the Head Officer of the City of Meycauayan Disaster Risk Reduction and Management Office	Requesting Party
Valid ID of Requesting Party	Government-Issued ID (e.g., LTO, PRC, SSS, GSIS, Passport)
Authorization Letter (if requesting on behalf of another person)	Requesting Party
Proof of Claim or Necessity (if applicable)	Insurance Company, Legal Counsel, Employer
Proof of Claim or Necessity (if applicable)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request form with complete requirements	1. Receive and verify documents	None	10 Minutes	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer

2. Wait for document processing	2. Review the report and Verification of documents /certification	None	4 Days	
3. Approval from the Office of the City Mayor	3. Forwarded document from the Office of the Mayor to the LDRRM Office after approval	None	2 Days	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
4. Claim the document and sign the release log	4. Release the requested document	None	5 Minutes	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**6 days & 15 minutes**	

3. TECHNICAL ASSISTANT REQUEST

LDRRMO Meycauayan Research and Planning Division conducts hazard assessments, risk analysis, and data collection, develops and updates DRRM plans, formulates contingency and evacuation strategies, and collaborates with stakeholders to enhance disaster preparedness, mitigation, and recovery efforts.

Office or Division:	LDRRMO MEYCAUAYAN – RESEARCH AND PLANNING DIVISION
Classification:	Complex
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Residents of the City of Meycauayan, All Government Agencies, Barangay BDRRM Committee, Private Institutions, NGO Volunteer Group, and Academe, Researchers.

A. Request for copy of DRRM Plan, Contingency Plans, Hazard Maps and other disaster related documents available and for public access.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written request letter addressed to the City Mayor through the Head Officer of the City of Meycauayan Disaster Risk Reduction and Management Office	Requesting Party
Scanned or photocopy of at least one valid ID issued by the National Agency, such as LTO Driver's License, PRC License, SSS ID, GSIS ID, BIR ID, Passport, Student ID, Associations ID, etc.	Requesting Party
At least 5 GB. USB or external hard drive	Requesting Party
Email address of the requesting party	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting party to send a request letter (personal or via email)	1. Receive letter and forward to Chief - LDRRMO, then re-	None	3 working days	Administrative Officer I

	routed to Research and Planning Division Chief			Office of the Local Disaster Risk Reduction and Management Officer
2. Provide a scanned or photocopy of at least one valid ID together with one USB or external hard drive	2. Assigned staff to provide a soft copy of the requested document/s to the requesting party	None	10 mins. (depending on the size of the file)	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Office
	TOTAL	**None**	**3 days & 10 minutes**	

B. Request for the review of the Barangay DRRM Fund Investment Plan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submission of Oplan Listo BDRRM Plan, Annual Utilization Report, Annual Accomplishment Report, Summary of resources, list of attended disaster-related seminars/trainings, Barangay DRRM-related Resolutions, Situation Reports, and other related documents that may be required if necessary.	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Barangay to submit the required data and documents in hard and soft copy	1. Monitor submission and coordinate with the concerned barangay for compliance	None	1 week before the Approval of the Barangay Annual Fund	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
2. Provide two copies of the annual Barangay DRRM Fund Investment Plan	2. Review the plan for correctness and forward to the LDRRMO Head Office for final review	None	5 Minutes	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
3. Receive the signed Barangay DRRM Fund Investment Plan	3. Release the signed Barangay DRRM Fund Investment Plan	None	5 Minutes	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**1 week & 10 minutes**	

C. Request for the review of the Contingency Plan				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Submission of DRRM Plan, Annual Accomplishment Report, Summary of resources, and a list of attended Disaster-related seminars and other related documents that may be required if necessary.			Requesting Party	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required data and documents in hard and soft copy	1. Monitor submission and coordinate with the concerned person for compliance	None	At least 1 week before the approval of the Barangay Annual Fund	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
2. Provide a soft copy of the Contingency Plans	2. Review the plan for correctness and compliance with the official template and forward to the LDRRMO Head Office for final Review	None	1 week	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
3. Receive certificate of review and compliance with the City's required Template	3. Release the certification	None	5 Minutes	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**2 weeks**	
D. Request for technical assistance during workshops related to DRRMO activities				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Written request addressed to the City Mayor through the City of Meycauayan CDRRMO Head Officer			Requesting Party	
Memorandum or Invitation letter to attend			Requesting Party	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter or an issue memorandum, or	1. Receive request letter or memorandum, or invitation to attend,	None	5 Minutes	Management Officer I

an Invitation letter to attend	and forward to the LDRRMO head Officer, then re-routed to the Research and Planning Division			Office of the Local Disaster Risk Reduction and Management Officer
2. Follow-up list of attendees and provide details of activities	2. Prepare related documents, confirm availability, and attend or provide lectures, assistance if needed.	None	Upon Schedule	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**5 minutes or upon schedule**	

E. Request for Drill Evaluators

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written request addressed to the City Mayor through the City of Meycauayan LDRRMO Head Officer	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter	1. Receive the request letter and forward it to the LDRRMO Head Officer, then re-route it to the Research and Planning Division Chief's Office	None	3 Working Days	Management Officer I Office of the Local Disaster Risk Reduction and Management Officer
2. Follow-up list of evaluators and provide details of drill activity	2. Confirm schedule and attend drill as evaluator.	None	Upon Schedule	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
3. Conduct the drill based on the scheduled time and date	3. Act as Evaluator on how the drill was conducted and issue an evaluation report and Certificate to the requesting party	None	Upon Schedule	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**3 days or upon schedule**	

4. DISASTER RESPONSE SERVICES REQUEST

A. (Responding to Trauma and Medical Emergencies within the Area of Responsibility (AOR) and Emergency Response Service during Calamities within AOR)

LDRRMO Meycauayan provides PRE-HOSPITAL services to our constituents through LDRRMO Meycauayan Emergency Rescue Team, composed of Registered Nurses, Midwives, and Emergency Medical Responders (EMRR) that provide pre-hospital care to patients and/ victims.

Office or Division:	LDRRMO MEYCAUAYAN – OPERATION & WARNING DIVISION
Classification:	Simple
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Residents in the City of Meycauayan who are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Receive call from City Disaster Risk Reduction and Management Office (LDRRMO) Hotlines: (044) 815-0404 / 044) 321-6345, Text at 0898-111-6392 / 0953-119-0320 and/ or Radio coordination of the concerned party at the LDRRMO B. Receipt of call and/ or Radio from different local agencies.	LDRRMO Meycauayan Rescue Team
Provide necessary information about the patient and situation, such as but not limited to: Caller information: ▪ Name ▪ Contact information Incident ▪ Kind/ type of incident ▪ Exact address or Location ▪ Time of incident ▪ Involved individual/parties Patient information: ▪ Name ▪ Chief complains ▪ Contact details ▪ Current status Assessment or intervention performed (If any)	LDRRMO Meycauayan Rescue Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Caller contacts LDRRMO hotline or personally coordinates with	1. LDRRMO Meycauayan Rescue Team will obtain the	None	2 Minutes	LDRRMO Team Leader / Team on Duty / Call Operator

LDRRMO, Caller will provide relevant information needed by the response team.	necessary information needed.			Nursing Attendant II / Designated Operations and Warning Office of the Local Disaster Risk Reduction and Management Officer
2. For Radio/ Telephone Call: Information will be verified and reviewed The caller should wait for the verification call and/ or dispatch from the Operator For Personal Coordination: If necessary, the involved/ concerned party will accompany the ambulance.	2. LDRRMO Meycauayan Rescue Team will verify and review the information	None	2 Minutes	LDRRMO Team Leader / Team on Duty / Call Operator Nursing Attendant II / Designated Operations and Warning Office of the Local Disaster Risk Reduction and Management Officer .
3. The caller should expect the arrival of the LDRRMO Meycauayan Rescue Team at the area. Emergency Responder will coordinate with the caller/family/ guardian of the patient/ victim	3. The Team Leader of the LDRRMO Meycauayan Rescue Team will dispatch the ambulance based on the patient's location.	None	10 Minutes	Operations & Warning Division Chief, Staff, and Team on Duty Nursing Attendant II / Designated Operations and Warning Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**14 minutes**	

B. (For Patient Conduction WITHIN AND OUTSIDE Area of Responsibility (AOR)

These services cater to the constituents who are suffering from chronic illnesses but are in a NON-URGENT situation.
Any patient under emergency condition will not fall in this category and will immediately be transported to the nearest hospital for medical treatment.

Office or Division:	LDRRMO MEYCAUAYAN – OPERATION & WARNING DIVISION
Classification:	Simple
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Residents in the City of Meycauayan who are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Received call from Hotline (044) 815-0404 / 044) 321-6345 or 0898-111-6392 / 0953-119-0320 Personal Coordination to LDRRMO	LDRRMO Meycauayan Rescue Team
Physician/Nurse from Endorsing Facility (If needed, as per assessment of personnel on duty)	Endorsing Facility / Hospital
Provide necessary information about the patient and situation, such as but not limited to: Caller information: Name Contact information Incident Kind/ type of incident Exact address or Location Time of incident Involved individual/parties Patient information: Name Chief complains Contact details Current status Assessment or intervention performed (If any)	Requesting Party
Request/ Coordination letter from the requesting party to LDRRMO.	
Additional information **<u>For Home to Hospital (Medical Facility) Patient Conduction**</u>** Coordination of the requesting party to the Hospital of choice within the City of Meycauayan and hospitals outside. LDRRMO Personnel will verify the coordination with the receiving facility. Waiver of patient/patient's relative that the City Government of Meycauayan, City of Meycauayan LDRRMO, and LDRRMO Meycauayan Rescue Team, will not be held liable for whatever happens to the patient during transport.	

For Hospital (Medical Facility) to Home Patient Conduction** Clearance and/or discharge form, Gate Pass from the hospital. Signed waiver for patients with (1) HAMA, (2) DAMA, (3) THOC, or (4) DNR Forms. Waiver of patient/ patient's relative that the City Government of Meycauayan, City of Meycauayan LDRRMO, and LDRRMO Meycauayan Rescue Team will not be held liable for whatever happens to the patient during transport.	
For Hospital (Medical Facility) to Hospital (Medical Facility) Patient Conduction** Coordination between the two (2) hospitals involved and/ or between the requesting party and receiving hospital. LDRRMO personnel will verify coordination and the need for a Physician/nurse from the endorsing facility before transport.	

1. **Home Against Medical Advice** (HAMA)
2. **Discharge Against Medical Advice** (DAMA)
3. **To Hospital of Choice** (THOC)
4. **Do-Not-Resuscitate** (DNR)

****Note:***

City of Meycauayan LDRRMO and LDRRMO Meycauayan Rescue Team reserves the right to decline patient transport requests:

- If information and details provided are misleading/ false/ incomplete, and
- If there are no physicians/nurses on board for critically ill individuals for transportation from one medical facility to another.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Caller contacts the hotline or personally coordinates with LDRRMO The caller will provide the relevant information needed by the response team.	1. LDRRMO Meycauayan Rescue Team will obtain the necessary information needed.	None	2 Minutes	LDRRMO Team Leader / Team on Duty / Call Operator Nursing Attendant II / Designated Operations and Warning Office of the Local Disaster Risk Reduction and Management Officer

2. For Radio/ Telephone Call: ▪ Information will be verified and reviewed ▪ Caller should wait for the verification call and/ or dispatch from the Operator For Personal Coordination: If necessary, the involved/ concerned party will accompany the ambulance.	2.LDRRMO Meycauayan Rescue Team will verify and review the information	None	2 Minutes	LDRRMO Team Leader / Team on Duty / Call Operator Operations & Warning Division Chief, Staff, and Team on Duty Nursing Attendant II / Designated Operations and Warning Office of the Local Disaster Risk Reduction and Management Officer
3. The caller should expect the arrival of the LDRRMO Meycauayan Rescue Team at the area. Emergency Responder will coordinate with the caller/ family/ guardian of the patient/ victim	3. The Team Leader of the LDRRMO Meycauayan Rescue Team will dispatch the ambulance based on the patient's location.	None	Maximum of 10 Minutes	
	TOTAL	**None**	**14 minutes**	

6. STAND-BY MEDIC REQUEST

(Providing Ambulance and Medical Standby)

Providing medical outpost/ first aid stations and standby ambulance services to events like sports tournaments, concerts, fiestas, and fun runs are some of the planned events this office caters to.

Office or Division:	LDRRMO MEYCAUAYAN – OPERATION & WARNING DIVISION
Classification:	Simple
Type of Transaction:	Government to Client/ Government to Business/ Government to Government
Who may avail:	Residents in the City of Meycauayan who are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request letter from the City MAYOR's Office	OFFICE OF THE CITY MAYOR

The following details should be included Name/ Type of Event: Date and Time of Event: Exact Location of Event: Name of Requesting Party: Estimated number of attendees: Contact Person and Number of Coordinator:			Requesting Party	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal coordination to the Office of the City Mayor and the LDRRMO with a formal request letter at least five (5) working days prior to the event	1. Will immediately inform the concerned unit.	None	2 – 3 Days upon receipt	Administrative Officer I Office of the Local Disaster Risk Reduction and Management Officer
2. Proceed to LDRRMO for final approval and scheduling	2. For approval of upon availability and coordination with 3. requesting party	None	1 Day	LDRRMO Head Officer and Administrative & Training Division
3. Requesting party receives the final approved letter of request	3. Administrative & Training Division to Operations & Warning Division for endorsement and schedule the Team to be deployed.	None	1 – Day	Operations & Warning Division Office of the Local Disaster Risk Reduction and Management Officer
4. Provide a guide/ coordinator on the day of the activity 5. Provide a proper area for a stand-by location	4. LDRRMO Meycauayan will deploy personnel on the day of standby if approved	None	Upon scheduled	Operations & Warning Division Office of the Local Disaster Risk Reduction and Management Officer
	TOTAL	**None**	**4 days upon schedule**	

OFFICE OF THE CITY VETERINARIAN

External Services

1. Butcher and Meat Handler's License Issuance

Only licensed butchers are allowed to slaughter animals in the accredited slaughterhouse and locally registered Poultry Dressing Plants (PDP) of the City. They are taught of the importance of humane animal slaughter that is consistent to R.A. 8485 or the Animal Welfare Act of 2007. Furthermore, this ensures that the person handling the meat is free from any communicable diseases that may contaminate the meat.

Office or Division:	OFFICE OF THE CITY VETERINARIAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Butchers and Meat Handlers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Drug Free Report (Original) (for butchers only)	Authorized Drug testing institution
2. National Police Clearance (Original & 1 Photocopy) (for butchers only)	Philippine National Police (PNP)
3. Health Card (Original & 1 Photocopy) (for both)	Office of the City Health Officer
4. Application Form (for both)	Office of the City Veterinarian
5. 1x1 I.D. Picture (for both)	
Additional Requirements for Renewal	
1. Certificate of Attendance in Butchers/Meat Handler's Seminar (1 Photocopy)	Office of the City Veterinarian
2. Expired Butcher/Meat Handler's License	Office of the City Veterinarian

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the Application Form and submit all the requirements	1.1 Review the application form and requirements for completeness 1.2 Mark complete on the provided space on the application form if all requirements are fulfilled 1.3 Issue an order of payment for applicants *with complete remarks* 1.4 If incomplete, mark the same on the space provided on the application form	None	40 minutes	Veterinarian I Office of the City Veterinarian

	1.5 Return the submitted requirements to the applicant and state the reason for the action			
2. Proceed to the Cashier's window and pay the required fees. Secure Official Receipt	2.1 Receive payment 2.2 Issue an Official Receipt	Php 300.00 Chapter IV Sec. 15 of City Ordinance No. 2012-005 Meycauayan City Veterinary Code Article N Sec 260 of C.O 2017-031 Revised Revenue Code	15 minutes	Senior Administrative Assistant I Administrative Assistant V Administrative Aide I Office of the City Treasurer
3. Present the Official Receipt	3.1 Prepare the Butcher/Meat Handler's License for signature of the City Veterinarian. 3.2 Record details in the logbook	None	20 minutes	Veterinarian I Office of the City Veterinarian
4. Sign in the logbook and receive the Butcher/Meat Handler's License	4.1 Release the Butcher/Meat Handler's License	None	5 minutes	Veterinarian I Office of the City Veterinarian
	TOTAL	**Php 300.00**	**1 hour 20 minutes**	

2. Anti Rabies Vaccination for Walk-In Dog/Cat

Rabies is a fatal but a vaccine-preventable disease. RA 9482 or Anti Rabies Act of 2007 requires all pet animals to be vaccinated against Rabies. This is in line with our Vision of a Rabies-Free City of Meycauayan.

Office or Division:	OFFICE OF THE CITY VETERINARIAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Dog/Cat Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Smart phone with valid sim card	Provided by client
2. Dog/Cat	None
3. Client's Valid ID	UMID Card, Driver's License, Postal, National, Pag Ibig, Student and Company ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the pet, present ID and online account of owner	1.1 Verify the ID and online account of pet owner; 1.2 If the owner has no account, the staff will assist in creating an account.	None	20 minutes	Veterinarian I Office of the City Veterinarian
2. Properly restrain the pet	2.1 Assess pet using the Pet Health Checklist 2.2 Put an Apparently Healthy remark on the findings on the Pet Health Checklist if pet is visibly healthy and is of age required by law to receive the vaccine 2.3 Put an Apparently healthy with INT remark for pets with minor infirmities not considered infectious and is of age required	None	30 minutes	City Veterinarian Veterinarian I Office of the City Veterinarian

	by law to receive the vaccine 2.4 Put Deferred remark for pet that is visibly sick and does not meet the required age 2.5 The remark shall be the basis for the recommendation of vaccination stated on the Pet Health Checklist 2.6 Only those with Apparently healthy and Apparently healthy with INT remarks shall be vaccinated against Rabies			
3. Properly restrain the pet	3.1 Administer the vaccine 3.2 Give post-vaccination instructions	None	10 minutes	City Veterinarian Veterinarian I Administrative Aide III Office of the City Veterinarian
4. Present the E health Card of pet vaccinated	4.1 Scan the QR Code on the pet's E health card and confirm entry of vaccine details 4.2 Verify the entry of the vaccine on the owner's account. 4.3 Present the Vet Verified E health card to owner.	None	10 minutes	Veterinarian I Office of the City Veterinarian
	TOTAL	**None**	**1 hour 10 minutes**	

3. Impounded Pet/Animal Release

Stray animals are prohibited on public places such as roads, streets, public areas, and other similar places under RA 8485 (Animal Welfare Act of 1998) and City Ordinance 2012-05 (Meycauayan City Veterinary Code).

Office or Division:	OFFICE OF THE CITY VETERINARIAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Owners of Impounded Pet/Animal

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Client's Valid ID	UMID Card, Driver's License, Postal, National, Pag Ibig and Company ID

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present valid ID	1.1 Verify ID presented. 1.2 Check the impounding report. 1.3 Accompany the owner to identify their pet	None	20 minutes	Administrative Aide I Office of the City Veterinarian
2. Pay the required fees. Secure Official Receipt	2.1 Receive payment. 2.2 Issue an Official Receipt	Php 500.00 Chapter VI Art 3 Sect. 41 of City Ordinance No. 2012-005 Meycauayan City Veterinary Code Article E Sect 212 of City Ordinance 2017-031 Revised Revenue Code	5 minutes	Administrative Aide I Office of the City Veterinarian

3. Provide details asked upon registration and sign	3.1 Register the details of impounded animal and owner to the Dog/Cat Registry Database Form	None	10 minutes	Administrative Aide I Office of the City Veterinarian
4. Receive and restrain the pet	4.1 Release impounded animal 4.2 Vaccinate against Rabies 4.3 Give endectocide parenterally	None	30 minutes	Administrative Aide I Office of the City Veterinarian
5. Sign on the Logbook of released animal and receive issued vaccination card	3.1 Record the details of released animal, place of capture and OR number on the logbook of released animals 3.2 Issue vaccination card	None	10 minutes	Administrative Aide I Office of the City Veterinarian
	TOTAL	**Php 500.00**	**1 hour 15 minutes**	

4. Veterinary Health Certificate Issuance for Travel

Veterinary Health Certificate is requested mainly for the purpose of shipping companion animals. This ensures that the pet dog/cat is vaccinated against Rabies prior to shipment.

Office or Division:	OFFICE OF THE CITY VETERINARIAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Dog/Cat Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Updated Vaccination Card or E Health Card	Office of the City Veterinarian, Licensed Veterinarian/Clinic
2. Client's Valid ID	UMID Card, Driver's License, Postal, National, Pag Ibig and Company ID
3. Smart phone with valid sim card	Provided by client
4. Dog/cat	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and updated vaccination card/E health card. Accomplish the Client & Pet's Data Slip	1.1 Verify the ID and vaccination card/E health card 1.2 Inquire the client on the date of travel and destination 1.3 Provide Client & Pet's Data Slip	None	10 minutes	City Veterinarian Veterinarian I Office of the City Veterinarian
2. Properly restrain the pet	2.1 Assess pet using the Pet Health Checklist 2.2 Put an Apparently Healthy remark on the findings on the Pet Health Checklist if pet is visibly healthy 2.3 Put an Apparently healthy with INT remark for pets with minor infirmities not considered infectious	None	30 minutes	City Veterinarian Veterinarian I Office of the City Veterinarian

	2.4 Put Deferred remark for pet that is visibly sick 2.5 The remark shall be the basis for the recommendation of issuance of Veterinary Health Certificate stated on the Pet Health Checklist 2.6 Only those with Apparently healthy and Apparently healthy with INT remarks shall be issued an order of payment			
3. Proceed to Cashier's window and pay the required fees. Secure Official Receipt	3.1 Receive payment 3.2 Issue an Official Receipt	Php 50.00 Chapter IV Article A Sec 303 Letter O Veterinarian's Fees of the Revised Revenue Code	15 minutes	Senior Administrative Assistant I Administrative Assistant V Administrative Aide I Office of the City Treasurer
4.Present the Official Receipt	4.1 Receive the Official Receipt 4.2 Prepare the Veterinary Health Certificate in duplicate form 4.3 Affix with dry seal	None	10 minutes	Veterinarian I Office of the City Veterinarian
5. Sign received on the duplicate copy	5.1 Release the Veterinary Health Certificate	None	5 minutes	Veterinarian I Office of the City Veterinarian
	TOTAL	**Php 50.00**	**1 hour & 10 minutes**	

5. Microchip Implantation for Dogs

Microchipping is the implantation of a radio frequency identification device (RFID) on dogs that contains a unique identification number.

Office or Division:	OFFICE OF THE CITY VETERINARIAN
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Dog Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Client's valid ID	UMID Card, Driver's License, Postal, National, Pag Ibig, Student and Company ID
2. Smart phone with valid sim card	Provided by client
3. Dog	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the owner's valid ID, online account and dog's vaccination card/E health card	1.1 Verify the client's ID 1.2 Verify the dog's vaccination card/E health card and age 1.3 Verify the online account of pet owner 1.4 If the owner has no account, the staff will assist in creating an account.	None	10 minutes	Veterinarian I Office of the City Veterinarian
2. Properly restrain the pet	2.1 Assess pet using the Pet Health Checklist 2.2 Put an Apparently Healthy remark on the findings on the Pet Health Checklist if pet is visibly healthy 2.2 Put an Apparently healthy with INT remark for		30 minutes	City Veterinarian Veterinarian I Office of the City Veterinarian

	pets with minor infirmities not considered infectious 2.3 Put Deferred remark for pet that is visibly sick, no anti rabies vaccination and less than 6 months of age 2.4 The remark shall be the basis for the recommendation of implantation of microchip on the Pet Health Checklist 2.5 Only those with Apparently healthy and Apparently healthy with INT remarks shall be microchipped			
3. Properly restrain the dog for microchipping	3.1 Implant microchip 3.2 Scan to verify number and placement of microchip 3.3 Scan the QR Code of the microchip using the owner's smart phone 3.4 Give post implantation instructions	None	20 minutes	City Veterinarian Veterinarian I Office of the City Veterinarian
	TOTAL	**None**	**60 minutes**	

OFFICE OF THE CITY AGRICULTURIST

External Services

1. Vegetable Seeds and Fertilizer Distribution

Vegetable seeds and fertilizer are distributed to various stakeholders to help households and community to plant and produce healthy foods.

Office or Division:	Office of the City Agriculturist
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Walk-in Clients, Barangays, Business Sector, Civil Society Organization, Religious Sector and Schools

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form or Letter Request addressed to City Mayor for bulk request (1 Original Copy)	Office of the City Agriculturist To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
WALKIN CLIENT				
1. Submit filled out request form to City Agriculturist's Office	1. Receive, Check and process the request.	None	10 minutes	Administrative Assistant II, Office of the City Agriculturist
BULK REQUEST				
1. Submit letter request to Office of the City Mayor for bulk request	1.1 Received Approved request. 1.2 Issue claim slip	None	2 working days	Administrative Aide III, Office of the City Mayor
2. Receive the request. or Present letter request with received stamp for bulk request on the scheduled date.	2. Prepare and release the item.	None	10 minutes	Administrative Assistant II, Office of the City Agriculturist
	TOTAL	**None**	**2 working day(s) and 20 minutes**	

2. Vegetable Seedlings Distribution

Vegetable seedlings are distributed to various stakeholders to help households and community to plant and produce healthy foods.

Office or Division:	Office of the City Agriculturist – Kariktan ng Meycauayan Eco – Park
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Walk-in Clients, Barangays, Business Sector, Civil Society Organization, Religious Sector and Schools

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form or Letter Request addressed to City Mayor for bulk request (1 Original Copy)	Office of the City Agriculturist – Kariktan ng Meycauayan Eco – Park To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit filled out request form to City Agriculturist's Office or 1. Submit letter request to Office of the City Mayor for bulk request.	1. Receive, Check and process the request. Forwarded letter to Office the City Mayor for approval.	None None	10 minutes 2 working days	Farm Worker I, Office of the City Agriculturist Administrative Aide III, City Agriculturist's Office
2. Receive the request. or Present letter request with received stamp for bulk request on the scheduled date.	1. Prepare and release the item.	None	10 minutes	Farm Worker I, Office of the City Agriculturist
	TOTAL	**None**	**2 working day(s) and 20 minutes**	

3. Seminar and Training for Urban Gardening and Other Topic Related to Agri – Aqua Production Implementation

Conduct seminar and training to requesting stakeholders related to agri – aqua production.

Office or Division:	Office of the City Agriculturist
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Barangays, Business Sector, Civic Society Organization, Religious Sector and Schools

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request addressed to City Mayor (Two Original Copies)	To be provided by client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Letter Request to the Office of the City Mayor, 4th Floor City Hall -Saluysoy	Receive and forward to the City Mayor for approval.	None	2 working days	Administrative Aide III, Office of the City Mayor
	Assess request and inform client on the scheduled date upon receipt of the approved letter request from Office of the City Mayor.	None	10 minutes	Acting City Agriculturist, Office of the City Agriculturist
	TOTAL	**None**	**2 working days and 10 minutes**	

4. Issuance of Certificate for Land Reclassification

Requesting clients who purchased agricultural land for conversion to industrial use are issued certificate of land reclassification.

Office or Division:	Office of the City Agriculturist
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	Business Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Tax Declaration (Certified Copy)	Office of the City Assessor
Tax Clearance	Office of the City Treasurer
Land Title (Certified Copy)	Registry of Deeds (Iba, City of Meycauayan, Bulacan)
Letter request addressed to the City Mayor (Two Original Copies)	To be provided by client
Site Zoning Certification	Office of the City Urban Planning and Development Officer
Location/ Vicinity / Google Map	To be provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with complete documents to the Office of the City Mayor.	Receive and forward to the City Mayor for approval.	None	2 working days	Administrative Aide III, Office of the City Mayor
	Assess request and schedule ocular inspection and inform client on the scheduled date upon receipt of the approved letter request from Office of the City Mayor.	None	2 working days	City Agricultural Officer, Office of the City Agriculturist
2. Attend on the inspection on the scheduled date.	Conduct ocular inspection and inform the client on the date of the release of requested certification.	None	3 hours (Inspection) 2 working days (release date)	City Agricultural Officer, Office of the City Agriculturist Acting City Agriculturist, Office of the City Agriculturist

	Prepare certificate for approval	None	30 minutes	City Agricultural Officer, Office of the City Agriculturist Acting City Agriculturist, Office of the City Agriculturist
3. Receive the certificate and sign in the logbook	Release the certificate	None	10 minutes	City Agricultural Officer, Office of the City Agriculturist
	TOTAL	**None**	**6 working days and 3 hours and 40 minutes**	

OFFICE OF THE CITY HUMAN RESOURCE MANAGEMENT OFFICER

External Services

1. STUDENT INTERNS ADMISSION (WORK IMMERSION / ON-THE-JOB TRAININGS)

The City Government of Meycauayan is accepting work immersion program (Senior High School Students) and on-the-job trainings (College Students) and be partners with educational institutions in the City of Meycauayan as to the required hours for the students by the School.

Office or Division:	Office of the City Human Resource Management Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen ; G2G – Government to Government ; G2B – Government to Business Entity			
Who may avail:	Private or Public Secondary and Tertiary Educational Institutions			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Work Immersion Program:				
1. Letter Request addressed to the City Mayor stating the Full Name of the Student/s, Strand, Number of Required Hours of Training – 1 original copy		School		
2. Memorandum of Agreement signed by the School and the Office of the City Human Resource Management Officer, if applicable – 2 original copies		School		
3. Schedule and Period of Training of the Student/s – 1 original copy		School		
On-the-Job Training:				
1. Letter Request addressed to the City Mayor stating the Student's Name, Course, Number of Required Hours of Training – 1 original copy		School		
2. Resume of the Student – 1 original copy		To be provided by the Student		
3. Schedule and Period of Training of the Student – 1 original copy		School		
4. Memorandum of Agreement signed by the School and the Office of the City Human Resource Management Officer, if applicable – 2 original copies		School		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit all required documents	1.1 Receive and review submitted documents for completeness; inform the client to wait for the approval of the request via text or email.	None	30 minutes per client	HR Coordinator Office of the City Human Resource Management Officer
	1.2 Match credentials for office assignment, seek approval of the concerned department head for approval and tasks to be assigned.	None	3 working days	HR Coordinator Office of the City Human Resource Management Officer Concerned Department Head
	1.3 Approve OJT's office and tasks assignment.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	1.4 Inform the School Administrator of the approval and schedule of student's orientation through text or email.	None	1 working day	HR Coordinator Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	1.5 Prepare the OJT Acceptance Certificate and forward to the City Human Resource Management Officer for signature or designated alternate			
2. Receive and sign in the logbook.	2.1 Release the OJT Acceptance Certificate, record and file the document.	None	1 working day	HR Coordinator Office of the City Human Resource Management Officer
	Total	**None**	**6 working days and 30 minutes**	

2. TEACHERS' PROFESSIONALIZATION PROGRAM (TPP) APPLICANTS ADMISSION

The Teachers' Professionalization Program is one of the projects of the City Government of Meycauayan that provides educational assistance to our public teachers at the Department of Education Meycauayan and our Faculty Members at the Polytechnic College of the City of Meycauayan to finish their Master's Degree.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen ; G2G – Government to Government
Who may avail:	Public School Teachers of the Department of Education Meycauayan (DepEd Meyc) and Faculty Members of the Polytechnic College of the City of Meycauayan (PCCM) ▪ Age must be from 25 to 50 years old ▪ Resident of the City of Meycauayan for at least 2 years ▪ Appointed permanent, if employed at DepEd Meyc ▪ Appointed permanent, temporary or under Contract of Service, if employed at PCCM ▪ With at least 2 years of continuous service at DepEd Meyc / PCCM ▪ Has good academic record with general weighted average (GWA) not lower than 2.50, or its equivalent ▪ Has not earned any units in Master's Degree or finished any Master's Degree ▪ Has no other scholarship at the time of application ▪ Has no pending/filed administrative/civil case in any court/hearings ▪ Has no immediate family that is presently a beneficiary of the TPP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Application Form – 1 original copy & 6 photocopies	Office of the City Human Resource Management Officer, 5th Floor
2. Passport Size ID Photo with Last Name, First Name, Middle Initial to be attached to the application form for notarization – 1 photo	To be provided by the applicant
3. Letter of Intent addressed to: **ATTY. HENRY R. VILLARICA** City Mayor City of Meycauayan, Bulacan - 1 originally signed copy & 6 photocopies	To be provided by the applicant
4. Recommendation Letter from Faculty President or School Head – 1 originally signed copy & 6 photocopies	School where the applicant was employed
5. Birth Certificate – 1 certified true copy or authenticated copy & 6 photocopies	Local Civil Registrar / Philippine Statistics Authority (PSA)

6. Residence Certificate showing the number of years of residency – 1 original sealed copy & 6 photocopies	Barangay Hall where the applicant is residing
7. Service Record – 1 original copy & 6 photocopies	School where the applicant was employed
8. Bachelor's Degree Transcript of Records (TOR) – 1 certified true copy & 6 photocopies	School where graduated in College
9. Performance Rating for the last two (2) rating periods prior to application – 1 certified true copy & 6 photocopies	School where the applicant was employed
10. Undergraduate Thesis Front Cover – 7 photocopies showing the title / author	To be provided by the applicant
11. Published Educational Articles/Journal/Books – 7 photocopies showing the name of publication/journal/title/author	To be provided by the applicant
12. Seminar/Training/Speakership Certificate – 7 photocopies	To be provided by the applicant
13. Awards/Recognition Certificate or Photos – 7 photocopies	To be provided by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Office of the City Human Resource Management Officer, 5th Floor	1.1 Receive and review submitted documents for completeness; inform the applicant to wait for the application status via text or email.	None	30 minutes per applicant	Administrative Aide I Administrative Assistant II Office of the City Human Resource Management Officer
	1.2 Sort and review the documents if meeting the criteria.	None	20 working days	Administrative Aide I Administrative Assistant II City Human Resource Management Officer Office of the City Human Resource Management Officer
	1.3 Forward documents of all shortlisted applicants to the City Human Resource Management Officer for review			
	1.4 Inform all applicants of the result of their application.	None	2 working days	Administrative Aide I Administrative Assistant II

				Office of the City Human Resource Management Officer
2. Attend interview and evaluation	1.5 Conduct interview and evaluation	None	2 working days	Administrative Aide I Administrative Assistant II Office of the City Human Resource Management Officer **Human Resource Development Committee**
	1.6 Prepare minutes of the meeting and evaluation matrix			
	1.7 Deliberate evaluation result and recommend qualified applicants to the City Mayor	None	1 working day	Administrative Aide I Administrative Assistant II Office of the City Human Resource Management Officer **Human Resource Development Committee**
	1.8 Prepare final list of qualified applicants and forward to Human Resource Development Committee and City Mayor for signature/approval	None	3 working days	**Human Resource Development Committee** City Mayor
3. Wait for the application result	1.9 Inform all applicants of the result.	None	1 working days	Administrative Aide I Administrative Assistant II Office of the City Human Resource Management Officer
	1.10 Record and file the documents.			
	Total	**None**	**29 working days and 30 minutes**	

3. TERMINAL LEAVE BENEFITS (TLB) REQUESTS

Terminal leave benefits (TLB) is a monetary compensation to government employees (or their heirs) for all accumulated and unused leave credits upon separation from service due to retirement, resignation, death, or other forms of separation, in accordance with Civil Service Commission (CSC) rules and regulations.

This ensures that employees receive the benefits they have lawfully earned during their government service.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Separated Officials and Employees of the City Government of Meycauayan or their beneficiary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance Form (CS Form No. 7 Revised 2018) – 3 originally signed copies and 2 photocopies	Office of the City Human Resource Management Officer, 5th Floor
2. Ombudsman Clearance – 1 original copy & 2 photocopies	Office of the Ombudsman
3. Certified Employee's leave card as of last date of service duly audited by the City Human Resource Management Officer – 2 certified true copies and 1 photocopy	Office of the City Human Resource Management Officer, 5th Floor
4. Leave Application (Civil Service Form No. 6 Revised 2020) - 2 original copy & 1 photocopy/duplicate copy	Office of the City Human Resource Management Officer, 5th Floor
5. Complete Service Record – 2 original copy & 1 photocopy	Office of the City Human Resource Management Officer, 5th Floor
6. Duly Notarized Statement of Assets, Liabilities and Net Worth (SALN) as of Last Day in Government Service – 2 notarized copies and 2 photocopy	To be provided by the requestee / Notary Public or Office of the City Human Resource Management Officer, 5th Floor
7. CSC-approved appointment – 1 certified true copy and 2 photocopies or Latest Notice of Salary Adjustment / Increment (NOSA/NOSI) showing the highest salary received if the salary under the last appointment is not the highest – 1 certified true copy and 2 photocopies	To be provided by the requestee or Office of the City Human Resource Management Officer, 5th Floor To be provided by the requestee or Office of the City Human Resource Management Officer, 5th Floor
8. Computation of terminal leave benefits duly signed/certified by the City Accountant – 2 original copy & 1 photo copy	Office of the City Accountant, 3rd Floor
9. Duly Notarized Affidavit of Applicant authorizing the City Government of Meycauayan to deduct all financial obligations – 3 notarized copies and 2 photocopies	To be provided by the requestee / Notary Public

10. Employee's Letter of Resignation, in case of resignation – 1 original copy & 2 certified true copies	To be provided by the requestee or Office of the City Human Resource Management Officer, 5th Floor
11. Acceptance of Resignation, in case of resignation – 1 original copy & 2 certified true copies	To be provided by the requestee or City Human Resource Management Office, 5th Floor
12. Government Service Insurance System (GSIS) Clearance – 1 original copy & 2 photocopies	Government Service Insurance System (GSIS)
Additional Requirements:	
1. Approved Letter of Intent to Retire/Claim Terminal Leave Benefits by the City Mayor – 1 original copy & 2 photocopies	To be provided by the requestee
2. Land Bank Certification of Loan Balance or Full Payment, if applicable – 1 original copy & 2 photocopies	Land Bank of the Philippines
3. Employee's Cooperative Certification of Loan Balance or Full Payment, if applicable – 1 original copy & 2 photocopies	Meycauayan City Government Employees' Multi-purpose Cooperative (MCGE-MPC)
If claimant is an authorized Representative:	
1. Duly Notarized Special Power of Attorney – 1 notarized copy and 2 photocopies	To be provided by the requestee / Notary Public
2. Valid government issued ID of requestee – 3 photocopies with 3 original specimen signatures	Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulation Commission (PRC) Commission on Election (COMELEC) Bureau of Internal Revenue (BIR) Department of Foreign Affairs (DFA) Philippine Post Office National Bureau of Investigation (NBI) Office of the Municipal/City Social Welfare & Development Officer (M/CSWDO) Barangay Hall
3. Valid government issued ID of authorized representative – 3 photocopies with 3 original specimen signatures	
In case of death of employee:	
1. Death Certificate – 1 authenticated copy and 2 photocopies	Local / City Civil Registrar / Philippine Statistics Authority (PSA)
2. Marriage Certificate – 1 authenticated copy and 2 photocopies	Philippine Statistics Authority (PSA)
3. Birth Certificates of all surviving legal heirs – 1 authenticated copy and 2 photocopies	Philippine Statistics Authority (PSA)
4. Duly Notarized Special Power of Attorney for Designation of Next-of-Kin – 1 notarized copy and 2 photocopies	Philippine Statistics Authority (PSA) To be provided by the requestee / Notary Public
5. Duly Notarized Affidavit of Waiver of Rights of Children 18 years old and above – 1 notarized copy and 2 photocopies	To be provided by the requestee / Notary Public

Additional Requirements for CHRMO personnel record:	
1. Employee's ID – original ID	To be provided by the requestee
2. Exit Interview – 1 original copy	To be conducted by the CHRMO staff
3. IPCR/DPCR as of last day of service (if not less than 3 months services rendered) – 1 originally signed copy	To be provided by the requestee
4. Employee Hand Over Form – 1 originally signed copy	To be provided by the requestee
5. Certificate of PPE Clearance – 1 original and 1 photocopy	Office of the City General Services Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get forms to be accomplished. 1.2 Receive and accomplish required forms and seek approval of concerned department head (clearance and leave form)	1.1 Issue clearance form, leave form and SALN form.	None	10 minutes	Administrative Aide III Office of the City Human Resource Management Officer
2. Submit all required documents to the Office of the City Human Resource Management Officer, 5th Floor	2.1 Check completeness of documents, attach other required documents, sort and forward to the City Human Resource Management Officer for review and signature.	None	3 working days	Administrative Aide I Office of the City Human Resource Management Officer
	2.2 Review and sign the clearance form.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.3 Record to logbook and forward to the Office of the City Administrator for initial.	None	2 working days	Administrative Aide III Driver / Support Staff Administrative Aide I Office of the City Human Resource Management Officer

				City Administrator Office of the City Administrator
	2.4 Record to logbook and forward to the Office of the City Mayor for approval.	None	3 working days	Administrative Assistant I Clerk Office of the City Administrator City Mayor Office of the City Mayor
	2.5 Prepare Terminal Leave Benefits payroll report and forward to the City Human Resource Management Officer for review and signature.	None	1 working day	Administrative Aide I Office of the City Human Resource Management Officer
	2.6 Review and sign.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.7 Record to logbook and forward to the Office fo the City Accountant for processing of voucher.	None	1 working day	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer
	2.8 Inform requestee through call/text of the status of request. 2.9 File documents.			Administrative Aide I Office of the City Human Resource Management Officer
	Total	**None**	**12 working days and 10 minutes**	

OFFICE OF THE CITY HUMAN RESOURCE MANAGEMENT OFFICER

Internal Services

1. CERTIFICATE OF EMPLOYMENT (COE) AND SERVICE RECORDS (SR) REQUESTS

Employees of the City Government of Meycauayan may request for a Certificate of Employment or Service Record for any legal purposes it may serve them such as for verification of their employment, loan applications, claiming of benefits, etc.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CHRMO Request Slip – 1 copy	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly filled-out CHRMO request slip.	1.1 Check CHRMO request slip	None	1 working day	Administrative Aide III Office of the City Human Resource Management Officer
	1.2 Retrieve employee service record and forward to assigned staff			Driver / Support Staff Office of the City Human Resource Management Officer
	1.3 Prepare, print requested document and forward to the City Human Resource Management Officer or authorized personnel for review and signature			Senior Administrative Assistant I Administrative Assistant II Office of the City Human Resource Management Officer
	1.4 Review and sign.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer

2. Receive and sign in the log book.	3.1 Inform the requestee, record to logbook and release requested COE / SR 3.2 File request slip form.	None	1 working day	Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**3 working days**	

2. LOCATOR AND PASS SLIPS REQUESTS

All departures from the assigned work stations during office hours for the purpose of attending official assignments/business (other than with travel order) should be made with a duly approved locator slip. Pass slip is to be requested for the purpose of leaving the office during office hours for personal transaction such as paying bills, going to the bank, etc.

Any employee who leaves her work station without any approved locator or pass slip shall be considered to have incurred an undertime or an unauthorized absence and shall subject him/her to appropriate disciplinary action if warranted.

Office or Division:	Office of the City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Locator Slip Form – 1 originally signed and 1 duplicate copy 2. Pass Slip Form – 1 originally signed and 1 duplicate copy • **To be filed at least one (1) day before the scheduled official business or one (1) hour before the personal transaction**		Office of the City Human Resource Management Officer, 5th Floor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive the locator / pass slip form	1. Issue locator / pass slip form	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished and approved locator / pass slip at the Office of the City Human	2. Check completeness and validity of locator/pass slip 2.1 If incomplete or invalid, return to client	None	30 minutes	Driver / Support Staff Administrative Aide III

Resource Management Officer, 5th Floor for approval	2.2 If valid and complete, forward to the City Human Resource Management Officer for approval			Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
3. Receive approved locator / pass slip	3. Release approved locator / pass slip	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
4. Return approved locator/pass slip with signed certificate of appearance to the Office of the City Human Resource Management Officer at 5th Floor	4. Receive and file.	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**1 hour**	

3. OVERTIME (OT) SERVICES REQUESTS

Employees may request overtime (OT) services to ensure the continuous and timely delivery of essential public services beyond regular working hours, particularly during urgent situations, peak periods, or special circumstances. Requesting overtime services provides citizens with access to extended government service hours when necessary, while also maintaining transparency, accountability and proper authorization of overtime work by government personnel.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Overtime (OT) Services Request Form – 2 originally signed copies	Office of the City Human Resource Management Officer, 5th Floor

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

1. Receive the OT Services Request Form at the Office of the City Human Resource Management Officer, 5th Floor	1. Issue OT Services Request Form	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished / signed OT Services Request Form to the Office of the City Human Resource Management Officer, 5th Floor	2.1. Receive duly accomplished/signed request form and inform requestee to wait for the approval through call/text	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	2.2. Check request, compute tentative amount, if applicable, and forward to the City Human Resource Management Officer or authorized personnel for signature		2 working days	Administrative Aide I Office of the City Human Resource Management Officer
	2.3. Review and sign.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.4. Record to logbook and forward to the Office of the City Budget Officer for budget appropriation.	None	1 working day	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer City Budget Officer Office of the City Budget Officer

	2.5. Record to logbook and forward to the Office of the City Administrator for recommending approval	None	1 working day	Administrative Aide III Office of the City Budget Officer City Administrator Office of the City Administrator
	2.6. Record to logbook and forward to the Office of the City Mayor for approval	Non	2 working days	Administrative Assistant I Clerk Office of the City Administrator City Mayor Office of the City Mayor
	2.7. Record to logbook and inform requestee of the status of request through call / text	None	30 minutes	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer
3. Proceed to City Human Resource Management Office, 5th Floor, receive approved request and sign in the logbook	3.1 Release approved OT services request 3.2 File documents.	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**7 working days and 50 minutes**	

4. COMPENSATORY TIME-OFF (CTO) AVAILMENT REQUEST

Compensatory Time-Off (CTO) refers to the number of hours or days an employee is excused from reporting for work with full pay and benefits. It is a non-monetary benefit provided to an employee in lieu of overtime pay.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Compensatory Time-Off (CTO) Availment Request Form – 2 originally signed copies	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive the CTO Availment request form.	1. Issue CTO Availment request form	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished / signed CTO Availment request form	2.1 Check, process and forward to the CHRM Officer or authorized personnel for review and signature	None	1 working day	Administrative Aide I Office of the City Human Resource Management Officer
	2.2 Review and sign request	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.3 Record to logbook and forward to the Office of the City Administrator for approval	None	1 working day	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer City Administrator Office of the City Administrator

3. Receive approved request and sign in the logbook	2.4 Release employee's copy and file.	None	1 hour	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**3 working days, 1 hour and 5 minutes**	

5. LEAVE OF ABSENCE / MONETIZATION APPLICATIONS

Leave of Absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of Executive Order No. 292.

Application for leave of absence may be filed by the officials and employees of the City Government of Meycauayan with permanent, temporary, coterminous, contractual & casual status of appointment including elected officials.

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave.

Officials and employees whether elective, permanent, co-terminous, temporary, contractual or casual, who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days, provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Monetization of fifty percent (50%) of all the accumulated leave credits may be allowed for valid and justifiable reasons subject to the discretion of the City Mayor and the availability of funds, such as:

a. Health, medical and hospital needs of the employee and the immediate members of his family
b. Financial aid and assistance brought about by force majeure events such as calamities, typhoons, fire, earthquake and accidents that affect the life, limb and property of the employee and his/her immediate family
c. Educational needs of the employee and the immediate members of his/her family
d. Payment of mortgages and loans which were entered into for the benefit or which inured to the benefit of the employee and his/her immediate family

e. In cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are enough to fulfill basic needs such as food, shelter and clothing

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan (elective, co-terminous, permanent, temporary, contractual, casual status of appointment)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Leave Application Form (Civil Service Form No. 6 Revised 2020) - 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
2. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies (for leave of absence for thirty (30) calendar days or more)	Office of the City Human Resource Management Officer, 5th Floor
3. Duly accomplished and signed Hand-Over Form – 1 original copy & 2 photocopies (for leave of absence for thirty (30) calendar days or more)	Office of the City Human Resource Management Officer, 5th Floor
Additional Requirements:	
For Sick Leave Application:	
1. Medical Certificate (if filed in advance to undergo medical procedure or advised to rest or if absence from work is more than five (5) days) – 1 original copy & 1 photocopy	Attending Physician
2. Duly Notarized Affidavit (in case medical consultation was not availed of) – 1 original copy & 1 photocopy	Notary Public
For Special Emergency (Calamity) Leave Application:	
1. Proof of damaged house or been stranded in affected areas – 1 original copy &1 photocopy	To be provided by the employee
For Solo Parent Leave Application:	
1. Valid Solo Parent Identification Card – 1 certified true copy (original ID to be presented)	Office of the City Social Welfare and Development Officer, 2nd Floor
2. Birth Certificate of the child/children – 1 certified true copy	Local / City Civil Registrar
3. Medical Certificate, if child/children is sick – 1 original copy & 1 photocopy	Attending Physician
For Maternity Leave Application:	

1. Proof of pregnancy (ultrasound or doctor's certificate on the expected delivery date) – 1 original copy & 1 photocopy	Attending Physician
2. Valid Solo Parent Identification Card (for qualified female solo parent) – 1 certified true copy & 1 photocopy	Office of the City Social Welfare and Development Officer, 2nd Floor
For Extended Maternity Leave Application:	
1. Written Notice to the City Mayor at least forty-five (45) days before the end of the maternity leave – 1 original copy & 1 photocopy	To be provided by the employee
For Allocation of Maternity Leave Credits:	
1. Notice of Allocation of Maternity Leave Form (CS Form No. 6a, series of 2020), if maximum of seven (7) days from the 105-day maternity leave will be allocated to the child's father/alternate caregiver) – 1 original copy & 1 photocopy	Office of the City Human Resource Management Officer, 5th Floor
2. Proof of Relationship	
▪ Marriage Certificate (for the child's father) – 1 certified true copy & 1 photocopy	
▪ Certificate of Live Birth (for alternate caregiver who may be a relative of the employee sharing the same household) – 1 certified true copy & 1 photocopy	Local / City Civil Registrar
▪ Barangay Certificate stating that current partner or alternate caregiver is sharing the same household – 1 original copy & 1 photocopy	Local / City Civil Registrar
3. In the event the female employee dies or is permanently incapacitated:	Barangay Hall, where the employee resides
▪ Death Certificate – 1 certified true copy & 1 photocopy	
▪ Medical Certificate or Abstract – 1 original copy & 1 photocopy	
For Paternity Leave Application:	Local / City Civil Registrar
1. Marriage Certificate – 1 certified true copy & 1 photocopy	Attending Physician
2. Birth Certificate of the newborn child – 1 certified true copy & 1 photocopy	
3. Medical Certificate with pathology report in case of miscarriage showing the actual date of delivery – 1 original copy & 1 photocopy	Local / City Civil Registrar
For Adoption Leave Application:	Local / City Civil Registrar
1. Pre-Adoptive Placement Authority, if leave will be availed of before the grant of petition for adoption – 1 authenticated copy & 1 photocopy	Attending Physician or Midwife

2. Decree of Adoption, if leave is availed after the grant of the petition for adoption – 1 authenticated copy & 1 photocopy	
For Special Leave Benefits for Women Application:	Department of Social Welfare and Development (DSWD)
1. Medical Certificate reflecting the gynecological disorder, histopathological report, operative technique used for the surgery, the duration of the surgery including the peri-operative period (period of confinement around surgery) and estimated period of recuperation of the employee – 1 original copy & 1 photocopy	Proper Court
2. Medical Certificate reflecting that the female employee is physically fit to assume the duties of her position, upon the employee's return to work – 1 original copy & 1 photocopy	Attending Physician
For VAWC Leave Application:	
1. Barangay Protection Order (BPO - 1 original copy & 1 photocopy or	Attending Physician
Temporary/Permanent Protection Order (TPO/PPO) – 1 original copy & 1 photocopy or	
Certification that the application for the BPO/ TPO/PPO has been filed, if the protection order is not yet issued by the barangay or the court – 1 original copy & 1 photocopy or	Barangay Hall where the application for protection order has been filed
Police Report specifying the details of the occurrence of violence on the victim, in the absence of the BPO/TPO/PPO or the Certification from Barangay – 1 original copy & 1 photocopy	Trial Court where the application for TPO/PPO has been filed
2. Medical Certificate – 1 original copy & 1 photocopy	Barangay Captain/Councilor or Prosecutor or the Clerk of Court where the BPO/TPO/PPO has been filed
For Study Leave Application:	
1. Bachelor's degree diploma – 1 certified true copy & 1 photocopy	Philippine National Police (PNP)
2. Application form for taking the bar or board examinations – 2 photocopies or Registration Certificate, for completing the Master's Degree – 2 photocopies	Attending Physician
For leave application when travelling abroad:	
a. Unofficial Trip of three (3) months or less or when there are no emergency or crisis	Registrar's Office of the School attended

1. Request Letter stating the official's full name, position title/designation, country or destination, duration and purpose of travel – 1 original copy & 2 photocopies/duplicate copies	Supreme Court or Professional Regulation Commission
2. Duly accomplished and approved Travel Order Permit – 1 original copy and 1 duplicate copy (for officials and employees)	Registrar's Office of the School Attended
3. Duly Notarized Affidavit attesting that no administrative charge or criminal case has been filed or is pending against the applicant – 1 original copy & 2 photocopies or Oath of Undertaking, when the applicant has a pending case – 1 original copy & 2 photocopies	To be provided by the requestee to the Provincial Governor (if applicant is City Mayor) / to the Bureau of Local Government Supervision Director/Assistant Director (for City Treasurer & Assistant City Treasurer)
4. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
5. Medical Certificate, if for medical reason – 1 original copy	Notary Public
b. Unofficial and Official Trip of more than three (3) months and during periods of emergency or crisis and all Official Trips	Notary Public
1. Request Letter stating the personnel's full name, position title/designation, country or destination, duration and purpose of travel – 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
2. Duly Notarized Affidavit attesting that no administrative charge or criminal case has been filed or is pending against the applicant – 1 original copy & 2 photocopies or Oath of Undertaking, when the applicant has a pending case – 1 original copy & 2 photocopies	Attending Physician To be provided by the requestee to the Secretary of Interior and Local Government
3. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies	
4. Medical Certificate, if for medical reason – 1 original copy & 2 photocopies	Notary Public
5. Foreign Travel Authority (FTA) – 2 copies	Notary Public

		Office of the City Human Resoure Management Officer, 5th Floor Attending Physician To be provided by the employee from the Department of the Interior and Local Government		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive leave application form.	1. Issue leave application form.	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit the duly accomplished / signed leave form with complete required documents.	2.1 Receive and forward to leave processor.	None	1 working day	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	2.2 Check completeness of details and documents, return if incomplete.			Administrative Aide I Office of the City Human Resource Management Officer
	2.3 Process and forward to the City Human Resource Management Officer or authorized personnel for checking and signature.			
	2.4 Check and sign	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer

	2.5 Record to logbook and forward to the City Administrator for initial.	None	1 working day	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer City Administrator Office of the City Administrator
	2.6 Record to logbook and forward to the City Mayor's Office for approval	None	2 working days	Administrative Assistant I Clerk Office of the City Administrator City Mayor Office of the City Mayor
3. Receive approved copy and sign in logbook	3. Record to logbook, release copy and file	None	1 hour	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**5 working days, 1 hour and 5 minutes**	

OFFICE OF THE CITY ACCOUNTANT

External Services

1. Tax Certificates Issuance to Suppliers

Filled up Tax Certificates (BIR Form 2307) are issued by this Office to the Suppliers transacting with the City Government of Meycauayan.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers transacting with the City Government of Meycauayan			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Verbal request only			Office of the City Accountant	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the issuance of the BIR Form 2307	1.1 Prepare the BIR Form 2307	None	10 minutes	Administrative Assistant VI, Office of the City Accountant
	1.2 Signing Approval of the Certification		3 minutes	City Accountant
2. Receive the issued Certification in the logbook	2.1. Issue the Certification to the requesting party	None	3 minutes	Administrative Assistant VI, Office of the City Accountant
	2.2. File the received Certification in the supplier's folder.		3 minutes	Administrative Assistant VI, Office of the City Accountant
	Total	**None**	**19 minutes**	

OFFICE OF THE CITY ACCOUNTANT

Internal Services

1. PHILHEALTH Certification

Issuance of Certification of PhilHealth Contributions of members.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Officials and Employees of the City Government of Meycauayan (with permanent, temporary, co-terminus, contractual & casual appointment)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Verbal request only			None	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client signifies request for certification	1.1 Verify records of employee	None	10 minutes	Administrative Assistant VI, Office of the City Accountant
	1.2 Prepare and print PhilHealth Certification			
	1.3 Sign the PhilHealth Certification	None	2 minutes	City Accountant or Administrative Officer V
2. Receive the issued Certification	2. Issue of the Certification to the requesting party	None	3 minutes	Administrative Assistant VI, Office of the City Accountant
	Total	**None**	**15 minutes**	

2. Employee Property and Financial Clearance

Clearances forwarded to the Office of the City Accountant are facilitated

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different offices of the City Government of Meycauayan			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Clearance form			Human Resource Management Office (HRMO)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Transmit the Clearance Form	1.1 Receive the Clearance Form	None	3 minutes	Administrative Assistant VI, Office of the City Accountant
	1.2 Countersign the Clearance Form for verification		15 minutes	Administrative Assistant VI, Office of the City Accountant
	1.3 Sign/Approve the Clearance Form		10 minutes	City Accountant
2. Receive the issued Certification	2. Issue of the Certification to the requesting party	None	3 minutes	Administrative Assistant VI, Office of the City Accountant
	Total	**None**	**31 minutes**	

3. Barangay Financial Documents Verification

Financial Documents from the Barangays of the City Government of Meycauayan are submitted to the Office of the City Accountant for the preparation of Financial Reports as mandated by the Commission on Audit

Office or Division:	Office of the City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different barangays of City Government of Meycauayan			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
The following are to be submitted in original copy 1. Transmittal of Report 2. Punong Barangay Certification 3. Summary of Checks Issued with DV 4. Record of Appropriations and Obligations 5. Report of Accountability for Accountable Forms 6. Report of Collections and Deposits 7. Cashbook			Barangays of the City of Meycauayan Barangays of the City of Meycauayan Barangays of the City of Meycauayan Barangays of the City of Meycauayan Barangays of the City of Meycauayan Barangays of the City of Meycauayan Barangays of the City of Meycauayan	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Transmit the Reports	1.1 Receive the reports with supporting documents	None	3 minutes per transmittal	Administrative Aide IV/Administrative Assistant VI/Senior Administrative

				Assistant II/Administrative Officer IV, Office of the City Accountant
	1.2 Arrange and sort the transmitted reports	None	3 minutes per transmittal	Administrative Aide IV/Administrative Assistant VI/Senior Administrative Assistant II/Administrative Officer IV, Office of the City Accountant
	1.3 Check and review the submitted reports including the supporting documents	None	3 hours per transmittal	Administrative Aide IV/Administrative Assistant VI/Senior Administrative Assistant II/Administrative Officer IV, Office of the City Accountant
	1.4 Submit the report to the encoders	None	3 minutes per transmittal	Administrative Aide IV/Administrative Assistant VI/Senior Administrative Assistant II/Administrative Officer IV, Office of the City Accountant
	1.5 Encode and prepare the necessary financial documents	None	20 days per barangay	Administrative Aide IV/Administrative Assistant VI/Senior Administrative Assistant II/Administrative Officer IV, Office of the City Accountant
	Total	**None**	**20 days, 3 hours and 9 minutes**	

4. Supplier Payment Disbursement Processing (Food Expenses/Meals and Snacks)

Purchase request for payment to Suppliers for Meals from the City General Services Office to the Office of the City Accountant for pre-audit and certification as to the completeness of its supporting documents and withholding of taxes based on the Government Procurement Act (RA 9184), DBM, DILG and COA Circulars, CSC Issuances, BIR Issuances and other Regulating Bodies and its processing.

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request – 2 copies	Requisitioning Office
2. Obligation Request – 2 copies	Requisitioning Office
3. Resolution Establishing Mode of Procurement – 1 copy	Bids and Awards Committee
4. Request for Quotation - 1 copy	Bids and Awards Committee
5. Project Proposal -1 copy	Requisitioning Office
6. Notice of Award – 2 copies	Office of the City General Services Officer
7. Purchase Order duly received by COA – 2 copies	Office of the City General Services Officer
8. Notice of Delivery duly received by COA – 2 copies	Office of the City General Services Officer
9. Delivery Receipt/Sales Invoice/ Official Receipt – 2 copies	
10. Attendance Sheet – 1 copy	Requisitioning Office
11. Inspection and Acceptance Report - 2 copies	Office of the City General Services Officer
12. Pictures Taken – 1 copy	Requisitioning Office
Additional Requirements:	
Competitive Bidding	Bids and Awards Committee
• Invitation to Bid	
• Posting at Philgeps and in conspicuous places of the City Government	Bids and Awards Committee
• Notice to Proceed – 2 copies	Bids and Awards Committee
• Notice of Award – 2 copies	Bids and Awards Committee
• Minutes of Bid Opening – 2 copies	Bids and Awards Committee
• Notice of Post Qualification – 2 copies	Bids and Awards Committee
• BAC Resolution Declaring Lowest Calculated Responsive Bid – 2 copies	Bids and Awards Committee
• Contract – 2 copies	Bids and Awards Committee
• Bid Form	Bids and Awards Committee
Shopping/Small Value Procurement	Office of the City General Services Officer

• Request for Price Quotation/Canvass Form (duly signed) from at least three (3) qualified suppliers – 2 copies – 2 copies • Abstract of Quotation Bidding – 2 copies • Recommendation for Shopping Mode of Procurement by the BAC Chairperson – 2 copies Repeat Order • Recommendation for Repeat Order by the BAC Chairperson – 2 copies • Copy of the original Contract used as basis for the Repeat Order			Office of the City General Services Officer Office of the City General Services Officer Bids and Awards Committee Office of the City General Services Officer Office of the City General Services Officer	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward the purchase request and its supporting documents to the Office of the City Accountant	1.1 Receive the purchase request with supporting documents	None	2 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.2 Log the received purchase request and forward to personnel assigned in preparing the disbursement voucher	None	3 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.3 Prepare the disbursement voucher using GAAMS and forward to supervisor for preliminary pre-audit	None	5 minutes per voucher	Administrative Aide IV, Office of the City Accountant
	1.4 Pre-audit of the disbursement vouchers	None	30 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.5 Return disbursement vouchers for those with lacking	None	5 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant

	documents and/or with concerns needed for compliance			
	1.6 Forward to Admin Officer V for JEV entry in the GAAMS, withholding of taxes, other deductions and inclusion of the needed reports	None	10 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.7 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	40 minutes per voucher	City Accountant /Administrative Officer V, Office of the City Accountant
	1.8 Release and forward the disbursement voucher to the City Treasurer's Office	None	5 minutes per voucher	Administrative Aide III, Office of the City Accountant
	Total	**None**	**1 hour and 41 minutes per voucher**	

5. Supplier Payment Disbursement Processing (Supplies and Materials/ Capital Outlay-Equipment)

Purchase request for payment to Suppliers for Supplies and Materials/Capital Outlay-Equipment from the City General Services Office to the Office of the City Accountant for pre-audit and certification as to the completeness of its supporting documents and withholding of taxes based on the Government Procurement Act (RA 9184), DBM, DILG and COA Circulars, CSC Issuances, BIR Issuances and other Regulating Bodies and its processing.

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request – 2 copies	Requisitioning Office
2. Obligation Request – 2 copies	Requisitioning Office
3. Project Proposal 1 copy	Requisitioning Office
4. Resolution on Mode of Procurement – 1 copy	Bids and Awards Committee
5. Request for quotation – 1 copy	Bids and Awards Committee
6. Notice of Award – 2 copies	Office of the City General Services Officer
7. Purchase Order duly received by COA – 2 copies	Office of the City General Services Officer
8. Notice of Delivery duly received by COA – 2 copies	Office of the City General Services Officer
9. Delivery Receipt/Sales Invoice/ Official Receipt – 2 copies	Office of the City General Services Officer
10. Inspection and Acceptance Report - 2 copies	Office of the City General Services Officer
11. Photocopy of Warranty Certificate	Office of the City General Services Officer
12. Pictures Taken – 1 copy	Requisitioning Office
Additional Requirements: Competitive Bidding	Bids and Awards Committee
• Invitation to Bid	Bids and Awards Committee
• Printout copy of advertisement posted in Philgeps – 1 copy	Bids and Awards Committee
• Photo of posting of advertisement in conspicuous places – 1 copy	Bids and Awards Committee
• Notice to Proceed – 2 copies	Bids and Awards Committee
• Minutes of Pre-procurement conference – 1 copy	Bids and Awards Committee
• Letter of Intent – 1 copy	Bids and Awards Committee
• Minutes of Bid Opening – 2 copies	Bids and Awards Committee
• Abstract of Bid – 2 copies	Bids and Awards Committee
• Post Qualification Report of Technical Working Group – 2 copies	Bids and Awards Committee
• Notice of Post Qualification – 2 copies	Bids and Awards Committee
• BAC Resolution Declaring Lowest Calculated Responsive Bid – 2 copies	Bids and Awards Committee
• BAC Resolution recommending approval by the HOPE of the award of contract – 2 copies	Bids and Awards Committee
• Approval by the HOPE of the BAC recommendation of award of contract – 2 copies	Bids and Awards Committee
• Performance Security/Bond – 2 copies	Bids and Awards Committee
• Completed, approved and notarized Contract – 2 copies	Bids and Awards Committee
• Bid Form	Bids and Awards Committee
Shopping/Small Value Procurement	

• Request for Price Quotation/Canvass Form (duly signed) from at least three (3) qualified suppliers – 2 copies – 2 copies • Abstract of Quotation Bidding – 2 copies • Recommendation for Shopping Mode of Procurement by the BAC Chairperson – 2 copies Repeat Order • Recommendation for Repeat Order by the BAC Chairperson – 2 copies • Copy of the original Contract used as basis for the Repeat Order – 1 copy Direct Contracting • Recommendation for Direct Contracting by BAC Chairperson – 2 copies • Notice to Proceed – 2 copies • Notice of Award – 2 copies • Copy of letter to selected manufacturer/supplier/distributor to submit price quotation and conditions of sale – 2 copies • Certificate of Exclusive Distributorship – 2 copies • DILG Authority (purchase of motor vehicles) – 2 copies Negotiated Procurement • Recommendation for Negotiated Purchase by the BAC Chairperson – 2 copies • Price quotation/final offers from at least three (3) invited suppliers			Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Office of the City General Services Officer	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward the purchase request and its supporting documents to the Office of the City Accountant	1.1 Receive the purchase request with supporting documents	None	2 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.2 Log the received purchase request and forward to personnel assigned in preparing the disbursement voucher	None	3 minutes per voucher	Administrative Aide III, Office of the City Accountant

	1.3 Prepare the disbursement voucher using GAAMS and forward to supervisor for preliminary pre-audit	None	5 minutes per voucher	Administrative Aide IV, Office of the City Accountant
	1.4 Pre-audit of the disbursement vouchers	None	30 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.5 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance	None	5 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.6 Forward to Admin Officer V for JEV entry in the GAAMS, withholding of taxes, other deductions and inclusion of the needed reports	None	10 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.7 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	40 minutes per voucher	City Accountant /Administrative Officer V, Office of the City Accountant
	1.8 Release and forward the disbursement voucher to the City Treasurer's Office	None	5 minutes per voucher	Administrative Aide III, Office of the City Accountant
	Total	**None**	**1 hour and 40 minutes per voucher**	

6. Supplier Payment Disbursement Processing (Repairs and Maintenance)

Purchase request for payment to Suppliers for Repairs and Maintenance from the City General Services Office to the Office of the City Accountant for pre-audit and certification as to the completeness of its supporting documents and withholding of taxes based on the Government Procurement Act (RA 9184), DBM, DILG and COA Circulars, CSC Issuances, BIR Issuances and other Regulating Bodies and its processing.

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request – 2 copies	Requisitioning Office
2. Obligation Request – 2 copies	Requisitioning Office
3. Resolution on Mode of Procurement – 1 copy	Bids and Awards Committee
4. Request for Quotation – 1 copy	Bids and Awards Committee
5. Notice of Award – 2 copies	Requisitioning Office
6. Purchase Order duly received by COA – 2 copies	Office of the City General Services Officer
7. Notice of Delivery duly received by COA – 2 copies	Office of the City General Services Officer
8. Delivery Receipt/Sales Invoice/ Official Receipt – 2 copies	Office of the City General Services Officer
9. Pre-repair inspection report – 1 copy	Office of the City General Services Officer
10. Warranty Certificate – 1 copy	Office of the City General Services Officer
11. Contractor's Compliance – 1 copy	Office of the City General Services Officer
12. Waste Material Report – 1 copy	Office of the City General Services Officer
13. Inspection and Acceptance Report - 2 copies	Requisitioning Office
14. Pictures Taken – 1 copy	Office of the City General Services Officer
Additional Requirements:	Requisitioning Office
Competitive Bidding	
• Invitation to Bid	Bids and Awards Committee
• Posting at Philgeps and in conspicuous places of the City Government	Bids and Awards Committee
• Notice to Proceed – 2 copies	Bids and Awards Committee
• Notice of Award – 2 copies	Bids and Awards Committee
• Minutes of Bid Opening – 2 copies	Bids and Awards Committee
• Notice of Post Qualification – 2 copies	Bids and Awards Committee

• BAC Resolution Declaring Lowest Calculated Responsive Bid – 2 copies • Contract – 2 copies • Bid Form Shopping/Small Value Procurement • Request for Price Quotation/Canvass Form (duly signed) from at least three (3) qualified suppliers – 2 copies – 2 copies • Abstract of Quotation Bidding – 2 copies • Recommendation for Shopping Mode of Procurement by the BAC Chairperson – 2 copies Repeat Order • Recommendation for Repeat Order by the BAC Chairperson – 2 copies • Copy of the original Contract used as basis for the Repeat Order			Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer Office of the City General Services Officer	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward the purchase request and its supporting documents to the Office of the City Accountant	1.1 Receive the purchase request with supporting documents	None	2 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.2 Log the received purchase request and forward to personnel assigned in preparing the disbursement voucher	None	3 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.3 Prepare the disbursement voucher using GAAMS and forward to supervisor for preliminary pre-audit	None	5 minutes per voucher	Administrative Aide IV, Office of the City Accountant
	1.4 Pre-audit of the disbursement vouchers	None	30 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant

	1.5 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance	None	5 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.6 Forward to Admin Officer V for JEV entry in the GAAMS, withholding of taxes, other deductions and inclusion of the needed reports	None	10 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.7 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	40 minutes per voucher	City Accountant /Administrative Officer V, Office of the City Accountant
	1.8 Release and forward the disbursement voucher to the City Treasurer's Office	None	5 minutes per voucher	Administrative Aide III, Office of the City Accountant
	Total	**None**	**1 hour and 40 minutes per voucher**	

7. Cash Advance Voucher Processing (Special Disbursing Officer)

Signed obligation request from the City Budget Office of the City Government of Meycauayan for cash advances for activities such prizes, meals, accommodation thru Special Disbursing Officers are forwarded to the Office of the City Accountant for the pre-audit of the financial documents as to the completeness of its supporting documents, withholding of taxes and other deductions based on the Government Procurement Act (RA 9184), DBM, DILG and COA Circulars, CSC Issuances, BIR Issuances and other Regulating Bodies and its processing

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices and Liaison Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Honorarium and Prizes	
1. Obligation Request – 2 copies	Requisitioning Office
2. Project Proposal – 1 copy	Requisitioning Office
3. Payroll for Honorarium/Prizes – 4 copies	Office of the City Accountant
4. Criteria/Mechanics – 1 copy	Requisitioning Office
5. Program of Activities – 1 copy	Requisitioning Office
6. CV/Resume of invited guest (for honorarium) – 1 copy	Requisitioning Office
7. Pictures of the Activity	
Meals and Accommodation	
1. Obligation Request – 2 copies	Requisitioning Office
2. Call/Memorandum Order – 2 copies	Office of the City Administrator
3. Approved Travel Order – 2 copies	Office of the City Mayor
4. Request for quotation – 2 copies	Requisitioning Office
5. Purchase Request – 2 copies	Requisitioning Office
6. Pictures of the Activity	Requisitioning Office
Meals Allowance	
1. Obligation Request – 2 copies	Requisitioning Office
2. Project Proposal	Requisitioning Office
3. Payroll Report – 3 copies	Office of the City Accountant
4. Pictures of the Activity	Requisitioning Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward purchase request and its supporting documents to the Office of the City Accountant	1.1 Receive the purchase request with supporting documents	None	2 minutes per voucher	Administrative Aide III, Office of the City Accountant
	1.2 Log the received purchase request and forward to personnel assigned in preparing the	None	3 minutes per voucher	Administrative Aide III, Office of the City Accountant

	disbursement voucher			
	1.3 Prepare the disbursement voucher using GAAMS and forward to supervisor for preliminary pre-audit	None	2 minutes per voucher	Administrative Aide IV, Office of the City Accountant
	1.4 Pre-audit of the disbursement vouchers	None	10 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.5 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance	None	5 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.6 Forward to Admin Officer V for JEV entry in the GAAMS, withholding of taxes, other deductions and inclusion of the needed reports	None	10 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.7 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	15 minutes per voucher	City Accountant /Administrative Officer V, Office of the City Accountant
	1.8 Release and forward the disbursement voucher to the City Treasurer's Office	None	5 minutes per voucher	Administrative Aide III, Office of the City Accountant
	Total	**None**	**52 minutes per voucher**	

8. Employee Payroll Processing for Permanent, Contract of Service and Job Order Employees

Payroll from the City Human Resource and Management Office for the Salaries and Wages Regular employees, Contractual and Job Orders are forwarded to the Office of the City Accountant for the preparation of the financial documents and certification as to the completeness of its supporting documents and withholding of taxes based on the Government Procurement Act (RA 9184), DBM, DILG and COA Circulars, CSC Issuances, BIR Issuances and other Regulating Bodies and its processing.

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices and Liaison Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authority to be Included in Payroll - 1 copy 2. Actual Accomplishment Report – 1 copy 3. Copy of Contract, (if applicable)	Office of the City HRM Officer Office of the City HRM Officer Office of the City HRM Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Authority to be Included in Payroll by HR to Office of the City Accountant	1.1 Receive the Authority to be included in Payroll with supporting documents	None	2 minutes	Administrative Aide III, Office of the City Accountant
	1.2 Log the received document	None	3 minutes	Administrative Aide III, Office of the City Accountant
	1.3 Forward the Authority to be included in Payroll to the Admin Officer V for preparation of Payroll Report	None	2 minutes	Administrative Aide III, Office of the City Accountant
	1.4 Payroll Report preparation	None	3 days	Administrative Officer V, Office of the City Accountant

2. Forwarded to OBR and Payroll signatories	2.1 Forward to Payroll signatories for routing	None	5 minutes	Administrative Aide III, Office of the City Accountant
3.Forward the signed OBR and payroll report to the Office of the City Accountant	3.1 Receive the signed OBR and payroll report with supporting documents	None	2 minutes	Administrative Aide III, Office of the City Accountant
	3.2 Prepare the disbursement voucher using GAAMS for the payroll	None	5 minutes	Administrative Aide VI, Office of the City Accountant
	3.3 Forward to Admin Officer V for JEV entry in the GAAMS, withholding of taxes, other deductions and inclusion of the needed reports	None	10 minutes	Administrative Officer V, Office of the City Accountant
	3.4 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	10 minutes	City Accountant /Administrative Officer V, Office of the City Accountant
	3.5 Release and forward the disbursement voucher to the Office of the City Treasurer	None	5 minutes	Administrative Aide III, Office of the City Accountant
	Total	**None**	**3 days and 44 minutes**	

9. Medical, Burial and other Financial Assistance Voucher Processing

Obligation request from the City Budget Office of the City Government of Meycauayan for the qualified recipients of Medical, Burial, and other Financial Assistance are forwarded to the Office of the City Accountant for pre-audit of financial documents as to the completeness of its supporting documents based on the existing guidelines of the Department of Social Welfare and Development (DSWD) as well as the Government Procurement Act (RA 9184), DBM, DILG, COA Circulars and other regulating bodies and its processing.

Office or Division:	Office of the City Accountant
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioning Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation Request – 2 copies	Office of the City Social Welfare and Development Officer (CSWDO)
2. Interview of the beneficiary/authorized representative – 1 coy	Office of the City Mayor/CSWDO
3. Certification from the Barangay – 1 copy	Office of Barangay Captain
4. Copy of valid IDs of the beneficiary and authorized representative – 1 copy	Client
5. Certificate of Eligibility – 1 copy	Office of the City Social Welfare and Development Officer
6. Social Case Study Report	Office of the City Social Welfare and Development Officer
Medical Assistance:	
• Clinical Abstract	Client
• Medical Certificate	Client
• Temporary bill	Client
• Official Receipt	
Burial Assistance	
• Death Certificate	Client
• Funeral Contract	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the obligation request and its supporting documents to the Office of the City Accountant	1.1 Receive the obligation request with supporting documents and forward to the assigned personnel for the preparation of disbursement voucher	None	2 minutes per voucher	Administrative Aide III, Office of the City Accountant

	1.2 prepare the disbursement voucher using GAAMS and forward to Admin Officer V for preliminary audit	None	5 minutes per voucher	Administrative Aide IV, Office of the City Accountant
	1.3 Pre-audit of the disbursement vouchers	None	10 minutes per voucher	Administrative Officer IV/V, Office of the City Accountant
	1.5 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance	None	5 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.6 Forward to Admin Officer V for JEV entry in the GAAMS, other deductions and inclusion of the needed reports	None	10 minutes per voucher	Administrative Officer V, Office of the City Accountant
	1.7 Final Review of all the supporting documents and certification of the financial documents as to its completeness	None	15 minutes per voucher	City Accountant/Administrative Officer V, Office of the City Accountant
	1.8 Release and forward the disbursement voucher to the City Treasurer's Office	None	5 minutes per voucher	Administrative Aide III, Office of the City Accountant
	Total	**None**	**52 minutes per voucher**	

10. Tax Certificates Issuance

Certified photocopies of the Signed/Approved and Filled up Tax Certificates (BIR Form 2304 and 2316) are issued by this office to the Employees of the City Government of Meycauayan as per request due to loss of the previously issued BIR forms/for foreign travel/loans/scholarships

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of the City Government of Meycauayan			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Verbal request only			Office of the City Accountant	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the Certified photocopy of the BIR form 2316 or issuance of Form 2304	1.1 Find the BIR Form 2316 and/or 2304 of the concerned personnel that was stored in the internal storage of the Office	None	20 minutes	Administrative Aide VI, Office of the City Accountant
	1.2 Signing Approval of the Certified true copy of the document		3 minutes	City Accountant
2. Receive the issued Certification in the logbook	2. Issue of the Certification to the requesting party	None	3 minutes	Administrative Aide VI, Office of the City Accountant
	Total	**None**	**26 minutes**	

11. Accountant's Advice of Local Check Disbursement

Signed checks and the completely signed disbursement vouchers are returned to the Office of the City Accountant from the Office of the City Mayor for the preparation, uploading and approving of the Accountant's Advice to the Landbank WeAccess System.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Finance and the Office of the City Mayor			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Checks signed completely by all signatories 2. Complete signed disbursement voucher and all its supporting documents			Office of the City Mayor Office of the City Mayor	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward the checks and disbursement voucher package to the Office of the City Accountant	1.1 Prepare the Accountant's Advice from the checks forwarded	None	5 minutes	Administrative Assistant VI, Office of the City Accountant
	1.2 Upload the series of checks to Landbank's WeAccess System		10 minutes	Administrative Assistant VI, Office of the City Accountant
	1.3 Print the Journal Entry Voucher and record it in the books	None	10 minutes	Administrative Officer V, Office of the City Accoutant
	1.4 Authorize the checks from the WeAccess System	None	5 minutes	City Accountant
2. Receive the checks and disbursement voucher package	2. Forward the checks to the Office of the City Treasurer	None	10 minutes	Administrative Aide III, Office of the City Accountant
	Total	**None**	**40 minutes**	

OFFICE OF THE CITY BUDGET OFFICER

External Services

1. Review of Annual/Supplemental Barangay/SK Budget

The City Budget Office assists 26 Barangays in preparation of the Barangay/SK Annual/Supplemental Budget to ensures that they complied with the budgetary requirements and limitations and guide them efficiently manage their revenues and expenditures.

Office or Division:	Office of the City Budget Officer
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	26 Barangays/SK of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ANNUAL BARANGAY BUDGET 1.1 Transmittal Letter 1.2 Budget Message 1.3 Approved Appropriation Ordinance 1.4 Barangay Budget Preparation Forms (1, 2, 2A, 3, 4 if any) 1.5 Endorsement of City Treasurer of Brgy. Estimated Income 1.6 Barangay Annual Investment Program (BAIP) **1. BARANGAY SUPPLEMENTAL BUDGET** 2.1 Transmittal Letter 2.2 Letter for Supplemental Budget 2.3 Approved Appropriation Ordinance for Supplemental Budget 2.4 Barangay Supplemental Budget Preparation Forms (1, 2) 2.5 Supplemental Investment Program **3. ANNUAL SANGGUNIANG KABATAAN (SK) BUDGET** 3.1 Transmittal Letter 3.2 SK Resolution approving Annual Budget 3.3 SK Budget Preparation Forms (1, 2, 3) 3.4 Certification of estimated 10% SK Share from Barangay Treasurer 3.5 Certification of Income of the Barangay 3.6 SK ABYIP **4. SK SUPPLEMENTAL BUDGET** 4.1 Transmittal Letter	Provided by requesting office

4.2 Letter for SK Supplemental Budget 4.3 SK Resolution approving SK Supplemental Budget 4.4 Barangay Supplemental Budget Preparation Forms (1, 2) 4.5 Supplemental Barangay Youth Investment Program				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Barangay/SK Annual Budget or Barangay/SK Supplemental Budget with other documents required for review	1. Check attached documents (per checklist)/ stamping of date and time received	None	10 minutes	Admin. Assistant I
	2. Review, evaluate process and sign	None	5 days	Sr. Admin. Asst. II Admin. Assistant I City Budget Officer
	3. Prepare checklist and forward to SP Secretariat for committee hearing	None	1 day	Sr. Admin. Asst. II Admin. Assistant I City Budget Officer
	4. Issue LFC endorsement once deliberation of Annual/ Supplemental Budget approved by Sangguniang Panlungsod	None	1 day	Local Finance Committee
	Total:	**None**	**7 days & 10 minutes**	

OFFICE OF THE CITY BUDGET OFFICER

Internal Services

1. Earmarked of Purchase Requests (Obligations for General Fund and Special Education Fund)

An earmarked Purchase Request is a document that initiates procurement and for which funds have been specifically set aside or reserved.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR PURCHASE OF SUPPLIES / MATERIALS / EQUIPMENT:	
Purchase Request (2 original copies)	Requisitioning Office
FOR PROGRAMS/PROJECTS/ACTIVITIES:	
Project Proposal signed by concerned signatories (1 original copy)	Requisitioning Office / Office of the City Accountant / Office of the City Planning and Development Coordinator / Office of the City Mayor
Purchase Request (2 original copies)	Requisitioning Office
FOR MEALS:	
Request Letter approved by the City Mayor (1 original copy or 1 photo copy)	Requisitioning Office
Project Proposal signed by concerned signatories (1original copy)	Requisitioning Office / Office of the City Accountant / Office of the City Planning and Development Coordinator / Office of the City Mayor
Purchase Request (2 original copies)	Requisitioning Office
FOR GOVERNMENT FACILITIES / INFRASTRUCTURES:	
Program of Work for Infrastructure Project signed by concerned signatories (1 original copy)	Requisitioning Office / Office of the City Engineer / Office of the City Planning and Development Coordinator / Office of the City Mayor
Purchase Request (2 original copies)	Requisitioning Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents	1.1 Receive the required document	None	1 minute per Purchase Request	Administrative Aide III Administrative Assistant I Job Order Office of the City Budget Officer

	1.2 Forward the received documents to assigned personnel	None	1 minutes per Purchase Request	Administrative Aide I (Special Education Fund) Administrative Assistant I (General Fund-Maintenance and Other Operating Expenses and Capital Outlay) Administrative Officer V (General Fund-Maintenance and Other Operating Expenses and Capital Outlay) Job Order Office of the City Budget Officer
	1.3 The assigned personnel will verify if the request is included in the PPMP. If not included in the PPMP, it shall be returned to the requesting department. If included, it will be processed.	None	3 minutes per Purchase Request	
	1.4 Record to the Registry of Appropriations for Purchase Request.	None	3 minutes per Purchase Request	
	1.5 Stamped and signed the Purchase Request as “OK as to Appropriation” certifying the availability of funds.	None	3 minutes per Purchase Request	Administrative Officer V Administrative Assistant I Administrative Aide I Job Order Office of the City Budget Officer
2. Receive requested document	2.1 Record the earmarked Purchase Request in the logbook and released to the requesting offices.	None	3 minutes per Purchase Request	Administrative Assistant I Administrative Aide III Job Order Office of the City Budget Officer
	TOTAL:	**None**	**14 minutes per Purchase Request**	

2. Processing of Obligation Request Slip (Payrolls / Obligations for General Fund and Special Education Fund)

Obligation Request Slip for certification as to the existence of Appropriation and Allotment.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request (3 original copies)	Requisitioning Office
FOR PAYROLL:	
Payrolls (1 original copy)	Requisitioning Office
FOR UTILITY BILLS:	
Statement of Account	Office of the City Accountant
FOR TRAVELLING EXPENSES:	
Travel Order	Office of the City Human Resource Management Officer / Office of the City Administrator
FOR PURCHASE OF SUPPLIES / MATERIALS / EQUIPMENT:	
Earmarked Purchase Request	Requisitioning Office
Purchase Order for goods (2 original copies)	Office of the City General Services Officer
FOR PROGRAMS/PROJECTS/ACTIVITIES:	
Project Proposal signed by concerned signatories (1 original copy)	Requisitioning Office / Office of the City Accountant / Office of the City Planning and Development Coordinator / Office of the City Mayor
Earmarked Purchase Request	Requisitioning Office
Purchase Order (2 original copies)	Office of the City General Services Officer
FOR MEALS:	
Request Letter approved by the City Mayor (1 original copy or 1 photo copy)	Requisitioning Office
Project Proposal signed by concerned signatories (1original copy)	Requisitioning Office / Office of the City Accountant / Office of the City Planning and Development Coordinator / Office of the City Mayor
Earmarked Purchase Request	Requisitioning Office
Purchase Order (2 original copies)	Office of the City General Services Officer
FOR FINANCIAL / BURIAL / MEDICAL / OTHER ASSISTANCE:	
Request Letter approved by the City Mayor (1 original copy or 1 photo copy)	Requisitioning Office
Social Case Study (1 original copy or 1 photo copy)	Requisitioning Office
FOR GOVERNMENT FACILITIES / INFRASTRUCTURES:	

Program of Work for Infrastructure Project signed by concerned signatories (1 original copy)			Requisitioning Office / Office of the City Engineer / Office of the City Planning and Development Coordinator / Office of the City Mayor	
Earmarked Purchase Request			Requisitioning Office	
Purchase Order (2 original copies)			Office of the City General Services Officer	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all documents required	1.1 Check the date and signature of the requesting officer.	None	1 minute per Obligation Request Slip	Administrative Aide III Administrative Assistant Office of the City Budget Officer
	1.2 Scrutinize the earmarked Purchase Request, Obligation Request, Purchase Order and supporting documents.	None	2 minutes per Obligation Request Slip and its supporting documents	Administrative Aide I (Special Education Fund) Administrative Assistant I (General Fund-Payroll) Administrative Officer V (General Fund-Maintenance and Other Operating Expenses and Capital Outlay) Office of the City Budget Officer
	1.3 Verify the earmarked Purchase Request, Obligation Request and Purchase Order. May return to requesting offices if there are deficiencies.	None	3 minutes per voucher	
	1.4 Record Obligation Request and assign series obligation number.	None	3 minutes per Obligation Request Slip	
	1.5 Certify the existence of available appropriation and sign for release of allotment.	None	3 minutes per Obligation Request Slip	Administrative Officer V City Budget Officer Office of the City Budget Officer
2. Receive requested document	2.1 Record the Certified Obligation Request Slip in the logbook and release it to the requesting offices.	None	2 minutes per Obligation Request Slip	Administrative Assistant I Administrative Aide III Office of the City Budget Officer
	TOTAL:	**None**	**14 minutes per Obligation Request Slip**	

3. Certifications as to Availability of Funds and Utilization as to Appropriation

Issuance of Certification of Availability of Funds and Utilization as to Appropriation.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request letter of the Department Head addressed to the Office of the City Budget Officer	Requisitioning Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request	1.1 Verify records in the Registry of Appropriation, Allotments and Obligations. Prepare and print certification.	None	5 minutes	Administrative Assistant I Administrative Officer V Office of the City Budget Officer
	1.2 Sign the Certification of Availability of Funds and Utilization as to Appropriation.	None	10 minutes	City Budget Officer Office of the City Budget Officer
2. Receive the requested Certification	2.1 Record and issue the Certification to the requesting office.	None	2 minutes	Administrative Assistant I Administrative Officer V Office of the City Budget Officer
	Total:	**None**	**17 minutes**	

OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

External Services

1. Certified True Copy Issuance of Resolutions and Ordinance

The Office of the Secretary to the Sangguniang Panlungsod serves as the repository for all records of the Sangguniang Panlungsod, including enacted ordinances and adopted or approved resolutions. Copies of these records are available upon request for specific purposes, subject to the payment of necessary fees as outlined in City Ordinance No. 2017-031, also known as the Revenue Code of the City of Meycauayan.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens / G2B – Government to Businesses /G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (1 original copy) Government-issued Identification Card (ID)	To be provided by the Client BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter with a photocopy of a government-issued ID.	1.1 Receive the request letter and a photocopy of a government - issued ID.	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
	1.2 Verify that it includes all the required details and signatures.	None		
	1.3 Cross-check the request details with existing records to confirm whether the requested resolutions and/or ordinances are available.	None	10 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

	1.4 If available, prepare and issue an Order of Payment, specifying the amount to be paid. ▪ *If the requested resolutions and/or ordinances are not available, promptly inform the requestor.* *Note: If the request is made by offices within the city government or other government agencies for official business, no payment will be required, and the process will proceed directly to step 3.2.*	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
2. Pay the required fees at the Office of the City Treasurer – Cashier Window on the 1st Floor by showing the Order of Payment. ▪ *Make sure to get the Official Receipt after making the payment.*	2.1 Accept the payment based on the Order of Payment and issue the Official Receipt.	₱ 50.00 per page	10 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Assistant V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Return to the Office of the Secretary to the Sangguniang	3.1 Receive and verify the Official Receipt to ensure the correct	None	2 minutes	Administrative Officer V

Panlungsod on the 2nd Floor and present the Official Receipt.	amount has been paid.			Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
	3.2 Prepare the copies of the requested resolutions and/or ordinances.	None	5 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the City Treasurer
	3.3 Affix the signature on the copies of the requested resolutions and/or ordinances.	None	10 minutes	Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the logbook to acknowledge receipt.	4.1 Record the issuance of certified photocopies of the resolutions and/or ordinances in the logbook.	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

5. Receive the requested certified photocopies of the resolutions and/or ordinances.	5.1 Release the certified photocopies of the resolutions and/or ordinances to the client.	None	2 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	₱50.00 per page	**48 minutes**	

2. Certificate of No Pending Administrative Case Issuance

Issuance of Certificate of No Pending Administrative Case for Barangay Officials is the process of providing an official document certifying that a barangay official has no ongoing administrative cases or unresolved issues, ensuring their good standing in accordance with legal and administrative standards.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Barangay Officials of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Slip (1 original copy) Government-issued Identification Card (ID) (1 photocopy)	Office of the Secretary to the Sangguniang Panlungsod, 2nd Floor BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter with a photocopy of a government-issued ID.	1.1 Receive the request slip and the photocopy of the government-issued ID.	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	1.2 Verify that all required details and signatures are present.	None		

	1.3 Cross-check the request details with existing records to ensure there are no pending administrative cases against the barangay officials.	None	5 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	1.4 If no pending administrative case is found, prepare and issue the Order of Payment, specifying the amount to be paid. ▪ *If a pending case is identified, promptly inform the client that the certificate cannot be issued due to the unresolved administrative case.*	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
2. Pay the required fees at the Office of the City Treasurer – Cashier Window on the 1st Floor by presenting the Order of Payment. ▪ *Make sure to get the Official Receipt after making the payment.* ▪ *Make a photocopy of the Official Receipt at the Community Center on the 1st Floor.*	2. Accept the payment based on the Order of Payment and issue the official receipt.	₱ 50.00	10 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Assistant V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Return to the Office of the Secretary to the	3.1 Receive and verify the Official Receipt to	None	2 minutes	Administrative Assistant VI

Sangguniang Panlungsod on the 2nd Floor and present the original and photocopy of Official Receipt.	ensure the correct amount has been paid.			Office of the Secretary to the Sangguniang Panlungsod
	3.2 Return the original receipt to the client, and attach the photocopy to the request slip.	None	2 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	3.3 Prepare the certificate and forward it to the Secretary to the Sangguniang Panlungsod for approval and signing.	None	5 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	3.4 Affix the signature on the certificate.	None	10 minutes	Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the logbook to acknowledge receipt.	4. Record the issuance of Certificate of No Pending Administrative Case in the logbook.	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
5. Receive the requested Certificate of No Pending Administrative Case.	5. Release the Certificate of No Pending Administrative Case to the client.	None	2 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	**₱ 50.00**	**45 minutes**	

OFFICE OF THE CITY VICE MAYOR, SANGGUNIANG PANLUNGSOD, AND OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

External Services

1. Tricycle Franchise Issuance

In accordance with Section 458 (a) (3) (vi) of Republic Act No. 7160, also known as the "Local Government Code of 1991," the Sangguniang Panlungsod regulates the operation of tricycles and grants franchises within the city. This is subject to guidelines prescribed by the Department of Transportation and Communications and the payment of necessary fees as outlined in City Ordinance No. 2017-031, the Revenue Code of the City of Meycauayan.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens
Who may avail:	Tricycle Operators of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Indorsement Letter with reviewed and verified client-submitted requirements.	To be provided by the Office of the City Business Permit and Licensing Officer
Principal	
Claim Slip	Office of the City Business Permit and Licensing Officer
Official Receipt	Office of the City Treasurer
Government issued Identification Card (ID)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Representative	
Authorization Letter from the person being represented (1 original copy)	To be provided by the client
Government-issued Identification Card of the person being represented (1 original and 1 photocopy with specimen signature)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government-issued Identification Card of the representative (1 original and 1 photocopy with 3 specimen signatures)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Indorsement Letter with reviewed and verified client-submitted requirements.	1.1 Receive the Indorsement Letter with reviewed and verified client-submitted requirements.	None	3 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod

	1.2 Verify all submitted documents. ▪ *If the submitted documents are incomplete or inaccurate, return the documents to the Office of the City Business Permit and Licensing Officer for necessary corrections and/or completion.*	None	30 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
	1.3 Include the Indorsement in the Order of Business (First Reading). ▪ *Refer the Indorsement to the appropriate Committee(s).*	None	24 ays	City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod
	1.4 Conduct the Committee Hearing.	None		Senior Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.5 Prepare the Committee Report.	None		Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
	1.6 Include the proposed measure for Second and Final Reading.	Noe		Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

	1.7 Prepare and finalize copies of the Ordinance for the signing of the Sangguniang Panlungsod Members and the Presiding Officer, and forward it to the City Mayor for his signature.	None		City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.8 Forward the approved Ordinance to the Sangguniang Panlalawigan for further review and approval.	None	30 days	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	1.9 Upon receipt of the Sangguniang Panlalawigan's approval, prepare the Certificate of Tricycle Franchise and forward the certificate to the City Vice Mayor and City Mayor for their respective signatures.	None	2 days	City Vice Mayor Office of the City Vice Mayor City Mayor Office of the City Mayor Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.10 Notify the applicant via text message that the Certificate of Tricycle Franchise is ready for release.	None	3 minutes	Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod

2. Present Claim Slip, Official Receipt and government-issued ID. *Note: If the Certificate of Tricycle Franchise is to be received by a representative, the representative must present an authorization letter from the applicant and a government-issued ID of the person being represented.*	2.1 Check the claim slip, official receipt and government-issued ID.	None	2 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
5. Sign the logbook to acknowledge receipt.	3. Record the issuance of the Certificate of Tricycle Franchise in the logbook.	None	3 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
6. Receive the Certificate of Tricycle Franchise.	4. Release the Certificate of Franchise to the client.	None	2 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	None	**56 days, 43 minutes**	

Tricycle Franchise Issuance qualified for multi-stage processing.

2. Civil Society Organization Accreditation

In accordance with Section 34 of Republic Act No. 7160, also known as the "Local Government Code of 1991," local government units are mandated to promote the establishment and operation of people's and non-governmental organizations as active partners in the pursuit of local autonomy. As a result, the Sangguniang Panlungsod of the City of Meycauayan grants accreditation to Civil Society Organizations (CSOs) that meet all the established criteria and requirements for membership in the Local Special Bodies of the Local Government Unit.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Peoples' Organization, Non-Government Organization and Civil Society Organization in the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application Form (Annex D) (1 original and 6 photocopies)	To be provided by the client
Application Form for Accreditation (Annex C) (1 original and 6 photocopies)	Office of the Secretary to the Sangguniang Panlungsod, 2nd Floor
Duly approved Board Resolution (1 original and 6 photocopies)	To be provided by the client
Certificate of Registration or existing valid Certificate of Accreditation from any NGA (1 original and 6 photocopies)	To be provided by the client
List of Current Officers (Annex F) (1 original and 6 photocopies)	To be provided by the client
Additional Requirements for Civil Society Organization's operating for at least One (1) year	
Minutes of the Annual Meeting (1 original and 6 photocopies)	To be provided by the client
Annual Accomplishment Report (1 original and 6 photocopies)	To be provided by the client
Financial Statement (1 original and 6 photocopies)	To be provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit the application form along with all the required documents.	1.1 Receive the application form along with all the required documents.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod

	1.2 Verify all submitted documents. ▪ *If the submitted documents are incomplete or inaccurate, return the application and documents to the applicant for necessary corrections and completion.*	None	30 minutes	
	1.3 Include the application in the Order of Business (First Reading). ▪ *Refer the application to the appropriate Committee(s).*	None	7 days	City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Senior Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	1.4 Prepare and send an invitation for the Committee Hearing to the concerned applicant.	None		
2. Attend the committee hearing as schedule (for officers of the organization).	2.1 Conduct the Committee Hearing.	None	10 days	
		None		

	2.2 Prepare the Committee Report.			
	2.3 Include the proposed measure for Second and Final Reading.	None		
	2.4 Prepare and finalize copies of the Resolution for the signatures of the Sangguniang Panlungsod Members and the Presiding Officer, then forward it to the City Mayor for his signature.	None		City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	2.5 Prepare the Certificate of Accreditation, and then forward it to the City Vice Mayor for signature.	None		Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
	2.6 Notify the applicant via text message that the Certificate of Accreditation and a copy of Resolution are ready for release.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod

3. Present the received copy of the application.	3. Check the received copy of application.	None	2 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the receiving lists to acknowledge receipt.	4. Record the issuance of the Certificate of Accreditation and the copy of the Resolution in the receiving lists.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
5. Receive the Certificate of Accreditation and copy of Resolution.	5. Release the Certificate of Accreditation and copy of Resolution to the applicant.	None	2 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	None	**17 days, 43 minutes**	

Civil Society Organization Accreditation qualified for multi-stage processing.

POLYTECHNIC COLLEGE OF THE CITY OF MEYCAUAYAN

External Services

1. Academic Division

1.1 UniFAST / Quality Assurance Section – UniFAST Tertiary Education Subsidy (TES) Scholarship Grants and Services

Shall administer the conduct of orientation to students, parents and College personnel regarding the TES, evaluate interested student applicants of TES and submit application form in the online portal, coordinates the distribution of TES funds to grantees and prepares documentation and liquidation reports for the submission thereof to CHED RO III UniFAST Unit, evaluate TES student grantees in the in coordination with the Guidance and Registrar's Office regarding student status in terms of attendance and academic performance *(See: PCCM Admission and Retention Policy Guidelines).*

1.1.1 Tertiary Education Subsidy Application

Tertiary Education Subsidy (TES) is a grants-in-aid program to support the cost of tertiary education of any part or portion thereof. The TES application form of all interested PCCM applicants is submitted after enrolment to the TES portal for assessment. Submitted documentary requirements of approved qualified TES grantees will then be subjected for final verification and validation.

Office or Division:	PCCM UniFAST Section
Classification:	Highly Technical (Multi-stage processing)
Type of Transaction:	G2C / Government to Client
Who may avail:	Polytechnic College of the City of Meycauayan students who are enrolled in CHED recognized programs, who passed the admission and retention policy of the college and under the free tuition and other school fees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student • Interested TES Applicants Form • Personal Information Sheet • Persons with Disability (PWD) Identification Card (5 photocopies) – for TES grantees with disability only	• UniFAST Office thru Class Adviser (Google form) • Thru Online Enrollment Form/Computer Laboratory (c/o MIS) • Student
Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee *New TES Applicants* • Annex 1 – List of TES Applicants (New TES Applicants) – Excel file. • Annex 5 – TES New Form (with attached Notarized Registrar's Certification)	• PCCM Main / UniFAST Office (2nd Floor – Admin. Wing) • PCCM Main / UniFAST Office (2nd Floor – Admin. Wing) • Administration Office (2nd Floor – Admin. Wing)

• Copy of Contents Noted Latest Approved Tuition and Other School Fees (3 photocopies) • Copy of Transmittal for Submitted Enrolment List (3 photocopies) • Certificate of Registration (COR) and Statement of Account (SOA) / Registration Form duly signed by the Registrar and Finance Officer (PDF copy)		• Registrar's Office (2nd Floor – Admin. Wing) • PCCM Main / UniFAST Office (2nd Floor – Admin. Wing)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Decide whether interested or not in applying for the Tertiary Education Subsidy (TES) by accomplishing the interested TES applicants Google form	Inform client about the qualifications, benefits, and requirements of the TES	None	5 minutes	UniFAST TES Focal Person, UniFAST Office PCCM
2. Accomplish the personal information sheet during enrolment	• Assist in accomplishing the personal information sheet (Face-to-Face)	None	10 minutes	Office Staff PCCM
	• Transfer the data in the personal information sheet of all students enrolled to the List of TES Applicants form	None	2 minutes	Office Staff PCCM
	• Remove names of students who are not interested to apply in the TES. Type the total assessed fees in the List of TES Applicants form for all interested TES applicants	None	2 hours	UniFAST TES Focal Person PCCM
	• Submit TES application form in the TES portal	None	2 hours	UniFAST TES Focal Person PCCM

	• Wait for the TES portal to show qualified TES grantees subject to verification and validation of documentary requirements	None	10 days	UniFAST TES Focal Person PCCM
	• Copy and print the list of qualified TES grantees	None	1 hour	UniFAST TES Focal Person PCCM
	• Inform qualified TES grantees through their class advisers	None	1 hour	UniFAST TES Focal Person PCCM
3. None	• Prepare documentary requirements (COR and SOA) – Annex 5 TES New Form (with Notarized Registrar's Certification) and submit to CHED RO III UniFAST Unit	None	4 working days	UniFAST/ TES Focal Person Registrar Staff Finance Officer PCCM
	• Wait for verification and validation of documentary requirements	None	5 working days	UniFAST TES Focal Person PCCM
End of Transaction = 15 minutes / recipient (TES Application)				
Note: 19 working days, 6 hours, and 2 minutes (approx.) processing of documents (UniFAST)				

1.2 Tulong - Dunong Program (TDP)

The Commission on Higher Education (CHED) offers the **Grants-in-Aid Program** (Tulong Dunong Scholarship) to support college students with financial aid needed to pursue their academic aspirations. Whereas Filipino citizens are eligible to apply for this **CHED-Tulong Dunong Scholarship Program**. The program offers the needed financial help for college enrolment for the students.

The **CHED-Tulong Dunong Scholarship** is intended for the College Applicants whose GWA is at least a passing grade and for graduating high school students whose GWA is at least a passing grade in the third year and in the three grading periods of the fourth year and who will enroll in identified priority courses in duly authorized public or private HEIs.

1.2.1 Tulong-Dunong Program Application

The Tulong-Dunong Program under Tertiary Education Subsidy (TDP-TES) is financial assistance for the deserving ongoing TDP grantees and new students. Application of new TDP-TES is every first semester of the academic year together with the TES application.

Office or Division:	Scholarship Office
Classification:	Highly Technical (Multi-stage processing)
Type of Transaction:	G2G – Government to Client / Government to Government
Who may avail:	Polytechnic College of the City of Meycauayan students who are enrolled in CHED recognized programs and who passed the admission and retention policy of the college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student (Interested Applicants) • TDP-TES Application Form (Annex 1) • Certificate of Indigency	• Office of Student Affairs – Scholarship Coordinator (2nd Floor – TEP wing) • Student
Polytechnic College of the City of Meycauayan (PCCM) Office of the UniFAST Committee • Certified True Copy of TDP-TES Annex 2 (new applicants) • Certified True Copy of TDP-TES Annex 5 (ongoing grantees) • Certificate of Registration/Enrollment	• Office of Student Affairs – Scholarship Coordinator (2nd Floor – TEP wing) • Office of the Registrar (2nd Floor – Admin wing)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested applicants may inquire to the Scholarship Office about the Tulong-Dunong Program under Tertiary Education Subsidy (TDP-TES).	• Inform client about the qualifications, benefits, and requirements of the TDP-TES.	None	3 minutes	Scholarship Coordinator, Guidance and Testing Office PCCM
2. Accomplish and submit the Tulong-Dunong Program under Tertiary Education Subsidy Application Form	• Assist in accomplishing the TDP-TES Application Form (Annex 1)	None	10 minutes	Scholarship Coordinator, Guidance and Testing Office PCCM

(TDP-TES Application Form) together with the Certificate of Indigency.				
3. Wait for the CHED RO III list of qualified applicants and Notice of Award (NOA)	• Wait for the CHED RO III endorsement of certified list of applicants (Annex 2) • Return the Annex 2 to the CHED RO III together with documentary requirements. • Wait for the CHED RO III notification for the list of qualified applicants and Individual Notice of Award (NOA) of the qualified applicants.	None None None	10 working days 3 working days 10 working days	Scholarship Coordinator, Guidance and Testing Office PCCM
4. Accept and signed the Notice of Award (NOA) and returned it to the scholarship office.	• Assist in accepting and submitting of the signed NOA • Submit the Certified Summary List of Signed NOAs (Annex 4) to CHED RO III	None None	10 minutes 3 working days	Scholarship Coordinator, Guidance and Testing Office PCCM
End of Transaction = 10 minutes/applicant (TDP-TES Application)				

1.3 Field Study and Teaching Internship (Teacher Education Program)

The Field Study and Teaching Internship are programs intended for fourth-year students that aim to develop the students' teaching competencies and professional attitude within the cooperating schools' community. The Teacher Education Program's (TEP) response is to deliver its course most flexibly, even during the pandemic. Thus, the following new policies and deployment guidelines will be followed, as the *Joint CHED-DEPED*

Memorandum Order Series of 2021 "Policies and Guidelines on the Deployment of Pre-service Teachers for Field Study and Teaching Internship" served as the major reference.

A practice teaching training program for students taking an education course is a requirement providing an opportunity to apply the theories, principles, and ideas learned in the academe under the supervision of the Practice Teaching Supervisor.

The Practice Teaching Supervisor shall be responsible for all aspects of the pre-service teachers' internship, including implementation and monitoring. He is expected to orient and clarify to the trainees the objectives of the *on-the-job training* program. He should regularly monitor the trainees to check their performance further and discuss further with the on-site Cooperating Teacher to improve the practice teaching training program. Practice Teaching Supervisor shall also be available for consultation with trainees and provide coaching and counseling assistance. Lastly, he is responsible for evaluating trainees and shall give the final grade considering the Cooperating Teacher's evaluation.

Practice teaching training program discloses the students to work realities that will hone their skills and prepare them once they graduate. In addition, achieving the Practice Teaching program objectives ensures the possibility of good performer graduates. Hence, vital as it is, it should be dynamic and skill-centered for the Pre-Service Teachers to effectively grasp practical learning in the workplace.

1.3.1 Memorandum of Agreement (MOA)

A Memorandum of Agreement and Guidelines should outline all concerned parties' roles and responsibilities, training plan, learning objectives, and evaluation method between our college (PCCM) and the partner schools. The MOA shall be signed by the representatives of the two parties involved, OIC, and the Dean, for the first party, while the School Division Superintendent for the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

1.3.2 Preparation Before Deployment

1. Field Study students and Pre-service Teachers must submit a result of Medical Certificate and Psychological Test certifying that they are physically and emotionally fit to undergo the internship.
2. Conduct orientation activities on the policies and guidelines of deployment.
3. Prepare for webinars about the teaching practices in the new normal.

Note: The Office of the Guidance and Testing Services conducts free Psychological Tests for all incoming 4th-year students, per schedule

1.3.3. Teaching Internship Checklist

Students shall submit a checklist (per team) form duly signed by the authorized signatories, Practice Teaching Supervisor, TEP Head, OSA Directress, Dean, and OIC of PCCM. Student/s with incomplete approval from one or more signatories shall be removed from the assignment sheet and will no longer undergo the training.

Office or Division:	Practice Teaching Training Program (Teacher Education Program)
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	Pre-Service Teachers/Cooperating Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Registration form enrolled for the Practice Teaching (Second Semester).	• Registrar's Office
• Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation.	• Registrar's Office
• Registration form (For the students who will cross enroll in other colleges for their lack subjects).	• College where s/he will enroll
• Medical Requirements: Chest X-ray and Physical Examination, Pregnancy Test for the female students.	• Any clinics, hospitals, Accredited Health Centers of the DOH
• Assignment sheet.	• Practice Teaching Supervisor (Faculty Room)
• Practice Teaching checklist form	• Practice Teaching Supervisor (Faculty room)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the checklist form, which will be signed by:		None		Practice Teaching Supervisor PCCM
1.1 Registrar	• Check the academic requirements		5 minutes	Acting College Registrar PCCM
1.2 Guidance Counselor	• Evaluate the results of the psychological test		5 minutes	Guidance Counsellor PCCM
1.3 College Nurse	• Check the medical requirements		10 minutes	R.N., School Nurse PCCM
1.4 OSA Directress	• Check the registration form		5 minutes	OSA Directress PCCM

	and the insurance and parents' consent/waiver			
1.5 Practice Teaching Supervisor	• Check the assignment sheet form, the practice teaching uniform and bar pin to be worn during the training, paraphernalia to be used, confirm that the students are qualified to undergo the practice teaching		10 minutes	Practice Teaching Supervisor PCCM
2. Proceed to the following offices for the signature and final checking of the document	Check the completion of the checklist form	None	4 minutes	TEP Head Dean / Acting College Administrator PCCM

1.4. Practicum Training Program (Hospitality Management Program)

Practicum Training Program for students who are taking Bachelor of Science in Hospitality Management course is a requirement providing an opportunity to apply the theories, principles, knowledge, skills, and attitude learned in the academe under the supervision of the OJT / Industrial Coordinator. It is designed to provide students with practical work experience which emphasizes the importance of learning by doing thus promotes the Outcomes Based Education. The OJT / Industrial Coordinator shall be responsible for all aspects of the hospitality service internship which include implementation and monitoring. He/She is expected to orient and clarify to the trainees the objectives of the *on-the-job training* program. He/She should do regular monitoring of the trainees to check their performance and discuss with the Industry Program Coordinator to further improve the OJT program. The Program requires 600 hours of OJT Training (300 hours for F&B and 300 hours for House Keeping) for more enhanced learning experiences and relevant industry exposures to meet global demands.

Practicum Training Program discloses the students to work realities, which will ideally hone their skills and prepare them once they get out of the university or college. Achievement of the Practicum Training Program objectives ensures the possibility of (technically proficient) good performer graduates. Hence, on-the-job training programs, vital as it is, should be dynamic and skill focus for the hospitality service work to effectively grasp the practical learning in the workplace.

The Hospitality Management Program shall implement the New Normal Practicum Training Deployment Implementing Rules and shall conform to the Memorandum Order issued by the Commission on Higher Education (CHED).

Memorandum of Agreement (MOA)

There should be a Memorandum of Agreement and Guidelines specifically outlining the roles and responsibilities of all concerned parties, training plan, learning objectives and method of evaluation between the college (PCCM) and the Hotel and Restaurant industries. The MOA shall be signed by the representatives of the 2 parties involved: Acting College Administrator and the College Dean for the first party, while the Human Resource officer of the Hotel and Restaurant industry for the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

1.4.1 Practicum Training Program Checklist

Students shall submit Practicum Training Program checklist (per student) form duly signed by the authorized signatories, OJT Coordinator, HMP Head, OSA Directress, Dean, and OIC of PCCM. Student/s with incomplete approval from one or more of the signatories shall be removed from the assignment sheet and will no longer undergo the training.

Office or Division:	Practicum Training Program (Hospitality Management Program)			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	HMP students/Partner Hotel Industries			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Registration form, enrolled for the (Practicum) Practicum students (second semester). • Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation. • Registration form (For the students who will cross enroll in other colleges for their lacking subjects). • Four (4) TESDA NC II Certification • Medical Requirements: Fit to work/Fit for Practicum Certificate (Chest X-ray, Drug test, Hepatitis-B test, and Pregnancy Test for the female students) • Assignment sheet. • Practicum Training Program checklist form. • Portfolio		• Registrar's Office • Registrar's Office • College where s/he will enroll • Any clinics, hospitals, Accredited Health Centers of the DOH • Industry Coordinator (PCCM Main faculty room)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Accomplish the Practicum Training Program checklist form which will be signed by:		None		HMP Industry Coordinator PCCM
1.1 Registrar	• Check the academic requirements		5 minutes	Acting College Registrar PCCM
1.2 Guidance Counsellor	• Evaluate the results of the psychological test		5 minutes	Guidance Counsellor PCCM
1.3 College Nurse	• Check the medical requirements		10 minutes	School Nurse PCCM
1.4 OSA Director	• Check the registration form and the insurance, and parents' consent/waiver		5 minutes	OSA Directress PCCM
1.5 Industry Coordinator	• Check the Endorsement letter form and the practicum uniform to be worn during the training, paraphernalia to be used and give confirmation that the students are qualified to undergo the practicum training in hospitality service		10 minutes	HMP Industry Coordinator PCCM
2. Proceed to the following offices for the signature and final checking of document	Check the completion of the checklist form	None	5 minutes	HMP Head College Dean / Acting College Administrator PCCM
End of Transaction = 40 minutes				

1.5 Administrative and Legal Office Internship Program (Office Administration Program)

The Bachelor of Science in Office Administration provides simulation and cooperative education internships both in the administrative office and legal offices to ensure teaching effectiveness and the attainment of the goals and objectives of the Office Administration Program.

The on-the-job training will thoroughly familiarize students with current techniques in office practice and procedures, development in office systems and technology, management skills, and good human relations and communications to prepare them to be key players in day-to-day office operations.
The outcomes-based teaching and learning and modern means of curriculum delivery will expose the students to the real world of administrative professionals' tasks.
The course requires the students to complete a **total of 600 hours**, **300 hours** for the **Office Administration Internship** and **300 hours** for the **Legal Office Internship**.

Office Administration Internship - provides students with the opportunities to gain supervised office experience working for private, local, national, or international agencies. Students are required to comply with specifications set forth in the individualized cooperative education program training agreement. Supervision is monitored and recorded by the specific agency and documented and reported to the Office Administration Industrial Coordinator.

Legal Office Internship - This program provides the students the opportunities to gain supervised experience in a legal/law office where they will apply into practice the duties and ethics in legal Procedures.

Memorandum of Agreement (MOA)
There should be a Memorandum of Agreement and Guidelines specifically outlining the roles and responsibilities of all concerned parties, training plan, learning objectives and method of evaluation between the college (PCCM) and the Industry Partners. The MOA shall be signed by the representatives of the 2 parties involved: Acting College Administrator / College Dean for the first party, while the Human Resource officer of the Industry Partner as the second party, with witnesses from both parties. To make the agreement legal, it shall be notarized.

1.5.1 Internship Training Checklist

Students shall submit the Internship Training Program checklist (per student) form duly signed by the authorized signatories, Industry Coordinator, OAP Head, OSA Director, College Dean, and Acting College Administrator. Student/s with incomplete approval from one or more of the signatories shall be removed from the assignment sheet and will no longer undergo the training.

No student shall be allowed to enroll or to perform the internship program if student has outstanding academic deficiencies and non-compliance to subject requisites. Deficiencies on the Internship Checklist would deter student from deployment.

The college has the right to revoke Internship students to continually perform the prescribed hours once a student commits violation whether stipulated from the MOA between the partner industry and the school, stipulated in the student handbook, or unwarranted incidents and eventualities that may occur during the Internship period (I.e., student violation, pregnancy, health including physical and psychological concerns).

Office or Division:	Internship Training Program (Office Administration Program)
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	OAP Interns/Industry Partners (Administrative Office / Legal Office)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Registration form, enrolled for the (On-the-Job training) Intern students (second semester).	• Registrar's Office (PCCM Main/Annex)
• Certificate of Candidate for Graduation/ Registrar's recommendation based on subject evaluation.	• Registrar's Office (PCCM Main/Annex)
• Medical Requirements: Fit to work/ Practicum/Internship Certificate (Chest X-ray, Drug test, Hepa-B test. Pregnancy Test for the female students)	• Any clinics, hospitals, Accredited Health Centers of the DOH
• Assignment sheet.	• Industry Coordinator (PCCM Annex Faculty room)
• Practicum/Internship checklist form.	
• Other Requirements	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Accomplish the Internship checklist form which will be signed by:		None		OAP Industry Coordinator
1.6 Registrar	• Check the academic requirements		5 minutes	Acting College Registrar PCCM
1.7 Guidance Counsellor	• Evaluate the results of the psychological test		5 minutes	Guidance Counsellor PCCM School Nurse PCCM

1.8 College Nurse 1.9 OSA Directress 1.10 Industry Coordinator	• Check the medical requirements • Check the registration form and the insurance, and parents' consent/waiver • Check the Endorsement letter form and the Internship / Practicum uniform to be worn during the training, paraphernalia to be used and give confirmation that the students are qualified to undergo the On-the-Job Training in hospitality service		10 minutes 5 minutes 10 minutes	OSA Directress PCCM OAP Industry Coordinator PCCM
2. Proceed to the following offices for the signature and final checking of document	Check the completion of the checklist form	None	5 minutes	OAP Head College Dean / Acting College Administrator PCCM
End of Transaction = 40 minutes				

2. Student Services and Academic Support Division

2.1 Guidance Counselling and Testing Section

This refers to set of services using an integrated approach to the development of well-functioning individuals primarily by helping them to utilize potentials to the fullest, The Office works toward the total development of the learner and as a human person in the different field such as, scholastic, psychological, social, moral, and spiritual aspects. The Guidance Services aim to assist student become mature, integrative, self-directed, and self-sufficient individuals capable of maintaining a healthy social relationship and performing realistically as a responsible person within his community and the larger society. Mental and Socio-Emotional Health Concerns are addressed by the College Guidance Counsellor.

2.1.1 Admission Services

Refers to the services that take care of the processing of students' entrance and requirements, and management of scholarship assistance to deserving students.

Office or Division:	Guidance and Testing Center
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All College Applicants (K-12) Graduates)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Qualifications for Admission: • At least a High School graduate with a general grade average or rating of not less than **85%** from the previous school attended. • Be of Good Moral Character. • Be of good health certified by a competent physician. • Have passed the **Online Screening Process** to be administered by the College Screening Committee. **What are the Requirements:** • Report Card with GWA (Form 138) Xerox Copy • Good Moral Certificate (Xerox Copy) • PSA Birth Certificate (Xerox Copy) • Medical Certificate (Xerox Copy) Secure after passing the screening • Two (2) I.D. Pictures (2"x2") • Filed-out Application Form • 1 long Brown Envelope	Official PCCM Facebook Page (Guidance Admission Procedures and Guidelines on Online-Admission Services. In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Online Transaction • Fill-up the PCCM E-Application Form from the Official Guidance Office Online-Admission Services Procedures and Guidelines accessible through PCCM website.	For Online Transaction • Provide accessible e-application form and list of requirements to be scanned for submission. • Explain the online admission and screening procedure.	None	10 minutes	**Main** Assigned Staff **Annex** Assigned Staff PCCM

<u>For Scheduled Face-to-Face Transaction</u> • Secure the PCCM Application Form from the Guidance Office or downloadable from PCCM website.	• Provide Online notification per applicant for other procedures required. <u>For Scheduled Face-to-Face Transaction</u> • Provide application form and list of requirements. • Explain the admission and screening procedure. • Provide Admission Slip for schedule and payment of entrance examination.			
<u>For Online Transaction</u> • Submit and send completed E-Application Form with scanned requirements. <u>For Scheduled Face-to-Face Transaction</u> • Submit completed Application Form with requirements and receipt of payment on the scheduled day of	<u>For Online Transaction</u> • Receive and record e-application form. • Advise the applicant to follow the schedule of online interview allotted. • Conduct assessment/evaluation of the submitted e-application form and scanned documents <u>For Scheduled Face-to-Face Transaction</u> • Receive and record application form.	100	10 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM

the entrance examination	• Advise the applicant to go to the testing area. • Conduct assessment/ evaluation of the submitted application form and documents			
<u>For Online Transaction</u> • Take the Online Entrance Examination <u>For Scheduled Face-to-Face Transaction</u> • Take the Entrance Examination	<u>For Online Transaction</u> • Administer PCCM Online Entrance Examination. • Provide schedule of online interview by the college dean. <u>For Scheduled Face-to-Face Transaction</u> • Administer PCCM Entrance Examination. • Provide schedule of interview by the college dean.	None	1 hour and 30 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
<u>For Online Transaction</u> • Take the Online Entrance Examination <u>For Scheduled Face-to-Face Transaction</u> • Take the Entrance Examination • Submit to an Interview	<u>For Online Transaction</u> • Conduct scheduled online interview to applicant • Provide schedule of result of screening through online announcements. <u>For Scheduled Face-to-Face Transaction</u> • Conduct interview to applicant • Provide schedule of result of screening	None	15 minutes	**Main Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM

<u>For Online / Scheduled F2F Transaction</u> • Get result and secure Enrolment Permit	<u>For Online / Scheduled F2F Transaction</u> • Provide e- / non-e enrolment permit to qualified applicants and list of requirements to be scanned for submission in the enrolment. • Explain the online enrolment procedure. • Provide the schedule of enrolment through online announcement	None	5 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
End of Transaction = 2 hours and 15 minutes				

2.1.2 Issuance of Certificate of Good Moral Character and other Related Certificates

Administer the issuance of the certificates for whatever legal, personnel and other related purposes pertaining thereof (I.e., Good Moral Character among others).

Office or Division:	Guidance and Testing Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students and Alumni			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• School ID • School Clearance Form • Transcript of Records or Diploma for Alumni		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Issuance of Certificates) In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>For Online / Scheduled F2F Transaction</u>	<u>For Online / Scheduled F2F Transaction</u>	None	5 minutes	**Main** Assigned Staff PCCM

• Submit and send Scanned Requirements to the Official Guidance Office Procedures and Guidelines on Issuance of Online-Certificates accessible through PCCM website. • Present Requirements • Writes request in the Logbook	• Verify the authenticity of the scanned requirement submitted. • Provide request for certification form for e- / non-e payment.			**Annex** Designated Staff PCCM
<u>For Online Transaction</u> • Present E-Receipt of Payment <u>For Scheduled Face-to-Face Transaction</u> • Present Receipt of Payment	<u>For Online Transaction</u> • Prepare the certificate. • Double check the certificate with the client • Sign electronically the e-certificate • Send the e-certificate <u>For Scheduled Face-to-Face Transaction</u> • Prepare the certificate. • Double check the certificate with the client • Print the certificate • Sign the certificate	100	5 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
<u>For Online / Scheduled F2fTransaction</u> • Reply through messenger or email for received certificate • Sign in the Logbook for received certificate	<u>For Online Transaction</u> • Issue and release E / Non-e Certification • Advise client to go to the Registrar's Office Official website.	None	2 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM

<u>For Online Transaction</u> • Received the e-certificate and proceed to the Registrar's Office official website for online seal stamping. <u>For Scheduled Face-to-Face Transaction</u> • Received the certificate and proceed to the Registrar's Office for seal stamping.		None		**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
End of Transaction = 12 minutes				

2.1.3 Psychological Testing and Evaluation Services

Administer Psychological Test for Practicum/ Intern students as requirement for Student Deployment Checklist and Industry MOA; and for City Government and DepEd applicants.

Office or Division:	Guidance and Testing Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students, Teachers, Employee Alumni and Applicant			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• School ID/Company ID or Valid Id for Alumni and Applicants (scanned) • Endorsement Letter for Psychological Testing (Scanned)		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Psychological Testing and Evaluation Services. In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>For Online Transaction</u> • Present/send scanned endorsement letter for psychological testing to the Official Guidance Office Procedures and	<u>For Online Transaction</u> • Provide E-Testing Permit for schedule and e-payment of testing fee.	None	5 minutes	Guidance Coordinator PCCM

Guidelines on Psychological Testing and Evaluation accessible through PCCM website. <u>For Scheduled Face-to-Face Transaction</u> • Present/submit endorsement letter for psychological testing to the Guidance Office	<u>For Scheduled Face-to-Face Transaction</u> • Provide Testing Permit for schedule and payment of testing fee.			
<u>For Online / Scheduled F2F Transaction</u> • Submit e- / non-e receipt of payment on the scheduled day of the psychological test (As per schedule following the PCCM Guidance Health Protocol).	<u>For Online / Scheduled F2F Transaction</u> • Receive and record pertinent information of examinee. • Advise the examinee to go to the testing area.	100	5 minutes	Guidance Counselor Finance Officer PCCM
Take the Psychological Test (As per schedule following the PCCM Guidance Health Protocol).	• Administer Psychological Test.	None	1 hour	Guidance Coordinator Guidance Counselor PCCM
<u>For Online Transaction</u> • Secure E-/ Non-e Certificate of Result	<u>For Online Transaction</u> • Provide interpretation and evaluation of test result through online / F2F consultations	None	15 minutes	Guidance Coordinator Guidance Counselor PCCM
<u>For Online / Scheduled F2F Transaction</u> • Reply through messenger or email for received e- / non-e certificate and test result.	<u>For Online / Scheduled F2F Transaction</u> • Issue and release e-/ non-e certification and test result	None	2 minutes	Guidance Coordinator Guidance Counselor PCCM
End of Transaction = 1 hour and 28 minutes				

2.1.4 Counseling, Follow-up, and Consultation Services

Its purpose is to help students know and gain insights about themselves life situation through the aid of test results and interview. Counseling Services may be individual routine counseling either voluntary or referrals are done any time when the need arises (City Wide Services for Mental Health Wellness/Psychological First Aid.

Office or Division:	Guidance and Testing Center
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All Students, Teachers, Employee Alumni and Parents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Walk-in • Called-in **(<u>mediums used are all online platforms)</u>** • Referral	Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Counseling, Follow-up and Consultation Services. . In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>For Online Transaction</u> • Sign-in for the Online Counseling Services. <u>For Scheduled Face-to-Face Transaction</u> • Sign-in in the counseling logbook.	<u>For Online Transaction</u> • Advice medium of online platform to be use for online / F2F counseling to the client. <u>For Scheduled Face-to-Face Transaction</u> • Present logbook to the client.	None	1 minute	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
<u>For Online Transaction and For Scheduled Face-to-Face Transaction</u> • Client shares information, responds to assessment / testing procedures	<u>For Online / F2FTransaction</u> • Interview, assessment, and problem conceptualization. • Interviews, administers tests and other assessment procedures, analyze the problem	None	30 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM

For Online Transaction Counseling Intervention and For Scheduled Face-to-Face Transaction	For Online / F2F Transaction Counseling interventions • Sets counseling goals and start to conduct first counseling session	None	1 hour	Guidance Coordinator Guardiano, Guidance Counselor PCCM
	For Online / F2F Transaction • Continue or terminate counseling session	None	2 hours	Guidance Coordinator Guidance Counselor PCCM
	For Scheduled Online / F2F Transaction • Counselor calls or text the client for follow-up counseling session	None	1 hour	Guidance Coordinator Guidance Counselor PCCM
End of Transaction = 4 hours and 30 minutes				

2.1.5 Individual Inventory Services

Assistance given to students to be truly effective if much information about his past, present status and his future-plans are available. The information which comprises the analysis of the individual must be recorded and filed in a meaningful and organized manner to present a developmental profile of the individual students.

Office or Division:	Guidance and Testing Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Individual Inventory E-Form • Updating Form • Cumulative Record		Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online-Individual Inventory Services. In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

<u>For Online / Scheduled F2F Transaction</u> • Sign-in for the Online-Individual Inventory Services	<u>For Online / F2F scheduled Transaction</u> • Present Individual Inventory E- / Non-e Forms to the client. • Present logbook to the client.	None	1 minute	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
<u>For Online / Scheduled F2F Transaction</u> New students must fill out the Individual Inventory E-Form while continuing students must fill out the e-updating form accessible through PCCM website.	<u>For Online / Scheduled F2F Transaction</u> • Provide students with individual inventory form or updating form	None	6 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
<u>For Online Transaction</u> • Send the accomplished e-form and the e-clearance form for electronic signature of the guidance counselor <u>For Scheduled Face-to-Face Transaction</u> • Present the accomplished form and the clearance form for signature of the guidance counselor	<u>For Online Transaction</u> • Checks individual inventory e-form or e-updating form of students. • Sign electronically clearance of students <u>For Scheduled Face-to-Face Transaction</u> • Checks individual inventory form or updating form of students. • Sign clearance of students	None	3 minutes	**Main** Assigned Staff PCCM **Annex** Assigned Staff PCCM
End of Transaction = 10 minutes				

2.1.6 Scholarship Application Assistance Services

These are scholarships and financial aids given to students by local government agencies and officials, by the Commission on Higher Education and/or any private individuals and corporate benefactors. Endorsement by the College and assessed by the Guidance Office, grants shall only be given to student who are compliant and subject to the Scholarship and Retention Policies of the College.

Office or Division:	Guidance and Testing Center
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Transcript of Records TOR (Photocopy) • Good Moral Certificate (Photocopy) • PSA Birth Certificate (Photocopy) • Two (2) I.D. Pictures (2"x2") • Scholarship Application Form • Scholarship Certificate **All Scanned Requirements Are Submitted Online**	Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online Scholarship Application Assistance Services. In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Online / Scheduled F2F Transaction • Secure the Scholarship E-/ Non-e Application Form from the Guidance Office accessible through PCCM website or downloadable from the benefactor website	For Online / Scheduled F2F Transaction • Provide e-/ -/ n on-e-application form and list of requirements to be scanned and submitted online. • Explain the scholarship e-screening procedure. • Inform student's date of submission of e-application and scanned requirements. through online announcements	None	5 minutes	Guidance Coordinator Guidance Counselor PCCM
For Online / Scheduled F2F Transaction	For Online / Scheduled F2F Transaction	None	5 minutes	Guidance Coordinator Guidance Counselor

• Submit completed Scholarship e-/ non-e-Application Form with scanned requirements	• Receive and record e-/ non-e-application form. • Conduct assessment/evaluation of the submitted e-application form and scanned documents.			PCCM
<u>For Online Transaction</u> • Submit to a Scheduled Online-Interview <u>For Scheduled Face-to-Face Transaction</u> • Submit to an Interview	<u>For Online / Scheduled F2F Transaction</u> • Conduct online F2F interview to applicant • Provide schedule of result of scholarship application though online announcements.	None	15 minutes	Guidance Coordinator Guidance Counselor PCCM
<u>For Online / Scheduled F2F Transaction</u> Get result of application and secure scholarship certificate	<u>For Online / Scheduled F2F Transaction</u> • Provide scholarship e-/non-e certificate to qualified applicants. • Explain duties and responsibilities of a scholar based on the standard of the benefactor through online / F2F announcement and consultation.	None	5 minutes	Guidance Coordinator Guidance Counselor PCCM
<u>For Online / Scheduled F2F Transaction</u> • Received the e- / non-e certificate and proceed to the Registrar's Office for online seal stamping and submission to the Finance Office		None	7 minutes	Guidance Coordinator Guidance Counselor PCCM

through official email address for assessment.				
End of Transaction = 4 hours and 30 minutes				

2.1.7 Consultation Services for Tertiary Education Subsidy (TES) Recipient

All Freshman students (Entrance Scholars) who qualified during the admission are considered Full Scholars, free of tuition, miscellaneous and other fees. If a student fails to meet the prescribed retention policy, he/she shall be converted to Socialized Scholarship grant whereby the student needs to pay corresponding fees. Students under the Socialized Scholarship are to comply with the same documentary procedures and requirements for the Opt-out students.

Office or Division:	Guidance and Testing Center
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All Tertiary Education Subsidy (TES) Recipient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• E-Reflection Paper • E-Spending Plan Report	Official PCCM Facebook Page (Guidance Procedures and Guidelines on Online- Consultation Services for Tertiary Education Subsidy (TES) Recipient. In case of a scheduled face-to-face transactions, the client may proceed to the 2nd Floor Guidance Office (4th Room, Left side from the stairs.). for the protection of all parties involve please be guided by the PCCM Guidance Health Protocol which is strictly enforced in the college.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>For Online Transaction</u> • Sign-in for the Online- Consultation Services for Tertiary Education Subsidy (TES) Recipient <u>For Scheduled Face-to-Face Transaction</u> • Sign-in in the logbook.	<u>For Online Transaction</u> • Advice medium of online platform to be use for Online-Consultation Services for Tertiary Education Subsidy (TES) Recipient <u>For Scheduled Face-to-Face Transaction</u> • Present logbook to the client.	None	1 minute	Guidance Coordinator Guidance Counselor PCCM

<u>For Online / Scheduled F2F Transaction</u> • Submit to an Online / Scheduled F2F Interview	<u>For Online / Scheduled F2F Transaction</u> • Conduct online-interview to recipient • Provide schedule of submission of e-reflection paper and e-spending plan report.	None	30 minutes	Guidance Coordinator Guidance Counselor PCCM
<u>For Online / Scheduled F2F Transaction</u> • Submit E- / non-e Reflection Paper and E-Spending Plan Report	<u>For Online / Scheduled F2F Transaction</u> • Discuss duties and responsibilities of TES Grantees. (online / offline) • Consolidate submitted/send scanned requirements.	None	30 minutes	Guidance Coordinator Guidance Counselor PCCM
	• Submit report to Unifast Focal Person through their online official website.	None	A day after the submission	Guidance Coordinator Guidance Counselor PCCM
End of Transaction = 1 hour				

2.2 Registrar's Office and Records Section

Shall be responsible in the repository of highly important and delicate documents. The office also determines admission course requirements, enrolment, load, transfer, graduation and other matters regarding school records and other documents pertinent to the office, appraises rules and regulations issued from time to time by the Commission on Higher Education (CHED), Professional Regulation Commission (PRC), Civil Service Commission (CSC), and Department of Foreign Affairs (DFA), submits Enrolment List, List of Graduates, Honor Graduate Eligibility, Request for Special Order Number, and Annual Higher Education Data/Information Collection. Issuance of Transcript of Records (TOR), Transfer Credentials, Duplicate Diploma, and various Certifications. The office is also responsible in the proper conduct and efficient administration of students' enrolment.

2.2.1 Enrollment Services

Student Enrolment is a procedure in which students were formally admitted and legally bonded to the college after meeting all the requirements for Admission (I.e., GWA of 85% - SHS Grade 12, Entrance Examination, Interview) up until the duration of his/her entire stay within a semester or term inclusive of scholarship privileges provided by the Unified Student Financial Assistance System for Tertiary Education (UniFAST).

Office or Division:	Registrar's Office and Records Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	1st Year Students ... Face to Face Enrolment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For 1st Year Students: Face to Face • K-12 Report of Card with 2 photocopies. • Transferees- TOR (No credit of subjects) • Certificate of Good Moral Character. • PSA Birth Certificate (Original and photocopy). • Medical Requirement: Chest X-ray and Physical Examination • Short Brown Envelope. **For 2nd-4th Year Students: Face to Face** • Report of Grades • Students' Clearance.	• School Graduated in Grade 12 (SHS) • Last School Attended • School Graduated in Grade 12 (SHS) • Philippine Statistics Authority (PSA) • Any clinics, hospitals, Accredited Health Center of the DOH • Office of the Registrar

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all pertinent requirements for enrolment (Office of the Registrar)	1. Checking and verification of submitted documents	None	5 minutes	Registrar Staff R.N., School Nurse PCCM
• (For 1st Year) – Submit Medical Certificate		None	2 minutes	
2. Encoding of student's data and Advising (Office of the Registrar)	2. Encoding student's data and information for records purposes in the system	None	10 minutes	Registrar Staff PCCM
3. Finance Office Payment and Printing of COR	Payment of Fees (for Socialized Students)	None	5 minutes	Finance Officer Collections Officer

	Print 4 copies of Certificate of Registration for signing			PCCM
End of transactions - 22 minutes				

ONLINE ENROLLMENT

1. **Regular Students** must fill out Online Pre-enrollment Form, providing all required information through a link. **Irregular Students, Shifters, and Student Returnee** will be assigned a schedule to visit the Office of the Registrar to process their enrollment.

2. Students will receive an email informing them of the status of their enrolment. The students' copy of Certificate of Registration shall be secured through a limited visit to the Registrar's Office and/or via email.

2.2.2 Issuances of Records and Certificates

Pertinent Records / Documents requested by clients for the purpose of enrolment, employment, travel requirement, among others.

Office or Division:	Registrar's Office and Records Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Enrolled Student and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Students' Clearance • Authorization letter, Photocopy of ID of applicant, Photocopy of ID of representative (For representative); • Passport size ID Picture with name (for the request of Transcript of Records) • Official Receipt from Finance Office	• Student or Alumni (Fully signed clearance from Offices) • Student or Alumni (From parent or guardian) • Student or Alumni • Student or Alumni (Receipt issued by Finance Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form and submit complete requirements	1.1 Checking of fully accomplished clearance and retrieval of students' records.	None	5 minutes	Registrar Staff PCCM
	1.2 Checking of Student's academic records	None	10 minutes	Registrar Staff PCCM
2. Payment of fees	Checking of student's record for any balances,	• TOR: PHP 150.00	5 minutes	Finance Officer Collections Officer

	Issuance of Official Receipt	• TOR with transfer credentials: PHP 225.00 • Certification: PHP 75.00 • CAV: PHP 225.00 • Duplicate copy of Diploma: PHP 200.00		PCCM
3. Processing of Documents	Encoding of Document Verification of Student records (if needed) Printing and Signing of Documents	None None None	3 working days 1 working day 10 minutes	Registrar Staff PCCM Acting College Registrar PCCM
4. Fill-out logbook	Issuance of requested documents	None	2 minutes	Registrar Staff PCCM
End of Transaction = 4 days, 32 minutes				
Note: Release of documents may vary according to the availability of services				

2.2.3 Issuance of Request Form for Permanent Records from Previous School (Form137-A/SF10-SHS/TOR), Dropping Form, Leave of Absence Form, Completion Form, Cross Enrolment Form, Adding and Cancellation of Subject Form

- **Request Form for Permanent Records** - is used for students' evaluation and it should be requested from the school where the student graduated.
- **Dropping Form** - A student drops the subjects a week prior to the Midterm and student who fails to drop subjects is considered (AWOL), and shall automatically be given a failing mark of (5.0);
- **Leave of Absence** - a student is required to file a leave of absence and for readmission. The maximum leave period is only one year.
- **Completion Form** - An incomplete grade shall be completed immediately after the semester it was incurred; otherwise, the student shall automatically be given a failing grade mark (5.0);
- **Cross Enrolment Form** - may be allowed when desired subjects are not offered in the school where the student is enrolled in and /or during the term of enrolment.
- **Adding and Cancellation of Subject Form** - shall be scheduled only within the allowable period of two (2) weeks from the opening of classes.

Office or Division:	Registrar's Office and Records Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All students from first year to fourth year			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Students' Clearance with complete signatures			• Registrar's Office (PCCM Main)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask the front liner staff for the needed form	Issue to students the needed form	None	2 minutes	Registrar Staff PCCM
2. Return the requested form on the specified date for submission	Check and file the submitted form	None	2 minutes	Registrar Staff PCCM
End of Transaction = 4 minutes				

2.2.4 Issuance of Report of Grades

Report of Student Grades are issued to the students every end of semester to be used for enrolment and for other purposes.

Office or Division:	Registrar's Office and Records Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All students from first year to fourth year			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Students' Clearance with complete signatures • Report of Grades			• Finance Office (PCCM Main) • Registrar's Office (PCCM Main)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the clearance with complete signature	Check the clearance and fill out the logbook	None	2 minutes	Registrar Staff PCCM
2. Wait for the issuance of report of Grades	Provide student copy of Report of Grades	None	3 minutes	Registrar Staff PCCM
End of Transaction = 5 minutes				

2.3 Office for Student Affairs Section

Shall be responsible in the promotion and enforcement of the judicious implementation of institutional rules and regulations governing student behavior / character. It is primarily responsible to maintain and ensure the implementation of the College rules and preserve order, integrity, and reputation of the academic community. The office also provides leadership programs and opportunities for personal and organizational effectiveness, and activities, referring to supervision, recognition, and monitoring of all student organization and their programs. The OSA empowers student organizations by involving them in co-curricular/socio-cultural- civic activities and exposes students' talents and skills through effective networking in local and national school affiliations. Recognizes and accredits, supervises, monitors, and evaluates student organizations including the student government and student publications. Delegate official student body for official representation on matters where such representation is necessary, and the proper regulation of the affairs of official publication of the College *(See: CMO No. 09 s. 2013).*

Student Organization and Publication Services

The Student Organization and Publications office under the OSA oversees the conduct of various student activities in the College. It administers programs, group assemblies and activities geared towards the well- rounded development of students. It initiates student seminars, symposia, workshops, and other activities relevant to the acquisition of knowledge, skills and values needed for effective leadership and followership, civic-consciousness, and environmental awareness.

Ancillary Services

The ancillary services aid other student-related concerns, such as student insurance, accident - death aid benefits and similar matters and concerns.

2.3.1 Validation of Student Identification Cards

Authentication of enrolled student IDs administered every start of the Semester.

Office or Division:	Office for Student Affairs Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Bonafede students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validation of Student Identification Cards: • All bona fide students with Certificate of Registration (COR)/Student's ID **What are the Requirements:** • Certificate of Registration (COR); • Student's ID	• 2nd Floor Student Affairs Office PCCM Main • 3rd Floor Student Affairs Office PCCM Annex **Offline Scenario / Limited Face-to-Face** All Bonafede students with Certificate of Registration (COR)/Student's ID may claim Student's I.D. Card Validation Sticker at the school entrance during distribution of scheduled Learning Guides during MGCQ

		govern with health and safety health protocols of the Department of Health and office health and safety protocols and depends on the community quarantine status of the localities of the Institution as identified thereof. **ONLINE SCENARIO** Requesting student may send request of Student's I.D. Card Validation Sticker thru pccmosas@gmail.com with attached picture image of Student's I.D. Card (front and back); or phone call: (044) 228-5442, Monday to Friday, office hours.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OFFLINE SCENARIO 1. Present certificate of Registration (COR) and student I.D.	Sign the COR/Validates I.D.	None	1 minute	OSA Staff OSA Directress PCCM
2. Answer the Client Satisfaction Form	Returns the COR and validated I.D.	None	1 minute	OSA Staff OSA Directress PCCM
End of Transaction = 2 minutes				

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
ONLINE SCENARIO 1. Send request of Student's I.D. Card Validation Sticker thru pccmosas@gmail.com with attached picture image of Student's I.D. Card (front and back); or thru phone call: (044) 228-5442, Monday to Friday, office hours.	Reply in the e-mails	None	1 minute	OSA Staff OSA Directress PCCM
2. Answer the Client Satisfaction Form via Google Form	Reflect to the result of client satisfaction or customer feedback.	None	1 minute	OSA Staff OSA Directress PCCM
End of Transaction = 2 minutes				

2.3.2 F2F / Online Application of Certificate of Recognition / Renewal of Student Organization

Requisites of the CHED Learning Continuity Plan is to ensure that all student organizations of the College must undergo annual accreditation for recognition to evaluate the purpose its creation and realization of organizational objectives.

In the event that Face-to-Face interactions may be suspended; all transactions are coursed-through via online platform / PCCM website.

Office or Division:	Office for Student Affairs Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Bonafede students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements: • Year-round program of activities. • List of Elected officers. • Biodata of officers with ID picture. • Roster of members. • Certificate of recognition/renewal of student organization. • Request Form	2nd Floor Student Affairs Office (3rd Room, Left side from the stairs)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative of organization secures application form and list of requirements.	Application form and list of requirements are provided	None	5 minutes	OSA Forms and templates are download from and submitted through the PCCM website.
2. Authorized representative fills-up application form and collates supporting documents.	Aid if there are questions in filing up the application form	None	5 minutes	OSA Staff PCCM
3. Authorized representative submits completed application form and supporting documents	Completeness of required documents is checked and if in order, affixes signature on the application form	None	10 minutes	OSA Staff PCCM
4. Authorized representative presents completed application form and supporting documents	Document is reviewed and if in order, favorably endorses application for renewal/recognition	None	5 minutes	OSA Staff OSA Directress PCCM

5. Authorized representative submits completed and endorsed application and supporting documents for final approval	Documents are evaluated and if in order, approves renewal/recognition of the organization	None	10 minutes	OSA Staff PCCM
6. Authorized representative Requests issuance of Official Certificate of Recognition/Renewal	Issues certificate of recognition/renewal of the organization	None	5 minutes	OSA Staff PCCM
End of Transaction = 40 minutes				

2.3.3 Procedures on the Request of Conduct of Students and Organization Activities, Processing and Release of Trust Funds

All activities concerned require Proposal and Financial/Budget Allocation, Scheduled Calendar, and School Activity Form to be evaluated by OSA for proper transfer, referrals and conduct of said activities. All activities are recommendatory and subject to the approval of the College Administrator.

Office or Division:	Office for Student Affairs Section			
Classification:	Simple – Multilevel Processing			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All Accredited College Societies and Organizations			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Project Procurement Management Plan		2nd Floor Student Affairs Office PCCM Main 3rd Floor Student Affairs Office PCCM Annex		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit general annual organizational calendar of activities;	• Check general annual organizational calendar of activities.	None	3 working days	Accredited College Societies and Organizations Adviser
2. Submit activity proposal (2) weeks to one (1) month before the actual date of the program.	• Check general annual organizational calendar of activities.	None	2 working days	Accredited College Societies and Organizations Adviser
3. Submit approved Request Letter or approved Proposals and signs the transaction logbook	1. Receive Approved Letter or Approved Project Proposals	None	5 minutes	Finance Officer PCCM

	2. Prepare Obligation Request or Trust Fund Utilization Request and submit to the College Administrator for signing	None	1 working day	Finance Officer PCCM
	3. Records Obligation Request or Trust Fund Utilization Request in the Vouchers Logbook.	None	1 working day	Finance Officer PCCM
	3. Submits Obligation Request to the City Budget Office for signing 4. Submits Trust Fund Utilization Request to the City Accounting Office for Signing	None	1 working day	Finance Officer PCCM
End of Transaction = 8 working days and 5 minutes				

2.3.4. Job-Fair

Requisites of the CHED Learning Continuity Plan provides students with opportunities and exposure to employment through online means or by sharing the link of certified agencies with the conduct related to the job fair.

Office or Division:	Office for Student Affairs Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client – G2B / Government to Business
Who may avail:	All fourth-year students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requirements: • School ID. • Job Fair e-forms • Online Attendance Sheet	2nd Floor Student Affairs Office PCCM Main 3rd Floor Student Affairs Office PCCM Annex

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online to the Secretariat	Provide Online Attendance Sheet and Job Fair form	None	3 minutes	OSA Staff PCCM
2. Shop for job online vacancies posted	Post job vacancies submitted by the companies	None	10 minutes	OSA Staff PCCM Alumni Representative
3. Online search to preferred company relevant to the degree taken	Interview and screen prospective applicants via zoom	None	10 minutes	OSA Staff PCCM Company Representative
4. Fill out the company e-form/s	Company representative requires filling up of company e-forms	None	10 minutes	OSA Staff PCCM Company Representative
5. Give soft copy of Attendance Sheets to the company representative	Sign online the Attendance Slip	None	2 minutes	OSA Staff PCCM Company Representative
End of Transaction = 35 minutes				

2.3.5 Application of Student Accident Insurance and Claims

Ancillary services of the College where Bonafede students are enrolled to free Group Accident Insurance and other claims (I.e., Medical Reimbursements).

Office or Division:	Office for Student Affairs Section
Classification:	Highly Technical (Multistage Processing)
Type of Transaction:	G2C / Government to Client
Who may avail:	All Bonafede students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements: • Photocopy of Form 5 (insurance claim form) • Original of Police blotter/extract • Original of Death certificate • Original of Medical certificate Birth Certificate (reimbursement only)	2nd Floor Student Affairs Office PCCM Main 3rd Floor Student Affairs Office PCCM Annex

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student to secure insurance claim form (ICF) and list of supporting documents via online thru pccmosas@gmail.com	Issues ICF and list	None	2 minutes	OSA Staff PCCM

2. Student completes ICF and collates supporting documents	Provide schedule of submission	None	2 minutes	OSA Staff PCCM
3. Student submits completed claim form and supporting documents via online thru pccmosas@gmail.com	• Reviews documents for completeness • Submits competed claim with supporting documents to Group Insurance Provider • Insurance claim is processed (constant follow-up by the student affairs office to the student insurance group provider)	None None None	3 minutes 1 working day after submission 15 working days to 1 month	OSA Staff PCCM OSA Staff PCCM Student Insurance Group Provider
4. Requests release of insurance claim via online thru pccmosas@gmail.com	Follow-up from OSA Office. Prepares voucher and pays the claim.	None	Daily during duration of application	OSA Staff PCCM Student Insurance Group Provider
End of Transaction = (approx.) 30 days				
Note: duration of 1-month processing by Group Accident Insurance provider				

2.3.6 Medical Reimbursement and Death Aid Claims

Ancillary services of the College where Bonafede students are enrolled to free Group Accident Insurance and other claims (I.e., Medical Reimbursements and Death Aid Claims).

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Office or Division:	Office for Student Affairs Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All bona fide students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Photocopy of Form 5 (insurance claim form). • Original of Police blotter/extract. • Original of Death certificate. • Original of Medical Certificate;(reimbursement only)		2nd Floor Student Affairs Office PCCM Main 3rd Floor Student Affairs Office PCCM Annex		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Student or authorized representative to submit letter of request for medical reimbursement / death aid claims including supporting papers via online thru pccmosas@gmail.com	• Reviews the completeness of documents • Request is processed and reimbursed /claim is computed • Prepares the voucher and process documents for funding	None None None	5 minutes 30 minutes 3 working days depending on the availability of signatories	OSA Staff PCCM OSA Staff PCCM Insurance Agent
2. Request release of check payment	Check is released	None	5 minutes	Insurance Agent
End of Transaction = (approx.) 3 days				

2.3.7 Procedures on the Rules of Conduct and Due Process

This is the administration of a college procedure handling certain student issues that requires investigation, settlement and/or implementation of sanctions to infractions incurred by students.

Office or Division:	Office for Student Affairs Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Bonafede students / Teachers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• A formal written complaint against any student offender; • An incident report from the Security Office relative to infraction of Code of Discipline	2nd Floor Student Affairs Office PCCM Main 3rd Floor Student Affairs Office PCCM Annex

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the complaints via online thru pccmosas@gmail.com	Receives the complaints and clarifies the issues/complaint with office or personnel concerned	None	5 minutes	OSA Staff OSA Directress PCCM
2. Wait for feedback	Attending officer explains the issue and how to resolve it to the complainant	None	3 minutes	OSA Staff OSA Directress PCCM

3. If satisfied, thanks the office and fill-up the client satisfaction form via online thru pccmosas@gmail.com	Follow up the complaint until resolved	None	5 minutes	OSA Staff OSA Directress PCCM
4. If not satisfied, follow up the resolution of the complaint until resolved.	Inform the student offender of his violation immediately, or any accusation against him and shall answer the charges in writing If the offender is a minor, the parent(s) or guardian will be notified and summoned for conferencing If the student admits to the accusation, the OSA decides on the imposition of appropriate sanction on the case A CODI shall be convened to take appropriate action in accepting and hearing of the testimonies and evaluation of evidence for appropriate decision and sanctions commensurable to the gravity of the offense	None	3 Working days	Guidance Coordinator Guidance Counselor Class Adviser / Program Head CODI PCCM

	The decision of the Discipline Committee shall immediately take effect.			
End of Transaction = 3 working days				

2.4 Library Section

Library services refer to a set of services that provide resources that offer access to a wide range of information and conduct activities and programs that support students' research and learning needs.

2.4.1 Application of Library Card (New Students)

A library card is required to access library services.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	New Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Enrollment form • Library Card Application form • 1x1 picture		• Registrar's Office (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Enrollment form	Check and verify the form	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
2. Fill-out library card application form and attach picture	Issue the application form	None	2 minutes	Librarian (Main) Librarian (Annex) PCCM
3. Submit the form	Encode the information from the application form	None	2 minutes	Librarian (Main) Librarian (Annex) PCCM
4. Claim the library card	Print and issue the library card	None	1 working day	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = 1 working day				

2.4.2 Validation of Library Card (Old Students)

Students must have their library cards validated every semester.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Old Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Enrollment form		• Registrar's Office (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Enrollment form	Check and verify the form	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
2. Wait for the validated library card.	Validate library card and update the record in the library system.	None	2 minutes	Librarian (Main) Librarian (Annex) PCCM
3. Claim validated library card	Issue the library card	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = 4 minutes				

2.4.3 Checking - out (Borrowing) of Books

Checking-out of books service is available during all hours of library operation

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Library Card		• Library (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the library card and fill out the book slip to the Circulation Desk.	Verify the library card and check the filled-out book slip	None	2 minutes	Librarian (Main) Librarian (Annex) PCCM
2. Wait for the book to check out in the library system	Scan the barcode of the book	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
3. Receive book/s	Issue book/s borrowed.	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = 4 minutes				

2.4.4 Checking-in (Returning) Books

Checking-in of books service is available during all hours of library operation.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Library (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the book for return at the Circulation Desk	Receive the book and check accession number of book/s against the book slip	None	2 minutes	Librarian (Main) Librarian (Annex) PCCM
2. Wait until the book checked in to the library system	Scan the barcode of book for return and clear borrower's account at the library system	None	1 minute	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = 3 minutes				

2.4.5 Signing of Clearance

Library clearance confirms the return of all borrowed materials.

Office or Division:	Library Section			
Classification:	Signing of Clearance			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Library Card • Clearance Form		• Library (PCCM Main / Annex) • HR Office (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the clearance form to the librarian	Check the library client's record in the library system.	None	1 minute	Librarian PCCM
2. Wait for the clearance	Sign if the client has no accountability	None	1 minute	Librarian PCCM
3. Receive clearance	Release the clearance	None	1 minute	Librarian PCCM
End of Transaction = 3 minutes				

2.4.6 Ask-a-Librarian Service

Librarian will answer the client's queries regarding the library resources and services through chat.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• None		• Library (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask the Librarian through chat	Interview the client and provide the information	None	Within the day	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = within the day				

2.4.7 Document Delivery Service (Online)

Library clients may request online a particular document from a book or other resources available at the library.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Library Card (Students)		• Library (PCCM Main and Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Provide Reference Query through chat	Search the available reference using the library system.	None	Within the day	Librarian (Main) Librarian (Annex) PCCM
2. Wait for the electronic document	Scan the document and send it to the client	None	Within the day	Librarian (Main) Librarian (Annex) PCCM
End of Transaction = within the day				

2.4.8 Online Catalog Search

Library clients may search for a particular title or other library materials available in the PCCM Library using the web OPAC. The library is using a web-based online public access catalog, Koha.

URL: http://library.pccm.edu.ph/

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Professional			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• None		• None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Search the online catalog for material needed URL: http://library.pccm.edu.ph/				
2.Client may download Open Educational Resources (OER) through the link provided in the OPAC				
3. A client may request a copy of a particular chapter or topic from the reference found in the OPAC.	Process the request		Within the day	Librarian (Main) Librarian (Annex) PCCM
End of Transaction= within the day				

2.4.9 Issuance of Referral Letter

The library provides a referral letter to PCCM students and employees who want to visit the library of other institutions for research purposes.

Office or Division:	Library Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Library Card (Students)		• Library (PCCM Main / Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out a form	Prepare the letter and have it signed	None	8 minutes	Librarian (Main) PCCM
2. Log in name on the logbook to acknowledge receipt.	Issue the letter	None	2 minutes	Librarian (Main) PCCM
End of Transaction = 10 minutes				

2.5 Health Section

Shall provide emergency care for illness or injury while at school, to ensure that all students get appropriate referrals to health care providers, to monitor for and control the spread of communicable disease, to provide education and counselling in a variety of health and wellness topics, to serve as medical resource in the development of policies and procedures in the school. Thus, providing preventive services, early identification of problems, interventions, and referrals to foster health and educational success. The Medical Clinic provides the necessary provisions relative to medical health care and wellness programs of students and employees. The clinic offers First-Aid treatment of simple medical cases and share referrals to some medical concerns of students and employees that may require competent attention of the physician. The nurse-on-duty also aids in the issuance of medical certification needed for students' OJT deployment.

2.5.1 F2F / Online Health Consultation Services

Administration of immediate care and other health services for clients via online platform.

Office or Division:	Student Services and Academic Support Division (SASSD)
Classification:	Health Office Services
Type of Transaction:	G2C / Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
3 Online Scanned Medical Records Monitoring and Update	Official PCCM Facebook Page (Clinic Procedures and Guidelines on Online-Health Consultation Services. (PCCM Main / Annex)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sign-in for the Online/ F2F Health Consultation Services.	Ask client and records chief complaint, injury / wound. Performs online demonstration of necessary procedure/s for first aid actions Give the following services if needed through the online consultation: Suggest medicine if needed and available Make referrals if needed.	None	10 minutes (or as needed)	College Nurses (PCCM Main and Annex) PCCM

	Gives health teaching if needed. If needed further medical intervention send client to the nearest hospital. Proper assistance and links will be arranged by the health personnel through PCCM online portals for available health intervention action.			
Enrollment client submits pertinent medical requirements online (scanned medical certificate and x-ray)	Receives and Checks scanned medical certificate and x-ray if there's any medical concern and make referral if needed.	None	5 minutes	College Nurses PCCM
Filling out of e-medical and e-dental form	Receives and reviews entry on the scanned medical record and the submitted scanned medical requirements.	None	5 minutes	College Nurses PCCM
Request for medical assistance through the online consultation facilities of PCCM	Assisting / accompany client outside the school/home **(in case of emergency only)**	None	4 working days (Or as needed)	College Nurses PCCM
End of Transaction = depends on the kind of services needed				

2.5.2 Health Office intervention and action plan in case of personnel suspected with infection, symptoms, and manifestation of COVID-19 while at work.

Assisting client regarding requests for specific medical assistance and needs. Ensue CoVID-19 Incident Command / Contact personnel must establish specific health and possible quarantine guidelines and triage protocols and practices of the DOH and Local Health Office.

Office or Division:	Health Section
Classification:	Highly Technical (Multi-stage processing)
Type of Transaction:	G2C / Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

• Through Health and Medical Referrals • Contact tracing forms		• Health Office and other accredited COVID-19 Agencies		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**• PERSON RESPONSIBLE**
Request for Medical Assistance: • Person with symptoms or suspected with COVID-19	Assist clients on the following: • The school medical personnel must be immediately informed of the condition of the suspected personnel (showing signs and symptoms of CoVID-19).	None	5 minutes	College Nurses (PCCM Main and Annex) PCCM School Physician PCCM
• Information to Health Office	• Health Focal Person will call the City Health Office or DOH Hotline regarding the situation at hand.	None	5 minutes	College Nurses (PCCM Main and Annex) PCCM
• Contact tracing procedures (Optional)	• Get information of the history of possible illness and people who interacted with. • Contact tracing will be done by Health Personnel accredited by DOH to the close contacts of the suspected individual 1-2 weeks prior to the showing of the symptoms.	None None	5 minutes	Surveillance Officer
Instructions for Quarantine Procedures for suspected or COVID-19 positive patient	Patient will be advised to take full 14-day (2 weeks) Home Quarantine health monitoring or will be immediately confined in an ISOLATION AREA to	None	7 working days mandatory quarantine procedure	College Nurses (PCCM Main and Annex) PCCM School Physicians PCCM

	prevent possible spreading and transmission of the disease.			
Taking the Rapid or PCR Tests	The suspected patient shall undergo scheduled Rapid Test, Swab or PCR test for positive or negative results in contracting th contagion.	3,000 – 5,000 Php range	3 working days for testing 5 working days for results	City Health Office
End of Transaction = (approx.) 5 minutes				
Note: Tests and result may vary on responses (depending on exigency)				

3. Administrative Division

3.1. Human Resource Management and Development Section

Shall be responsible in developing programs related to human resource planning, training development and management and in implementing the performance appraisal system; Likewise, in charge in the records management system of the HR office and in Initiating the improvement of Human Resource Management system such as recruitment and promotion, retention, rewards and recognition, employees' relations, Employee Health and Wellness program, Information systems, and employee discipline and in updating the manual of operations, faculty/employees handbook and the like.

3.1.1 Job Application (Contract of Service, Job Order)

Posting of vacant positions for open application for qualified applicant. Vacant Positions are posted on the City Government and Polytechnic College of the City of Meycauayan Page and Bulletin Boards.

Office or Division:	Human Resource Management and Development Section
Classification:	Complex – Multilevel Activity
Type of Transaction:	G2C / Government to Client
Who may avail:	All Qualified Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

• Application Letter.
  • Addressed to the City Mayor, attention to the PCCM Officer in Charge.
  • Stating purpose of application.
• Personal Data Sheet.
• Transcript of Records/Diploma.
• Certificate of Eligibility/License.
• Certificates of Awards or Participation.
• Certificates of previous employment signed by previous employer.
• Latest performance rating
	Main
	PCCM Human Resource Development Office
	2nd Floor Right Wing
	
	Annex
	PCCM Human Resource Development Office
	3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and complete requirements to PCCM HRDO / pccmhrdo2022@gmail.com	• Receives application and complete credentials	None		HRMO PCCM
	• Evaluate applicants' credentials	None	2 working days per 10 applicants	HRMO PCCM
	• Preparation of Zoom link (if conducted online due to availability of Faculty Selection Board) and Documents for Convening	None	½ day	HRMO PCCM
	• Convening /Deliberation of PCCM Faculty Selection Board/ PCCM PSB	None	1 working day	PCCM PSB and PCCM FSB • College Dean • College HRMO as Secretary • Program Head of respective Program • Administrative Officer V for Academics • Faculty Association President • OSA Directress (Student Services applicant) • Human City Resource Management Officer
	• Forward result of deliberation to the City Mayor for final action / selection	None	1 working day	HRMO PCCM
	• Prepare notice to selected applicants through	None	5 minutes	

	letter/Email and phone call • Ensure that the Personal Data Sheet is answered properly and completely with recent photo, thumb mark affixed	None	1 hour	
2. Successful Applicants, assume duty at specified date	Forward to City Human Resource Management Office for the preparation of contracts if the drug and rapid test results are negative.	None	5 working days	City Human Resource Management Office
End of Transaction = 9 and ½ working days				

3.1.2 Request for Personnel Certifications (Certificate of Employment/ COE with Compensation/Service Records/Leave Credits/Others for various purpose)

Securing personnel records for various purposes (I.e., Certificate of Employment, COE with Compensation, Service Records, Leave Credits among others).

Office or Division:	Human Resource Management and Development Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All Active Employee/Separated Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish and submit the filled-up request form	• Review and receive accomplished request form	None	2 minutes	HRMO Administrative Assistant I / Liaison Officer PCCM

	• Forward to City Human Resource Management Office for preparation • Release request to client (Upon receipt)	None None	½ day Within the day	Administrative Assistant I / Liaison Officer PCCM Administrative Assistant I / Liaison Officer PCCM
End of Transaction = (approx.) ½ day				

3.1.3 Application for Leave of Absence (Sick Leave / Vacation Leave)

Filing of employee leave in advance to avail services; Medical Certificate is required if the applied sick leave is more than 5 days.

Office or Division:	Human Resource Management and Development Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All (Active Employee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Leave Application. • Medical certification, in case of sick leave of more than five days. • Clearance for vacation leave more than 30 calendar days; permit to travel, in case vacation leave will be spent overseas;		Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the computerized CSC Form No. 6 with signature and recommending approval of OIC	• Review and record control number in logbook *(For sick leave more than five 5 days; verify medical certificate)* • Forward the CSC Form No.6 to CHRMO for recording and approval	None None	2 minutes Within the day	HRMO Administrative Assistant I / Liaison Officer PCCM Administrative Assistant I / Liaison Officer PCCM
End of Transaction = (approx.) ½ day				
Note: Employee should file Application for Leave at Least 5 days in advance; Medical Certificate *(when necessary to avail service)*				

3.1.4 Request for Locator and Pass Slip

Request for locator slip for official business and pass slip by an employee for personal or business purposes.

Office or Division:	Human Resource Management and Development Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Active Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Invitation/Program. • Schedule of Activity. • Itinerary. • Approved request letter	Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request then fill-up and submit the Locator/Pass slip to HRD Office	• Review and record control number in logbook	None	2 minutes	HRMO Administrative Assistant I / Liaison Officer PCCM
	• Endorsed Locator/Pass Slip to Immediate Supervisor for recommending approval	None	2 minutes	Administrative Assistant I / Liaison Officer PCCM
	• Forward the Locator/Pass Slip to City Administrator's Office for recording and approval	None	Within the day	Administrative Assistant I / Liaison Officer PCCM
	• Issue the Locator/Pass slip to the client upon approval	None	Within the day	Administrative Assistant I / Liaison Officer PCCM
End of Transaction = (approx.) ½ day				
Note: Employee should request locator slip for official business and pass slip for personal business at least two (2) days before the intended date of use				

3.1.5 Request for Authority Travel

Submission of request letter to attend trainings / seminar-workshops before the exact date of the activity.

Office or Division:	Human Resource Management and Development Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All (Active Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

• Application Letter.
  • Addressed to the City Mayor, noted by immediate supervisor.
  • Stating purpose of request.
• Program/Invitation
	Main
	PCCM Human Resource Development Office
	2nd Floor Right Wing
	
	Annex
	PCCM Human Resource Development Office
	3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter duly signed by the immediate supervisor with attached invitation/ program/ memorandum from service provider	• Review and check the learning development / participant who will attend	None	5 minutes	HRMO Administrative Assistant I / Liaison Officer PCCM
	• Forward to Mayor's Office for approval	None	Within the day	Assistant I / Liaison Officer PCCM
	• Forward the Approved letter to City CHRMO for travel order preparation	None	Within the day	Assistant I / Liaison Officer PCCM
	• Issue the Travel Order upon release from the City Administrator's Office	None	Within the day	Assistant I / Liaison Officer PCCM
2. Claim check if registration / per diem / transportation is requested		None	Within the day	City Treasurer's Office
End of Transaction = (approx.) ½ day				
Note: Employee should submit a request letter to attend training two (2) weeks to one (1) month before the exact date of seminar/training				

3.1.6. Request for Clearance Form

Clearance is requested by extant, resigned / separated employees as attachment for loan applications and as a requirement in claiming terminal leave benefits and application to other agencies/companies.

Office or Division:	Human Resource Management and Development Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All (Active Employee/Separated Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Clearance Form. • Government Issued ID	Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance Form at HRD Office	Prepare the Clearance Form	None	3 minutes	HRMO PCCM
2. Fill up and proceed to designated offices for verification	Sign the Clearance upon verification if cleared	None	1-30 days	Heads of Offices • Supply and Property Services • Human Resource Welfare & Assistance • Faculty Association • Office of the College Dean • Financial Services Library • Registrar • Program Heads Office • Teacher Education Program • Hospitality Management Program • Office Administration Program • TVET Program

				• Office of Student Affairs • College Dean
3. Return the Clearance Form duly signed by the concern offices to HRD Office	• Review and Check the Clearance Form • Issue the duly signed Clearance *for COS/JO personnel* • Forward to CHRMO for the preparation of City's Clearance Form *for Temporary/ Permanent/ Casual personnel*	None None None	5 minutes 2 minutes Within the day	HRMO HRMO Administrative Assistant I / Liaison Officer PCCM
End of Transaction = 2 working days				

3.1.7 Application for Loans (Land bank / HDMF / GSIS / Cooperative)

Loan application and processing forwarded to CHRMO.

Office or Division:	PCCM Human Resource Development Office
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All (Active Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished Loan Application Form. • Pay slip. • Valid IDs	Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Loan Application Form and required documents	• Receive and checked the accomplished loan application form with attached documents • Forward to CHRMO for processing of loan application	None None	5 minutes Within the day	HRMO Administrative Assistant I / Liaison Officer PCCM Administrative Assistant I / Liaison Officer

				PCCM
End of Transaction = 5 minutes				

3.1.8 Procedure for Request of Overtime Services

Office or Division:	PCCM Human Resource Development Office
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All (Active Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished OT Services Form	Main PCCM Human Resource Development Office 2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Request for OT Services form (OT Services request form should be fully accomplished and signed by the Department Head)	• Forward the request from to City Budget Office • Forward to the City Administrator's Office for recommending approval of OT services as to CTO or OT pay • Forward to City Mayor's Office for approval • Once approved by the City Mayor, it will then be forwarded to the CHRMO for proper monitoring of OT services (OT) services shall be rendered only after the	None	Within the day	HRMO Administrative Assistant I / Liaison Officer PCCM

	request/authority has been approved by the City Mayor) • Submit the dully filled up and signed Actual Output of Overtime Services Rendered form once the OT services have been rendered to CHRMO for computation of Compensatory OT Credits (COC) or OT Pay • COC will be computed by the assigned CHRMO Staff and Certificate of COC will be issued to the concerned personnel who rendered OT services in availing the CTO.	None	Within the day	Administrative Assistant I / Liaison Officer PCCM
End of Transaction = within the day				
OT Services should be applied three (3) working days before the scheduled OT work;				

3.1.9 Procedure in availing of CTO

CTO may be availed in four (4) or eight (8) hours, it may be used continuously up to a maximum of five (5) consecutive days per single transaction, or on staggered basis within a year.

Office or Division:	PCCM Human Resource Development Office
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All (Active Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CTO Availment Request Form	Main PCCM Human Resource Development Office

		2nd Floor Right Wing Annex PCCM Human Resource Development Office 3rd Floor Right Wing		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
• CTO in Availing Request Form (CTO Availing Request Form should be fully accomplished and signed by the Department Head)	Forward to assigned CHRMO staff to compute COC balance. After approval of the City Administrator, it will then be forwarded to the CHRMO for recording, filing and distribution of copies to concerned employees	None None	5 minutes (depending on the issues involved) Within the day	HRMO Administrative Assistant I / Liaison Officer PCCM Administrative Assistant I / Liaison Officer PCCM
End of Transaction = (approx.) ½ day				
CTO Availment request should be applied five (5) working days before the scheduled CTO				

3.2 Finance Section

Shall be responsible in overseeing the College financial resources and administrative duties to achieve the year's revenue and budget goals. Ensure the organization's 100% compliance to various accounting and tax regulations. Accepts payment for school fees and other related approved collections, maintains proper recording and bookkeeping, supports the operation of the college through financial services and provides financial report to different users as reference for decision making.

3.2.1 Signing and Releasing of Clearance

Students to secure fully accomplished and signed student clearance form to relieve them of any material and/or financial any accountability or obligations to be accomplished every end of the semester.

Office or Division:	Finance Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	Students, Parent-Guardian

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Assessment Form • Examination Permit	• Finance Office (PCCM Main/Annex Sites)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Assessment Form and submit completion form with complete signature of the Instructors	Checks documents as to completeness and accuracy	None	1 minute	Finance Staff PCCM
2. Signs in the Transaction Logbook	Signs and releases Clearance with complete details	None	1 minute	Finance Staff PCCM
3. Receives Clearance	Files the Examination Permit	None	1 minute	Finance Staff PCCM
End of Transaction = 3 minutes				

3.2.2. Request for Petty Cash Fund

Requisition for money for petty expenses and any other urgent purchases.

Office or Division:	Finance Section
Classification:	Simple
Type of Transaction:	G2C Government to Client - G2C Government to Government
Who may avail:	Teaching and Non-teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Locator Slip(Photocopy); • Itinerary of Travel (Original) • Certification of Emergency Purchase (Original)	• PCCM Main • Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Locator Slip and Itinerary of Travel or Certification of Emergency of Purchase	Check documents as to completeness and accuracy	None	1 minute	Collections Officer PCCM
2. Complete the information needed in the Petty Cash Voucher, and submits to the College Administrator's Office for approval	Issue pre-numbered Petty Cash Voucher	None	1 minute	Collections Officer PCCM
3. Submits the Approved Petty Cash Voucher	Release the cash needed	None	1 minute	Collections Officer PCCM

4. Submits the Original Copy of Certificates of Appearance, Original Official Receipts or pictures and signs the Liquidation Submitted portion of the Petty Cash Voucher	Checks the accuracy and Attach the Original Copy of Certificates of Appearance, Original Official Receipts, or pictures in the Petty cash Voucher	None	2 minutes	Collections Officer PCCM
End of Transaction = 5 minutes				

3.2.3. Processing of Project Proposal funding under General Fund

Procedure for provisions of the release of budget and request of fund by requesting office or department reflected in their corresponding PPAs and AIPs.

Office or Division:	Finance Section			
Classification:	Complex - Multilevel Processing			
Type of Transaction:	G2C Government to Client / G2C Government to Government			
Who may avail:	Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Project Proposals		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Project Proposal and signs the Transaction Logbook	1. Check the Programs/Projects/Activities if included in the AIP, PPA, PPMP and the contents of the Project Proposal	None	10 minutes	Finance Officer PCCM
	2. Submits the Project Proposal to the CPDO, Accounting Office and Mayor's Office for approval	None	5 working days	Finance Officer PCCM
	3. Submits copy of approved Project Proposal to the Requesting Personnel	None	3 minutes	Finance Officer PCCM
End of Transaction = 5 working days and 8 minutes				

3.2.4. Processing of Purchase Requests

Procedure for provisions of purchase / procurement by request office or department.

Office or Division:	Finance Section			
Classification:	Simple – Multilevel Processing			
Type of Transaction:	G2C /Government to Client - G2C Government to Government			
Who may avail:	Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Project Procurement Management Plan		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit list of Supplies or Equipment and signs the Transaction Logbook	• Check list in the Project Procurement Management	None	10 minutes	Finance Officer PCCM
	• Encodes supplies or equipment in the Purchase Request Form	None	1working day	Finance Officer PCCM
	• Let the requesting personnel signs the Purchase Request	None	3 minutes	Finance Officer PCCM
	• Submits the Purchase Request to the General Services Office	None	1 working day	Finance Officer PCCM
End of Transaction = 2 working days and 13 minutes				

4. Physical Plant and Facilities Division

In the furtherance of the CoVID-19 situation, the recourse of the College in establishing Institutional and Office Heath Protocols is necessary and vis-a-vis obligatory to mitigate and control the spread of CoVID-19, and therefore not to compromise the health-safety and welfare of the public.

As deterrence, this is an effort to regulate and warrant the safety of all concerned, the College enforces the following guidelines based on the key elements of health standards prescribed by the DOH, IATF and CHED in all HEIs.

4.1 General Services Section - Utility and Maintenance Services

Shall be responsible in ensuring the total structure of the College, its premises, furniture and fixtures, properties and facilities are in good and working condition. The section also submits an inventory of status of all offices, classrooms, and function rooms as to serviceability of electrical appliances (I.e., electric fans, air-conditioning units, lighting system, technical and sound system, and the like). The section ensures the cleanliness and orderliness of the college premises, supervises the building and maintenance personnel, and assign specific task to the utility workers; and perform other functions that may be assigned to them from time to time.

4.1.1 Cleaning and Maintenance Services

Provision of clean and conducive learning and work environment.

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client (Routine Activity)			
Who may avail:	PCCM Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request form; • School I.D. (for students)		PCCM Main / Annex (Administrative Office – Property Office)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secure a filled-out request form for cleaning of room(s), offices, and facilities. Scheduled cleaning of offices can be also requested	• Verify the authenticity of the requirement submitted • Dispatch available utility worker(s) for cleaning and grooming of room or facility	None	45 minutes	AOV/PPFO Head PCCM Property Custodian /Utility and Maintenance Officers PCCM
End of Transaction = 45 minutes				

4.1.2 Repair Works

Provision of maintenance, reparation and construction work for unserviceable facilities and other resources.

Office or Division:	Physical Plant and Facilities Section			
Classification:	Simple			
Type of Transaction:	G2C / College to Client			
Who may avail:	All College Students, Faculty and Office Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request letter / Request Form • Incidence Report • School I.D. (for students)		PCCM Main / Annex (Administrative Office – Property Office)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Provide a request letter or incident report for damage facilities or equipment requested for repair works or replacements.	• Verify the authenticity of the requirement submitted • Request tools and equipment to Property Custodian (if available) • If tools and equipment are not available, request and obtain budget on Finance Office for purchase • Dispatch available utility worker(s) for repair works • If the severity of repair is unmanageable, request City General Service Office for Assistance	None	1 hour	AOV/PPFO Head PCCM Property Custodian /Utility and Maintenance Officers PCCM Finance Officer PCCM AOV/PPFO Head PCCM Property Custodian /Utility and Maintenance Officers PCCM City General Service Office
End of Transaction = 1 hour				

4.1.3 Transfer of Equipment

Provision for the prompt mobility and transfer of equipment and other requested material resources.

Office or Division:	Physical Plant and Facilities Section			
Classification:	Simple			
Type of Transaction:	G2C / Government to Client			
Who may avail:	All College Students, Faculty and Office Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request letter • School I.D. (for students)		PCCM Main / Annex (Administrative Office – Property Office)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secure filled-out request form for the transfer of school	• Verify the authenticity of the	None	1 hour	AOV/PPFO Head PCCM

equipment within or outside the college.	requirement submitted • Request tools and equipment for transfer to Property Custodian • Dispatch available utility worker/s for equipment and tools transfer			Property Custodian /Utility and Maintenance Officers PCCM AOV/PPFO Head PCCM
End of Transaction = 1 hour				

4.2 Property Section

Shall be responsible and liable for keeping and maintaining the safety of all materials and equipment of the college and its laboratories. The section also performs the distribution or disposal of the supplies to each department, issues supplies, tools and equipment to the offices or staff, receives deliveries of the following: school supplies, office supplies, books, magazines, laboratory equipment, laboratory chemicals, etc., takes picture of the delivered supplies/ equipment and submits the report to the office of the General Services Officer, encodes and records all the delivered supplies and equipment from the date and time of delivery, labels the donated equipment or item properly (I.e. catalogues, manuals and similar identification will be encoded to the office of the College Property Office), prepares and conducts monthly inventory of equipment borrowed and those that are assigned to different department /offices, regularly monitors the supplies and equipment of the college, prepares the equipment and materials needed for students and faculty activities, checks and logs received and borrowed / returned item(s) among others.

4.2.1 Borrowing and use School Facilities and Issuance of Supplies Materials and Equipment

Procedures in the administration of prompt response and proper disposition on request for school facilities and equipment, supplies and materials.

Office or Division:	Property / General Services Section
Classification:	Simple
Type of Transaction:	G2C / Government to Client
Who may avail:	All Bonafede students and College Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Borrower's slip. • Requisition and Issue slip. • Property Memorandum receipts addressed to the Administrative Officer - V for approval	PCCM Main / Annex (Administrative Office – Property Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition letter or borrower's slip	• Issue and check entries in request form • Submit letter and borrower's slip signed and approved by the AO-V / PPFO • Present and surrender ID to the property officer • Receiving the item or returning the item then fill-out the user logbook	None None None	3 minutes 3 minutes 4 minutes	Property Custodian PCCM AOV /PPFO Head PCCM Property Custodian PCCM Property Custodian PCCM
2. Request for office equipment and other supplies	• Check approved items requested • Issue approved requested school supplies / equipment from available stocks • Prepare memorandum receipt (MR) of the distributed supplies requested	None None	5 minutes 5 minutes	AOV /PPFO Head PCCM Property Custodian PCCM Property Custodian PCCM
3. Delivery of item to school property	• Accept and inspect items delivered • Take pictures of each items delivered • Catalog, label items with similar identification	None None None	5 minutes 15 minutes 15 minutes	Property Custodian PCCM Property Custodian PCCM Property Custodian PCCM

	• Submit the report of the office to the general servicer	None	½ day	Property Custodian PCCM
4. Inventory Report	Make inventory of equipment assigned to different departments/offices each semester	None	½ day	Property Custodian Tool Keeper PCCM
5. Receive property return slip	Receive, list and take pictures of procured items (if delivered items have damages; return item back to City Government)	None	5 minutes	Property Custodian Tool Keeper PCCM
End of Transaction (approx.) 1 working day and 40 minutes				

OFFICE OF THE CITY ADMINISTRATOR

Internal Services

1. Travel Order Issuance

A Travel Order is issued to officials and employees of the City Government of Meycauayan (CGM) when attending training, seminars, conventions and other related activities on official time outside of the City of Meycauayan.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Human Resource Development Committee (HRDC) Form (1 original and duplicate copy)	Office of the City Human Resource Management Officer (CHRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved HRDC form to the Office of the City Administrator	1.1 Verify completeness of approved HRDC form 1.1.1 If incomplete, return to client 1.1.2 If complete, receive approved HRDC form 1.2 Prepare travel order and memorandum of fund allocation	None	1 hour	Administrative Asst. VI Administrative Assistant I Office of the City Administrator
	1.3 Approve travel order and memorandum of fund allocation	None	4 hours	City Administrator Office of the City Administrator
	1.4 Photocopy approved travel order and memorandum of fund allocation	None	30 minutes	Administrative Asst. VI Administrative Aide I Office of the City Administrator

	1.5 Record in the logbook travel order and memorandum			
2. Receive copy of approved travel order, memorandum of fund allocation and HRDC form	2.1 Release approved travel order, memorandum of fund allocation and original copy of HRDC form to concerned officials/ employees/ offices	None	1 hour	Administrative Asst. VI Administrative Aide I Office of the City Administrator
	TOTAL:	**None**	**6 hours, 30 minutes**	

2. Driver's Trip Ticket Approval

Driver's Trip Ticket is a form issued to drivers in the official use of government service vehicles by any given office or department of the City Government of Meycauayan (CGM) to ensure compliance with regulations, track fuel usage, and monitor driver performance.

Office or Division:	Office of the City Administrator (CAdO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Driver's Trip Ticket (1 original copy)			Office of the City Administrator (CAdO)	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished driver's trip ticket (signed by driver and concerned Department Head) to the	1.1 Check completeness and validity of driver's trip ticket 1.1.1 If incomplete or invalid, return to client	None	30 minutes	Administrative Aide IV Office of the City Administrator

Office of the City Administrator	1.1.2 If valid and complete, receive driver's trip ticket 1.2 Inform client to return next working day for release of driver's trip ticket 1.3 Record in the logbook driver's trip ticket		• Time starts upon receipt of complete documents	
	1.4 Approve driver's trip ticket	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
2. Return to the Office of the City Administrator on schedule of release	2.1 Have the client sign in the logbook driver's trip ticket release	None	15 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
3. Receive approved driver's trip ticket	3.1 Release approved driver's trip ticket to client	None	5 minutes	Administrative Aide I Administrative Aide IV Office of the City Administrator
	TOTAL:	**None**	**4 hours, 50 minutes**	

3. Fuel Allocation Request Form and Purchase Order Issuance

Fuel Allocation Request Form is used to request fuel for use of city-owned vehicles, boats, heavy equipment, machines, generators, other portable equipment or in crematorium.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fuel Allocation Request Form (1 original copy)	Office of the City Administrator (CAdO)
Additional Requirement for Fuel Allocation Request for Service Vehicle:	
2. Approved Driver's Trip Ticket (1 original copy)	Office of the City Administrator (CAdO)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished fuel allocation request form signed by the Department Head to Office of the City Administrator	1.1 Check completeness and validity of fuel allocation request form 1.1.1 If incomplete or invalid, return to client 1.1.2 If valid and complete, receive fuel allocation request form 1.2 Inform client to return on next working day for release 1.3 Record in the logbook fuel allocation request form	None	30 minutes • Time starts upon receipt of complete documents	Administrative Aide IV Office of the City Administrator

	1.4 Approve fuel allocation request form	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	1.5 Prepare purchase order/charge invoice	None	30 minutes	Administrative Aide IV Office of the City Administrator
	1.6 Approve purchase order/charge invoice	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	1.7 Record in the logbook purchase order/ charge invoice	None	15 minutes	Administrative Aide IV Office of the City Administrator
2. Return to the Office of the City Administrator on schedule of release	2.1 Have the client sign in the logbook for approved fuel allocation request form and purchase order/charge invoice	None	15 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
3. Receive approved fuel allocation request form/ purchase order/charge invoice	3.1 Release approved fuel allocation request form and purchase order/charge invoice to client	None	5 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
	TOTAL:	**None**	**1 day, 1 hour, 35 minutes**	

4. Indorsement Slip Issuance

An indorsement slip is a referral slip issued to clients requesting for data from Offices of the City Government for research purposes.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Students, Business Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 original copy)	To be provided by the client
2. Valid School ID for students; Company ID or any Government Issued ID for representatives of business establishments or (1 original and machine copy)	To be provided by the client
Additional Requirement for Students:	
3. Indorsement of School Head or Professor (1 original copy)	School of student-researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with requirements to the Office of the City Administrator	1.1 Verify request letter and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, provide client with Indorsement Slip Form	None	15 minutes • Time starts upon receipt of complete documents	Administrative Aide IV Office of the City Administrator

2. Fill-up Indorsement Slip (with duplicate/ carbon copy) with required information and submit to the Office of the City Administrator	2.1 Write down in the Indorsement Slip the offices to be visited by client based on request/s	None	15 minutes • Time starts upon receipt of filled-out Indorsement Slip	Administrative Aide IV Office of the City Administrator
	2.2 Approve Indorsement Slip	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	2.3 Record in the logbook approved Indorsement Slip 2.4 Have the client sign in the logbook Indorsement Slip 2.5 Hand-over Indorsement Slip to client 2.6 Instruct client to proceed and present Indorsement Slip to concerned office/s indicated therein for checking of availability and release of requested data/document, if available.	None	20 minutes	Administrative Aide IV Office of the City Administrator

	Advise client further to return to CAdO after all concerned offices have been visited and indicated their remarks on Indorsement Slip			
3. Return to the Office of the City Administrator and submit the completed Indorsement Slip	3.1 Check completeness of remark/s of offices in the Indorsement Slip 3.2 Get carbon copy of completed Indorsement Slip and file for reference	None	10 minutes • Time starts upon receipt of filled-out Indorsement Slip	Administrative Aide IV Office of the City Administrator
	TOTAL:	**None**	**5 hours**	

5. Truck Ban and Total Truck Ban Exemption Pass Issuance

Truck Ban and Total Truck Ban Exemption Pass are issued to business entities transporting perishable goods and livestock, contractors of public utilities, and residents or business establishments located within Truck Ban or Total Truck Ban Areas who receive or transport deliveries. These passes allow the passage of their own or contracted trucks during the prescribed truck ban schedules.

The Truck Ban Exemption Pass and the Total Truck Ban Exemption Pass are distinct from each other in terms of coverage, use, and validity, and must therefore be applied for separately. Both certificates shall be valid for a period of six (6) months.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Business entities transporting perishable goods and livestock, contractors of public utilities, and residents and business establishments residing on or receiving/transporting deliveries to Truck Ban or Total Truck Ban Areas
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Request letter to the Mayor indicating the goods or services to be delivered, the origin and destination of delivery, and the plate number/s of truck/s requested (1 original copy)	To be provided by the client
2. Certificate of Registration and updated Official Receipt of truck with readable QR Code (1 photo copy)	Land Transportation Office (LTO)
3. Photo of front and side view of truck/s (1 printed copy)	To be provided by the client
4. Valid Business Permit of applicant (1 photo copy)	LGU of origin/place of business of truck owner
5. Proof of Order/Delivery to an entity with address located in the City of Meycauayan, which may be any of the following (1 photo copy): a. Purchase Order or Request b. Delivery Receipt c. Bill of Lading or Packing List of imported goods d. Contract (for construction/government projects and service deliveries of utilities) e. Indorsement from concerned business establishment in the City of Meycauayan f. Other documents justifying legitimate travel/transport of goods within the City of Meycauayan	To be provided by the client / Concerned business establishment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete requirements to the Office of the City Administrator	1.1 Check validity and completeness of request and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, provide client with Application for Truck Ban Exemption Form	None	1 hour • Time starts upon receipt of complete documents	Senior Administrative Assistant II Office of the City Administrator

2. Fill-up Application Form for Truck Ban Exemption and submit to the Office of the City Administrator upon completion	2.1 Check completeness of Application Form 2.1.1 If incomplete, return to client 2.1.2 If complete, inform client to return to the Office of the City Administrator after 7 working days or upon receipt of notice to claim Truck Ban/Total Truck Ban Exemption Pass/es thru phone call or text message 2.2 Prepare Truck Ban/Total Truck Ban Exemption Routing Slip to Traffic Management Screening Committee (TMSC) 2.3 Record in the logbook Truck Ban Application	None	30 minutes	Senior Administrative Assistant II Office of the City Administrator
	2.4 Transmit Truck Ban/Total Truck Ban Exemption Routing Slip, Application for Truck Ban Exemption form and complete set of requirements	None	3 days	Senior Administrative Assistant II Office of the City Administrator Officer-in-Charge Transportation and Traffic Management Division, Office of the City Mayor (CMO-MTTM)

	to the TMSC for review and signature			City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer (CBPLO) City Administrator Office of the City Administrator
	2.5 Forward fully-accomplished Truck Ban/Total Truck Ban Exemption Routing Slip, Application for Truck Ban Exemption form and complete set of attachments to the Office of the City Mayor for printing of Truck Ban/Total Truck Ban Exemption Pass/es and approval of the City Mayor	None	3 days	Senior Administrative Assistant II Office of the City Administrator Administrative Aide III Attorney III City Mayor Office of the City Mayor
	2.6 Receive approved Truck Ban/Total Truck Ban Exemption Pass/es with complete set of attachments from the Office of the City Mayor 2.7 Affix dry seal in the approved Truck Ban/Total Truck Ban Exemption Pass/es 2.8 Reproduce machine copy of	None	40 minutes	Senior Administrative Assistant II Office of the City Administrator

	approved Truck Ban/Total Truck Ban Exemption Pass/es for filing 2.9 Advise client through phone call or text message of the availability of approved Truck Ban/Total Truck Ban Exemption Pass/es			
3. Return to the Office of the City Administrator, Receive approved Truck Ban/Total Truck Ban Exemption Pass/es and sign in logbook	3.1 Record the date of claim in the logbook Truck Ban Application 3.2 Have the client sign in the logbook truck ban application 3.3 Release approved Truck Ban/Total Truck Ban Exemption Pass/es to client	None	20 minutes	Senior Administrative Assistant II Office of the City Administrator
	TOTAL:	**None**	**6 days, 2 hours, 30 minutes**	

Issuance of Truck Ban and Total Truck Ban Exemption Certificate qualified for multi-stage processing.

6. CLOSED-CIRCUIT TELEVISION (CCTV) FOOTAGE ISSUANCE

Closed-circuit television (CCTV) footage may be given to any citizen, resident or non-resident of the City of Meycauayan, who may need such for legal or investigation purpose.

Office or Division:	Office of the City Administrator (CAdO) – CCTV Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	All citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CCTV Request Form (1 original copy)	CCTV Room, 6th Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
2. Any of the following (1 photo copy): a. Police Report b. Blotter c. Incident Report	Philippine National Police, Barangay or Concerned CGM Department/Office reporting the incident

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit fully accomplished CCTV Request Form with requirements at CCTV Room, 6th Floor, City Hall Building	1.1 Check completeness and validity of CCTV request form and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, receive CCTV Request Form and requirements 1.2 Inform client to wait for advice thru phone call, text message, messenger or email regarding the status of request and/or release of CCTV footage	None	1 hour	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit

	1.3 Assign reference number and record verified request in the Request for CCTV Footage logbook 1.4 Forward the CCTV Request Form and requirements to the Office of the City Administrator for review and recommendation of approval			
	1.5 Review and assess request for CCTV footage 1.5.1 If with legal issues, route to the Office of the City Legal Officer 1.5.2 If for further verification of requirements, return to CCTV unit 1.5.3 If request is acceptable, affix initial in the CCTV Request Form as endorsement	None	4 hours	City Administrator Office of the City Administrator
	1.6 Forward initialed CCTV Request Form and attachments to the Office of the	None	15 minutes	Administrative Assistant I Office of the City Administrator

	City Mayor for approval.			
	1.7 Approve CCTV Request Form	None	1 day	City Mayor Office of the City Mayor
	1.8 Forward approved CCTV Request Form to CCTV unit	None	15 minutes	Administrative Aide III Office of the City Mayor
	1.9 Review and capture CCTV footage based on information given by requestor 1.9.1 If incident was not recorded or outside the view of CCTV camera/s, inform client thru phone call, text message, messenger or email of non-availability of footage 1.9.2 If incident was recorded, save video clip for release to client and inform client thru phone call, text message, or messenger to bring flash drive for the transfer and storage of the video clip and its release thereafter.	None	4 hours	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit

2. Return to the CCTV unit and receive the CCTV footage copy	2.1 Save copy of CCTV footage to flash drive provided by client 2.2 Have the client sign in the Request for CCTV Footage Logbook 2.3 Release copy of CCTV footage in storage device	None	30 minutes	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit
	TOTAL:	**None**	**2 days, 2 hours**	

OFFICE OF THE
CITY GENERAL SERVICES OFFICER

Internal Services

1. Logistics and Supplies Procurement thru Small Value Procurement (SVP) and Shopping

Requesting, canvassing and procurement of supplies, materials, equipment and services, need identification and delivery with focus on efficiency, cost effectiveness and quality assurance. This applies to purchases amounting to P2,000,000 below.

Office or Division:	Office of the City General Services Officer
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request – 4 copies	Concerned Office / End-User
Obligation Request – 4 copies	Concerned Office / End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of duly signed PR & OBR (Head of the requesting office, Budget, Treasury and City Mayor)	1.1 Verify the completeness of the PR & OBR (signed by the Dept. Head, CTO, CBO & CMO)	None	30 minutes	Admin. Asst. III
	1.2 Check if items requested are included in the PPMP. Items not listed in the PPMP will be advised for revision	None	30 minutes	Administrative Asst. I
	1.3 Receive & log completed PR & OBR	None	15 minutes	Administrative Aide I Office of the City General Services Officer
	1.4 Canvass and preparation of documents such as: Request for Quotation (RFQ), Quotation Request (QR), and Abstract of Quotation (AOQ), - prepare a canvass or request for quotation	None	Canvass: 1 to 3 days RFQ/QR/AOQ/	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer

	(RFQ) from suppliers to survey or review on prices of supplies/materials/equipment/services requested			
	1.5 Preparation of Notice of Award (NOA) & Purchase Order (PO) - prepare NOA & PO to the supplier with the lowest quotation - provide the ffg. Information (NOA) - Name of supplier with the lowest quotation - Address of the company - Bid Amount - provide the ffg. Information (PO) - Name of supplier with the lowest quotation - Address of the company - Bid Amount - Detailed specifications of the items/goods to be procured - Place of delivery - Date of delivery - Delivery terms - Payment terms	None	NOA & PO: 1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	1.6 Record & routing of NOA & PO to concerned offices/supplier for signature of the following: City Mayor GSO Supplier	None	3 days	Administrative Aide I Office of the City General Services Officer

	1.7 Place order to the lowest bidded supplier upon issuance of NOA & approved PO	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	1.8 For stamping of signed PO to COA		1 day	Administrative Aide I Office of the City General Services Officer
	1.9 Preparation of Notice of Delivery -to provide the ffg. Information (NOD) - Purchase Request Number - Purchase Order Number - Supplier/Company's Name - Place of delivery - Date of delivery - Articles delivered - Bid/Contract Amount -For signature of: - Assigned inspector - GSO	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	TOTAL	**None**	**Small Value – 10 days & 1 hour 15 minutes**	

2. Verification, Inspection, Acceptance & Turnover of Delivered Goods/items

Delivery and inspection of supplies to ensure that all items/services delivered to the City Government of Meycauayan meet specified standards and requirements, and to confirm that deliveries are complete and accurate before acceptance into inventory.

Office or Division:	Office of the City General Services Officer
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order – 4 copies	General Services Office
Acceptance & Inspection Report – 3 copies	General Services Office
Sales Invoice / Delivery Receipt	Supplier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of requested items/goods	1.1 Verification of delivered items/supplies within 10/30 calendar days - Verify/check the completeness of the items/supplies delivered stipulated in the Purchase Order	None	1 hour to 1 day	Administrative Assistant III Administrative Aide I Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.2 Inspection and acceptance of delivered items/supplies -GSO staff reviews the delivered goods to verify the specifications, unit, quantity,	None	1 hour to 1 day	Administrative Aide I Administrative Aide I Admin. Asst. II Office of the City General Services Officer

	any defects from the items. -If items are in order, GSO staff signs the "Received" portion of the Delivery Receipt (DR) -If not, the assigned staff notates this on the DR and items are returned to the supplier			
	1.3 Upon verification, inspection & acceptance of items, NOD & Delivery Receipt will be routed to COA for stamping	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.4 Preparation & routing of Acceptance & Inspection Report (AIR, RIS/ICS, PAR)) - for signature of the ffg: - GSO Assigned Inspector	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Admin. Asst. II Administrative Aide I Office of the City General Services Officer
	1.5 Preparation of RIS/ICS/PAR	None	1 day	Administrative Aide I Administrative Aide I

				Office of the City General Services Officer
	1.6 Turnover of delivered goods/ items to end user	None	1 to 3 days	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.7 Record details in the outgoing logbook 1.8 Submit all documents upon completion of dates, signatures & pictures of delivered items for processing of payment to Accounting Office	None None	10 mins 7 days	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	TOTAL	**None**	**14 days**	

3. INVENTORY OF PROPERTY, PLANT AND EQUIPMENT

A standard process for inventory of Property, Plant and Equipment within the City Government of Meycauayan to ensure accurate inventory record, compliance with regulations and effective use of resources.

Office or Division:	Office of the City General Services Officer
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Funded Requisition and Issue Slip (RIS) – 3 copies ICS – 3 copies PAR – 3 copies	General Services Office

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

	1.1 Encoding in PPE Inventory with Accounting System (PIAS) - GSO staff will provide the ffg. Information: - Property Number - Serial Number - Model number - Physical characteristics - Item description - Quantity - Unit of Measure - Unit cost& Total Cost - Date Acquired - Supplier name - Reference documents - Account code	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.2 Generate RIS/ICs or PAR from PIAS	None	30 minutes	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.3 Generate Property Sticker (should be placed in semi-expendable goods above P50,000)	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.4 Affixing signature of the end-user on the RIS/ICS/PAR	None	1 day	End-user
	TOTAL	**None**	**3 days & 30 minutes**	

OFFICE OF THE
CITY INFORMATION OFFICER
(Tourism and Cultural Affairs Division)

External Services

1. Request for Research / Photo or Video Documentation / Tour

"The Office of the City Information Officer (CIO) - Tourism and Cultural Affairs Division offers external services, including assistance with research, guided tours, and photo/video documentation at the Museo ng Pamanang Meycaueño.

Office	Office of the City Information Officer (Tourism and Cultural Affairs Division)
Classification	Simple/Complex
Type of Transaction	G2C Government to Client
Who may avail	Departments in the City Government

Checklist of Requirements	**Where to Secure**
Letter of Request	N/A

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
A. Research Request: 1. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division	1.1 Receives the Letter of Request and forwards it to the department head for approval. 1.2 Contacts the client to inform of the approval of the request. 1.3 Provides the requested materials.	None None None	10 minutes 1 day 3 days	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**4 days & 10 minutes**	
B. Photo and/or Video Documentation at Museo ng Pamanang Meycaueño: 1. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division	1.1 Receives the Letter of Request and forwards it to the department head for approval. 1.2 Contacts the client to inform of the approval of the	None None	10 minutes 1 day	Supervising Tourism Operations Officer (CIO)

2. Conducts Photo or Video Documentation	requested schedule of the Photo and/or Video Documentation. 2.1 Facilitates and monitors the Photo and/or Video Documentation	None	1 day	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**2 days & 10 minutes**	
C. Tour Request: 1. Inquires availability of tour services 2. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division 3. Tour Proper	1.1 Requests client to submit a letter addressed to the City Mayor. 2.1 Receives the Letter of Request and forwards it to the Office of the City Mayor for approval. 2.2 Contacts the client to inform of the approval and confirmation of the requested date and time of the tour. 2.3. Complex: Coordinates the tour with other departments and/or stakeholders included in the tour, as requested by the client. 3.1 Simple: Conducts and facilitates the tour. 3.2 Complex: Conducts and facilitates the tour (with departments and/or stakeholders included).	None None None None None None	5 minutes 2 days 10 minutes 2 days 1 day 1 day	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**Simple: 3 days & 15 minutes** **Complex: 5 days & 15 minutes**	

OFFICE OF THE CITY INFORMATION OFFICER

Internal Services

1. Request for Lay-out/ Photo Coverage/ Copyediting of Messages

The Office of the City Information Officer (CIO) provides internal services that include print layout and design for tarpaulins and posters, editing of communication materials, photo coverage, publication of announcements and advisories, and preparation of speeches, audio-visual presentations, and other promotional materials for the plans and projects of various city government departments.

Office	Office of the City Information Officer (CIO)			
Classification	Simple/ Complex			
Type of Transaction	G2G Government to Government/ G2C Government to Client			
Who may avail	Departments in the City Government			
Checklist of Requirements		**Where to Secure**		
Request Slip		CIO		
Sample Material/Concept, if any		To be provided by the requesting party		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
A. Printed Programs, Certificates, Invitations and LED layouts for Events 1. Submit a duly accomplished request slip along with a sample material or concept.	1.1 Receives the filled-out request slip, clarifies requirements and other details with the requesting party, and forwards it to the layout artist.	None	10 minutes	Administrative Aide III Community Affairs Off. IV Officer-In-Charge Office of the City Information Officer (CIO)
	1.2.1 For simple materials: Drafts layout based on existing template and forwards it to the Department Head for approval, as indicated on the marginal notation.	None	2 hours	Administrative Asst. V Community Affairs Officer II (CIO)
	1.2.2 For complex materials: Prepares a draft layout and forwards it to the Department Head for approval, as indicated	None	2 days	Administrative Asst. V Community Affairs Officer II (CIO)

	on the marginal notation. 1.3.1 For simple materials: Forwards the approved draft layout to the City Administrator's Office (CAO) for review and approval. If further revisions are needed, the material may undergo steps 1.2–1.4 again until approved by the City Administrator. 1.3.2 For complex materials: Forwards the approved draft layout to the City Administrator's Office for review and approval. If further revisions are needed, the material may undergo steps 1.2–1.3 again until approved by the City Administrator. 1.4 Secures the Mayor's approval or signature, as necessary.	None None	1day 3 days	Administrative Aide I Administrative Aide III (CIO) Administrative Aide I Administrative Aide III (CIO)
	TOTAL	**None**	**For simple: 1 day, 2 hours & 10 minutes** **For complex: 5 days, 2 hours & 10 minutes**	

B. For Tarpaulin: 1. Submit a duly accomplished request slip along with a sample material or concept. 2. Receive the approved and printed tarpaulin.	**For tarpaulin:** 1.1 Receives the filled-out request slip. 1.2 Prepares the draft layou approval. The Department City Administrator for reviev Mayor's Office for final appr 1.3 Forwards the approved tarpaulin layout to the Mayor's Office for approval of printing.	None None None	3 minutes 1 day 2 days	Administrative Aide III CIO Administrative Asst. V Community Affairs Officer II CIO Administrative Asst. V CIO
	TOTAL	**None**	**3 days & 3 minutes**	
C. Copy Editing of Materials: 1. Submit a duly accomplished request slip along with the sample material or concept.	1.1 Receives the request and forwards it to the City Information Office (CIO) Head. 1.2 Edits the material and forwards it to the Office of the City Administrator for review and approval. Any	None None	5 minutes 2 hours	Community Affairs Off. IV Administrative Aide III Officer-In-Charge, CIO

2.Receive the edited and approved material.	comments or additional edits are noted on the marginal section of the final draft for appropriate action by the CIO Head. 1.3 Informs the client once the request is ready for pickup or email delivery.		5 minutes	Community Affairs Off. IV Community Affairs Officer II CIO
	TOTAL	**None**	**2 hours & 10 minutes**	
D. Speech/ Messages/ Scripts				
1.Submit a written request.	1.1 Forwards the request to the City Information Office (CIO) Head for approval. 1.2 Assigns a writer to coordinate and interview the concerned staff or officer. 1.3 Writer drafts the speech, greeting, or script. 1.4 Conducts fact-checking of the content with concerned Department Heads and/or the Mayor, and revises to produce the final draft. 1.5 Finalizes and informs the client once	None None None None	3 minutes 15 minutes 1 day 1 day 5 minutes	Community Affairs Off. IV OIC, CIO OIC, CIO Community Affairs Officer II OIC, CIO

2. Received the approved material	the request is ready for pickup or email delivery.			
	TOTAL	**None**	**2 days & 23 minutes**	
F. Photo Requests and Event Photo Coverage:				
1. Submit a written request at least one (1) day before the event. 2.Receive the requested photo files online, via USB, or through downloads of	1.1 Assigns a photographer and/or livestreaming team for event coverage, or designates staff to provide available stock photos. 1.2 Photographer or support staff searches for the requested stock photos in the archive and releases them to the client. 1.3 Photographer and/or livestreaming team covers the event as scheduled. 1.4 Photographer selects and prepares photos for release to the client.	None None None None	10 minutes 1 hour 4 hours 2 hours 10 minutes	Officer-In- Charge, CIO Photographer Community Affairs Officer II Photographer CIO Photographer CIO Administrative Aide III Community Affairs Off. IV CIO

livestreamed content from official social media accounts.				
	TOTAL	**None**	Photo request: **1 hour & 10 mins.** Photo coverage / Live Streaming Coverage: **6 hours & 10 minutes**	
G. Audio-Visual Presentation (AVP) Productions				
1. Submit a written request at least six (6) weeks before the scheduled presentation.	1.1 Forwards the request to the CIO Head for approval.	None	3 minutes	Administrative Aide III Community Affairs Officer II CIO
	1.2 Assigns a writer to coordinate with the requesting client for content development, including stock photo and video research, fact-checking, and preparation of the final working draft.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer II Aide III Photographer CIO
	11.3 Prepares for the shoot by breaking down the script, coordinating with featured personalities, agencies, departments, or groups, and securing necessary permits and schedules.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer IV Community Affairs Officer II
	1.4 Conducts the video shoot and proceeds with editing, including narration, motion graphics, music scoring, and final fact-checking.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer II Photographer CIO
	1.5 Submits the completed video output to the Department Head, City Administrator, and/or		2 days	Officer-In-Charge, CIO

	Mayor for review, approval, and any required revisions.			
	1.6 Informs the client once the final video is approved and ready for pickup, or assists with presentation setup as needed.		1 hour	Community Affairs Officer II Administrative Aide III
	TOTAL	**None**	**6 wks., 2 days, 1 hr. & 3 mins.**	

2. Request for Video Advocacy Messages by the City Mayor for Online Platforms

CIO produces video advocacy messages featuring the City Mayor for dissemination through various online platforms.

Office	Office of the City Information Officer (CIO)
Classification	Highly Technical
Type of Transaction	G2G Government to Government/ G2C Government to Client
Who may avail	Departments in the City Government

Checklist of Requirements	**Where to Secure**
Request Slip / Written request	CIO
Sample Material/Concept, if any	To be provided by the requesting party

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1.Send a formal request letter via email to **cicro@meycauayan.gov.ph**. **If walk-in:** Sign in the visitor's logbook and submit either an e-copy or hard copy of the required documents.	1.1 Prints out the emailed request or receives the walk-in request letter and forwards it to the Mayor's Office for approval. 1.2 Upon approval, drafts the script for the video or online message, conducts fact-checking, and secures the Mayor's inputs and approval of the final script.	None	3 minutes Simple: 3 days Complex: 10 days	Community Affairs Officer IV Community Affairs Officer II Administrative Aide III CIO Officer-In-Charge, CIO Community Affairs Officer II

2. Wait for the approved video message to be produced and sent via email, download link, or for pick-up.	1.3 Conducts the video shoot for the Mayor's message. 1.4 Edits the video and prepares it for review. 1.5 Seeks final approval from the City Mayor and/or City Administrator. 1.6 If further revisions are required, performs another round of editing and submits the revised version for approval. 2.1 Notifies the client through email once the approved final video message is ready for release via email, shared link, or pick-up.		3 days 3 hours 6 hours 6 hours 5 mins.	Officer-In-Charge, CIO Community Affairs Officer II Photographer CIO City Administrator Office of the City Administrator Officer-In-Charge, CIO Officer-In-Charge, CIO
	TOTAL	**None**	**For simple: 3 day, 15 hours & 8 minutes** **For coplex: 13 days, 15 hours & 8 minutes**	

OFFICE OF THE CITY LEGAL OFFICER

Internal Services

1. Free Legal Consultation

Free legal consultation is given to the public who are dealing with legal issues and other concerns.

Office or Division:	OFFICE OF THE CITY LEGAL OFFICER
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Employees of the City Government and Citizens of the City of Meycauayan, Bulacan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
All documents relative to the client's concern.	To be provided by the client / requesting office or employee.

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present documents related to the client's concern.	1.1 Receive and record the request and refer it to the City Legal Officer for the proper disposition of the request.	None	4 Minutes	City Legal Officer Office of the City Legal Officer
	1.2 Assess the legal issue/ concern and provide legal advice.	None	30 Minutes	City Legal Officer Office of the City Legal Officer
2. Answer the Client rater form.	2.1 Give the Client Rater Form.	None	1 minute	City Legal Officer Office of the City Legal Officer
	Total	**None**	**35 minutes**	

2. Review and/or Drafting of Contracts, Ordinances, Legal Instruments and Legal Opinion

In accordance with the Office of the City Legal Officer mandate to provide assistance and guidance to the City Government, the Office of the City Legal Officer renders complete and final legal documents upon the request of the requesting office.

Office or Division:	OFFICE OF THE CITY LEGAL OFFICER
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Officials and employees of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written query or request for review 2. Contract, Proposed ordinance, and Other legal instruments	To be provided by the client / requesting office or employee.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s to submit a written request for review of documents to the receiving staff.	1.1 Office of the City Legal Officer staff to receive and record clients' requests.	None	10 minutes	City Legal Officer Office of the City Legal Officer
	1.2. Refer to the City Legal Officer for the proper disposition of the request	None		City Legal Officer Office of the City Legal Officer
	1.3. Evaluate request.	None	30 minutes	City Legal Officer Office of the City Legal Officer
	1.4. Assign document review to the concerned lawyer.	None		City Legal Officer Office of the City Legal Officer

	1.5. Gather and provide all necessary information, provide comments, and draft a legal opinion.	None	20 working days **Some highly technical cases that involve extensive research and intensive analysis may require additional days to finish*	City Legal Officer Office of the City Legal Officer
	1.6. Review and approve the release of the document by the City Legal Officer.	None	1 hour	City Legal Officer Office of the City Legal Officer
2. Return to the Office of the City Legal Officer to claim the requested document.	2.1. Record and release the signed document to the requesting client.	None	5 minutes	City Legal Officer Office of the City Legal Officer
	Total	**None**	**20 days *(or more),* 1 hour, and 45 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Feedback Form (to be taken in every Offices or at Public Assistance and Complaint Desk) and drop it at the designated drop box in front of the Public Assistance and Complaint Desk. Contact info: (044) 919-8020 local 204 / 0917-557-0099 or cicro@meycauayan.gov.ph or www.meycauayan.gov.ph
How feedbacks are processed	Every Friday, the Office of the City Information Officer (CIO) opens the drop box and compiles and records all Client Feedback Forms submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the Client Feedback Form. The answer of the office is then forwarded to the CIO. CIO will forward the answer to the citizen. For inquiries and follow-ups, clients may contact the following number: (044) 919-8020 local 204 / 0917-557-0099 or cicro@meycauayan.gov.ph or www.meycauayan.gov.ph
How to file a complaint	Answer the Client Complaint Form (to be taken in every Offices or at Public Assistance and Complaint Desk) and drop it at the designated drop box in front of the Public Assistance and Complaint Desk. Complaints can also be filed via telephone, Facebook Messenger or official website of the City of Meycauayan, Bulacan. Make sure to provide the following information: • Name of Client • Contact Number of Client • Email Address of Client • Name of person being complained • Incident • Evidence (All client information will be kept confidential)

	For inquiries and follow-ups, clients may contact the following telephone number: (044) 919-8020 local 204 / 0917-557-0099 or cicro@meycauayan.gov.ph or www.meycauayan.gov.ph
How complaints are processed	Every Friday, the Office of the City Information Officer (CIO) opens the drop box and compiles and records all complaints submitted. Complaints shall then be forwarded to the Office of the City Administrator for evaluation. Upon evaluation, the City Administrator shall start the investigation and forward the complaint to the relevant office for their explanation or to the Investigating Committee on Administrative Cases (ICAC) depending on the complaint filed. The Office of the City Administrator / ICAC will create a report after the investigation and shall submit to the Office of the City Mayor for appropriate action. The Office of the City Administrator / ICAC will give the decision on the complaint to the Office of the City Information Office (CIO). The Office of the City Information Office (CIO) will then forward the decision to the client. For inquiries and follow-ups, clients may contact the following telephone number: (044) 919-8020 local 204 / 0917-557-0099 or cicro@meycauayan.gov.ph or www.meycauayan.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact information
Office of the City Mayor	4th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 402
Office of the City Assessor	1st Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 103
Office of the Business Permit & Licensing Officert	1st Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 102
Office of the City Engineer	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 306
Office of the City Planning & Development Coordinator	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 304
Office of the City Treasurer	1st Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 104
Office of the City Civil Registrar	1st Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 105
Office of the City Health Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 503
Office of the City Social Welfare & Development Officer	2nd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 205
Office of the City Environment & Natural Resources Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 508
Office of the City Population Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 507
Economic Enterprise Management Division- Office of the City Administrator	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 508
Office of the City Cooperatives Development Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 506
Office of the Public Employment Services Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 502

Office of the Local Disaster & Risk Reduction Management Officer	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 301
Office of the City Veterinarian	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 504
Office of the City Agriculturist	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 504
Polytechnic College of the City of Meycauayan	Brgy. Malhacan, City of Meycauayan, Bulacan	044.320.5653
Office of the City Vice Mayor	2nd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 201
Office of the Secretary to Sangguniang Panlungsod	2nd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 203
Office of the City Administrator	4th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 403
Office of the City Budget Officer	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 305
Office of the City Human Resource Management Officer	5th Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 501
Office of the City General Services Officer	2nd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 206
Office of the City Information Officer	2nd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 204
Office of the City Legal Officer	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 303
Office of the City Accountant	3rd Floor, Meycauayan City Hall, Brgy. Saluysoy, City of Meycauayan, Bulacan	044.919.8020 local 302

Republic of the Philippines
CITY GOVERNMENT OF MEYCAUAYAN
MacArthur Highway, Saluysoy, City of Meycauayan, Bulacan
https://meycauayan.gov.ph

BAGONG PILIPINAS

OFFICE OF THE CITY MAYOR

CERTIFICATE OF COMPLIANCE
Year: 2026

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ATTY. HENRY R. VILLARICA**, Filipino, of legal age, **City Mayor** of the **City of Meycauayan,** the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The **City of Meycauayan** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

   Citizen' Charter Handbook Edition: **2026, 2nd Edition**

2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information Billboard *(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)*
✓	Citizen's Charter Handbook *(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)*
✓	Official website/Online Posting

3) The Citizen's Charter Information Billboard enumerates the following information:

   a. External services;
   b. Checklist of requirements for each type of application or request;
   c. Name of the person responsible for each step;
   d. Maximum processing time;
   e. Fee/s to be paid, if necessary; and
   f. Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:

   a. Mandate, vision, mission, and service pledge of the agency;
   b. Government services offered (External and Internal Services);
      i. Comprehensive and uniform checklist of requirements for each type of application or request;
      ii. Classification of service;
      iii. Type of transaction;

iv. Who may avail;
v. Client steps and agency actions to obtain a particular service;
vi. Person responsible for each step;
vii. Processing time per step and total;
viii. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;
d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

10) The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

ATTY. HENRY R. VILLARICA
City Mayor
City of Meycauayan